



# USER GUIDE FOR THE INTERNETBANKING SERVICE OF PPF banka a.s.

## Part I: General Information, Logging into Internetbanking, Settings and Authorization of Orders and Requests for the Bank

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## I. General information

Internetbanking is provided on the <https://ibs.ppfbanka.cz> website.

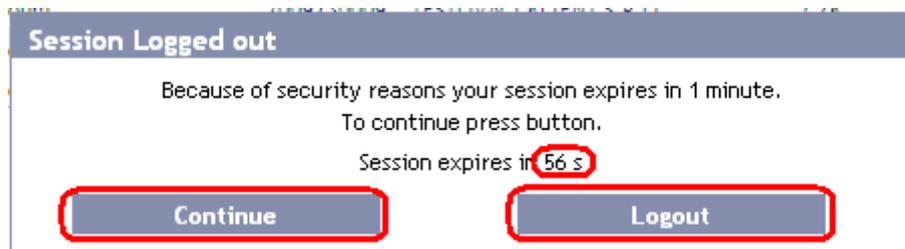
The conditions for using Internetbanking (hereinafter “IB” only) are introduced in the *Business Conditions of PPF banka a.s. for the Usage of Internetbanking Services* (hereinafter “SBC” only), in the *Agreement on Internetbanking* (hereinafter “Agreement on IB” only), in the *General Business Conditions of PPF Banka a.s.* (hereinafter “GBC” only), in the Security Principles, in the document *Formats of Files for the Importing and Exporting of Data for the Internetbanking Service of PPF banka a.s.* (hereinafter “Formats of Files” only) and in this User Guide.

In the event that there are expressions, abbreviations or phrases beginning with capital letters used in the text of the User Guide, their meaning will be stated in the article titled Definition of Terms of the GBC and/or SBC. The meaning may be specified in the individual provisions of the GBC and/or SBC and/or this User Guide. An up-to-date version of the GBC, SBC, User Guide, Security Principles and Formats of Files is available on the website at [www.ppfbanka.cz](http://www.ppfbanka.cz).

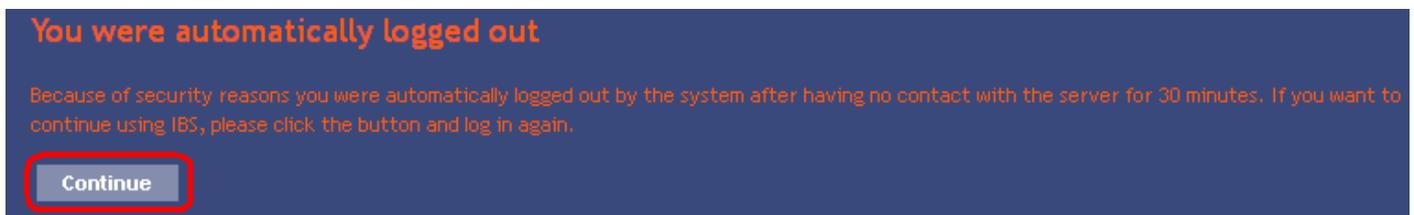
For greater clarity, the User Guide is divided into several parts, which are separate documents. This part includes general information and describes logging into IB, settings and Authorization of Orders and requests for the Bank. Other information related to IB is stated in other parts of the User Guide.

User support for IB is provided by Customer Service, which you can contact on Business Days during Business Hours from 8:00 a.m. to 6:00 p.m. at the telephone number +420 224 175 901 or at the e-mail address [customer.service@ppfbanka.cz](mailto:customer.service@ppfbanka.cz). Requests sent by e-mail outside the hours stated above will be processed by Customer Service on the next Business Day during Business Hours.

There is a security time limit of **30 minutes** set for this Service. You will be reminded of the expiry of the time limit by the conversational window one minute before the expiry of the security time limit with a countdown of the remaining time until automatic logging out. You can log out by clicking on the **Log out** button or carry on working by clicking on the **Continue** button.



As long as you do not run any operations during this time you will be logged out automatically after its expiry. If you want to carry on working click on the **Continue** button and log in again.



