



➤ **Corporate Banking**

User manual for Raiffeisenbank internet banking

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Introduction to internet banking

Internet banking offers a wide range of features in a modern, user-friendly layout. It lets you keep your finances under control — providing a list of product settings, executed payments, and the option to arrange new services (for example, increasing the limit on a debit card).

This guide explains how the online banking system works and highlights recent updates. Each chapter includes a screenshot marked with green numbered circles that point out specific functions, which are then described in detail below the image. The guide is primarily aimed at businesses and corporations with annual turnover above CZK 100 million.

Login requirements

To log in to internet banking you must have an assigned client number and an active login method (RB key, MEK SMS, or OEK).

For help with logging in, visit [I need help to log in to banking page](#) or contact customer support at +420 412 446 402.

Technical requirements

Recommended devices for proper use of online banking are a laptop or desktop computer.

The internet banking is compatible with the following web browsers:

- Google Chrome, Apple Safari, Microsoft Edge and Mozilla Firefox

Always use the latest versions of operating systems and browsers. Using unsupported versions or unsupported combinations may cause issues in the application (e.g., layout problems, non-working buttons). The bank cannot guarantee backward compatibility, as browser vendors do not guarantee it either.

More information about the technical requirements can be found on the page [Internet banking for companies | Raiffeisenbank](#)

If the user manual does not contain the information you need, feel free to contact me at jiri.raginis@rb.cz, or contact your account manager.

Glossary of technical terms

API (Application Programming Interface) – An interface for application programming. It allows different software systems to communicate with each other and share data or functions. An API defines how one application can use the services of another.

BEN (Beneficiary pays) – The payment beneficiary covers all fees, including the sender's bank fees and any intermediary bank charges

CZK – Czech koruna

DCC – Dynamic currency conversion

IB – Internet banking

IBAN (International bank account number) – International format of the account number

MEK SMS – Mobile Electronic Key SMS. An authentication method using a security code sent to a defined mobile phone number. Used together with a four-digit I-PIN code.

OEK (Personal Electronic Key) – A hardware device that generates codes. Protected by a four-digit PIN code.

OUR (Our bank pays) – The payment sender covers all fees, including the recipient's bank fees and any intermediary bank charges.

SEPA – Single Euro Payments Area

SHA (Shared) – The payment sender pays their bank's fees, the recipient pays their bank's fees, and any intermediary bank fees (if the payment passes through other banks).

1. Dashboard

1.1 Logging in to Raiffeisenbank internet banking

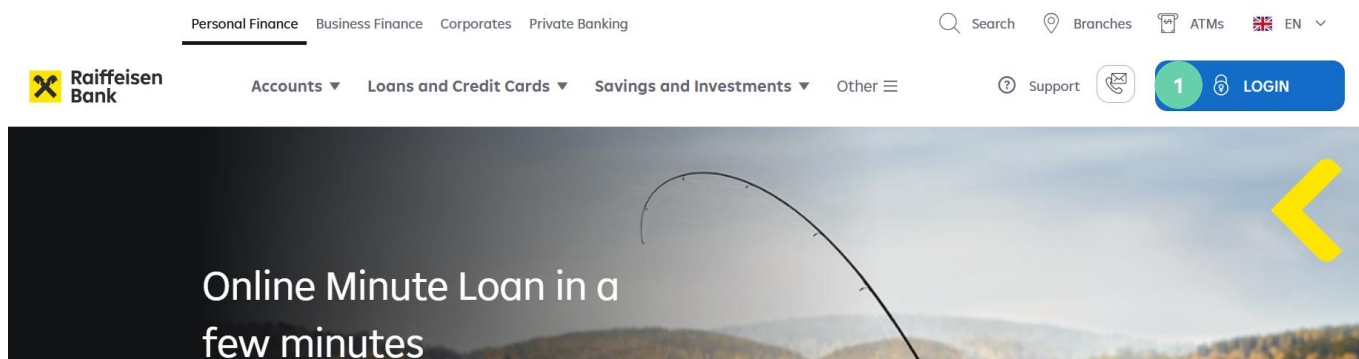
1.2 Dashboard

1.3 Choosing the default internet banking context after login

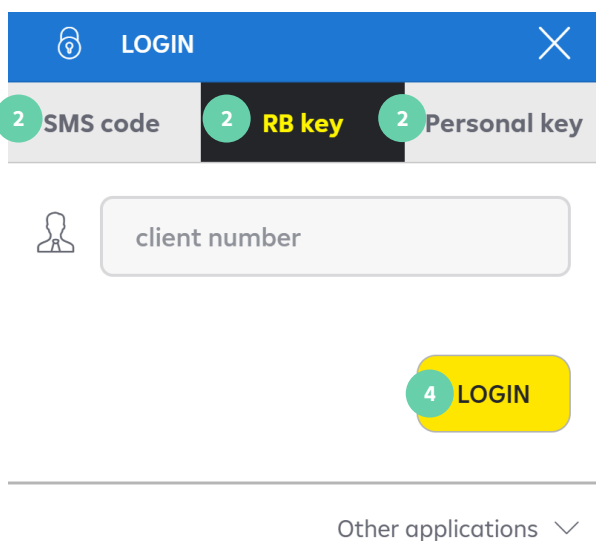
1.4 Display of selected accounts on the homepage

1.1 Logging in to Raiffeisenbank internet banking

You can log in to Raiffeisenbank internet banking directly from the [Home page](#) | [Raiffeisenbank](#).



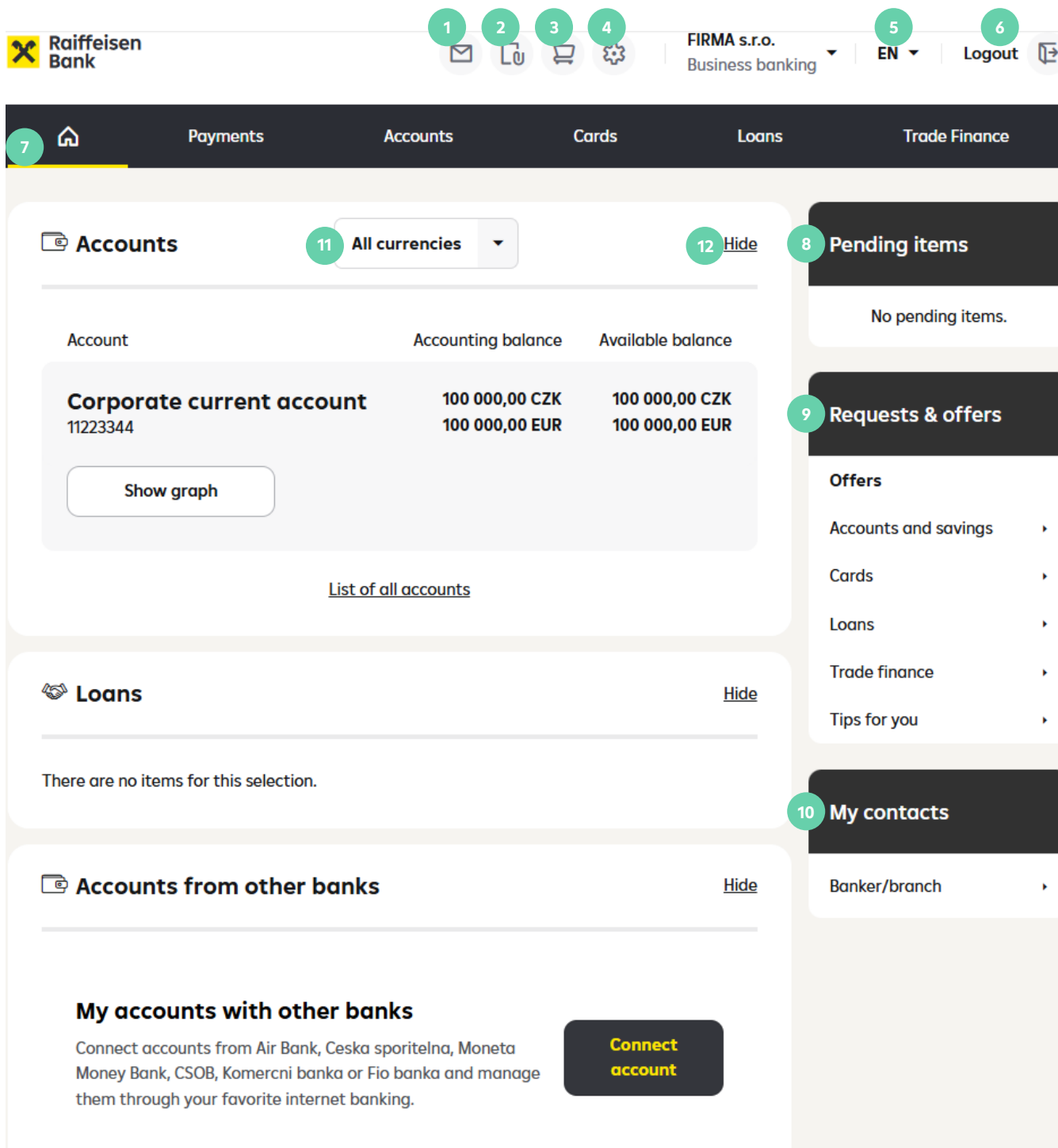
- 1 To log in to internet banking, click the blue **Login** box.



- 2 In the second step, choose your login method: **SMS code (MEK SMS)** / **RB key** / **Personal key**.
- 3 Enter your client number.
- 4 Click **Login** — you will then authenticate using the login method you selected.

1.2 Dashboard

The Raiffeisenbank internet banking dashboard can be customized to suit your preferences. If you manage multiple corporate internet banking profiles, you can choose which one appears as the default after login and which accounts are shown on the homepage. You can also hide certain sections in the internet banking.



The dashboard interface includes a top navigation bar with the Raiffeisen Bank logo, user profile (FIRMA s.r.o. Business banking), language (EN), and Logout. Below this is a main menu with tabs: Payments, Accounts, Cards, Loans, and Trade Finance. The main content area is divided into several sections:

- Accounts (11):** Displays a table of accounts with columns for Account, Accounting balance, and Available balance. The table shows a Corporate current account (11223344) with balances in CZK and EUR. A 'Show graph' button and a link to 'List of all accounts' are also present.
- Pending items (8):** A section indicating 'No pending items.'
- Requests & offers (9):** A section with a list of offers: Accounts and savings, Cards, Loans, Trade finance, and Tips for you.
- My contacts (10):** A section with a link to 'Banker/branch'.
- Loans:** A section indicating 'There are no items for this selection.'
- Accounts from other banks:** A section with a link to 'Hide' and a 'Connect account' button.

Numbered callouts (1-12) highlight specific UI elements: 1 (Raiffeisen Bank logo), 2 (Email icon), 3 (Profile icon), 4 (Settings icon), 5 (Language dropdown), 6 (Logout button), 7 (Home icon), 8 (Pending items section), 9 (Requests & offers section), 10 (My contacts section), 11 (Accounts section), and 12 (Hide button).

- 1 Clicking will redirect you to **Messages from bank**. For more information, please refer to chapter 7. Messages from the Bank.
- 2 Clicking will redirect you to **Documents**. For more information, please refer to chapter 9. Documents.
- 3 Clicking will redirect you to **Offers and applications**. For more information, please refer to chapter 8. Offers and applications.
- 4 Clicking will redirect you to **Settings**. For more information, please refer to chapter 10. Settings.
- 5 **Language** – sets the language for the current session. Transaction history and other confirmations will be in this language. This language setting is not saved and applies only to the current login. The application language is determined when the internet banking is set up.
- 6 **Logout** – logout from internet banking.

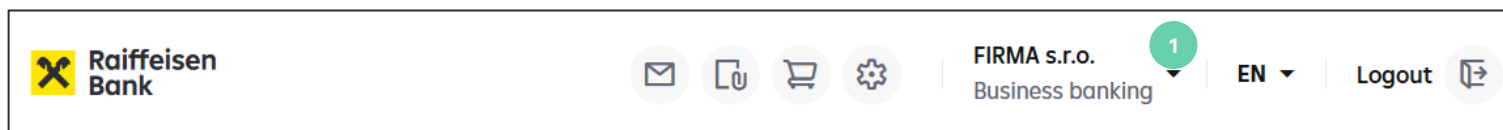


- *Home* – link to the dashboard.
- *Payments* – link to the Payments section. For more information, please refer to chapter 2. Payments.
- *Accounts* – link to the Accounts section. For more information, please refer to chapter 3. Accounts.
- *Cards* – link to the Cards section. For more information, please refer to chapter 4. Cards.
- *Loans* – link to the Loans section. For more information, please refer to chapter 5. Loans.
- *Trade Finance* – link to the Trade Finance section. For more information, please refer to chapter 6. Trade Finance.

- 8 **Pending items** – Items in the Pending items section are displayed only if there are any pending items (e.g., a payment awaiting signature).
- 9 **Request & offers** – The panel contains two sections: **Draft applications** (clicking a draft redirects you to the step where you saved it) and **Offers** (clicking a row opens the offers screen for the relevant product group, e.g. Cards).
- 10 **My contacts** – Click to view your account manager contact details.
- 11 **Currency folder filter** – Allows you to filter which currency folder are shown on the **Accounts** panel.
- 12 Click **Hide** to hide the selected section.

1.3 Choosing the default internet banking context after login

You can set a default internet banking context that is displayed after login. You can also switch between different internet banking contexts at any time if they are linked to the same client number.



- 1 Click the down arrow next to the name of one of your business banking contexts in the internet banking header.


☆ **FIRMA s.r.o.**
Business banking





2 ☆ **FIRMA 2 s.r.o.**
Business banking

☆ **All companies**
Business banking

- 2 Then click the star next to a company to select that business banking context as your default.
You can also switch between your Raiffeisenbank internet banking contexts by clicking anywhere inside the active context field

1.4 Display of selected accounts on the homepage


**Raiffeisen
Bank**







FIRMA s.r.o.
Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance


Accounts

All

Insert name or account number

Current accounts

CSV
 All statements
 Hide

Account	Accounting balance	Available balance
<div>1 ☆</div> Corporate current account 11223344	1 000 000,00 CZK	1 000 000,00 CZK
<div>1 ☆</div> Corporate current account 123123123	100 000,00 EUR	100 000,00 EUR

- 1 In the Accounts section, you can star accounts to make them visible on the dashboard when you log in.

2. Payments

2.1 Creating a new payment

[2.1.1 Payment](#)

[2.1.2 Transfer between own accounts](#)

[2.1.3 Manual batch payment](#)

[2.1.4 Currency conversion](#)

[2.1.5 Standing payment](#)

[2.1.6 Direct debit mandate](#)

[2.1.7 Direct debit order](#)

[2.1.8 Foreign/SEPA payment](#)


[2.1.9 Standing foreign/SEPA payment](#)





[2.1.10 Tax and customs duty payment](#)

[2.1.11 SIPO mandate](#)

2.1.1 New payment

The **Payment** section lets you make intra-bank payments in CZK and foreign currencies as well as inter-bank payments in CZK.


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance

Create new payment

- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order
- List of payments
- Payment beneficiaries and templates
- Batch payments


New payment

Step 1 of 2

From account*

1 Corporate current account 11223344 CZK

Available balance 100 000,00 CZK


To account* 

Prefix Account number Bank code


2 Insert searched te... Choose for whom


Creditor account name

3

Amount* 


4 CZK

Due date* 


5 18.12.2024 


Variable symbol Constant symbol Specific symbol

6


Message for beneficiary 

7 Copy for me

Message for me 

8  Advanced settings

9 Continue

10  or Save as draft

- 1 **From account** – **select an account** for which you have a role to initiate a payment, and **select the currency** of the currency folder. **Available balance** of the account in the selected currency is shown below the account label.
- 2 **To account** – number of the beneficiary account. The system checks whether the account number is a valid account number. The **Bank code** field also functions as a search field - type the bank code or name or choose one from the dropdown menu. The system starts the search after typing three characters. If you wish to make a transfer to your own account, you can do so by pressing the **Choose for whom** button - a table showing the available options will be displayed (**Own accounts, Beneficiaries, Payment templates**).
- 3 **Creditor account name** - optional field to enter the name of the account to which the payment is to be sent.
- 4 **Amount** - enter the amount and currency of the payment (CZK will be pre-filled for transfers to another bank). The currency selection menu will be active if the entered bank code is RB (5500).
- 5 **Due date** - Date must not be in the past; only today or a future date can be selected. Click the field to open a calendar and pick the date.
- 6 **Symbols** – optional fields for variable, constant and specific symbols used as payment specifications.
- 7 **Messages** – You can enter a **message for beneficiary** as text and numbers. The beneficiary sees the message after receiving the payment to his or her account. As the sender, you will only see this message in the detail of the sent payment in the list of outgoing payments; however, you will not see it in the list of payments. **Message for me** = text and numbers; the message will be available to you in the list of outgoing payments or in the transaction history. Clicking **Copy for me** will copy the **Message for beneficiary** into the **Message for me**. Each message is **limited** to 140 characters.
- 8 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.
- 9 Click **Continue** to confirm the payment and proceed to the next step, or you can **Save as draft**.

Advanced settings fields

Advanced settings

1

Express payment [?]

☐ An express payment can be placed by 14:00 at the latest

2

If not realized repeat for* [?]

calendar days

3

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

4

Sending method*

☒ **SMS**
☐ E-mail
☐ Push notification to Mobile eKonto

5

Contact*

[Enter a new phone number](#)

- 1 Check the box to place the payment as an **express payment**. Express payments are subject to a fee according to the [Price list of product and services for corporates](#). The time is subject to the payment deadlines; an express payment can be placed by 14:00.
- 2 The **time to repeat attempts to send** the payment if it has not been realized on the due date because of insufficient funds on the account.
- 3 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 4 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 5 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

Create new payment

Payment

Transfer between own accounts

Manual batch payment

Currency conversion

Standing order

Collection mandate

SIPO mandate

Foreign/SEPA payment

Collection order

Tax and customs duty payment

Standing foreign/SEPA order

List of payments

Payment beneficiaries and templates

Batch payments

New payment confirmation

Step 2 of 2

From account

Corporate current account
11223344 CZK FIRMA s.r.o.

To account

12341234/5500
Raiffeisenbank a.s.

Amount

10 000,00 CZK

Due date

27.05.2025

Variable symbol

Constant symbol

Specific symbol

In case of currency conversion, No

I will request an individual
exchange rate quote

Express payment

No

Expiration date

02.06.2025

Send notification

unsuccessful realization

Sending method

SMS

Contact

+420777777777

1 Print

If everything is alright, please authorize the activation with your current security method.

2 Sign

Mobile device is not online

Save for signing

1

Click **Print** to display the payment order detail, ready for printing.

2

Click **Sign** and certify the payment using RB Key, MEK SMS or Personal Electronic Key to finalize the payment confirmation. Or, you can **Save the payment for signing**.



The payment has been executed.

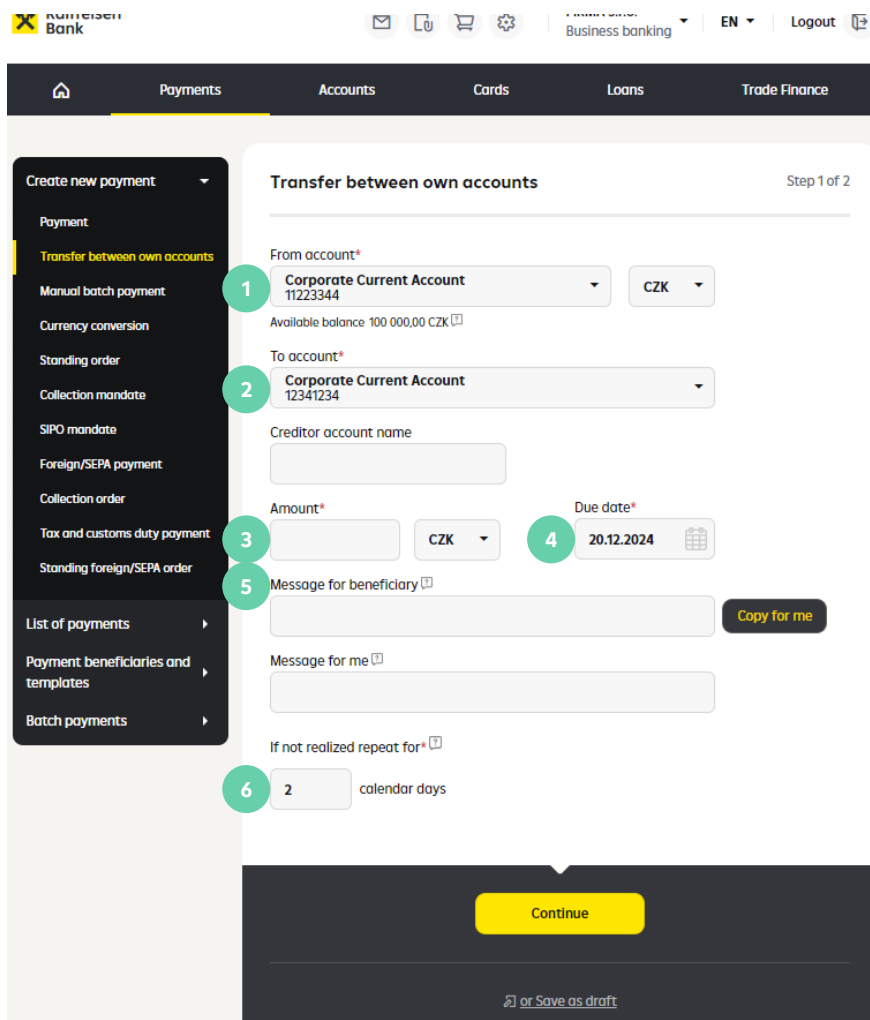
Save

Outgoing payments

New payment

Once you sign the payment, a confirmation screen is displayed with the following options: **Save** payment, go to **Outgoing Payments** and create **New payment**.

2.1.2 Transfer between own accounts



1 From account – select an account for which you have a role to initiate a payment, and **select the currency** of the currency folder. **Available balance** of the account in the selected currency is shown below the account label.

