



Commercial Payments

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 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.

Sydbank's profile

One of Denmark's largest banks
Publicly listed, full-service bank
84 branches including 3 in Germany
2,100 employees
475,000 clients
130,000 shareholders
6-11% market share – depending on customer segment

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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 STEP2

Sydbank is a direct participant of EBA STEP2 and TARGET.

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 (Business day and operating 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.