## II. Methods of logging into Internetbanking and Authorization of orders and requests for the Bank

The methods of logging into IB for individual Users are introduced in the Appendix of the Agreement on IB. The User can log into IB and Authorize orders and requests for the Bank via two methods:

- a) Via an SMS code or
- b) Via an Electronic Signature with a Certificate.

Login and Authorization by means of an SMS code do not require any preparatory steps – you can start using IB, including the SMS code, immediately.

Before the first login by means of an Electronic Signature with a Certificate you have to first ask for the Certificate to be generated in the Certification Centre and then save it on the Token in accordance with part II of the User Guide.

### What is it a Token?

A Token is a small USB device similar to a flash disc. The Token provides the same technology as a smart card but does not require a separate reader which is necessary to log in a smart card to the PC.

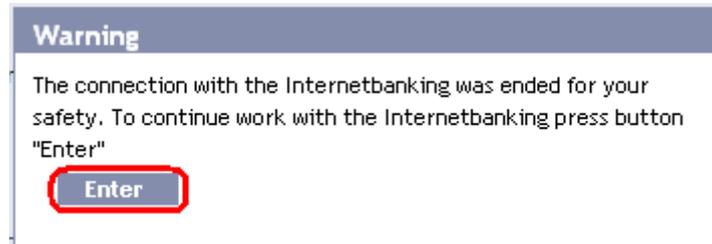


## III. Logging into Internetbanking

After entering the IB website at <https://ibs.ppfbanka.cz> the following screen will be displayed:

You can find contacts at Customer Service at the bottom of the screen and you can choose an IB language in the lower right-hand corner of the screen. Then continue in accordance with the method for logging into IB.

If you stay on the introductory screen for longer than 15 minutes without logging into IB, information on the interruption of the connection with IB will be displayed. In the event that you wish to log into IB, click on the **Enter** button or refresh the page by pressing the F5 key.

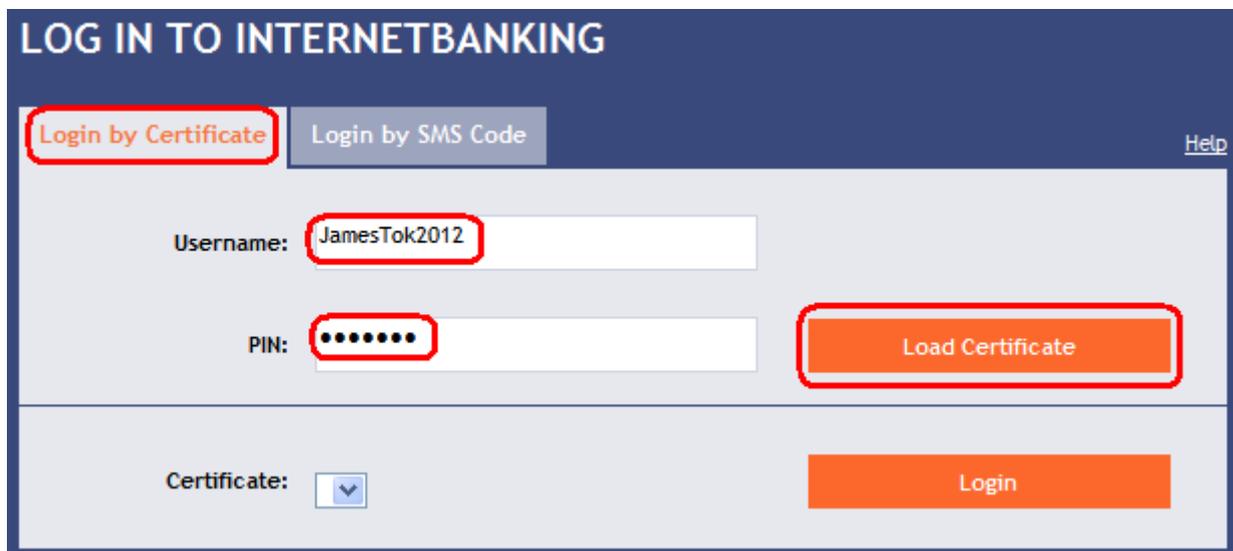


In the case of Login and Authorization via an SMS code, the User will not be allowed to access IB after 5 faulty attempts to enter an IB Login Password and/or SMS code.