2 To account - If you have multiple accounts, you can select an account. If the account is maintained in multiple currencies, you can also select the currency folder to which the transfer is to be made. If only two accounts are available, the account is shown in a grey box without a dropdown menu.

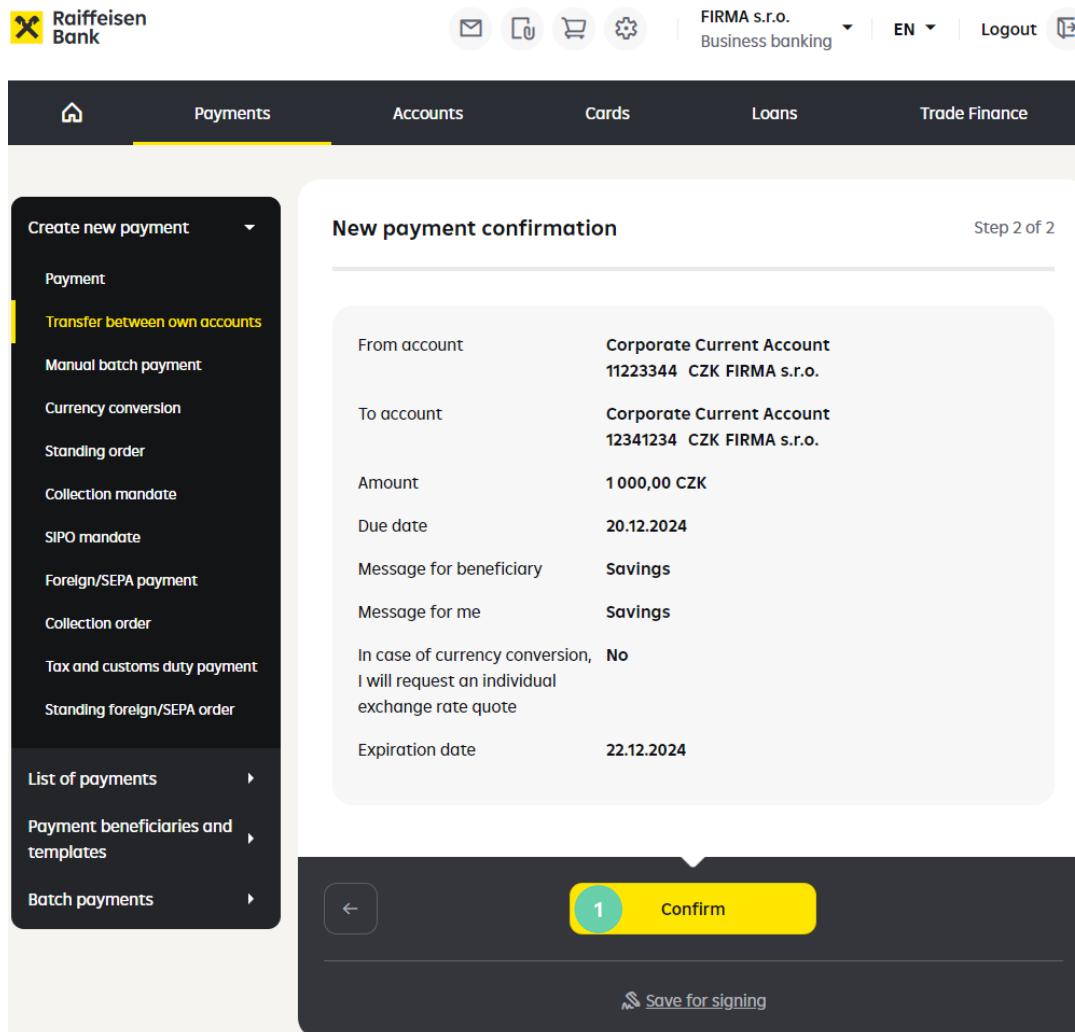
3 Amount – Enter the amount and currency, in which the transfer is to be made. If the recipient account has only one currency folder, such as a savings account, there is only one currency (no grey box).

4 Due date - Date must not be in the past; only today or a future date can be selected. Click the field to open a calendar and pick the date.

5 Messages – You can enter a **message for beneficiary** as text and numbers. The beneficiary sees the message after receiving the payment to his or her account. As the sender, you will only see this message in the detail of the sent payment in the list of outgoing payments; however, you will not see it in the list of payments. **Message for me** = text and numbers; the message will be available to you in the list of outgoing payments or in the transaction history. Clicking **Copy for me** will copy the **Message for beneficiary** into the **Message for me**. Each message is **limited** to 140 characters.

6 The time to repeat attempts to send the payment if it has not been realized on the due date because of insufficient funds on the account.

Summary of the data entered on the first screen



Raiffeisen Bank | FIRMA s.r.o. Business banking | EN | Logout

Home | **Payments** | Accounts | Cards | Loans | Trade Finance

Create new payment

- Payment
- Transfer between own accounts**
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order

List of payments

Payment beneficiaries and templates


Batch payments

New payment confirmation

Step 2 of 2

From account	Corporate Current Account 11223344 CZK FIRMA s.r.o.
To account	Corporate Current Account 12341234 CZK FIRMA s.r.o.
Amount	1 000,00 CZK
Due date	20.12.2024
Message for beneficiary	Savings
Message for me	Savings
In case of currency conversion, I will request an individual exchange rate quote	No
Expiration date	22.12.2024

← 1 Confirm

 Save for signing

1 Click **Confirm** to confirm the payment. Or, you can **Save it for signing**.



The payment has been executed.

Save as template

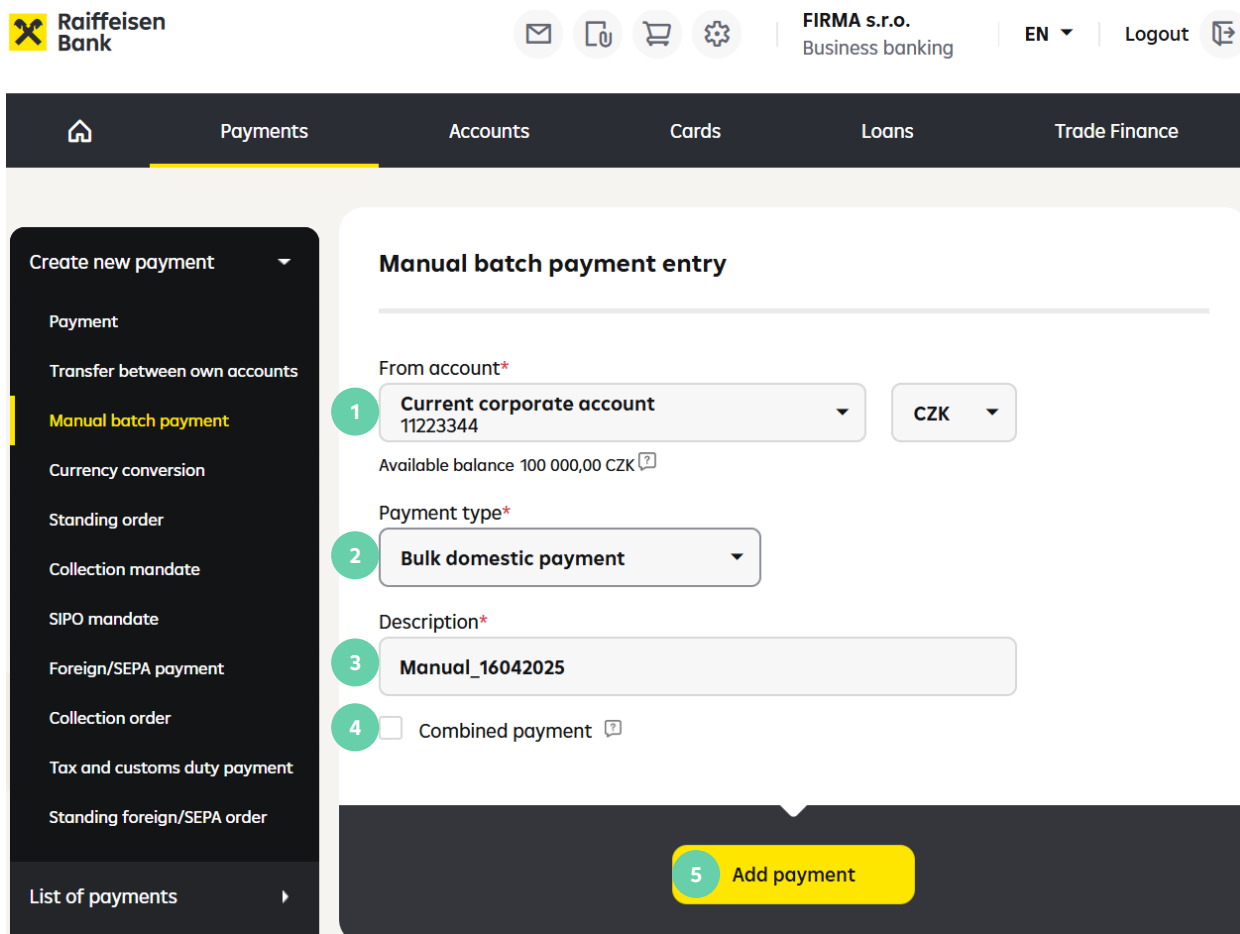
Outgoing payments

New payment

Once you sign the payment, a confirmation screen is displayed with the following options: **Save** payment, go to **Outgoing Payments** and create **New payment**.

2.1.3 Manual batch payment

In the Create new payment section, you can easily **create a new manual batch payment**. Manual entry of batch payments is available to all users within their price plan. For importing batch payments and repeating a batch payment, please refer to manual 2.4 Batch Payments.



Manual batch payment entry

1 **From account***
Current corporate account 11223344
Available balance 100 000,00 CZK ⓘ

2 **Payment type***
Bulk domestic payment


3 **Description***
Manual_16042025





4 ☐ Combined payment ⓘ

5 **Add payment**

- 1 **From account** – select an account for which you have a role to initiate a payment, and **select the currency** of the currency folder. **Available balance** of the account in the selected currency is shown below the account label.
- 2 **Payment type** – Choose a type of batch payment: **Bulk domestic payment** / **Bulk SEPA payment** / **Bulk foreign payment** / **Bulk order for collection**.
- 3 **Description** – The description of the manual batch payment is predefined in the format Manual_ddmmyyyy. Alternatively, you can modify the name. The maximum number of characters in the description is 50.
- 4 **Combined payment** – A combined batch payment is debited from the payer's account as one aggregate sum. Combined payment could be only domestic payment in CZK with the same due date.
- 5 By clicking on **Add Payment**, you will proceed to the next step of entering the manual bulk payment.

In the second step of entering the manual batch payment, **you add individual payments.**


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout

Payments
 Accounts
 Cards
 Loans
 Trade Finance

Create new payment

- Payment
- Transfer between own accounts
- Manual batch payment**
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order

List of payments
 Payment beneficiaries and templates
 Batch payments

Adding payment to a batch

 Payment No. 1

From account
 Current corporate account
 11223344

CZK

Available balance 100 000,00 CZK

To account*

Prefix
 Account number
 Bank code

1

Insert searched te...

Choose for whom

Creditor account name

2

Amount*

3

CZK

Due date*

25.04.2025

Variable symbol
 Constant symbol
 Specific symbol

4

Message for beneficiary

5

Copy for me

Message for me

+ Advanced settings

Cancel
 7 Add new
 8 Save

- 1 **To account** – number of the beneficiary account. The system checks whether the account number is a valid account number. The **Bank code** field also functions as a search field - type the bank code or name or choose one from the dropdown menu. The system starts the search after typing three characters. If you wish to make a transfer to your own account, you can do so by pressing the **Choose for whom** button - a table showing the available options will be displayed (**Own accounts, Beneficiaries, Payment templates**).
- 2 **Creditor account name** - optional field to enter the name of the account to which the payment is to be sent.
- 3 **Amount** - enter the amount of the payment.
- 4 **Symbols** – optional fields for variable, constant and specific symbols used as payment specifications.
- 5 **Messages** – You can enter a **message for beneficiary** as text and numbers. The beneficiary sees the message after receiving the payment to his or her account. As the sender, you will only see this message in the detail of the sent payment in the list of outgoing payments; however, you will not see it in the list of payments. **Message for me** = text and numbers; the message will be available to you in the list of outgoing payments or in the transaction history. Clicking **Copy for me** will copy the **Message for beneficiary** into the **Message for me**. Each message is **limited** to 140 characters.
- 6 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.
- 7 By clicking on **Add new**, you will add another payment to the batch payment.
- 8 By clicking on **Save**, you will save the manual batch payment and proceed to the next step.

Advanced settings fields

Advanced settings

1

Express payment [?]

☐ An express payment can be placed by 14:00 at the latest

2

If not realized repeat for* [?]

calendar days

3

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

4

Sending method*

☒ **SMS**
☐ E-mail
☐ Push notification to Mobile eKonto

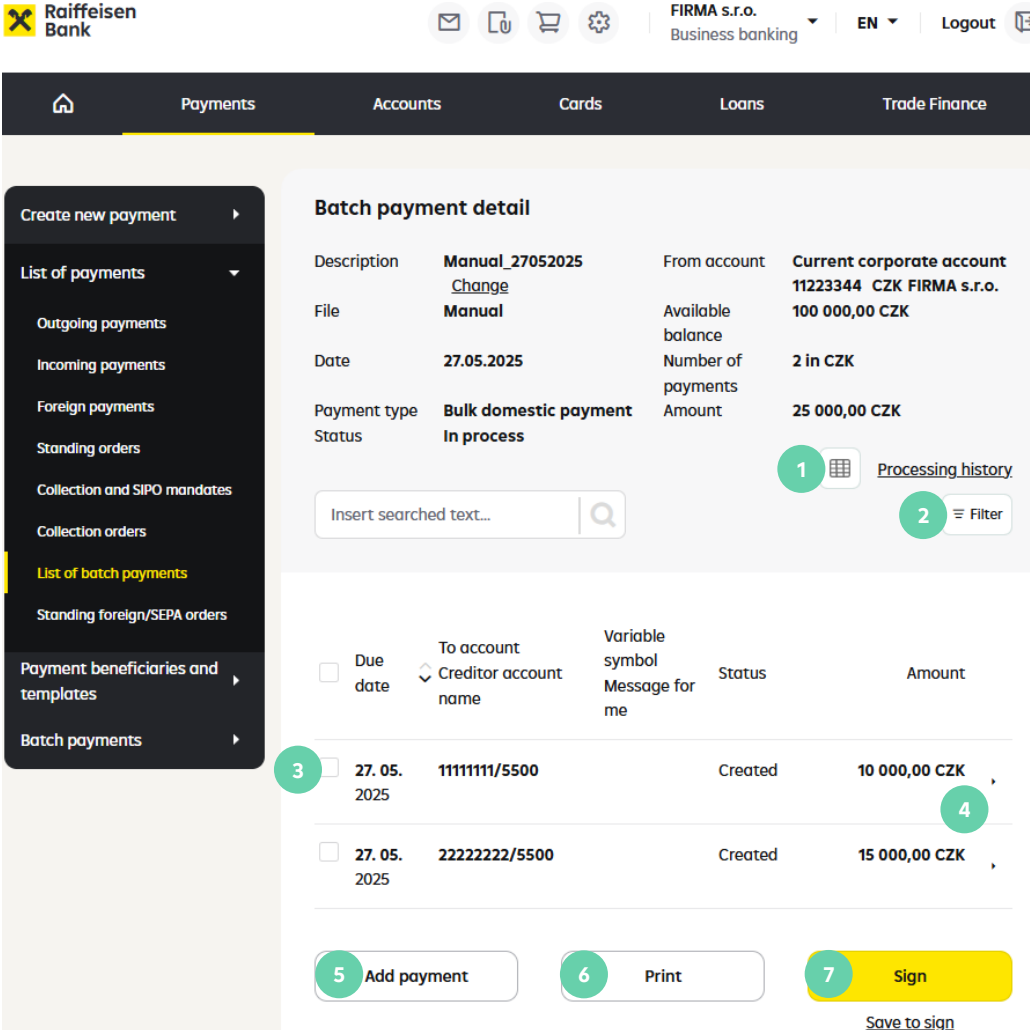
5

Contact*

[Enter a new phone number](#)


- 1 Check the box to place the payment as an **express payment**. Express payments are subject to a fee according to the [Price list of product and services for corporates](#). The time is subject to the payment deadlines; an express payment can be placed by 14:00.
- 2 The **time to repeat attempts to send** the payment if it has not been realized on the due date because of insufficient funds on the account.
- 3 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 4 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 5 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.


In the third step, the **Batch payment detail** will be displayed, where you can see information about the specific batch payment along with the individual payments.




Batch payment detail

Description **Manual_27052025** From account **Current corporate account 11223344 CZK FIRMA s.r.o.**
 File **Manual** Available balance **100 000,00 CZK**
 Date **27.05.2025** Number of payments **2 in CZK**
 Payment type **Bulk domestic payment** Amount **25 000,00 CZK**
 Status **In process**

1  [Processing history](#)

2  [Filter](#)

Insert searched text... 

<input type="checkbox"/>	Due date	To account Creditor account name	Variable symbol Message for me	Status	Amount
3 <input type="checkbox"/>	27. 05. 2025	11111111/5500		Created	10 000,00 CZK 4
<input type="checkbox"/>	27. 05. 2025	22222222/5500		Created	15 000,00 CZK


5 [Add payment](#) 6 [Print](#) 7 [Sign](#)





[Save to sign](#)

- 1 **Table view** - detailed list of all payment orders in the batch payment will be displayed.
- 2 **Filter** - it is used for filtering payment orders in the batch payment. You can filter by the following criteria: **Date from and to / Status / Amount from and to / Currency of payment**.
- 3 **By checking the box**, you can mark the payments that you want to remove or sign in the batch payment.
- 4 By clicking on the active field or the arrow, you can edit the individual payment in the batch payment.
- 5 By clicking on **Add payment**, you will add another payment to the batch payment.
- 6 Click **Print** to display the batch payment detail, ready for printing.
- 7 By clicking on **Sign**, you will sign the payment, or you can **Save to sign**.

2.1.4 Currency conversion

Currency conversions serve to transfer funds from one currency folder to another within a multi-currency account. Thus, at least 2 currency folders are required for such transfer.



**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout



Payments

Accounts

Cards

Loans

Trade Finance

Create new payment

Payment

Transfer between own accounts

Manual batch payment

Currency conversion

Standing order

Collection mandate

SIPO mandate

Foreign/SEPA payment

Collection order

Tax and customs duty payment

Standing foreign/SEPA order

List of payments

Payment beneficiaries and templates

Batch payments

New conversion

Step 1 of 2

On account*

1 Běžný firemní účet
11223344

Available balance 90 000,00 CZK

From source currency*

2 CZK

To target currency*

3 EUR

Amount*

4 0,1

EUR

Due date*

23.12.2024

5

Indicative calculation

6 2,60 CZK

Message for me

7

Send notification*

8

☒ unsuccessful realization (insufficient funds)

☐ successful/unsuccessful realization (insufficient funds)

Sending method*

9

☒ SMS

☐ E-mail

☐ Push notification to Mobile eKonto

Contact*

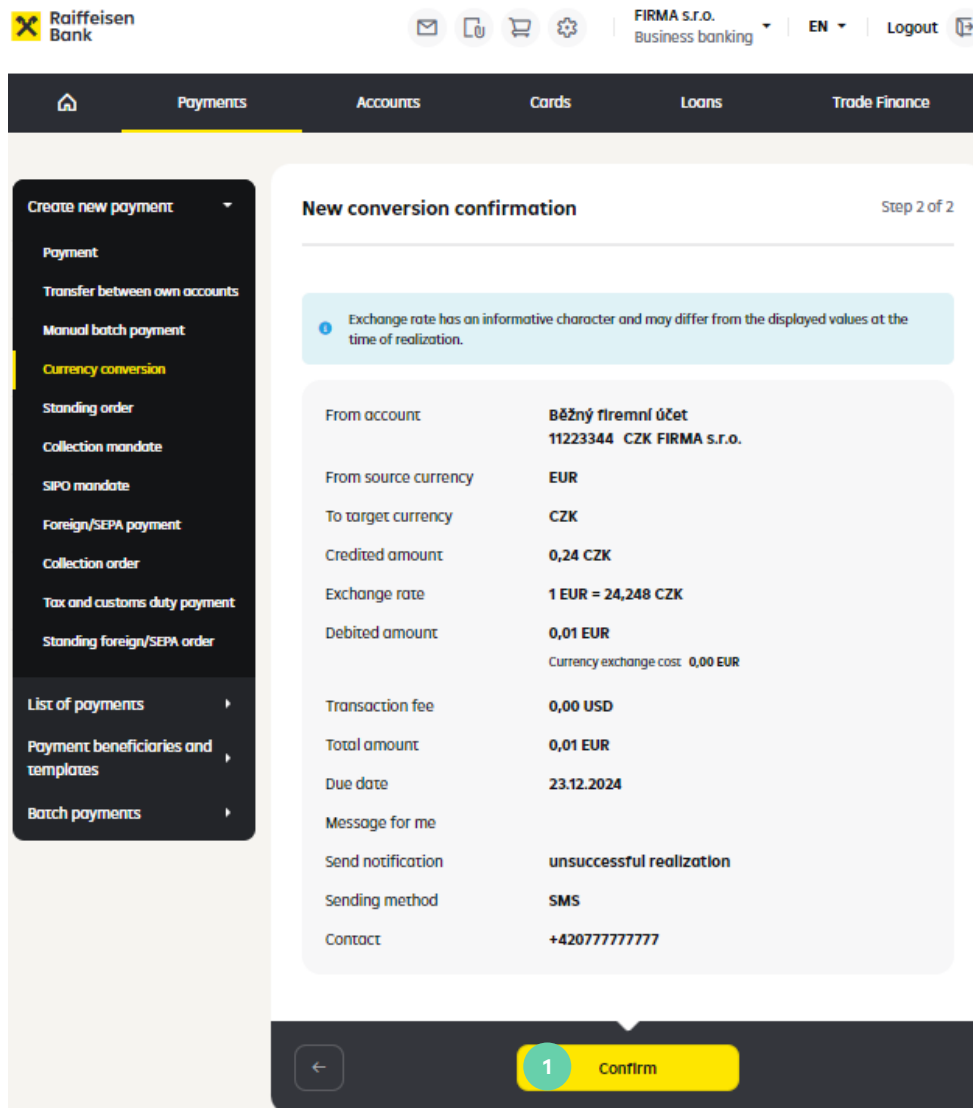
10 +420777777777

[Enter a new phone number](#)

11 Continue

- 1 **On account** – number of the account under which the conversion is to be made. If you have multiple accounts, you will only see accounts with more than one currency folder. Available balance of the account in the particular currency folder is shown below the account label. Transfers can be made up to the amount of the available balance in the given currency folder.
- 2 **From source currency** - Select the currency folder from which the transfer is to be made.
- 3 **To target currency** - Select the currency folder to which the funds are to be credited.
- 4 **Amount** - Enter the amount and currency of the conversion (either the source or target currency).
- 5 **Due date** - Date must not be in the past; only today or a future date can be selected. Click the field to open a calendar and pick the date.
- 6 **Indicative calculation** - Indication of the amount of funds to be debited from the source currency or credited to the target currency (depending on the currency of the conversion).
- 7 **Message for me** - text and numbers; the message will be available to the payer in the list of payments or in the transaction history.
- 8 **Send notification** - You can choose whether you wish to receive a notification if the conversion fails or also if the conversion is realized.
- 9 **Sending method** – Choose whether you want the notification to be sent by **SMS, e-mail or as a notification in Mobile banking**.
- 10 **Contact** - The system pre-fills the contact saved in your settings. Or, you can enter a new contact (this number will be saved in the bank's internal system; enter the number without spaces) and click **Apply**.
- 11 Click **Continue** to finalize the confirmation.

