



# Commercial Payments

## **Sydbank's profile**

*Publicly listed, full-service bank*

*Fourth largest bank in Denmark*

*Nationwide branch network  
(+ 3 branches in Germany)*

*Extensive private  
banking services*

*2,500 employees*

*375,000 clients*

*140,000 shareholders*

*4-7% market share*

*Moody's ratings: Aa3, P-1, C+*

## **Quality, cooperation and technological innovation**

... three characteristics that Sydbank values highly in the handling of international payments.

In recent years we have been market leaders in Denmark in the implementation of modern technology within systems that handle all types of payments. Sydbank was one of the pilot banks in EBA STEP2 and the first Danish bank capable of effecting EBA STEP2 payments. In addition Sydbank was among the first 18 financial institutions that joined STEP1 in 2000.

Sydbank's constant focus on delivering high quality services is reflected in the fact that Sydbank is one of the banks in Denmark with the highest customer satisfaction, according to the Aalund Business Research poll.

Sydbank has endorsed the Credeuro and ICP conventions.

### **Sydbank offers**

- Competitive prices
- No Non-STP charges
- Late cut-off times
- One point of entry for your commercial payments to Denmark
- The capacity to handle an unlimited number of payments
- Professional and highly skilled staff.

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# Sydbank

# Commercial Payments

## Domestic Clearing

Whenever possible and up to a certain amount Sydbank will execute payments via the Danish domestic clearing system in DKK and EUR on the value date stated in the SWIFT message.

## EBA STEP1/STEP2

As a direct participant of EBA STEP2 and a member of STEP1, Sydbank can act as entry point for all your EBA payments to Denmark.

## Low Value Payments

Sydbank is able to send and receive Low Value Payments by means of MT102 FIN (or MT103 with code word) and therefore we can provide you with an inexpensive way of handling these types of payments.

## Capacity

The technological advances of our payment system have given us the capacity to execute an unlimited number of payments.

## Charges

We offer attractive charges for BEN, SHA and OUR options as well as for returns, inquiries and cancellations, which will ensure the satisfaction of the beneficiary and the remitter.

For OUR payments the fee can be included in the MT103. Alternatively we can debit your account with us every month with advice to you indicating all payments and including such information as your reference number, date and amount.

## Non-STP Charges

Under normal circumstances and if the overall number of payments are of a reasonable quality, we do not charge Non-STP fees.

## Cut-off Times

A request for same-day processing must reach Sydbank no later than 13:30 (local time). Payments received after this time will be handled on a best effort basis.

## Inquiries

We will clear your inquiry within 24 hours. If we need additional information or need to investigate further you will receive a confirmation within 24 hours indicating the reference number and contact information about the investigation officer.

## Returns

Payments which cannot be settled will be returned on the day of receipt or on the same day we receive the amount from the beneficiary bank. Returns will be executed by MT103 including the original reference number and with /RETN/ in field 72 as well as the reason for the return.

## Cancellations

If the beneficiary has been advised, the payment cannot be cancelled. However we will make every effort to assist you by contacting the beneficiary or the beneficiary's bank to obtain the beneficiary's acceptance of return.

## Contact Details

You will be provided with the contact details of several investigation officers and an account manager who will deliver competent, personal and prompt services.