In the case of login and Authorization via an Electronic Signature, the User will not be allowed to access IB after five faulty selections of an invalid Certificate. The Token will also be disabled after ten faulty attempts to enter the PIN. In such a case, the User will have to ask for its initialization in person at the Bank's Place of Business and generate a new Certificate.

### A. Logging in via an Electronic Signature with a Certificate

To log in via an Electronic Signature with a Certificate, click on the **Login by Certificate** tab – a field for entering the IB Username and the PIN and for loading the Certificate will be displayed. Enter your IB Username agreed on in the Agreement on IB into the IB Username field and the PIN for the Token into the PIN field and click on the **Load certificate** button.

The screenshot shows the "LOG IN TO INTERNETBANKING" interface. At the top, there are two tabs: "Login by Certificate" (highlighted with a red box) and "Login by SMS Code". A "Help" link is visible in the top right. Below the tabs, there are three input fields: "Username:" containing "JamesTok2012" (highlighted with a red box), "PIN:" containing seven dots (highlighted with a red box), and "Certificate:" with a dropdown arrow. To the right of the PIN field is a red "Load Certificate" button (highlighted with a red box). At the bottom right, there is a red "Login" button.

Select the valid Certificate registered at IB in the **Certificate** field. For logging into IB click on the **Login** button.

The User's name, the date of the last login (if you are logging into IB for the first time this field is empty), an indication of the current date and time and received messages from the Bank are displayed in the upper bar. You can log out from IB by clicking on the **Logout** button which is available on every page of the IB.



## 1. First login to IB after generating the first Certificate

After the first login into IB after the generation of the first Certificate you must register the Certificate at IB. After the first login IB will draw your attention to this obligation.



- Accounts
- Current Accounts
- Transaction History
- Statements
- Payment Orders
- Notice
- Communication with the Bank
- Settings
- Guides and Instructions

You have no valid Certificate registered in the application. That is why you cannot place and authorise any orders or bank messages.  
If you want to use Internetbanking for placing orders, please generate a valid Certificate in Certification Centre and register Internetbanking in Settings/Certificate Registration.

### Current Accounts

Account Type	Account Number	Account Name	Currency	Book Balance	Disposable Balance
Current account	30009	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	10.350.254,31	10.350.249,31
Current account	40004	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	9.476.387,78	9.476.387,78
Current account	40003	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	4.092.046,38	4.092.051,38

Click on the **Settings** and **Certificate Registration** options for registration of the Certificate. Enter the PIN into the PIN code field and click on the **Browse** button.

The screenshot shows the Internetbanking settings interface. On the left is a navigation menu with options: Accounts, Transaction History, Statements, Payment Orders, Notice, Communication with the Bank, Settings (highlighted), User Details, Certificate Registration (highlighted), and Granted Authorization Rights. The main content area has a red warning message: "You have no valid Certificate registered in the application. That is why you cannot place and authorise any orders or bank messages. If you want to use Internetbanking for placing orders, please generate a valid Certificate in Certification Centre and register Internetbanking in Settings/Certificate Registration." Below this is the heading "Certificate Registration for placing and authorising payment orders" and a "Help" icon. The registration form includes a "PIN:" field with masked characters, a "Certificate Name:" dropdown menu, and a "Load Certificate" button. The "Settings" and "Certificate Registration" menu items, the PIN field, and the "Load Certificate" button are highlighted with red boxes.

In the Certificate Name option, select the Certificate which you have used for logging into IB and click on the Save button.

This screenshot shows the "Certificate Registration for placing and authorising payment orders" form. The "PIN:" field is filled with masked characters. The "Certificate Name:" dropdown menu is open, showing the selected certificate "James 05 2012". A "Load Certificate" button is next to the dropdown. Below the form is a "Save" button. The "Certificate Name" dropdown and the "Save" button are highlighted with red boxes.

After successful registration of the Certificate the confirmation will be displayed.