Summary of the data entered on the first screen

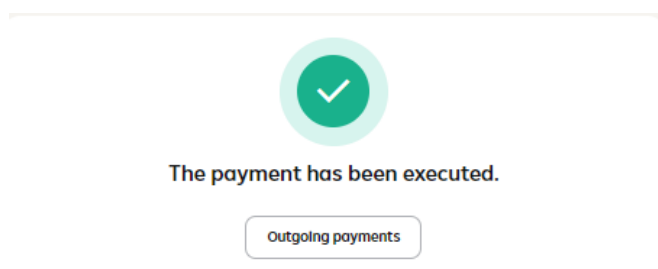


1 Exchange rate has an informative character and may differ from the displayed values at the time of realization.

From account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
From source currency	EUR
To target currency	CZK
Credited amount	0,24 CZK
Exchange rate	1 EUR = 24,248 CZK
Debited amount	0,01 EUR Currency exchange cost: 0,00 EUR
Transaction fee	0,00 USD
Total amount	0,01 EUR
Due date	23.12.2024
Message for me	
Send notification	unsuccessful realization
Sending method	SMS
Contact	+420777777777

1 Confirm

1 Click **Confirm** to confirm the payment. Or, you can **Save it for signing**.



Once you sign the payment, a **confirmation screen** is displayed with the option to open **Outgoing Payments**.

You can place a **new standing payment order** in the **Create new payment section**.

26

- 1 **From account** – **select an account**, to which you have a role entitling you to place a payment, and **select the currency** of the currency folder. **Available balance** of the account in the currency folder is shown below the account label.
- 2 **To account** – number of the beneficiary account. The system checks whether the account number is a valid account number. The Bank code field also functions as a search field - type the bank code or search it by typing the numeric code or name of the bank. If you wish to set up a standing payment order to the credit of another of your accounts, you can select the account by clicking **Choose for whom**.
- 3 **Amount and frequency** – enter the amount and currency of the standing payment. The following options are available for payment frequency: monthly (default setting), weekly, quarterly, semiannually and annually.
- 4 **Date of 1st payment** - You need to specify the Date of the 1st payment, the date must not be in the past. Also, you need to specify the End date, where you have two options: **unlimited** (default setting) or a **particular date**.
- 5 **Symbols** – optional fields for variable, constant and specific symbols used as payment specifications.
- 6 **Messages** – You can enter a **message for beneficiary** as text and numbers. The beneficiary sees the message after receiving the payment to his or her account. As the sender, you will only see this message in the detail of the sent payment in the list of outgoing payments; however, you will not see it in the list of payments. **Message for me** = text and numbers; the message will be available to you in the list of outgoing payments or in the transaction history. Clicking **Copy for me** will copy the **Message for beneficiary** into the **Message for me**. Each message is **limited** to 140 characters.
- 7 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.
- 8 Click **Continue** to confirm the screen.

Advanced settings fields

Advanced settings
×

1 ☐ Valid only during account owner's life ?

If not realized repeat for* ?

2 calendar days

3 Send notification*

- ☒ **unsuccessful realization (insufficient funds)**
- ☐ successful/unsuccessful realization (insufficient funds)

4 Sending method*

- ☒ **SMS**
- ☐ E-mail
- ☐ Push notification to Mobile eKonto

5 Contact*

▼

[Enter a new phone number](#)

- 1 You can set up validity for the account holder's life only. By default, the box is not checked, i.e. the standing order survives the account holder.
- 2 The **time to repeat attempts to send** the payment if it has not been realized on the due date because of insufficient funds on the account
- 3 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 4 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 5 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

Summary of the data entered on the first screen

Create new payment

Payment

Transfer between own accounts

Manual batch payment

Currency conversion

Standing order

Collection mandate

SIPO mandate

Foreign/SEPA payment

Collection order

Tax and customs duty payment

Standing foreign/SEPA order

List of payments

Payment beneficiaries and templates

Batch payments

New standing order confirmation Step 2 of 2

From account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
To account	12341234/5500 Raiffeisenbank a.s.
Amount	2 000,00 CZK
Payment frequency	Monthly
Date of 1st payment	23.12.2024
End date	Unlimited
Variable symbol	
Constant symbol	
Specific symbol	
Valid only during account owner's life	No
In case of currency conversion, I will request an individual exchange rate quote	No
If not realized repeat for	1 calendar days
Send notification	unsuccessful realization
Sending method	SMS
Contact	+420777777777

If everything is alright, please authorize the activation with your current security method.

←

1 Sign

Mobile device is not online

Save for signing

1 Click **Sign** to sign the payment. Or, you can **Save it for signing**.




New standing order request or standing order change request has been received.





Standing orders

Once you sign the payment, a **confirmation screen** is displayed with a link to the list of standing payment orders.

2.1.6 Direct debit (collection) mandate

A direct debit or collection mandate is an agreement between you and a company (such as a service provider, e.g. a phone company or utility provider), under which the company is entitled to regularly debit money for its services directly from your bank account. This makes paying your bills easier as you do not have to remember them; the payments are made automatically.


**Raiffeisen
Bank**

FIRMA s.r.o.
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Logout

Home
 Payments
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 Trade Finance

Create new payment

- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate**
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order

List of payments
 Payment beneficiaries and templates
 Batch payments

New collection mandate

Step 1 of 2

From account*
 1 **Běžný firemní účet**
 11223344 **CZK**

Available balance 100 000,00 CZK

To account*
 2 Prefix Account number Bank code
 Insert searched te...

Limit*
 3 CZK Monthly

Mandate valid from*
 4 23.12.2024

Mandate valid to
 Unlimited [Select date](#)

Specific symbol
 5

Message for me
 6 + Advanced settings

7 Continue

- 1 **From account** – **Select an account**, to which you have a role entitling you to place a payment, and **select the currency** of the currency folder. **Available balance** of the account in the selected currency is shown below the account label.
- 2 **To account** – Number of the counterparty's account to permit the direct debit. The system checks whether the account number is a valid account number. The Bank code field also functions as a search field - type the bank code or search it by typing the numeric code or name of the bank.
- 3 **Limit** – Maximum amount that the counterparty may debit under this mandate in the selected period (choose from: monthly, weekly, annually, daily, quarterly, semiannually or every 2 months).
- 4 **Valid from** – Set the date from which the direct debit mandate is valid. The valid to date can be set as either **unlimited** (default setting) or a **fixed end date**.
- 5 **Symbols** – optional fields for variable, constant and specific symbols used as payment specifications.
- 6 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.
- 7 Click **Continue** to confirm the screen.

Advanced settings fields

Advanced settings

×

1

☐
Valid only during account owner's life

?

2

Send notification*

☒ **unsuccessful realization (insufficient funds)**

☐ successful/unsuccessful realization (insufficient funds)

3

Sending method*

☒ **SMS**

☐ E-mail

☐ Push notification to Mobile eKonto

4

Contact*

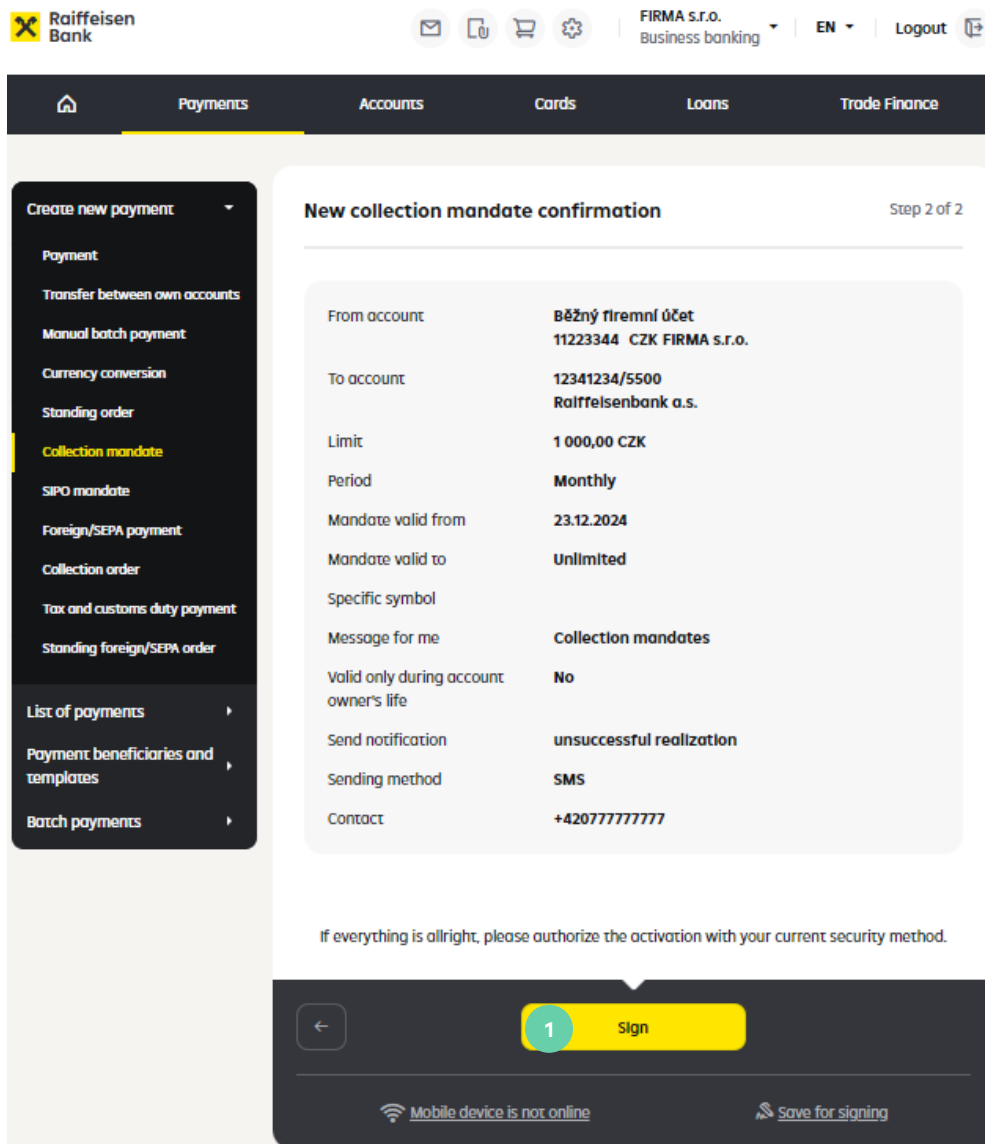
+420777777777

▼

Enter a new phone number

- 1 You can set up validity for the account holder's life only. By default, the box is not checked, i.e. the standing order survives the account holder.
- 2 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 3 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 4 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

Summary of the data entered on the first screen



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, a user profile icon, a mail icon, a document icon, a shopping cart icon, a settings icon, and the text 'FIRMA s.r.o. Business banking'. The main navigation bar has tabs for 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance'. The 'Payments' tab is selected, and a sidebar menu on the left lists various payment options, with 'Collection mandate' highlighted. The main content area is titled 'New collection mandate confirmation' and shows 'Step 2 of 2'. It contains a table with the following data:

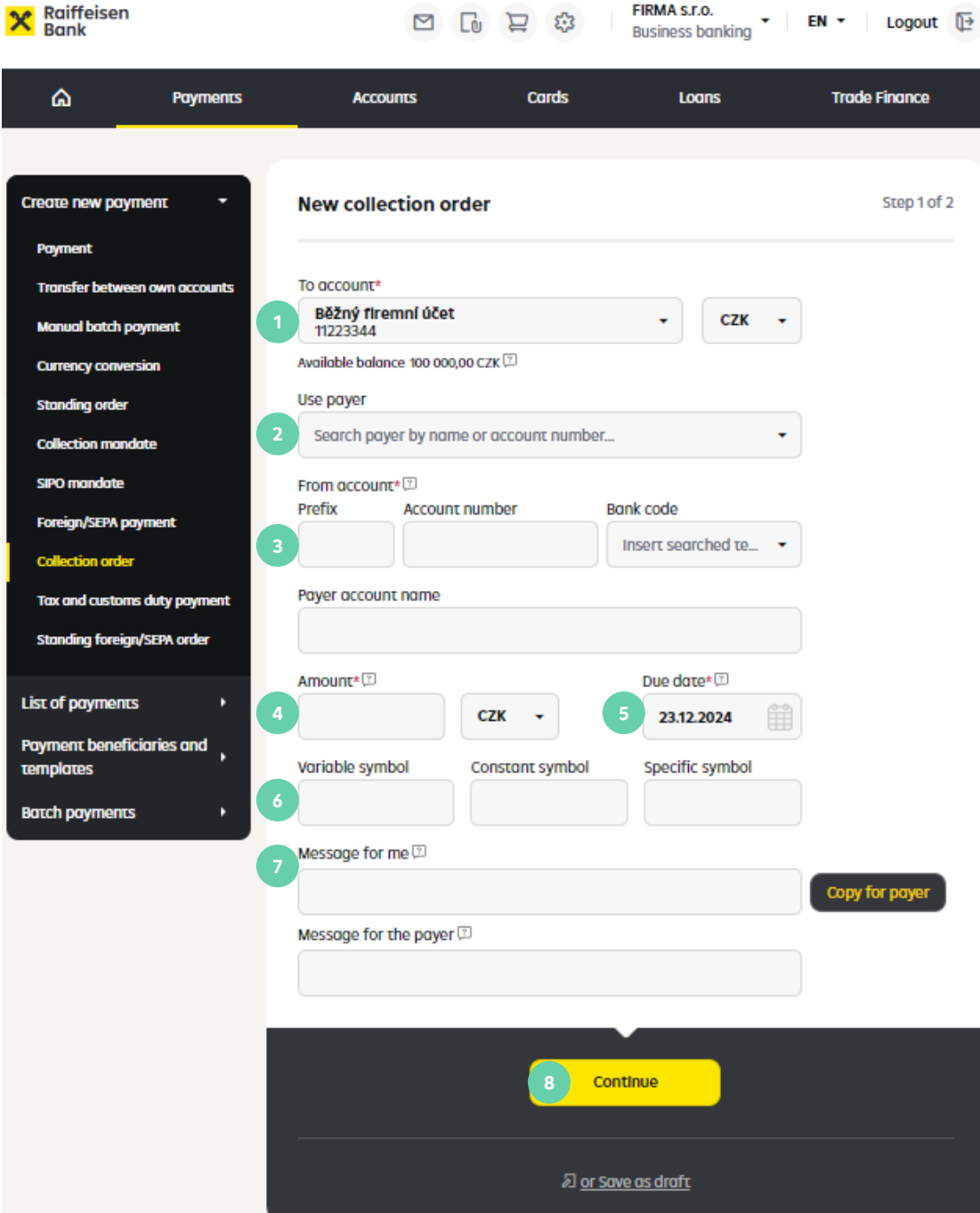
From account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
To account	12341234/5500 Raiffeisenbank a.s.
Limit	1 000,00 CZK
Period	Monthly
Mandate valid from	23.12.2024
Mandate valid to	Unlimited
Specific symbol	
Message for me	Collection mandates
Valid only during account owner's life	No
Send notification	unsuccessful realization
Sending method	SMS
Contact	+420777777777

Below the table, it states: 'If everything is allright, please authorize the activation with your current security method.' At the bottom, there is a navigation bar with a back arrow, a green circle with the number '1', and a yellow 'Sign' button. Below this, there is a status bar with a Wi-Fi icon and the text 'Mobile device is not online', and a 'Save for signing' button.

- 1 Click **Sign** to certify. You can also save the direct debit mandate for signing.

2.1.7 Direct debit (collection) order

A direct debit or collection order serves to collect funds from an account with a set up direct debit mandate. The order can be set up in CZK for accounts held with other banks or also in a foreign currency for accounts held with Raiffeisenbank. The order can be placed either manually as a new order or from an earlier direct debit order.



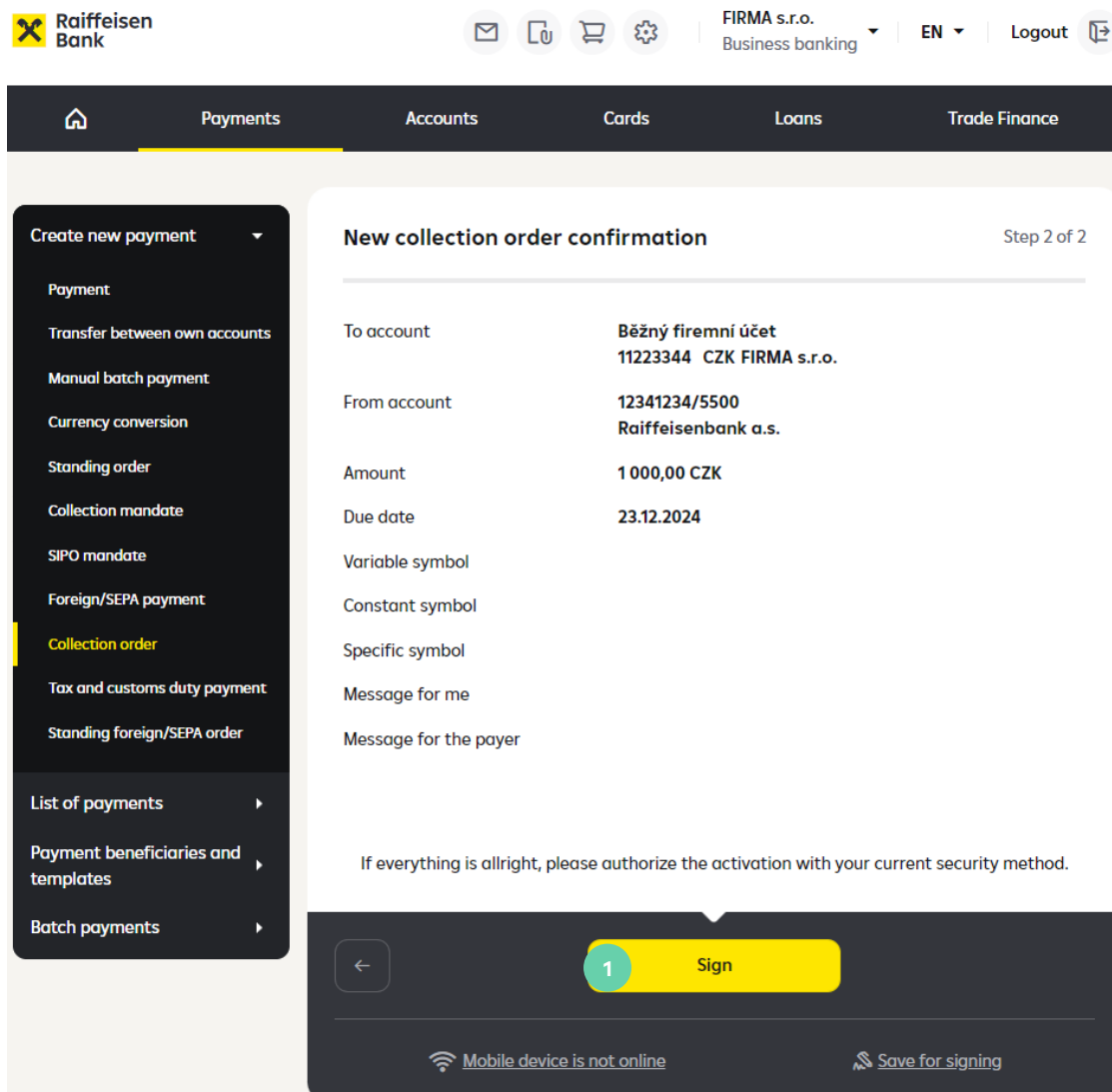
The screenshot shows the 'New collection order' form in the Raiffeisen Bank interface. The form is divided into two main sections: a left sidebar with a 'Create new payment' menu and a main content area. The main content area is titled 'New collection order' and 'Step 1 of 2'. The form includes the following fields and steps:

- To account***: A dropdown menu showing 'Běžný firemní účet' and '11223344'. A currency selector shows 'CZK'.
- Use payer**: A dropdown menu with the text 'Search payer by name or account number...'.
- From account***: A section with three input fields: 'Prefix', 'Account number', and 'Bank code'. A dropdown menu 'Insert searched te...' is also present.
- Amount***: An input field for the amount, with a currency selector showing 'CZK'.
- Due date***: A date selector showing '23.12.2024'.
- Variable symbol**, **Constant symbol**, and **Specific symbol**: Three input fields for additional symbols.
- Message for me** and **Message for the payer**: Two text input fields for messages.
- Continue**: A yellow button at the bottom of the form.

Additional elements include a 'Copy for payer' button next to the 'Message for me' field and a link 'or Save as draft' at the bottom of the form.

- 1 **To account** – **Select an account**, to which you have a role entitling you to place a direct debit order, and **select the currency** of the currency folder. **Available balance** of the account in the currency folder is shown below the account label.
- 2 **Use payer** – A dropdown menu to select a saved payer.
- 3 **From account** – Number of the account, from which the funds will be debited and on which a direct debit mandate is set up.
- 4 **Amount** – Enter the amount and currency, in which the direct debit is to be made.
- 5 **Due date** – Date must not be in the past; only today or a future date can be selected. Click the field to open a calendar and pick the date.
- 6 **Symbols** – optional fields for variable, constant and specific symbols used as payment specifications.
- 7 **Messages** – You can enter a **message for beneficiary** as text and numbers. The beneficiary sees the message after receiving the payment to his or her account. As the sender, you will only see this message in the detail of the sent payment in the list of outgoing payments; however, you will not see it in the list of payments. **Message for me** = text and numbers; the message will be available to you in the list of outgoing payments or in the transaction history. Clicking **Copy for me** will copy the **Message for beneficiary** into the **Message for me**. Each message is **limited** to 140 characters.
- 8 Click **Continue** to confirm and proceed to the next step

Summary of the data entered on the first screen



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there's a header with the Raiffeisen Bank logo, user information (FIRMA s.r.o., Business banking), language (EN), and a Logout button. Below the header is a navigation bar with tabs: Home, Payments (selected), Accounts, Cards, Loans, and Trade Finance. On the left, a sidebar menu is open, showing options like 'Create new payment', 'Payment', 'Transfer between own accounts', 'Manual batch payment', 'Currency conversion', 'Standing order', 'Collection mandate', 'SIPO mandate', 'Foreign/SEPA payment', 'Collection order' (highlighted), 'Tax and customs duty payment', 'Standing foreign/SEPA order', 'List of payments', 'Payment beneficiaries and templates', and 'Batch payments'. The main content area is titled 'New collection order confirmation' (Step 2 of 2). It displays the following details:

To account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
From account	12341234/5500 Raiffeisenbank a.s.
Amount	1 000,00 CZK
Due date	23.12.2024
Variable symbol	
Constant symbol	
Specific symbol	
Message for me	
Message for the payer	

Below the details, there's a message: 'If everything is alright, please authorize the activation with your current security method.' At the bottom, there's a 'Sign' button (labeled 1) and a 'Save for signing' button. A status bar at the very bottom indicates 'Mobile device is not online'.

- 1 Click **Sign** to confirm. A screen showing a confirmation of the payment will be displayed after the authorization.



Payment has been received and is waiting for processing.


[Collection orders](#)





[New order](#)

The confirmation of a direct debit order includes links to a list of direct debit orders and to placing a new direct debit order.

2.1.8 Foreign/SEPA payment

Foreign and SEPA payments can be used to make a payment abroad or to make a transaction in a currency other than CZK between different banks within the Czech Republic.



**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout


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Create new payment

- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment**
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order

List of payments
 Payment beneficiaries and templates
 Batch payments

New foreign payment

Step 1 of 3

From account*

1 **Current corporate account** 11223344 **USD**

Available balance 100 000,00 USD

Use beneficiary

2 Search beneficiary by name...

Use template

3 Search by name or account number...

To account*?

4 **In IBAN format** In another format

Amount*?

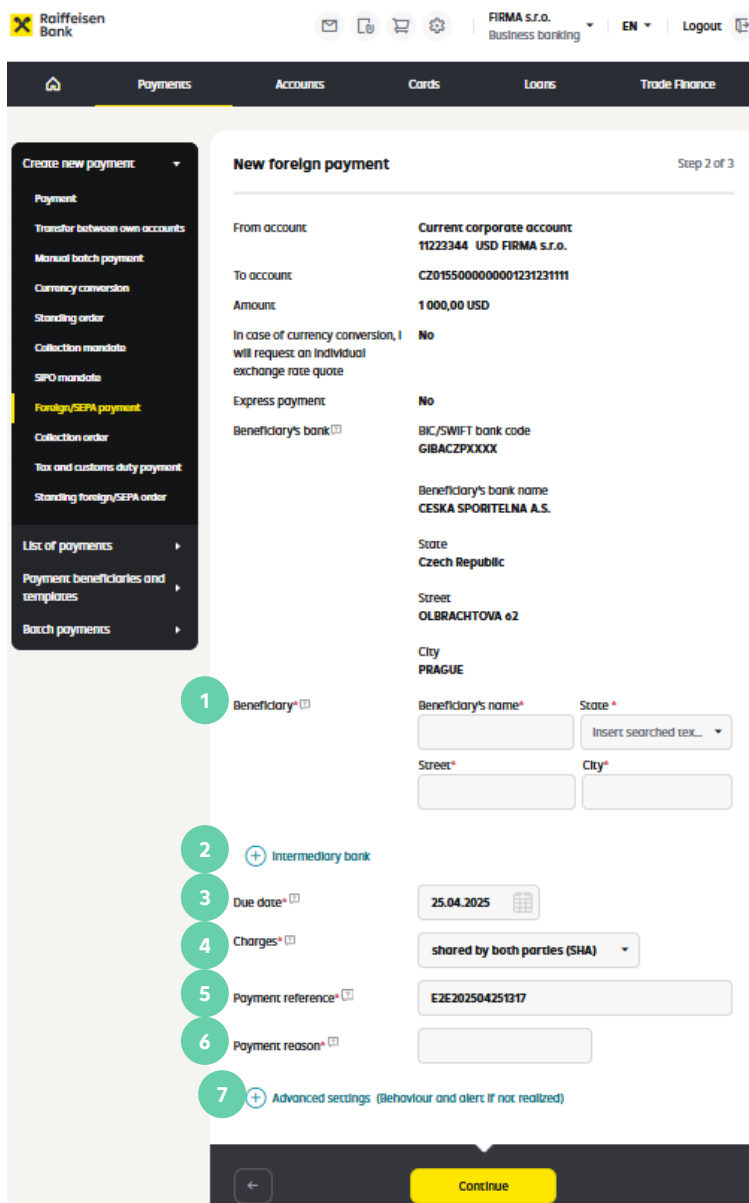
5 **Select currency**

Express payment

6 ☐ Express payments can be placed until 12:00

7 **Continue**

- 1 **From account** – **select an account**, to which you have a role entitling you to place a payment, and **select the currency** of the currency folder. **Available balance** of the account in the currency folder is shown below the account label.
- 2 **Use beneficiary** - You can choose the beneficiary from a list of saved beneficiaries. The field also functions as a search field; you can search by the name of the beneficiary. Other items saved with the beneficiary will be pre-filled after selecting the beneficiary.
- 3 **Use template** - You can use a saved template and avoid typing the details. The field also functions as a search field; you can search by the name of the template. Other items saved in the template will be pre-filled after selecting the template.
- 4 **To account** - Number of the beneficiary account, which can be entered in IBAN or in another format. If entered as IBAN, the bank details in the next step will be pre-filled automatically. Thus, you do not have to type the bank details, but you cannot change them either.
- 5 **Amount** - Enter the amount and currency, in which the payment is to be made.
- 6 **Express payment** - Check the box to place the payment as an **express payment**. Express payments are subject to a fee according to the [Price list of product and services for corporates](#). The time is subject to the payment deadlines; an express payment can be placed by 12:00.
- 7 Click **Continue** after entering all payment details.



1 Beneficiary

2 Intermediary bank

3 Due date

4 Charges

5 Payment reference

6 Payment reason

7 Advanced settings (Behaviour and alert if not realized)

- 1 Beneficiary** – Identification of the beneficiary including detailed information. The **Beneficiary's name** field is limited to 70 characters; internationally disallowed characters must be omitted. Please use only alphanumeric characters without accented letters.
- 2 Intermediary bank** - enter information about the intermediary bank. The option to add information about the intermediary bank is available only if the system evaluates the payment as foreign payment.
- 3 Due date** - Date must not be in the past; only today or a future date can be selected. Click the field to open a calendar and pick the date.
- 4 Charges** – If the payment is evaluated as a SEPA payment (EUR currency, IBAN, The payer's and the beneficiary's banks are SEPA members), only SHA charges are available. If the payment is made within the EEA, the charges apply as if for a domestic payment. If other charges are requested, you can only change them for payments sent outside the EEA, conversion payments and for currencies other than EUR.
- 5 Payment reference** - Information that will be available to the counterparty. Assigned automatically by the system, not completed by the user.
- 6 Payment reason** - Use the payment's **Variable symbol**, for example.
- 7 Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.

Advanced settings fields

Advanced settings (Behaviour and alert if not realized)

×

1

If not realized repeat for*[?]

2

calendar days

2

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

3

Sending method*

☒ **SMS**
☐ E-mail
☐ Push notification to Mobile eKonto

4

Contact*


+420777777777





▼

[Enter a new phone number](#)

- 1 The **time to repeat attempts to send** the payment if it has not been realized on the due date because of insufficient funds on the account.
- 2 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 3 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 4 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

Summary of the data entered on the first screen


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HIKMA S.r.o.
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Logout

Payments

Accounts

Cards

Loans

Trade Finance

Create new payment

- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment**
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order

List of payments

Payment beneficiaries and templates

Batch payments

New foreign payment

Step 3 of 3

The account balance is currently insufficient to realize the payment. Please make sure the balance is sufficient to cover the payment and eventual charges by the due date.

From account	Current corporate account 11223344 USD
To account	CZ0155000000001231231111
Amount	1 000,00 USD
Beneficiary's bank	GIBACZPXXXX CESKA SPORITELNA A.S. Czech Republic OLBRACHTOVA 62 PRAGUE
Beneficiary	Y Czech Republic A B
Due date	25.04.2025
Charges	shared by both parties (SHA)
Payment reference	E2E202504251349
Payment reason	bill
Expiration date	01.05.2025
Express payment	No
In case of currency conversion, I will request an individual exchange rate quote	No
Send notification	unsuccessful realization
Sending method	SMS
Contact	+420777777777

If everything is alright, please authorize the activation with your current security method.


1 Sign





1

Click **Sign** to confirm. A screen showing a confirmation of the payment will be displayed after the authorization.

2.1.9 Standing foreign/SEPA payment

This Chapter deals with the process of placing standing foreign payments including payments within the SEPA system.



**Raiffeisen
Bank**







FIRMA s.r.o.
 Business banking

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Logout




Payments

Accounts

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- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order**

List of payments

Payment beneficiaries and templates

Batch payments

New standing foreign/SEPA order

Step 1 of 3

From account*

1
 Current corporate account 11223344

USD

Available balance 100 000,00 USD ⓘ

Use beneficiary

2
 Search beneficiary by name...

Use template

3
 Search by name or account number...

To account* ⓘ

4
 In IBAN format

In another format

Amount and frequency* ⓘ

5
 [Empty field]

Select currency

Monthly

Date of 1st payment* ⓘ

6
 26.04.2025

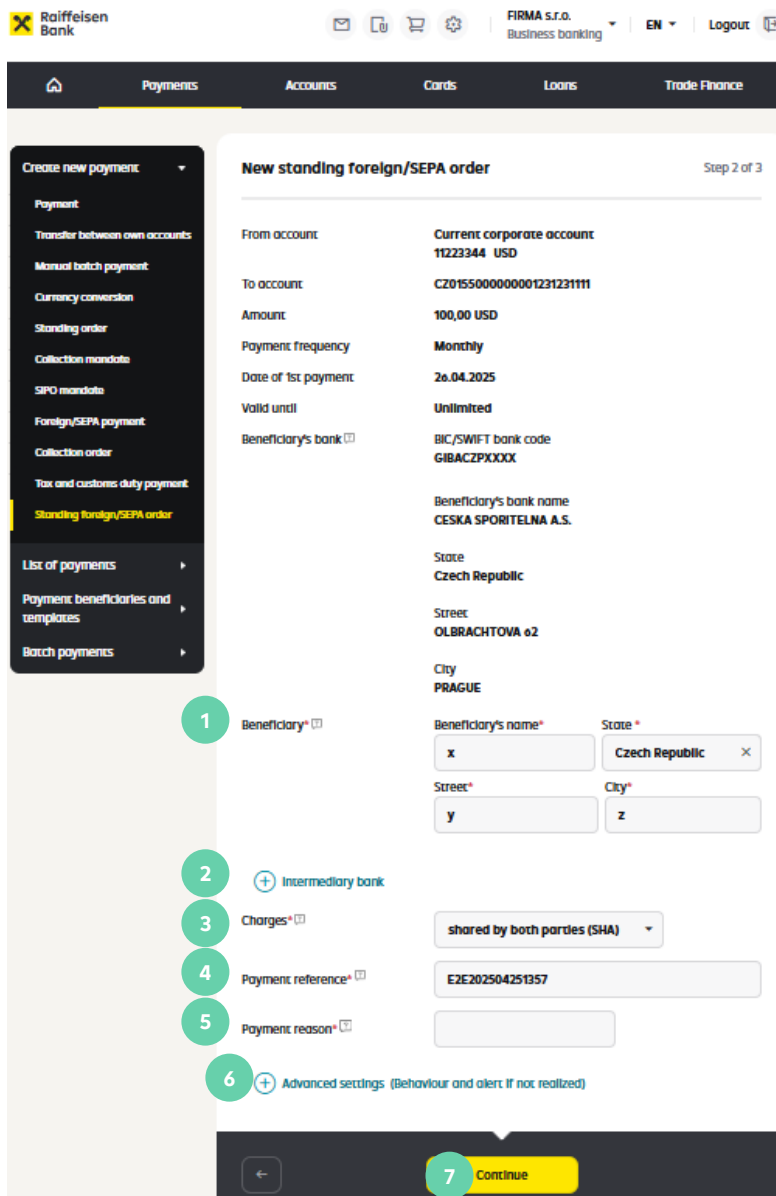
End date

Unlimited

[Select date](#)

7
 Continue

- 1 **From account** – **select an account**, to which you have a role entitling you to place a payment, and **select the currency** of the currency folder. **Available balance** of the account in the currency folder is shown below the account label.
- 2 **Use beneficiary** – You can choose the beneficiary from a list of saved beneficiaries. The field also functions as a search field; you can search by the name of the beneficiary. Other items saved with the beneficiary will be pre-filled after selecting the beneficiary.
- 3 **Use template** – You can use a saved template and avoid typing the details. The field also functions as a search field; you can search by the name of the template. Other items saved in the template will be pre-filled after selecting the template.
- 4 **To account** – Number of the beneficiary account, which can be entered in IBAN or in another format. If entered as IBAN, the bank details in the next step will be pre-filled automatically. Thus, you do not have to type the bank details, but you cannot change them either.
- 5 **Amount and frequency** – enter the amount and currency of the standing payment. The following options are available for payment frequency: monthly (default setting), weekly, quarterly, semiannually and annually.
- 6 **Date of 1st payment** – You need to specify the Date of the 1st payment, the date must not be in the past. Also, you need to specify the End date, where you have two options: **unlimited** (default setting) or a **particular date**.
- 7 Click **Continue** to confirm the payment and proceed to the next step.



- 1 **Beneficiary** – Identification of the beneficiary including detailed information. The **Beneficiary's name** field is limited to 70 characters; internationally disallowed characters must be omitted. Please use only alphanumeric characters without accented letters.
- 2 **Intermediary bank** - enter information about the intermediary bank. The option to add information about the intermediary bank is available only if the system evaluates the payment as foreign payment.
- 3 **Charges** – If the payment is evaluated as a SEPA payment (EUR currency, IBAN, The payer's and the beneficiary's banks are SEPA members), only SHA charges are available. If the payment is made within the EEA, the charges apply as if for a domestic payment. If other charges are requested, you can only change them for payments sent outside the EEA, conversion payments and for currencies other than EUR.
- 4 **Payment reference** - Information that will be available to the counterparty. Assigned automatically by the system, not completed by the user.
- 5 **Payment reason** - Use the payment's **Variable symbol**, for example.
- 6 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.
- 7 Click **Continue** to confirm the payment and proceed to the next step.

Advanced settings fields

Advanced settings

1

☐ Valid only during account owner's life

2

1

calendar days

3

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

4

Sending method*

☒ **SMS**
☐ E-mail
 ☐ Push notification to Mobile eKonto

5

Contact*


+420777777777





▼

[Enter a new phone number](#)

- 1 You can set up validity for the account holder's life only. By default, the box is not checked, i.e. the standing order survives the account holder. .
- 2 The **time to repeat attempts to send** the payment if it has not been realized on the due date because of insufficient funds on the account.
- 3 Set up the **Inform me** service for the given payment; the setting cannot be cancelled and notifications are sent by SMS or e-mail.
- 4 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 5 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

This screen is read-only and serves to check the entered details.


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Create new payment


- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order**

List of payments
 Payment beneficiaries and templates
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New standing foreign/SEPA order
Step 3 of 3

From account	Current corporate account 11223344 USD
To account	CZ0155000000001231231111
Amount	100,00 USD
Payment frequency	Monthly
Date of 1st payment	26.04.2025
Valid until	Unlimited
Beneficiary's bank	GIBACZPXXXX CESKA SPORITELNA A.S. Czech Republic OLBRACHTOVA 62 PRAGUE
Beneficiary	x Czech Republic y z
Charges	shared by both parties (SHA)
Payment reference	E2E202504251357
Payment reason	bill
Valid only during account owner's life	No
If not realized repeat for	6 calendar days
Send notification	unsuccessful realization
Sending method	SMS
Contact	+420777777777


If everything is alright, please authorize the activation with your current security method.







1
 Sign

1 Click **Sign** to certify. Or, you can save the standing foreign/SEPA payment for signing.

- 1 **From account** – **select an account**, to which the user has a role entitling him or her to place a payment, and **select the currency** of the currency folder. **Available balance** of the account in the selected currency is shown below the account label.
- 2 **Payment for** – Choose whether the payment is for the Tax Authority or Customs Administration - click the name.
- 3 **Type of tax** - It differs depending on whether the payment is to be made to the Tax Authority or Customs Administration.
- 4 **Name of authority** to which the user wishes to pay tax or customs duty. Again, the options are different for the Tax Authority and Customs Administration.
- 5 **Amount** - Amount that the client wants to send to the selected institution.
- 6 **Variable symbol** to identify the payment.
- 7 Click **Continue** to confirm the payment and proceed to the next step.


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Odhlásit

Platy Účty Karty Úvěry Trade Finance

Zadání nové platby

- Platba
- Převod mezi vlastními účty
- Manuální hromadná platba
- Konverze měn
- Trvalá platba
- Povolení k inkasu
- SIPO povolení
- Zahraníční/SEPA platba
- Příkaz k inkasu
- Platba daní a cel**
- Trvalá zahraniční/SEPA platba

Nová platba daní a cel
Krok 2 ze 3

Z účtu
 Běžný firemní účet
 11223344

CZK

Na účet
 7739-77628031/0710

Název protiúčtu

Částka
 10 000,00 CZK

Datum splatnosti*
 27.12.2024

Variabilní symbol
 123456789

Konstantní symbol
 1148

Specifický symbol

Zpráva pro příjemce

Zpráva pro mne
 Daň dědičná Finanční úřad pro hlavní město Prahu

1 Rozšířené nastavení

2 Pokračovat

nebo Uložit do Rozpracovaných

Summary with an option to complete the counterparty's account name, specific symbol and message for the beneficiary

1 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.

2 Click **Continue** to proceed to the next step. Or, save the payment as draft.

Advanced settings fields

Advanced settings

1

Express payment [?]

☐ An express payment can be placed by 14:00 at the latest

2

If not realized repeat for* [?]

calendar days

3

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

4

Sending method*

☒ **SMS**
☐ E-mail
☐ Push notification to Mobile eKonto

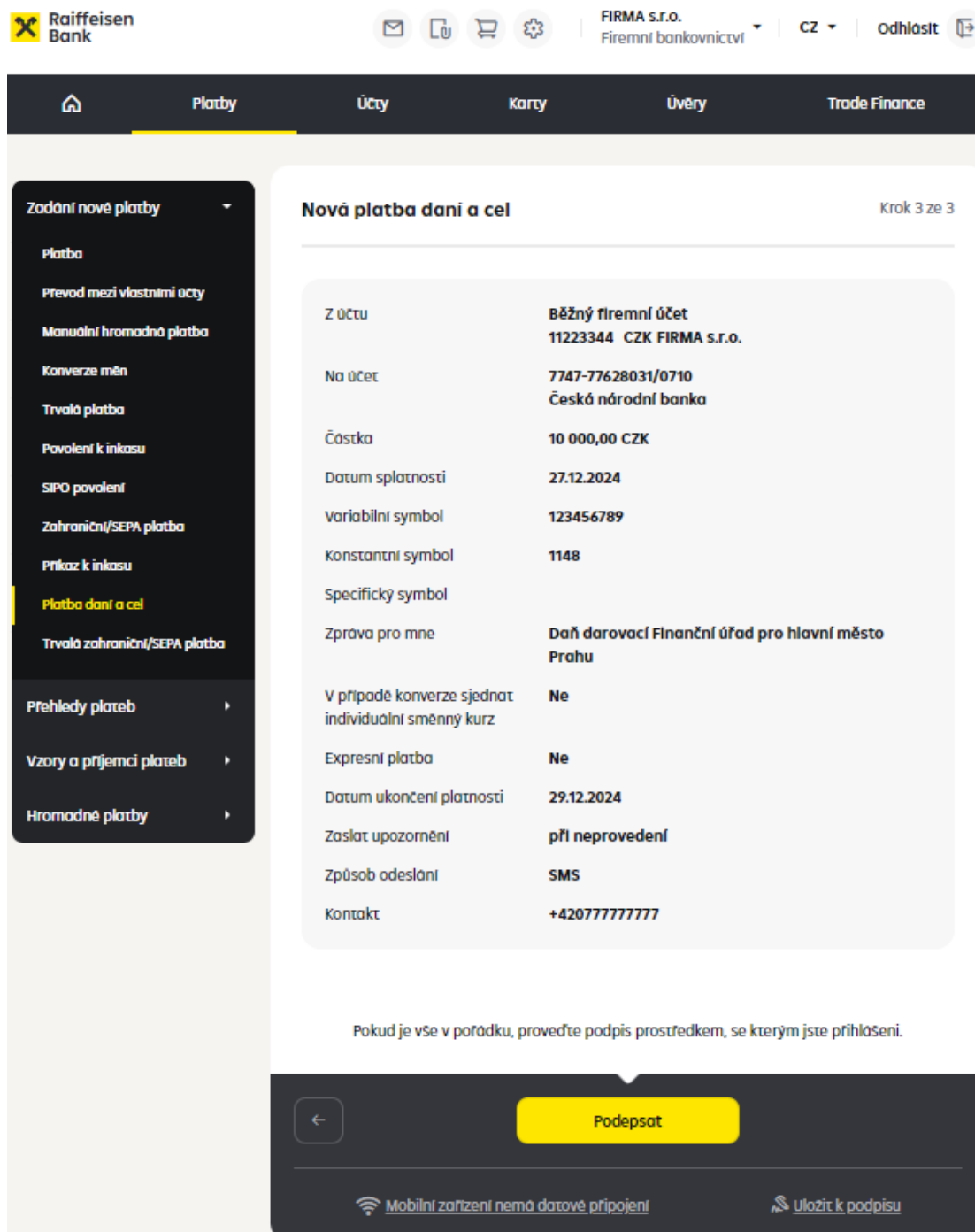
5

Contact*

[Enter a new phone number](#)

- 1 **Express payment** - Check the box to place the payment as an **express payment**. Express payments are subject to a fee according to the [Price list of product and services for corporates](#). The time is subject to the payment deadlines; an express payment can be placed by 14:00.
- 2 The **time to repeat attempts to send** the payment if it has not been realized on the due date because of insufficient funds on the account.
- 3 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 4 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 5 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

Summary of the data entered on the first screen





Nová platba daní a cel Krok 3 ze 3

Z účtu	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
Na účet	7747-77628031/0710 Česká národní banka
Částka	10 000,00 CZK
Datum splatnosti	27.12.2024
Variabilní symbol	123456789
Konstantní symbol	1148
Specifický symbol	
Zpráva pro mne	Daň darovací Finanční úřad pro hlavní město Prahu
V případě konverze sjednat individuální směnný kurz	Ne
Expresní platba	Ne
Datum ukončení platnosti	29.12.2024
Zaslat upozornění	při neprovedení
Způsob odeslání	SMS
Kontakt	+420777777777

Pokud je vše v pořádku, proveďte podpis prostředkem, se kterým jste přihlášení.