Your Certificate has been successfully registered. You can place and authorise payment orders and bank messages now.

## 2. Login to the IB after Certificate renewal

When you first log into IB after generating a renewed Certificate you need to register Certificate to IB again. IB does not alert on this obligation after the login (unlike the very first login to the IB – see point [1](#)).

Click on the Settings and Certificate Registration options for registration of the Certificate. Enter the PIN into the PIN code field and click on the Browse button.

The screenshot shows the 'Settings' menu on the left with 'Certificate Registration' highlighted. A red-bordered warning box at the top states: 'You cannot place and authorise any orders or bank messages because your Certificate is not valid. If you want to use Internetbanking for placing orders, please generate a valid Certificate using the Certification Centre and then register it in the Internetbanking in Settings/Certificate Registration.' Below this is the title 'Certificate Registration for placing and authorising payment orders' and a form with fields for 'PIN' (masked with dots), 'Certificate Name' (a dropdown menu), and a 'Load Certificate' button. A 'Save' button is at the bottom right.

In the **Certificate Name** option, select the Certificate which you have used for logging into IB and click on the **Save** button.

This is a close-up of the form from the previous screenshot. The 'Certificate Name' dropdown menu is open, showing the selected option 'James II 05 2012'. The 'Load Certificate' button is also visible. The 'Save' button at the bottom is highlighted with a red box.

After successful registration of the Certificate the confirmation will be displayed.

Your Certificate has been successfully registered. You can place and authorise payment orders and bank messages now.

## B. Login via an SMS code

After login by means of an SMS code click on **Login by SMS code** – a field for entering your IB Username and IB Login Password will be displayed. Enter your IB Username agreed on in the Agreement on IB into the **IB Username** field. Enter the IB Login Password into the **IB Login Password** field. After correct entering click on the **Login** button.

**LOG IN TO INTERNETBANKING**

Login by Certificate **Login by SMS Code** [Help](#)

Username: HenrySMS2012

Password: [masked]

Login

After inserting this option you will receive an SMS with an SMS code which you will enter into the SMS code field on the next screen. Then confirm the insertion with the **Submit** button.

**Login by SMS Code**

The SMS Code has been sent to your mobile phone.

SMS Code 12345678

Submit Generate new SMS Code

For security reasons the validity of the SMS code is time-limited to 5 minutes, which is why you have to insert it immediately after you receive it. If you do not enter the SMS code in time, IB will display information about the expired validity of the SMS code. In this case click on the **Generate new SMS code** button.

**Login by SMS Code**

SMS code has expired. Please press button Generate new SMS Code and new SMS code will be generated and sent to your mobile phone.

SMS Code

Submit Generate new SMS Code

After inserting this option you will receive an SMS with a new SMS code which you will enter into the SMS code field on the next screen. Then confirm the insertion with the **Submit** button.

The User's name, the date of the last login (if you are logging into IB for the first time this field is empty), an indication of the current date and time and received messages from the Bank will be displayed in the upper bar. You can log out from IB by clicking on the **Logout** button which is available on every page of the IB.

We recommend that you change the IB Login Password that the Bank provided you with after signing the Contract on IB immediately after the first login into IB by means of an SMS code – this recommendation will be displayed after each login until such time as the IB Login Password is changed.

Ivo Pivo      Date of last logging: 28.05.2012 13:37:27      Actual Date and Time: 28.05.2012 13:43:43      Messages: 0/0      **Log off**

- Accounts
- Current Accounts
- Transaction History
- Statements
- Payment Orders
- Payment Cards
- Notice
- Communication with the

Dear Client, Welcome to Internetbanking of PPF banka. We recommend you to change your first login (default) password which you have received by TXT message or in a security envelope to your own. The password has unlimited validity. Password must contain 6 to 10 characters and consists of only alphanumeric characters without diacritical marks, of which must have at least 1 uppercase letter, at least 1 lowercase letter and at least 1 digit and not repeat. The password can be changed at any time in Settings / Change Passwords.