←
Podepsat


 [Mobilní zařízení nemá datové připojení](#)
 [Uložit k podpisu](#)





1

Click **Sign** to confirm. A screen showing a confirmation of the payment will be displayed after the authorization. You can also save the payment for signing.

2.1.11 SIPO mandate

SIPO stands for consolidated collection of resident payments and it is a banking service enabling efficient consolidation of payments from residents for various services. The service centralizes the receipt of payments and facilitates their distribution among the providers, which simplifies the paperwork and increases convenience for both parties. The service requires a connection number assigned free of charge at any branch of the Czech Post; an identification document (such as an ID card) is required to set up a SIPO connection number.



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- SIPO mandate**
- Foreign/SEPA payment
- Collection order
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- Standing foreign/SEPA order

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New SIPO mandate

Step 1 of 2

From account*

1 **Běžný firemní účet**
11223344 CZK

Available balance 100 000,00 CZK

2 First payment*
02/2025

SIPO connection number*

3

Limit*


4 CZK

Variable symbol

5

Message for me

6

7  Advanced settings

8 **Continue**

- 1 **From account** – Select an account, to which you have a role entitling you to place a direct debit mandate, and CZK as the pre-filled currency (SIPO is not available in other currencies). **Available balance** of the account in the currency folder is shown below the account label.
- 2 **First payment** – Automatically completed with the nearest possible date (fixed values given by deadlines).
- 3 **Connection number** – Unique identifier according to which the counterparty requests payments to be made. The SIPO receipt also identifies this information as the specific symbol. You can get your connection number free of charge at any branch of the Czech Post; only an identification document is required to set up the service.
- 4 **Limit** - Mandatory maximum limit for SIPO direct debits.
- 5 **Symbols** used as payment specifications (optional fields).
- 6 **Message for me** - text and numbers; the message will be available to the payer. Each message is limited to 140 characters.
- 7 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields](#) on the next page.
- 8

Click **Continue** to proceed to the next screen. In the last step, a screen showing a read-only summary of all the provided information is displayed. Click **Sign** to certify or save the payment for signing.

Advanced settings fields

Advanced settings

×

1

☐
Valid only during account owner's life

?

2

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

3

Sending method*

☒ **SMS**
☐ E-mail
☐ Push notification to Mobile eKonto

4

Contact*

+420777777777

▼

Enter a new phone number

- 1 You can set up validity for the account holder's life only. By default, the box is not checked, i.e. the standing order survives the account holder.
- 2 Choose whether you want to receive a notification upon **unsuccessful realization** of a transaction due to insufficient funds, or whether you prefer to receive notifications both upon **successful and unsuccessful realization** for that reason. This setting cannot be cancelled.
- 3 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; for more information, please refer to [Price list of product and services for corporates](#).
- 4 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

2.2 Lists of payments

2.2.1 Outgoing payments

2.2.2 Incoming domestic, foreign and SEPA payments

2.2.3 List of foreign/SEPA payments

2.2.4 Standing payment orders


2.2.5 Direct debit (collection) and SIPO mandates





2.2.6 Direct debit (collection) orders

2.2.7 Batch payments

2.2.1 Outgoing payments

The Outgoing payments section lists all your outgoing payments made within the Czech Republic. The section gives you a view of the transactions made, including details, such as the date, amount or beneficiary of the payment. With this overview, you can easily keep track of your financial flows and control over the domestic payments made from the account.



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Outgoing domestic payments

1 Běžný firemní účet 11223344
 CZK
 7

Available balance 100 000,00 CZK
 2 Insert searched text...
 3 2 weeks
 7 Filter

4 Executed
 1 Waiting
 0 Unsuccessful
 0 For signature
 0 For my signature
 2 Drafts

5
 Due date
 Payment type
 To account Payer account name
 Variable symbol Message for me
 Amount

27. 12. 2024	Standing order	111222333/5500	Standing order 1	100,00 CZK
25. 12. 2024	Payment	1111222233/5500 Jiří Banka		1 000,00 CZK
20. 12. 2024	Standing order	12341234/5500 Firma a.s.		1 100,00 CZK

↑ [Back to top](#)

1 **Accounts** – Select the account and currency to view the list of outgoing payments. **Available balance** of the account in the selected currency folder is shown below the account label.

2 The **full-text search engine** searches the following fields:

- Amount
- To account – (preferably as prefix-account number/bank code)
- Variable symbol, Fixed symbol, Specific symbol
- Message for me
- Message for beneficiary

If no transactions are available, the system displays the following message: "There are no items for this selection."

3 **Limit the list by time:**

2 weeks = 14 days

Month = 31 days

Year = 370 days

4

100	0	0	0	0	0
Executed	Waiting	Unsuccessful	For signature	For my signature	Drafts

- *Executed* - Lists already realized payments.
- *Waiting* - The payment has been accepted for processing with a future due date / payment accepted for processing, but not processed yet (with information about the reason, such as waiting for additional funds), still before due.
- *Unsuccessful* – The payment was not executed. Statuses: terminated by client/bank and not processed.
- *For signature* - The payment has not been fully signed and an additional signature is required to execute the payment.
- *For my signature* - Lists payments to be signed by the user.
- *Drafts* - Lists drafts and saved payments.

5 1) *Due date* – Click the arrow to sort in ascending or descending order.

2) *Payment type* – Payment / Standing payment order / Direct debit (collection) / SIPO...

3) *To account / Account name*

4) *Variable symbol / Message for me*

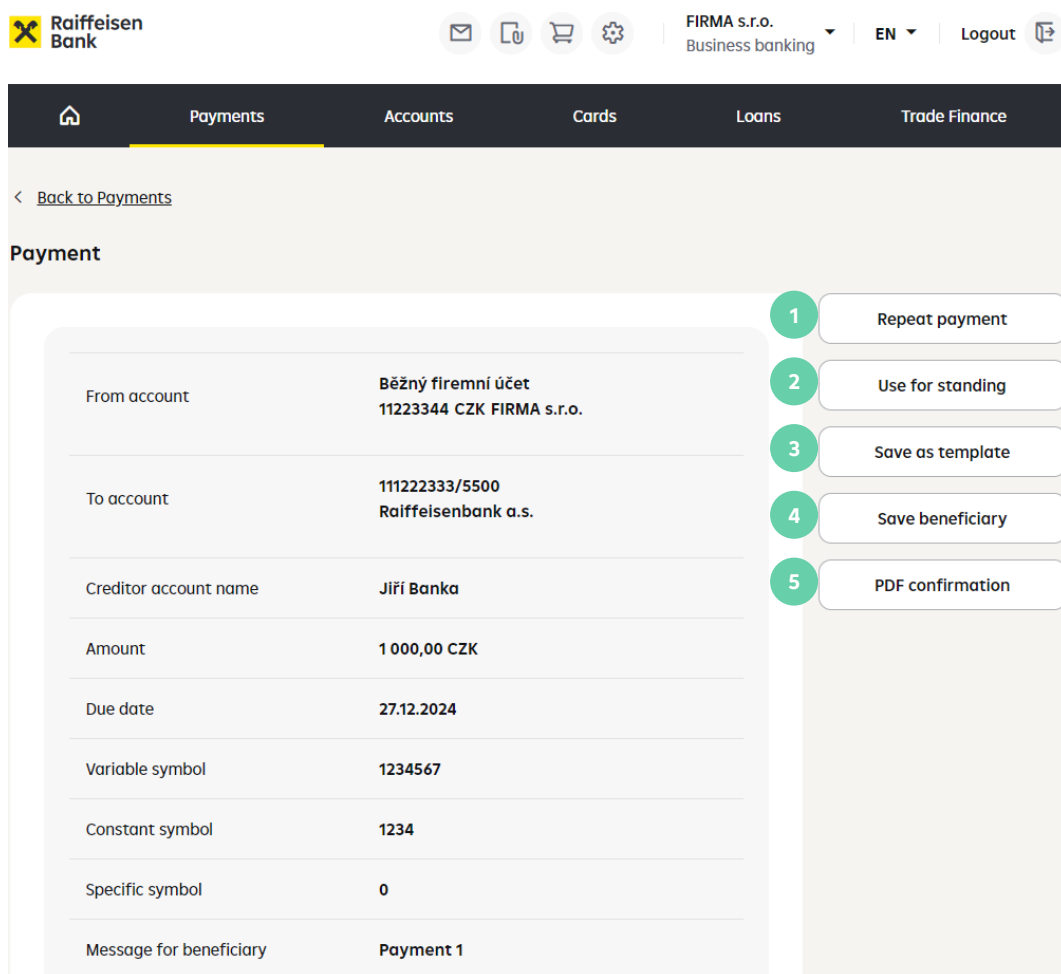
5) *Amount* – Click the arrow to sort in ascending or descending order.

6 **Transaction detail** - Click the active field or navigation arrow to display the detail of the particular payment. For more information, please refer to chapter [Payment detail](#).

7 **Advanced search filter** - Use this filter for an advanced search. For more information, please refer to chapter [Advanced search filter](#).

Payment detail

Open the detail of a specific payment to view information about the payment with additional options, such as Repeat payment, Use for standing payment, Save as template or Save beneficiary. Also, you can display a PDF confirmation of the executed transaction.



Payment detail

From account: Běžný firemní účet 11223344 CZK FIRMA s.r.o.

To account: 11222333/5500 Raiffeisenbank a.s.

Creditor account name: Jiří Banka

Amount: 1 000,00 CZK

Due date: 27.12.2024

Variable symbol: 1234567

Constant symbol: 1234

Specific symbol: 0

Message for beneficiary: Payment 1

- 1 Repeat payment
- 2 Use for standing
- 3 Save as template
- 4 Save beneficiary
- 5 PDF confirmation

- 1 Repeat payment** – Click to create a new payment with the same parameters (amount, symbols, etc.).
- 2 Use for standing** – Click to create a standing payment order.
- 3 Save as template** – Click to create a new payment template.
- 4 Save beneficiary** – Click to create a new beneficiary.
- 5 PDF confirmation** – Click to display the PDF confirmation or send it by e-mail.

Advanced search filter

The advanced filter is available in the list of payments. It lets you filter by order type, account, amount from and to, and by other payment specifics. We suggest that you limit the filtered period to 1 year.

Filter
[Create new filter](#)
7

Date from

1
26.12.2023

Date to

30.12.2024

Payment type

2
All

To account

Prefix

3

Account number

Bank code

Insert searched text...

Amount from

4

Amount to

Payment currency

All

Variable symbol

5

Message for me

6
☐
Show payments cancelled by client (in case you are looking for future payments, change the Date to accordingly).

Cancel


Search





[Clear filter](#)

- 1 **Date from and to** - Specify the period to filter payments.
- 2 **Payment type** - Filter by transaction type (All, Payment, Instant payment, Standing payment, Direct debit (collection), SIPO, Conversion).
- 3 **To account** - The system checks whether the account number is a valid account number. The Bank code field also functions as a search field - type the bank code or name (the system searches after typing three characters) or choose one from the dropdown menu.
- 4 **Amount from and to, Currency** - Select the amount range and currency for display.
- 5 **Variable symbol, Message for me**
- 6 Check the box to display cancelled payments. If you wish to display cancelled payments with a future due date, please adjust **Date to** accordingly.
- 7 **Create a new filter** to search and filter more conveniently in the future.

2.2.2 Incoming domestic, foreign and SEPA payments

This section lists incoming domestic, foreign and SEPA payments. It gives you a view of all important information about incoming payments, including the crediting date, payment description, amount, and more. The overview lets you easily keep track of your incoming payments in one place.


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Incoming domestic, foreign and SEPA payments

1
 Běžný firemní účet
11223344

CZK

Available balance 1 000 000,00 CZK

2
 Insert searched text...

3
 2 weeks

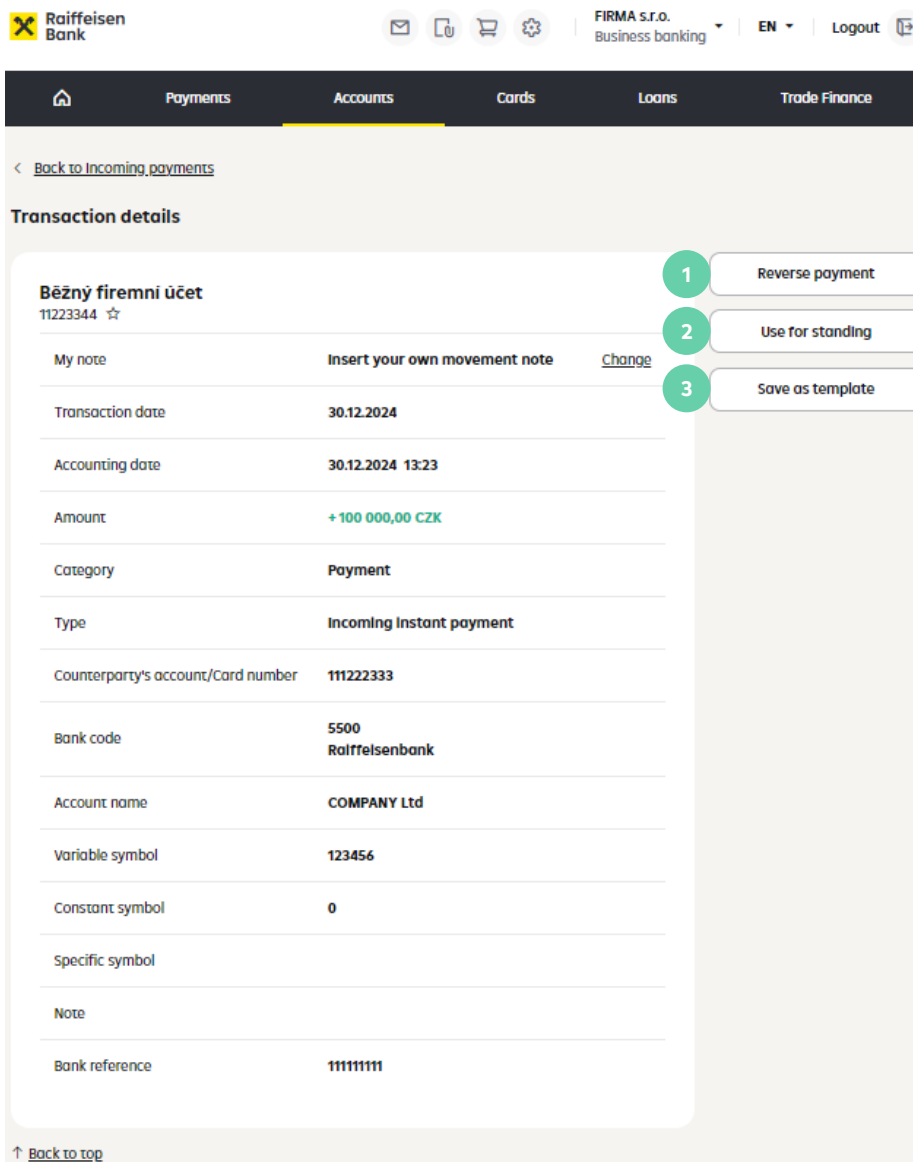
6
 Filter

4	Date	Payment type	Payment description	Amount
	30. 12. 2024	Incoming payment	COMPANY Ltd Payment 1	100 000,00 CZK
	30. 12. 2024	Incoming payment	COMPANY 2 Ltd Payment 2	300 000,00 CZK
	30. 12. 2024	Incoming payment	Jiří Banka	10 000,00 CZK

- 1 **Account** – **Select the account and currency** to generate the list of incoming payments. **Available balance** of the account in the selected currency folder is shown below the account label.
- 2 The **full-text search engine** searches the following fields:
Amount
Account prefix, account number and bank code of the counterparty
Name of the counterparty's account
Variable symbol, Fixed symbol, Specific symbol
Note
- 3 **Limit the list by time:**
2 weeks = 14 days
Month = 31 days
Year = 370 days
- 4 *Date received* – Click the arrow to sort in ascending or descending order.
Payment type – Payment / Standing payment order / Direct debit (collection) / SIPO
Payment description – Payment reason
Amount – Click the arrow to sort in ascending or descending order.
- 5 **Transaction detail** – Click the active field or navigation arrow to display the detail of the particular payment. For more information, please refer to chapter [Payment detail](#).
- 6 **Advanced search filter** – Use this filter for an advanced search. For more information, please refer to chapter [Advanced search filter](#).

Payment detail

Open the detail of a specific payment to view information about the payment with additional options, such as Reverse payment, Use for standing payment or Save as template.



Transaction details

Běžný firemní účet
11223344 ☆

My note **Insert your own movement note** [Change](#)

Transaction date **30.12.2024**

Accounting date **30.12.2024 13:23**

Amount **+100 000,00 CZK**

Category **Payment**

Type **Incoming Instant payment**

Counterparty's account/Card number **111222333**

Bank code **5500 Raiffeisenbank**

Account name **COMPANY Ltd**

Variable symbol **123456**

Constant symbol **0**

Specific symbol

Note

Bank reference **111111111**

1 **Reverse payment**

2 **Use for standing**

3 **Save as template**

[↑ Back to top](#)

- 1 **Reverse payment** – Click to create a new payment order.
- 2 **Use for standing** – Click to create a new standing payment order.
- 3 **Save as template** – Click to create a new domestic payment template under Payment beneficiaries and templates.

Note: The payment detail varies by payment type.

Advanced search filter

The advanced filter is available in the list of payments. It lets you filter by transaction type, account number, amount from and to, and by other payment specifics. We suggest that you limit the filtered period to 1 year.

Filter
[Create new filter](#)
8

Date from
16.12.2024

Date to
30.12.2024

Transaction type
2 All

Counterparty account

Prefix
3

Account number

Bank code
Insert searched text...

Account name
4

Variable symbol
5

Note
6

Amount from
7

Amount to


Cancel
Search





[Clear filter](#)

- 1 **Date from** and **to** - Specify the period to filter payments.
- 2 **Transaction type** - Filter by transaction type (All, Payment, Foreign payment, Direct debit (collection), Standing payment, SIPO, Conversion).
- 3 **Counterparty account** - The system checks whether the account number is a valid account number. The Bank code field also functions as a search field - type the bank code or name (the system searches after typing three characters).
- 4 **Account name**
- 5 **Variable symbol**
- 6 **Filter by note**
- 7 **Amount from** and **to** - Select the filtered amount range.
- 8 **Create a new filter** to search and filter more conveniently in the future.

2.2.3 List of outgoing foreign/SEPA payments


This section lists all outgoing foreign and SEPA payments.



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Outgoing foreign and SEPA payments

1

Corporate current account
11223344

2

Insert searched text...

3

2 weeks ▾

6

Filter

4

132 Executed

0

Waiting

0

Unsuccessful

0

For signature

0

For my signature

0

Drafts

5	Due date	Payment type	Beneficiary's name Beneficiary's bank name Payment reason	Amount
	27. 11. 2024	Foreign payment	COMPANY 1 Ltd Raiffeisenbank UA Payment to invoices	200,00 EUR
	20. 11. 2024	SEPA payment	COMPANY 2 Ltd Raiffeisenbank AU Payment to invoices	10 000,00 EUR

- 1 **Account** – **Select the account and currency** to generate the list of outgoing foreign payments. **Available balance** of the account in the selected currency folder is shown below the account label.

- 2 The **full-text search engine** searches the following fields:

- Amount
- Beneficiary's name
- Beneficiary's bank name
- Beneficiary's account number
- Beneficiary's bank code
- Payment reason

If no transactions are available, the system displays the following message: "There are no items for this selection."