### Current Accounts

Account Type	Account Number	Account Name	Currency	Book Balance	Disposable Balance
Current account	730009	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	10.433.165,31	<b>10.433.165,31</b>
Current account	740004	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	9.474.745,78	<b>9.474.745,78</b>

On the introductory screen click on the **Settings** and **Change Password** options. The validity of the current IB Login Password will be displayed at the top of the screen. Enter the IB Login Password that you received for the first login into IB into the **Old Password** field and enter your new IB Login Password into the **New Password** and the **Retype New Password** fields. The IB Login Password should have six to ten characters, containing only alphanumerical characters without diacritical marks with at least one uppercase letter, one lowercase letter and one digit and it must not be repeated. To change it, click on the **Change Password** button.

- Accounts
- Transaction History
- Statements
- Payment Orders
- Notice
- Communication with the Bank
- Settings**
- User Details
- Change Password**
- SMS Code Settings
- Granted Authorization Rights
- Guides and Instructions

Your password is valid until 18.07.2039 13:34:26  
(your Password will expire in 9923 days)

### Change Password

Old Password:

New Password:

Retype New Password:

\* Mandatory details

If the existing IB Login Password is not entered correctly, IB will display the following information:

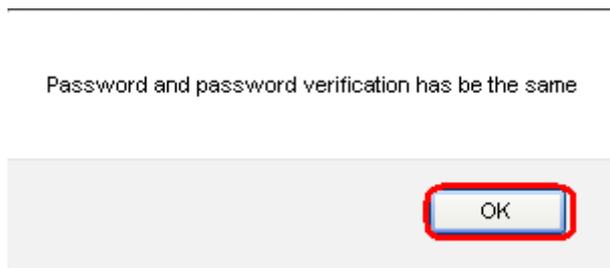
Invalid old password.

Enter existing IB Login Password again and correctly.

If the new IB Login Password does not have the required format, IB will display the following information:

Unsupported password format.

If the IB Login Password is not entered twice identically, IB will display the following information:



Close the window with the **OK** button.

In both cases, enter the new IB Login Password correctly and click on the **Change Password** button again.

After a successful change of the IB Login Password a confirmation message will be displayed:

**The password has been successfully changed.**

#### IV. The first screen after logging into Internetbanking, options of the primary and secondary menus

After login into IB a list of current accounts which are connected to IB will be displayed. Your transaction history, orders and requests for the Bank, help and other services and information are available via the menu on the left side of the screen – the so-called **primary menu**.