- 3 **Limit the list by time:**

- 2 weeks = 14 days
- Month = 31 days
- Year = 370 days

- 4
- | 132 | 0 | 0 | 0 | 0 | 0 |
|-----------------|---------|--------------|---------------|------------------|--------|
| Executed | Waiting | Unsuccessful | For signature | For my signature | Drafts |

- *Executed* - Lists already realized payments.
- *Waiting* - The payment has been accepted for processing with a future due date / payment accepted for processing, but not processed yet (with information about the reason, such as waiting for additional funds), still before due.
- *Unsuccessful* – The payment was not executed. Statuses: terminated by client/bank and not processed.
- *For signature* - The payment has not been fully signed and an additional signature is required to execute the payment.
- *For my signature* - Lists payments to be signed by the user.
- *Drafts* - Lists drafts and saved payments.

- 5
1. *Due date* – Click the arrow to sort in ascending or descending order.
 2. *Payment type* – Foreign payment / SEPA / Tatra payment / Payment within Raiffeisen group
 3. *Beneficiary's name / Beneficiary's bank name / Payment reason*
 4. *Amount* – Click the arrow to sort in ascending or descending order.

- 6 **Advanced search filter** - Use this filter for an advanced search. For more information, please refer to chapter [Advanced search filter](#).

Advanced search filter

The advanced filter is available from the list of outgoing foreign and SEPA payments. It lets you filter by account, amount from and to, and by other payment specifics. We suggest that you limit the filtered period to 1 year.

Filter
[Create new filter](#)
7

Date from

1
26.12.2023

Date to

30.12.2024

Beneficiary Name

2

Account number

Beneficiary's bank Name

3

Bank code

Amount from

4

Amount to

Payment currency

All

Payment reason

5

6
☐
Show payments cancelled by client (in case you are looking for future payments, change the Date to accordingly).

Cancel

Search

[Clear filter](#)

1 **Date from** and **to** - Specify the period to filter payments.

2 **Beneficiary name, Account number**

3 **Beneficiary's bank name, Bank code**

4 **Amount from** and **to, Payment currency** (choose from dropdown menu)


5 **Payment reason**





6 Check the box to display cancelled payments. If you wish to display cancelled payments with a future due date, please adjust **Date to** accordingly.

7 **Create a new filter** to search and filter more conveniently in the future.

2.2.4 Standing payment orders

This section lists placed standing payment orders, i.e. automated and regularly recurring payment orders.



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Standing orders

1
 [Requests](#)

2
 Běžný firemní účet
11223344

CZK

Available balance 1 000 000,00 CZK

Insert searched text...


3
 Active and future





4	Next payment date	To account Message for me	Status	Amount Payment frequency
Valid until				
20.01.2025	111222333/5500	Active	1 000,00 CZK	monthly
Unlimited	Standing order			5
27.01.2025	111222233/5500	Active	1 200,00 CZK	monthly
Unlimited	Standing order 2			

- Link to **Requests to standing orders**. For more information, please refer to chapter [Requests to standing orders](#).
- Accounts** – Select the account and currency to display relevant requests. **Available balance** of the account in the currency folder is shown below the account label.
- Dropdown menu to filter standing payment orders by status: **Active and future**, **Terminated** or **All** (i.e. Active, Future and Terminated).
- Next payment date and Valid until - Click the arrow to sort in ascending or descending order.
 - To account and Message for me
 - Status - Active / Future / Terminated
 - Amount, Payment frequency
- Click to view the **Standing order detail**. For more information, please refer to chapter [Standing payment order detail](#).

Requests to standing orders

Requests to standing orders serve to manage standing payment orders, such as to create, change or cancel standing orders.


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Requests to standing orders

1

Běžný firemní účet 11223344

CZK

Available balance 1 000 000,00 CZK

2

All

3	Date	Request type	To account Message for me	Status	Amount Payment frequency
<input type="checkbox"/>	11. 10. 2023	Cancel	11223344/5500 Standing order	Received	1 000,00 CZK monthly
<input type="checkbox"/>	11. 01. 2023	Create	11223344/5500 Standing order	Received	1 000,00 CZK monthly
<input type="checkbox"/>	05. 01. 2023	Create	111222333/5500 Standing order	Received	900,00 CZK monthly


4





Standing orders

- 1 **Account** – Select the account and currency. **Available balance** of the account in the currency folder is shown below the account label.
- 2 **Dropdown menu** to view **All payments** / **Payments waiting for signature** / **Payments received by bank**.
- 3
 1. *Date* - Click the arrow to sort in ascending or descending order.
 2. *Request type* - Create / Cancel / Change
 3. *To account and Message for me*
 4. *Status*
 5. *Amount and payment frequency*
- 4 **Link to the list of standing orders**

Standing payment order detail

Open the detail of a particular standing payment order to view information about the payment with additional options, such as go back to Related payments, Change or Cancel the standing order, Save it as template or Save the beneficiary.



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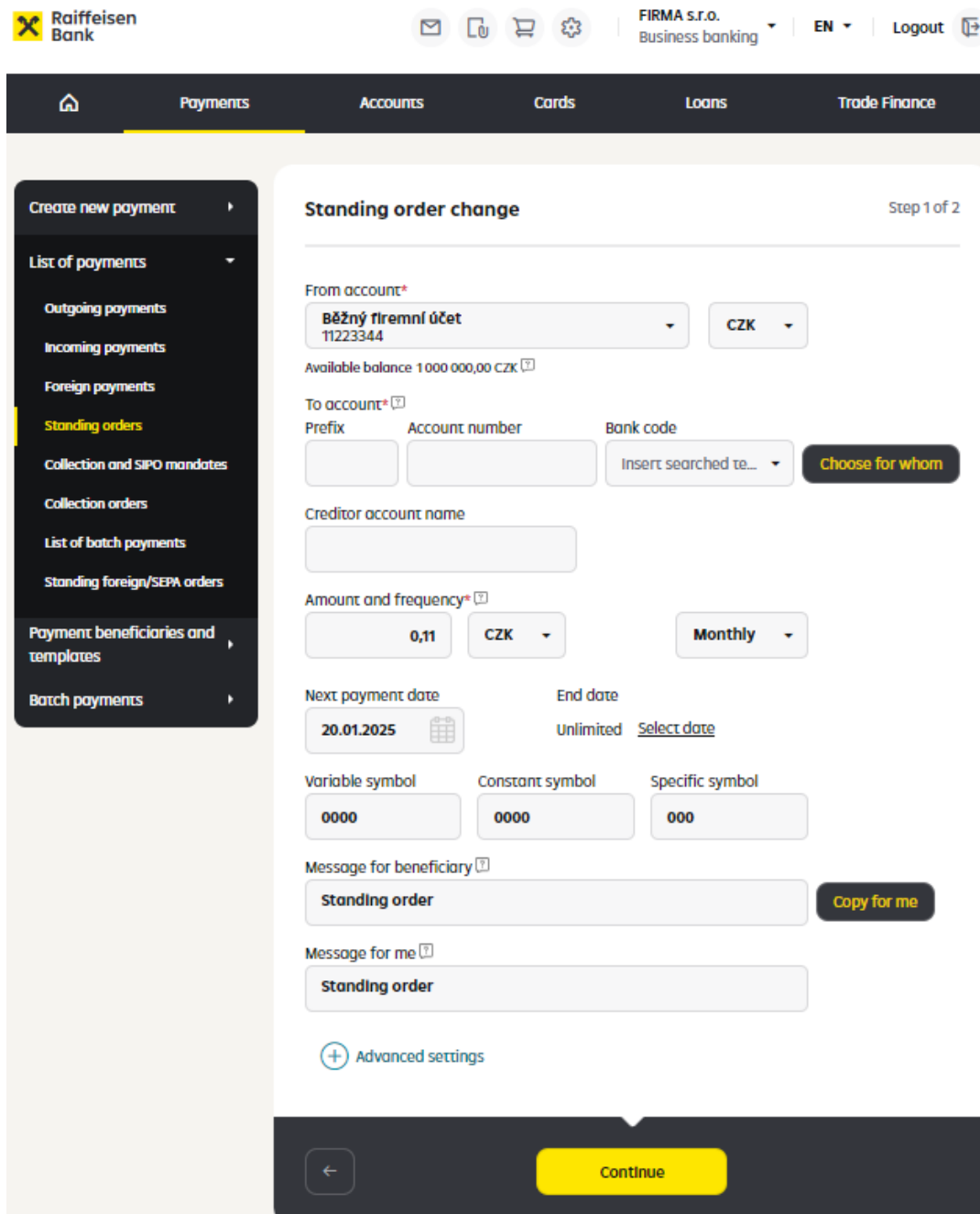
Standing order detail

From account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.	1	Related payments
To account	1111222233/5500 Raiffeisenbank a.s.	2	Change
Amount	10 000,00 CZK	3	Delete
Payment frequency	Monthly	4	Save as template
Date of 1st payment	20.03.2023	5	Save beneficiary
Next payment date	20.01.2025		
Valid until	Unlimited		
Variable symbol			
Constant symbol			
Specific symbol			
Message for me	Standing order		

- 1 Link to the list of payments under the particular standing order (i.e. payments made according to this standing order).
- 2 Link to change the standing order. For more information, please refer to chapter [Changing standing payment orders](#).
- 3 Delete the standing payment order.
- 4 Save the standing order as a template.
- 5 Save the beneficiary of the standing order in the list of beneficiaries.


Changing standing payment orders





Standing orders can be changed after opening the detail of the particular standing payment order.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. Below the navigation bar is a menu with options: Payments, Accounts, Cards, Loans, and Trade Finance. The 'Payments' section is active, and a sidebar on the left lists various payment options, with 'Standing orders' highlighted. The main content area is titled 'Standing order change' and is labeled 'Step 1 of 2'. The form includes fields for 'From account*' (Běžný firemní účet 11223344, CZK), 'Available balance' (1 000 000,00 CZK), 'To account*' (Prefix, Account number, Bank code), 'Creditor account name', 'Amount and frequency*' (0,11, CZK, Monthly), 'Next payment date' (20.01.2025), 'End date' (Unlimited, Select date), 'Variable symbol' (0000), 'Constant symbol' (0000), 'Specific symbol' (000), 'Message for beneficiary' (Standing order), and 'Message for me' (Standing order). There are buttons for 'Choose for whom', 'Copy for me', and 'Advanced settings'. A 'Continue' button is at the bottom right.

In the first step of changing the standing order, modify the items you wish to change (such as the amount, account number, symbols, etc.). Click **Continue** to proceed to the next step of changing the standing order.


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Standing order change confirmation
Step 2 of 2

In case you are changing the Amount and you do not change the Next payment date, then the standing order will be executed with this new amount already from the next payment. In case you are moving the Next payment date to the future, then the standing order will be executed with the original setting (amount, frequency etc.) until this future date. In case you do not want the payments to be executed according to the original setting, do not continue - cancel the standing order and create new standing order with new date of first payment.

From account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
To account	111222333/5500 Raiffeisenbank a.s.
Amount	1 000,00 CZK
Payment frequency	Monthly
Next payment date	13.01.2025
End date	Unlimited
Variable symbol	
Constant symbol	
Specific symbol	
Valid only during account owner's life	No
In case of currency conversion, I will request an individual exchange rate quote	No
If not realized repeat for	1 calendar days
Send notification	unsuccessful realization
Sending method	SMS
Contact	+420777777777


If everything is allright, please authorize the activation with your current security method.





Sign

The second step of changing the standing order lets you check the entered details. Click **Sign** to finalize and authorize the change.

2.2.5 Direct debit (collection) and SIPO mandates

This section lists all direct debit and SIPO mandates.


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Collection and SIPO mandates
[Requests](#)

Běžný firemní účet
 11223344

CZK

Available balance 1 000 000,00 CZK

Active and future

Permission type	To account Message for me	Status	Limit Period
Collection mandate Unlimited	111222333/5500 Collection mandates	Active	100,00 CZK monthly
Collection mandate Unlimited	111222233/5500 Collection mandates	Active	1 000,00 CZK monthly
Collection mandate Unlimited	123456789/5500 test	Active	2 000,00 CZK monthly

1 Link to **Requests to collection and SIPO** mandates. For more information, please refer to chapter [Requests to collection and SIPO mandates](#).

2 **Account** – Select the account and currency to display relevant requests to direct debit and SIPO mandates. **Available balance** of the account in the currency folder is shown below the account label.

3 Dropdown menu to filter standing direct debit and SIPO mandates by status: **Active and future**, **Terminated** or **All** (i.e. Active, Future and Terminated).


4





1. *Permission type* (SIPO or Collection mandate) *and Valid to* (Unlimited is shown if the mandate is set to an undefined term, otherwise a specific date).
2. *To account, Message for me*
3. *Status: Active / Future / Terminated*
4. *Limit and Period* – *Direct debit limit for the available periods: daily, weekly, monthly and annually. No period is shown for SIPO mandates.*

5 **Direct debit detail** - Click the active area or arrow to display the detail. For more information, please refer to chapter [Direct debit \(collection\) and SIPO mandate detail](#).

Requests to direct debit (collection) and SIPO mandates

Requests to direct debit (collection) and SIPO mandates serve to manage the relevant payments, such as to create, change or cancel the mandates.



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Requests to collection and SIPO mandates

[Collection mandates](#)

1 Běžný firemní účet
11223344
 CZK

Available balance 1 000 000,00 CZK

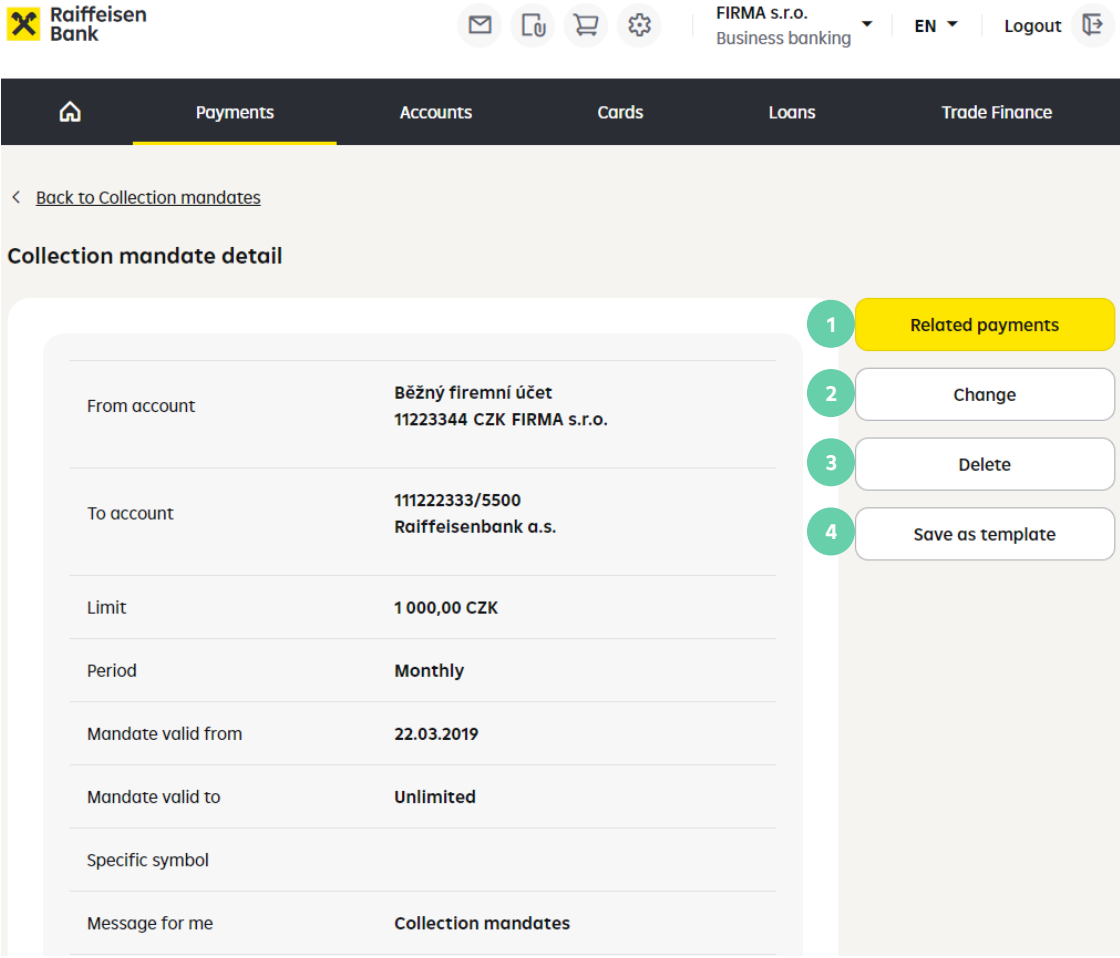
2 All

3	Date	Permission type Request type	Account number Message for me	Status	Limit Period
<input type="checkbox"/>	13.03.2023	Collection mandate Create	11223344/5500 Collection mandates	Received	1 000,00 CZK monthly
<input type="checkbox"/>	27.12.2022	Collection mandate Create	123456/5500 test	Received	5 000,00 CZK monthly
<input type="checkbox"/>	21.06.2022	Collection mandate Cancel	111222233/5500 Collection mandates	Received	3 000,00 CZK monthly

- 1 **Account** – Select the account and currency. **Available balance** of the account in the currency folder is shown below the account label.
- 2 **Dropdown menu** to view **All payments / Payments waiting for signature / Payments received by bank**.
- 3
 1. Date
 2. Permission type: Collection / SIPO mandate, Request type: Create / Cancel / Change
 3. Account name and Message for me
 4. Status
 5. Limit and Period - Direct debit limit for the available periods: daily, weekly, monthly and annually. No period is shown for SIPO mandates.
- 4 **Link to the list of direct debit and SIPO mandates**

Direct debit (collection) and SIPO mandate detail

Open the detail of a particular direct debit or SIPO mandate to view information about the payment with additional options, such as go back to Related payments, Change or Cancel the direct debit or SIPO mandate or Save the payment as template.



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Collection mandate detail


From account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
To account	111222333/5500 Raiffeisenbank a.s.
Limit	1 000,00 CZK
Period	Monthly
Mandate valid from	22.03.2019
Mandate valid to	Unlimited
Specific symbol	
Message for me	Collection mandates





- 1 Related payments
- 2 Change
- 3 Delete
- 4 Save as template

- 1 Related payments** – Link to the list of payments under the particular direct debit mandate.
- 2 Change** – Click to change the direct debit mandate.
- 3 Delete** – Click to cancel the direct debit.
- 4 Save as template** – Click to create a new domestic payment template under Payment beneficiaries and templates.

2.2.6 Direct debit (collection) orders

The list of direct debit orders provides an overview of placed direct debit orders.



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Collection orders

1
 Běžný firemní účet
11223344

CZK

Available balance 1 000 000,00 CZK

2
 Insert searched text...

2 weeks

3
 Filter

1
 Executed

0
 Waiting

0
 Unsuccessful

2
 For signature

1
 For my signature

1
 Drafts

Due date	Payment description Payer account name	Variable symbol Message for me	Amount
18. 12. 2024	111222333/5500 Jiří Banka	00000000 Collection order	1 000,00 CZK

1 **Account** – Select the account and currency to display relevant direct debit orders. **Available balance** of the account in the currency folder is shown below the account label.

2 The **full-text search engine** searches the following fields:

- Amount
- From account (prefix-account number/bank code)
- Variable symbol, Fixed symbol, Specific symbol
- Message for me
- Message for payer

If no transactions are available, the system displays the following message: "There are no items for this selection."

3 **Filter** - Use this filter for an advanced search. For more information, please refer to chapter [Advanced search filter](#).

4


1	0	0	2	1	1
Executed	Waiting	Unsuccessful	For signature	For my signature	Drafts





- *Executed* - Lists already realized direct debit orders.
- *Waiting* - Order accepted for processing with a future due date.
- *Unsuccessful* - The order was not executed. Statuses: terminated by client/bank and not processed.
- *For signature* - The order has not been fully signed and an additional signature is required to execute the order.
- *For my signature* - Lists direct debit orders to be signed by the user.
- *Drafts* - Lists drafts and saved orders.

5 **Order detail** - Click the active area or arrow to display the detail. For more information, please refer to chapter [Direct debit \(collection\) order detail](#).

Direct debit (collection) order detail

Open the detail of a specific direct debit order to view information about the payment with additional options, such as Repeat payment or Save payer.


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Collection order

To account	Běžný firemní účet 11223344 CZK FIRMA s.r.o.
From account	111222333/5500 Raiffeisenbank a.s.
Payer account name	Jiří Banka
Amount	1 000,00 CZK
Due date	18.12.2024
Variable symbol	00000000
Constant symbol	
Specific symbol	
Message for me	Příkaz k inkasu
Reference number	000000000
Status	Executed

1 Repeat payment

2 Save payer


- Repeat payment** – Click to be redirected to place a new direct debit order where you can adjust the order parameters before authorizing it.
- Save payer** – Click to create a new beneficiary.

Advanced search filter


The advanced filter is available in the list of direct debit (collection) orders. It lets you filter by account, amount from and to, and by other payment specifics. We suggest that you limit the filtered period to 1 year.

Filter
[Create new filter](#)
6

Date from

1
17.12.2024


Date to

31.12.2024


From account
Prefix
2

Account number

Bank code

Insert searched text...

Amount from
3

Amount to

Payment currency

All

Variable symbol
4

Message for me

5
☐ Show payments cancelled by client (in case you are looking for future payments, change the Date to accordingly).

Cancel

Search

[Clear filter](#)

1 **Date from** and **to** - Specify the period to filter payments.

2 **Account number, Bank code**

3 **Amount from and to, Currency** - Filter the amount range and currency.

4 **Variable symbol, Message for me**

5 Check the box to display cancelled payments. If you wish to display cancelled payments with a future due date, please adjust **Date to** accordingly.