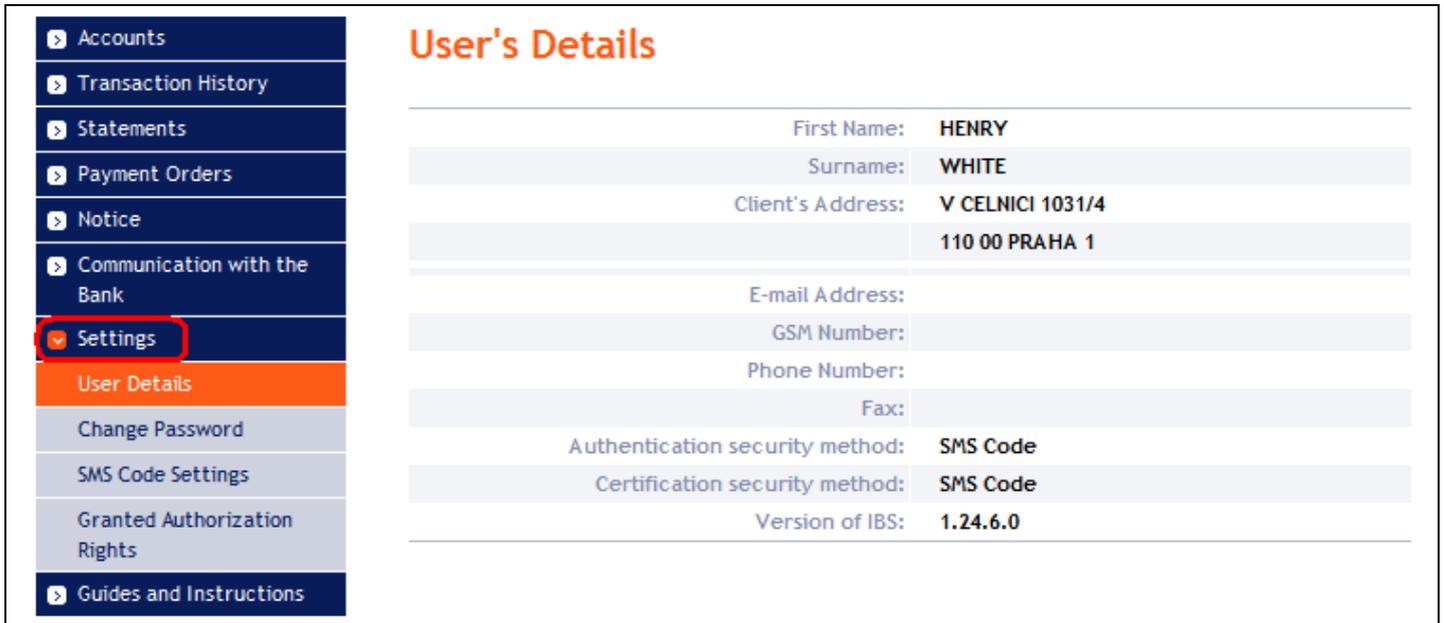
Account Type	Account Number	Account Name	Currency	Book Balance	Disposable Balance
Current account	30009	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	9.459.265,31	9.441.832,31
Current account	40004	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	9.524.282,78	9.523.970,48
Current account	40003	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	4.294.455,08	4.294.334,38
Current account	50018	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	1.353.327,16	1.353.327,16
Current account	50026	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	200.179.265,31	200.179.265,31
Current account	51002	BÚ TESTOVACÍ KLIENT S.R.O.	EUR	1.015.335,59	1.015.335,59
Current account	52005	BÚ TESTOVACÍ KLIENT S.R.O.	USD	11.232,56	11.232,56
Current account	54000	BÚ TESTOVACÍ KLIENT S.R.O.	GBP	4.195,13	4.195,13
Current account	55000	BÚ TESTOVACÍ KLIENT S.R.O.	CHF	4.657,82	4.657,82
Current account	57009	BÚ TESTOVACÍ KLIENT S.R.O.	PLN	26.654,76	26.654,76

Via this primary menu the User gets to the so-called **secondary menu** – i.e. a detailed choice of the selected product or service. Access to the secondary menu items is displayed on the basis of the User's access privileges.

You can find details concerning the use of individual Products and Services accessible via IB in separate parts of the User Guide.

## V. Settings

In the **Settings** option you can find information about yourself as a User and about the Authorization Rights the Client has granted to each User.



> Accounts	<h3>User's Details</h3> <hr/> <table><tr><td>First Name:</td><td>HENRY</td></tr><tr><td>Surname:</td><td>WHITE</td></tr><tr><td>Client's Address:</td><td>V CELNICI 1031/4</td></tr><tr><td></td><td>110 00 PRAHA 1</td></tr><tr><td>E-mail Address:</td><td></td></tr><tr><td>GSM Number:</td><td></td></tr><tr><td>Phone Number:</td><td></td></tr><tr><td>Fax:</td><td></td></tr><tr><td>Authentication security method:</td><td>SMS Code</td></tr><tr><td>Certification security method:</td><td>SMS Code</td></tr><tr><td>Version of IBS:</td><td>1.24.6.0</td></tr></table>	First Name:	HENRY	Surname:	WHITE	Client's Address:	V CELNICI 1031/4		110 00 PRAHA 1	E-mail Address:		GSM Number:		Phone Number:		Fax:		Authentication security method:	SMS Code	Certification security method:	SMS Code	Version of IBS:	1.24.6.0
First Name:		HENRY																					
Surname:		WHITE																					
Client's Address:		V CELNICI 1031/4																					
		110 00 PRAHA 1																					
E-mail Address:																							
GSM Number:																							
Phone Number:																							
Fax:																							
Authentication security method:		SMS Code																					
Certification security method:		SMS Code																					
Version of IBS:		1.24.6.0																					
> Transaction History																							
> Statements																							
> Payment Orders																							
> Notice																							
> Communication with the Bank																							
<b>Settings</b>																							
User Details																							
Change Password																							
SMS Code Settings																							
Granted Authorization Rights																							
> Guides and Instructions																							

## A. Information on the User

In the **User Details** option you will find information the Bank keeps on you, including the method of login and the Authorization of orders and requests for the Bank.