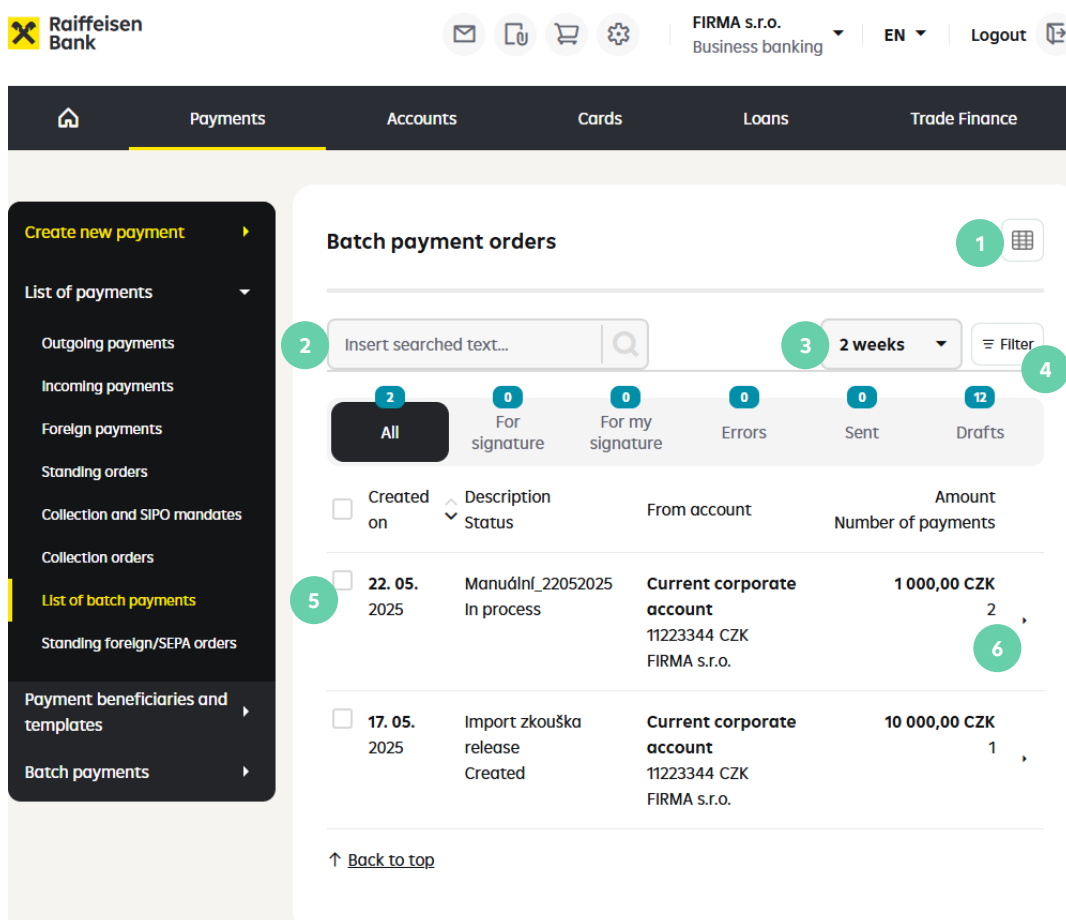
6 **Create a new filter** to search and filter more conveniently in the future.

2.2.7 Batch payments

The list of batch payments displays both batch payments imported from a file and those placed manually. The batch payment status is shown below its name.

Batch payments with a **Created**, **Edited** or **Pending signature** status can be signed or cancelled by selecting the particular payment.

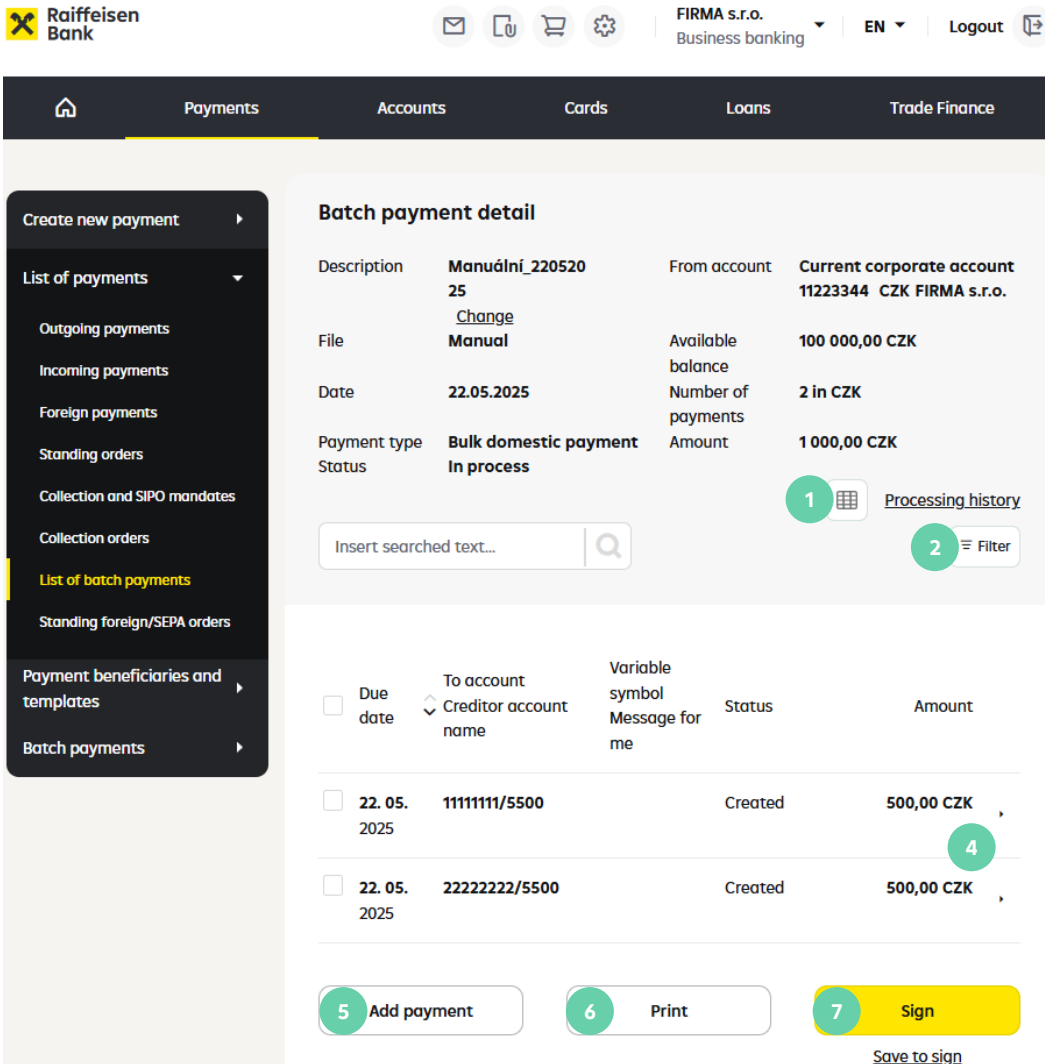
Repeating a batch payment: In the **List of batch payments** section, click on a payment with the Received status. In the payment detail, click **Repeat**.



- 1 **Table view** – Click to view a detailed list of all payment orders in the batch payment.
- 2 **Fulltext search**
- 3 **Period** – Choose the period to display the List of batch payments (2 weeks, 31 days or 1 year).
- 4 **Filter** – The filter is used for filtering payment orders in the batch payment. You can filter by the following criteria: **Date from and to** / **Status** / **Amount from and to** / **Currency of payment**.
- 5 Once batch payments are selected by **checking the box**, options to **Sign** or **Cancel** the selected payments will be displayed.
- 6 **Batch payment detail** – Click the arrow or in the empty field to go to the Batch payment detail. For more information, please refer to chapter [Batch payment detail](#).

Batch payment detail

In the **Batch payment detail**, you can see information about the particular batch payment along with the individual payments.



Batch payment detail

Description: **Manuální_22052025** From account: **Current corporate account 11223344 CZK FIRMA s.r.o.**

File: **Manual** Available balance: **100 000,00 CZK**

Date: **22.05.2025** Number of payments: **2 in CZK**

Payment type: **Bulk domestic payment** Amount: **1 000,00 CZK**

Status: **In process**

Processing history

Insert searched text...

<input type="checkbox"/>	Due date	To account Creditor account name	Variable symbol Message for me	Status	Amount
<input type="checkbox"/>	22. 05. 2025	11111111/5500		Created	500,00 CZK
<input type="checkbox"/>	22. 05. 2025	22222222/5500		Created	500,00 CZK

5 Add payment 6 Print 7 Sign

[Save to sign](#)

- 1 **Table view** – Click to view a detailed list of all the payment orders in the batch payment.
- 2 **Filter** – The filter is used for filtering payment orders in the batch payment. You can filter by the following criteria: **Date from and to** / **Status** / **Amount from and to** / **Currency of payment**.
- 3 **Check the box** to mark the payments that you want to remove or sign in the batch payment.
- 4 Click the active field or the arrow to edit a particular payment in the batch payment
- 5 Click **Add payment** to add another payment to the batch payment.
- 6 Click **Print** to display the batch payment detail, ready for printing.
- 7 Click **Sign** to sign the payment or click **Save to sign**.

2.3 Payment beneficiaries and templates

2.3.1 Payment templates

2.3.2 New domestic payment template

2.3.3 New foreign payment template

2.3.4 Payment beneficiaries

2.3.5 New beneficiary

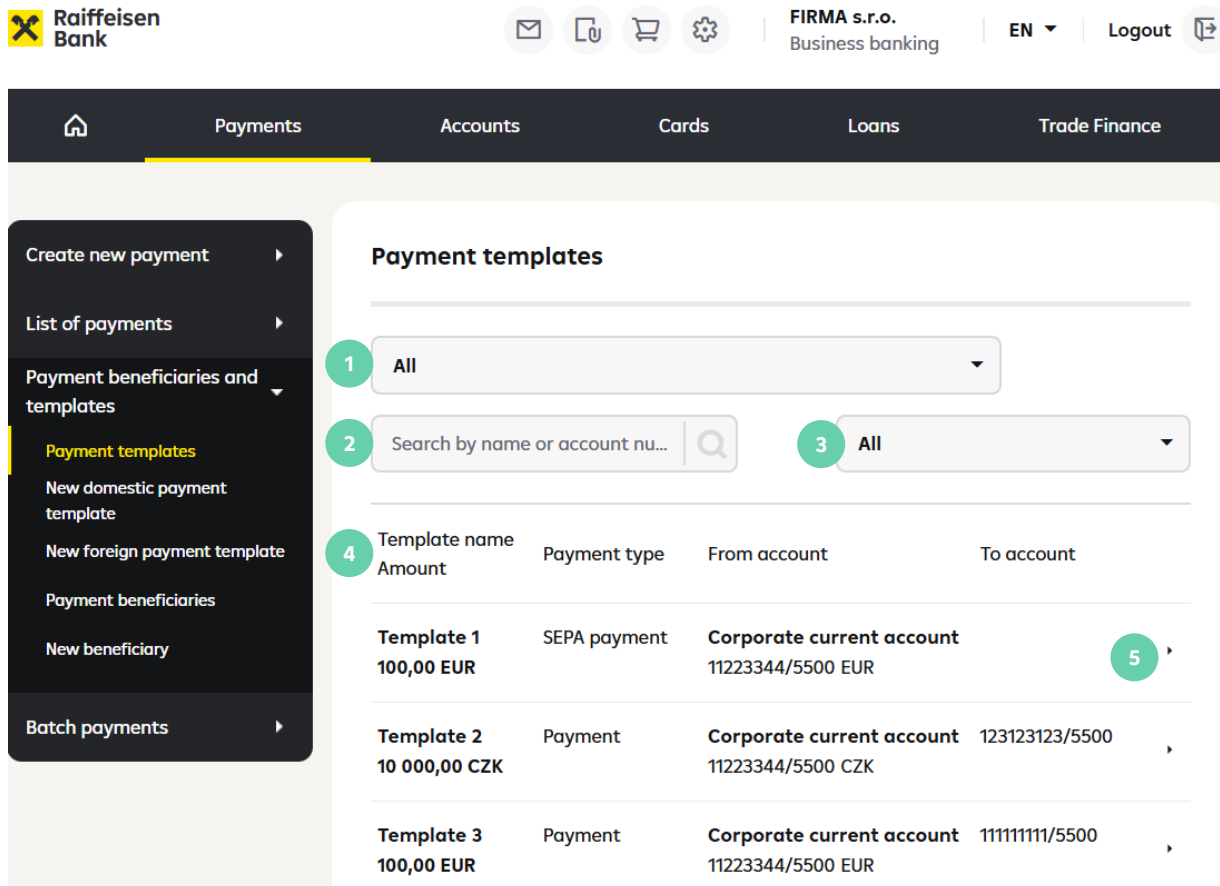
2.3.5.1 Domestic beneficiary

2.3.5.2 SEPA payment

2.3.5.3 Foreign payment


2.3.1 Payment templates

A list of all payment templates saved by users for the account facilitates the placement of new domestic payments, SEPA payments or foreign payments (i.e. foreign payments that are not SEPA).






Payment templates

1 All

2 Search by name or account nu... 

3 All

4 Template name Amount	Payment type	From account	To account
Template 1 100,00 EUR	SEPA payment	Corporate current account 11223344/5500 EUR	5 
Template 2 10 000,00 CZK	Payment	Corporate current account 11223344/5500 CZK	123123123/5500 
Template 3 100,00 EUR	Payment	Corporate current account 11223344/5500 EUR	111111111/5500 

1 **Select the account** to which the payment template is saved.

2 **Full-text search engine** – Search items by:

- Template name
- Counterparty account number
- Message for me

3 **Payment template selection** - All (default option) / **Payment** / **Foreign payment** / **SEPA payment**.


4





1. *Template name and Amount*
2. *Payment type*
3. *From account*
4. *To account.*

5 **Payment template detail** - You can access the detail by clicking the active area or the arrow. For more information, please refer to chapter [Payment template detail](#)

Payment template detail


After expanding the payment template details, you will find information about the specific template, such as its name, type (shared or private), accounts, amount, symbols, etc. You can also use the template to create a payment, standing order, or change or delete the template.


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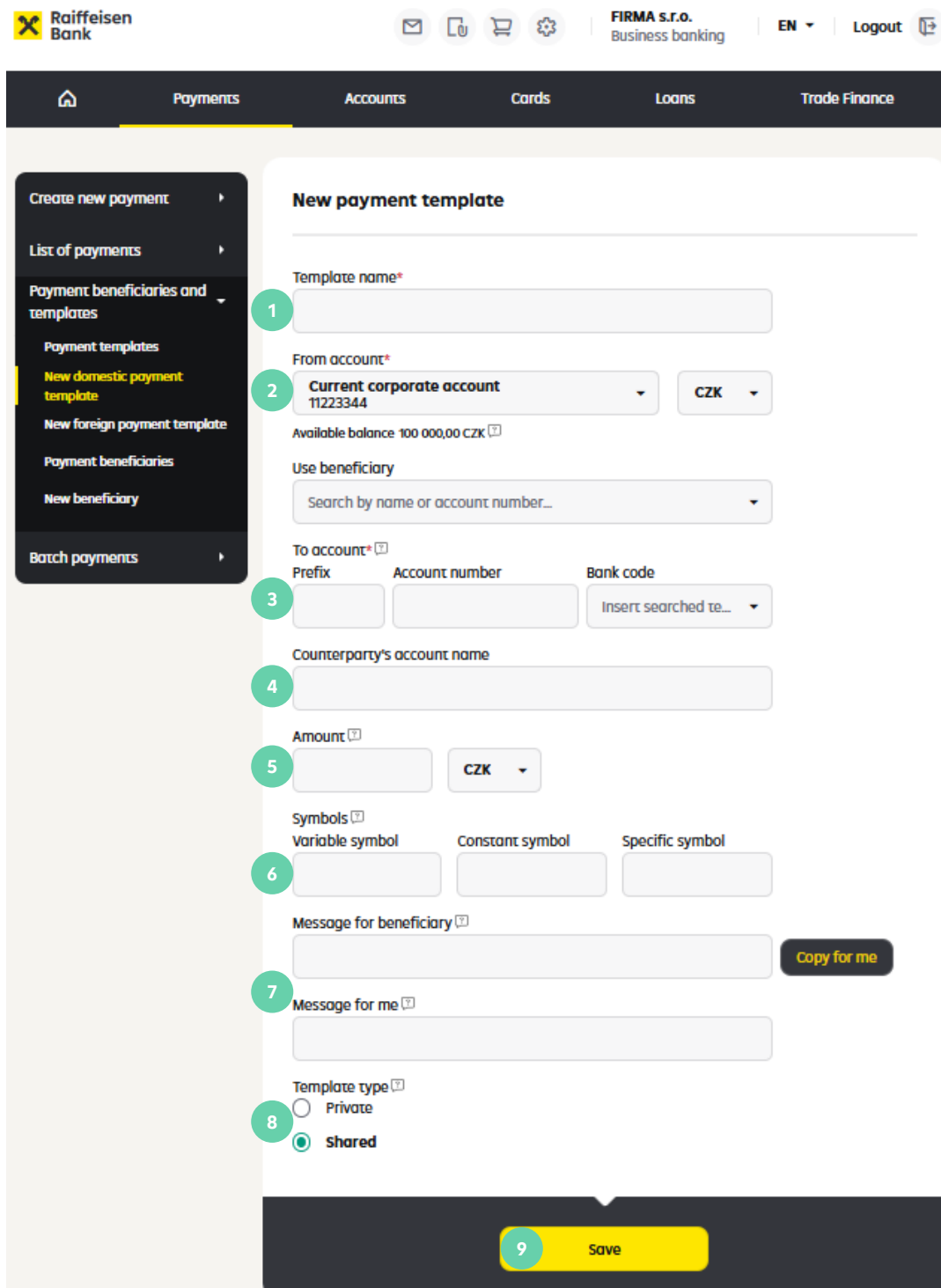
Payment template detail

Template name	Template 2	1	Use for payment
Template type	Shared	2	Use for standing
From account	Corporate current account 11223344 CZK FIRMA s.r.o.	3	Change
To account	123123123/5500 Raiffeisenbank a.s.	4	Delete
Counterparty's account name	Jiří Novák		
Amount	10 000,00 CZK		
Variable symbol			
Constant symbol			
Specific symbol			
Message for beneficiary			
Message for me			

- 1 Use for payment** - link to a new payment with pre-filled payment details based on the template.
- 2 Use for standing** - link to a standing order with pre-filled details based on the template.
- 3 Change** - link to change the specified payment template.
- 4 Delete** - link to delete the template.

2.3.2 New domestic payment template

You can create a new payment template for future use.



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New payment template

1 **Template name***

2 **From account***
Current corporate account 11223344 **CZK**
Available balance 100 000,00 CZK

Use beneficiary
Search by name or account number...

3 **To account***
Prefix Account number Bank code
Insert searched te...

4 **Counterparty's account name**

5 **Amount**
CZK

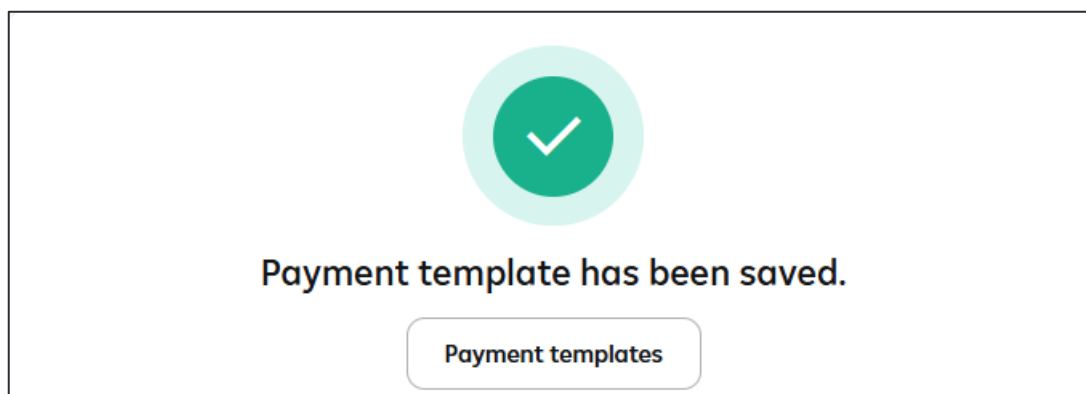
6 **Symbols**
Variable symbol Constant symbol Specific symbol

7 **Message for beneficiary** **Copy for me**
Message for me

8 **Template type**
☐ Private ☒ **Shared**


9 **Save**





- 1 **Template name** - Name the template for future identification when placing a payment. The maximum length is 20 characters.
- 2 **From account** - **Select the account** for which you have the rights to create a template and **choose the currency** of the particular currency folder. **Available balance** of the account's currency folder is shown below.
- 3 **To account** - Account number of the payment beneficiary. The system checks whether the field contains a valid account number. The bank code field functions as a search field; you can either type in the bank code or select it from the dropdown menu.
- 4 **Counterparty's account name** - Optional field where you can name the counterparty's account.
- 5 **Amount** - Enter the amount and the currency in which the payment should be made.
- 6 **Symbols** - optional fields for variable, constant and specific symbols used as payment specifications.
- 7 **Messages** - **Message for the beneficiary** will be visible to the payment beneficiary after receiving the payment; it is not visible to the sender in the list of payments, but it can be viewed in the details of the outgoing payment. **Message for me** will be available to the sender. The maximum length of each message is 140 characters.
- 8 **Template type** - **Private template** will only be visible to the user who creates it. **Shared template** will be visible to all users of the account (this is particularly important for corporate clients).
- 9 Click **Save** to complete the creation of the new payment template. A confirmation screen will appear with a link to saved **Payment templates**.



2.3.3 New foreign payment template

You can create a new foreign payment template, including a SEPA payment template. In the first step, you type in the template name, select the account from which the payment is sent (if you have multiple accounts), enter the beneficiary's account (in IBAN or other formats), the amount, and choose whether it is an express payment and whether the template will be private or shared.



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New beneficiary

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New foreign payment template

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Template name*

1

From account*

2

Current corporate account
 11223344

EUR

Available balance 100 000,00 EUR

Use beneficiary

Search beneficiary by name...