> Accounts	<h3>User's Details</h3> <hr/> <table><tr><td>First Name:</td><td>HENRY</td></tr><tr><td>Surname:</td><td>WHITE</td></tr><tr><td>Client's Address:</td><td>V CELNICI 1031/4</td></tr><tr><td></td><td>110 00 PRAHA 1</td></tr><tr><td>E-mail Address:</td><td></td></tr><tr><td>GSM Number:</td><td></td></tr><tr><td>Phone Number:</td><td></td></tr><tr><td>Fax:</td><td></td></tr><tr><td>Authentication security method:</td><td>SMS Code</td></tr><tr><td>Certification security method:</td><td>SMS Code</td></tr><tr><td>Version of IBS:</td><td>1.24.6.0</td></tr></table>	First Name:	HENRY	Surname:	WHITE	Client's Address:	V CELNICI 1031/4		110 00 PRAHA 1	E-mail Address:		GSM Number:		Phone Number:		Fax:		Authentication security method:	SMS Code	Certification security method:	SMS Code	Version of IBS:	1.24.6.0
First Name:		HENRY																					
Surname:		WHITE																					
Client's Address:		V CELNICI 1031/4																					
		110 00 PRAHA 1																					
E-mail Address:																							
GSM Number:																							
Phone Number:																							
Fax:																							
Authentication security method:		SMS Code																					
Certification security method:		SMS Code																					
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> Transaction History																							
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> Communication with the Bank																							
Settings																							
<b>User Details</b>																							
Change Password																							
SMS Code Settings																							
Granted Authorization Rights																							
> Guides and Instructions																							

## B. Granted Authorization Rights

The Authorization Rights of individual Users are stated in the Appendix of the Agreement on IB. You can also find the settings of yours Authorization Rights in IB in the **Granted Authorization Rights** option.

Authorization Right Description	Transaction Limit	Daily Limit	Weekly Limit	Monthly Limit	Currency	Status
Bond_White_jointly no restrictions	9999999999999999	not set	not set	not set	CZK	Active
Bond_separately to 10 000 CZK/trn.	10000	not set	not set	not set	CZK	Active

## C. User using an SMS code

A User using an SMS code for login into IB and for Authorization also has the possibility of changing the IB Login Password (this option is described in [chapter III, article B.](#)) in the **Settings** option and viewing the mobile phone number for sending SMS codes and the exact date and time of the sending of the last SMS code in the **SMS Code Settings** option.

GSM Number for SMS Codes:	420725344743
Last SMS Code sent date:	17.05.2012 15:18:44

## D. User using a Certificate

With the **Settings** option a User using a Certificate for login into IB and for Authorization also has the possibility of checking the validity of the current registered Certificate or registering a new Certificate – the procedure for a new Certificate registration is described in [chapter III, article A.](#)

The screenshot shows a sidebar menu on the left with options: Accounts, Transaction History, Statements, Payment Orders, Notice, Communication with the Bank, Settings (checked), User Details, Certificate Registration (highlighted in red), Granted Authorization Rights, and Guides and Instructions. The main content area has a green notification box: "You have registered a Certificate that will expire on 17.05.2013(in 364 days) .". Below this is the title "Certificate Registration for placing and authorising payment orders". The form includes a PIN input field, a Certificate Name dropdown menu with a "Load Certificate" button, and a Certificate Path field containing "pkcs11://dkcck201/James II 05 2012/MTMzNzI1NzUyNjkzOA==". A "Save" button is located at the bottom right.

## VI. Authorization of orders and requests for the Bank

### A. Authorization by means of an SMS code

After entering an order or request for the Bank, the entered order or request recap will be displayed, as well as the fields for entering the SMS Code for Authorization with the SMS code – click on the **Generate SMS code** button.

The screenshot shows a form with an "SMS Code:" label and an empty input field. To the right is a "Generate SMS code" button, which is highlighted with a red border. Below the form are three buttons: "Back", "Information on Authorization", and "Authorize".

You will receive an SMS with a recapitulation of the inserted order or request with an SMS code. Enter the SMS code into the SMS code field and click on the **Authorize** button.

The screenshot shows the same form as the previous step, but the "SMS Code:" input field now contains the number "12345678", which is highlighted with a red border. The "Generate SMS code" button is still present. Below the form, the "Authorize" button is now highlighted with a red border.

For security reasons, the validity of the SMS code is time-limited to 5 minutes and therefore you will have to enter the SMS code immediately after receiving it. If you do not enter the SMS code in time IB will display information on the expiry of the SMS code. In this case, click on the **Generate new SMS Code** button again.

SMS Code - SMS code has expired. Please press button Generate SMS Code and new SMS code will be generated and sent to your mobile phone.

SMS Code:

Generate SMS code

Back Authorize

Afterwards, you will receive a new SMS with a new SMS code which you enter on the next screen into the SMS Code field and confirm by **Submit** button.

## B. Authorization by means of an Electronic Signature

After entering an order or request for the Bank, the entered order or request recap will be displayed as well as information about the Certificate, and a field for inserting the PIN will be displayed for Authorization by means of an Electronic Signature – enter the PIN and click on the **Authorize** button.

Certificate: James II 05 2012

PIN:

Back Authorize

## C. Multiple and Multi-level Authorization

If it is necessary for the Authorization of an order or request for the Bank for the Authorization to be executed by more Users (e.g. one User can Authorize orders up to 100,000.00 CZK and orders above this amount must be “co-authorized” by another User), the status of such an order or request will be **FORSIG** or **PARTSIG** and, with a certain order or request for the Bank, this icon will be displayed:

Due Date	From Account	Beneficiary's Account Number	Bank Code	Amount	Status	Payment Number	Action
17.05.2012	50026	30009	6000	26.000,00 CZK	PARTSIG	301.7.396544.1	

The other User will click on this icon and execute the Authorization in accordance with the method agreed on in the Agreement on IB – Authorization by means of an SMS code will be executed in the same way as it is under [A.](#), Authorization by means of an Electronic Signature will be executed in the same way as it is under [B.](#)

After completing Authorization by the last User, you can return to the first screen of options by the **Back** button. You can view the process of Authorization by the **Information on Authorization** button.

## Order Authorization

<b>Client's Account:</b>	<b>000000 50026</b>
<b>Payment no:</b>	<b>301.7.396805.1</b>
<b>Amount:</b>	<b>26.453,00 CZK</b>
<b>Status:</b>	<b>VERIF</b>

[Back](#) [Information on Authorization](#)

You can return from the screen Information on Authorization to the previous screen by the **Back** button.

## Information on Authorization

### Authorization Course

Date and time of Auhtorization	User
11.06.2012, 17:46:18	BONIFÁC ČTVRTEČNÍ
11.06.2012, 17:47:12	PANKRÁC ÚTERNÍ

[Back](#)

## VII. Help with Internetbanking

Help with individual functionality is accessible directly in IB:

- In the left menu in the **Guides and Instructions** option – this contains comprehensive help with IB; or
- In the link  **Help** in the upper right-hand part of the screen – some help regarding a specific order or request will be displayed (e.g. if you are in the Domestic one-off payments option this help will be displayed for domestic one-off payments only).

- [Accounts](#)
- [Transaction History](#)
- [Settled Transaction List](#)
- [Today's Turnovers](#)
- [Card Transaction Blocking](#)
- [Statements](#)
- [Payment Orders](#)
- [Payment Cards](#)
- [Notice](#)
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### Settled Transaction List



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Date from: **30.04.2009**  
Date to: **30.05.2009**

Date of Entry Value Date	Client's Account Account Type	Counterparty's Account Number Counterparty's Bank Code Counterparty's Account Name	VS CS SS	Transaction Information	Amount Currency Transaction Type
No records					

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