To account*

3

In IBAN format

In another format

Amount*

4

Select currency

Express payment

5

☐ Express payments can be placed until 12:00

Template type

6

☐ Private


☒ **Shared**





7

Continue

- 1 **Template name** – Name the template for future identification when placing a payment. The maximum length is 20 characters.
- 2 **From account** – **Select the account** for which you have the rights to create a template and **choose the currency** of the particular currency folder. **Available balance** of the account's currency folder is shown below.
- 3 **To account** – Beneficiary's account number for the payment, with the option to enter it in IBAN or another format. If you enter the BIC/SWIFT code, the bank details will be automatically pre-filled in the next step, so you do not have to type them. However, you will not be able to change the details.
- 4 **Amount** – Enter the amount and the currency in which the payment should be made.
- 5 **Express payment** – Check the box to confirm that the payment template will be an express payment (only if the payment is sent before 12:00).
- 6 **Template type** – **Private template** will only be visible to the user who creates it. **Shared template** will be visible to all users of the account.
- 7 Click **Continue** to proceed to the next step.

In the second step of creating a foreign payment template, you fill in information about the beneficiary, such as the beneficiary's name, the country to which you are sending the payment, fees, and the reason for the payment.


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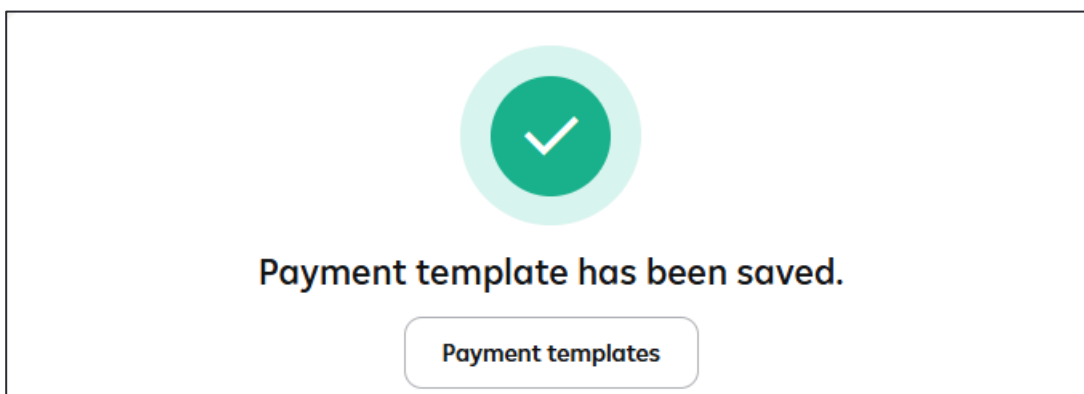
New foreign payment template

Step 2 of 2

Template name	Template
From account	Current corporate account 11223344 USD FIRMA s.r.o.
To account	CZ020800000000011111111111
Amount	100,00 USD
In case of currency conversion, I will request an individual exchange rate quote	No
Express payment	No
Beneficiary's bank	BIC/SWIFT bank code GIBACZPXXXX Beneficiary's bank name CESKA SPORITELNA A.S. State Czech Republic Street OLBRACHTOVA 62 City PRAGUE
Beneficiary	<input type="text"/> State <input type="text" value="Insert searched text..."/> Street <input type="text"/> City <input type="text"/>
Intermediary bank	<input type="text"/>
Charges	<input type="text" value="shared by both parties (SHA)"/>
Payment reference	<input type="text" value="EZE202502101407"/>
Payment reason	<input type="text"/>

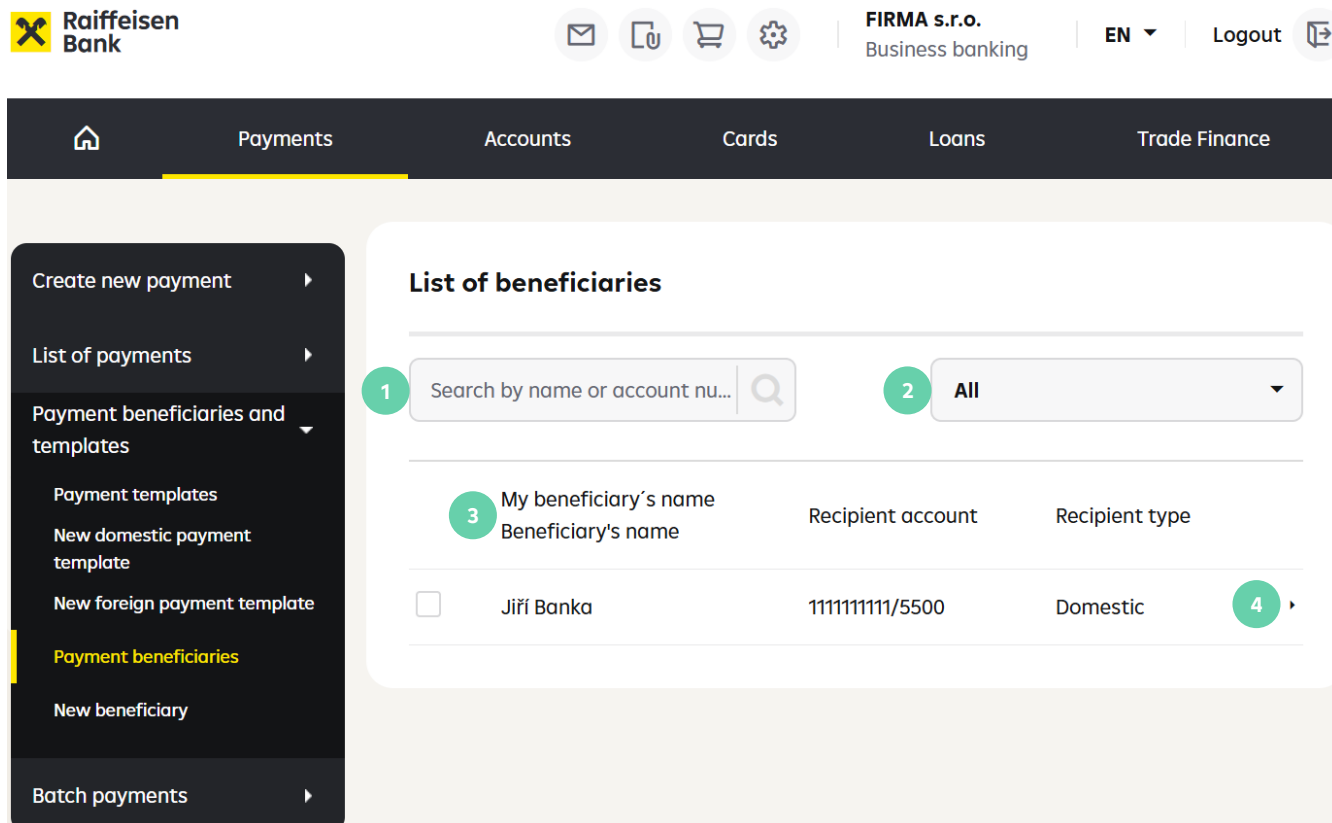

5

- 1 **Beneficiary** – Details of the payment beneficiary. The Beneficiary's name field is limited to 70 characters and must not contain internationally prohibited characters. It is recommended to use only alphanumeric characters without diacritics.
- 2 **Charges** – If the payment is evaluated as a SEPA payment (EUR currency, IBAN, The payer's and the beneficiary's banks are SEPA members), only SHA charges are available. If the payment is made within the EEA, the charges apply as if for a domestic payment. If other charges are requested, you can only change them for payments sent outside the EEA, conversion payments and for currencies other than EUR.
- 3 **Payment reference** - Information that will be available to the counterparty. This field is not completed by the user and is populated automatically.
- 4 **Payment reason** - Use the payment's **Variable symbol**, for example.
- 5 Click **Save** to save the new foreign payment template. A confirmation screen will then appear with a link to **saved Payment Templates**.



2.3.4 Payment beneficiaries


The list of payment beneficiaries serves to display all saved payment beneficiaries.





Left Sidebar Menu:

- Create new payment
- List of payments
- Payment beneficiaries and templates
 - Payment templates
 - New domestic payment template
 - New foreign payment template
 - Payment beneficiaries**
 - New beneficiary
- Batch payments

Main Content Area: List of beneficiaries

1 Search by name or account nu... 


2 All 





	3 My beneficiary's name Beneficiary's name	Recipient account	Recipient type
<input type="checkbox"/>	Jiří Banka	111111111/5500	Domestic 

- 1 **Fulltext search** – Use this field to search for items by **Counterparty account name**, **Counterparty account** or **Message for Me**.
- 2 **Recipient type** - The options available are **All** (default option), **Domestic**, **SEPA** and **Foreign**.
- 3
 1. *My beneficiary's name and Beneficiary's name*,
 2. *Recipient account*
 3. *Recipient type. – Domestic / SEPA / Foreign*
- 4 **Beneficiary detail** - Access the beneficiary detail by clicking active area or the arrow. For more information, please refer to chapter [Beneficiary detail](#).

Beneficiary detail


The payment beneficiary detail shows information about the beneficiary. The screen also let you directly create a new payment, direct debit, or change or delete the payment beneficiary.



**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN ▾

Logout 


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

< [Back to List of beneficiaries](#)

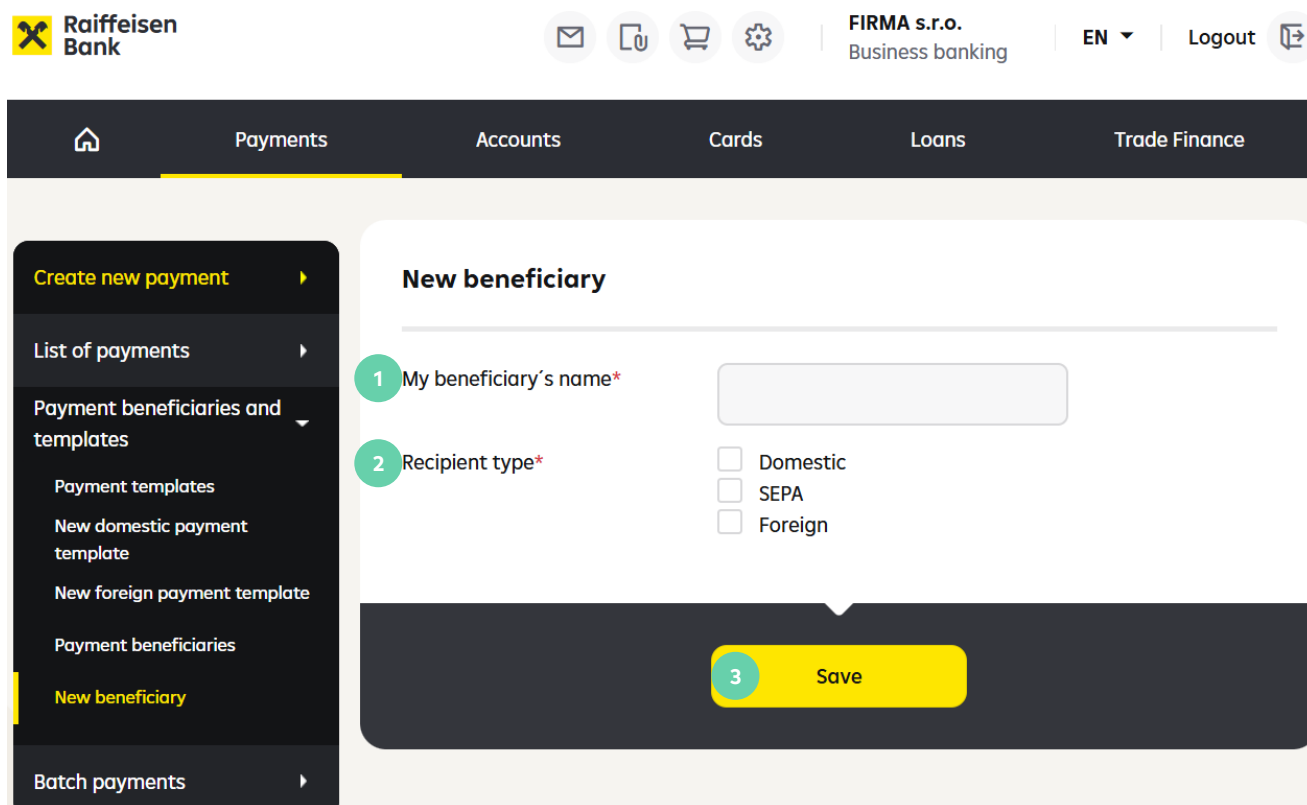
Beneficiary detail

My beneficiary's name	Jiří Banka	1	Payment
Recipient type	Domestic	2	Direct debit
Account	111111/5500	3	Change
		4	Delete

- 1 Payment** – Click to create a payment in the New Payment section with the beneficiary's details pre-filled.
- 2 Direct debit** – Click to create an order in the New collection order section with the beneficiary's details pre-filled.
- 3 Change** – Click to change the beneficiary's details.
- 4 Delete** – Click to delete the beneficiary template.

2.3.5 New beneficiary

In the **New beneficiary** section, you can create a profile for a new beneficiary for domestic, SEPA, and foreign payments.

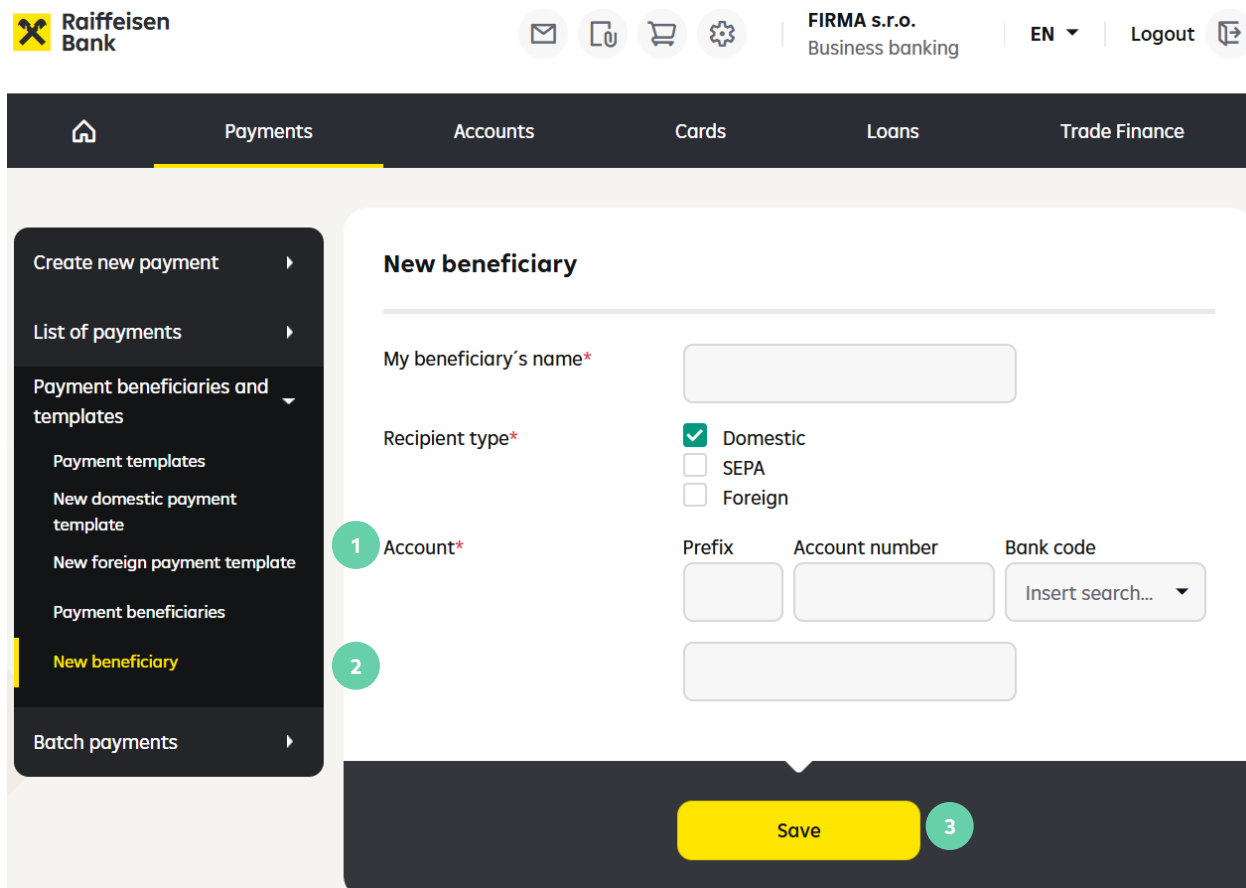


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. Below the navigation bar is a main menu with options: Home, Payments (selected), Accounts, Cards, Loans, and Trade Finance. On the left side of the Payments section, there is a sidebar menu with options: Create new payment, List of payments, Payment beneficiaries and templates (expanded), Payment templates, New domestic payment template, New foreign payment template, Payment beneficiaries, New beneficiary (highlighted), and Batch payments. The main content area is titled 'New beneficiary'. It contains two numbered steps: 1. 'My beneficiary's name*' with a text input field, and 2. 'Recipient type*' with three radio button options: Domestic, SEPA, and Foreign. At the bottom of the form, there is a yellow 'Save' button with a green circle containing the number 3.

- 1 **My beneficiary's name** - Name the beneficiary (maximum length is 30 characters).
- 2 **Recipient type** - The options available are **Domestic**, **SEPA** and **Foreign** (all three types can be entered simultaneously). Details are provided on the following pages.
- 3 Click **Save** to confirm your selection of recipient type and proceed to the next settings. See the following pages.

2.3.5.1 New beneficiary – Domestic beneficiary

You can create a domestic payment beneficiary.

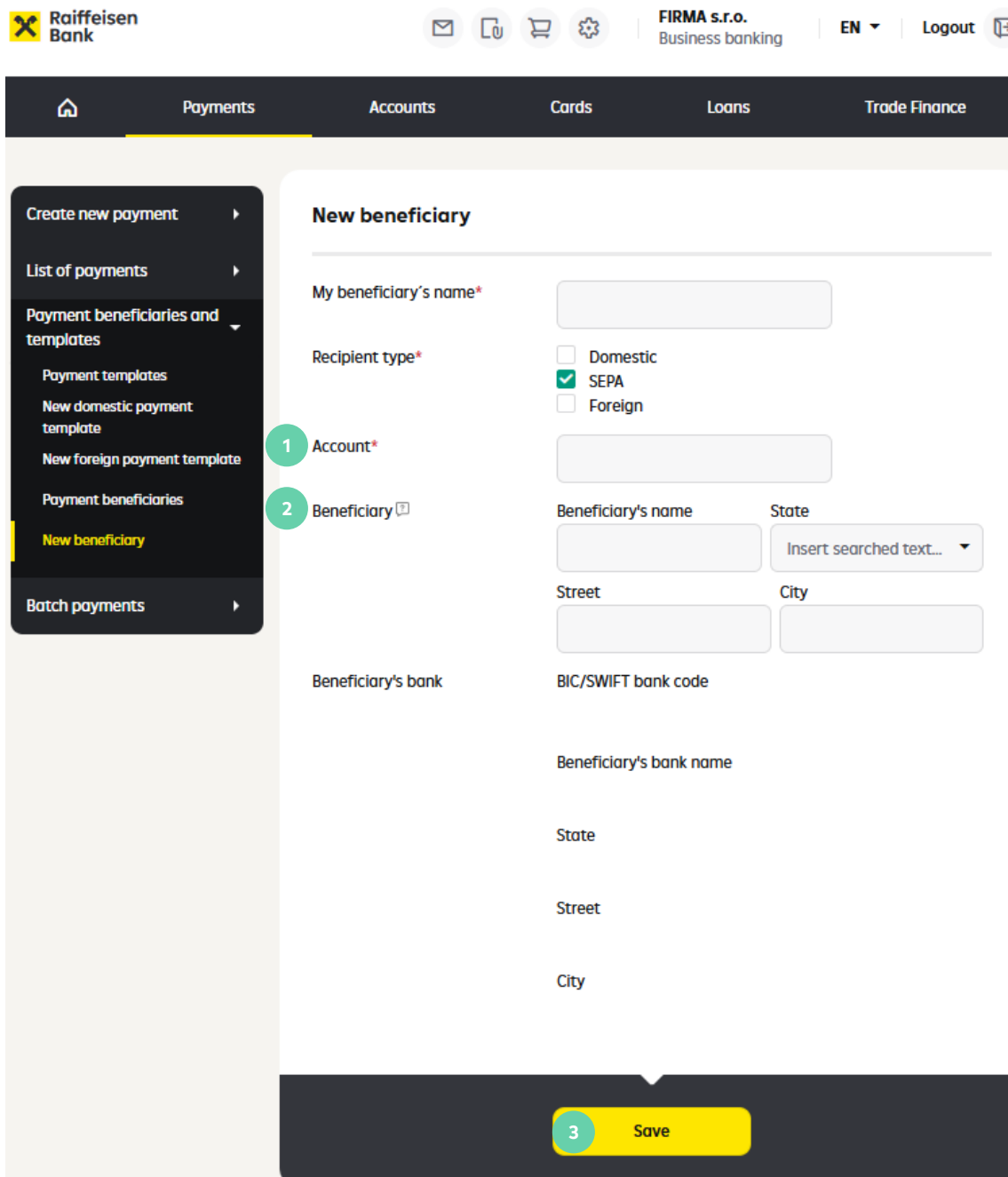


The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. The main navigation menu has tabs for Payments, Accounts, Cards, Loans, and Trade Finance. The 'Payments' tab is active, and a sidebar menu on the left lists various payment options, with 'New beneficiary' highlighted. The 'New beneficiary' form is displayed, featuring a title bar, a text input for 'My beneficiary's name', a radio button selection for 'Recipient type' (Domestic, SEPA, Foreign), and a section for 'Account' details including 'Prefix', 'Account number', and 'Bank code'. A 'Save' button is located at the bottom right of the form. Three numbered callouts are present: 1 points to the 'Account' section, 2 points to the 'My beneficiary's name' field, and 3 points to the 'Save' button.

- 1 Enter the **account number** and bank code.
- 2 Enter the **counterparty name** of the payment beneficiary
- 3 Click **Save** to save the new domestic beneficiary.

2.3.5.2 New beneficiary – SEPA payment

A SEPA payment is a bank transaction in euros that allows for standardized and efficient cashless payments within SEPA countries under standardized conditions.

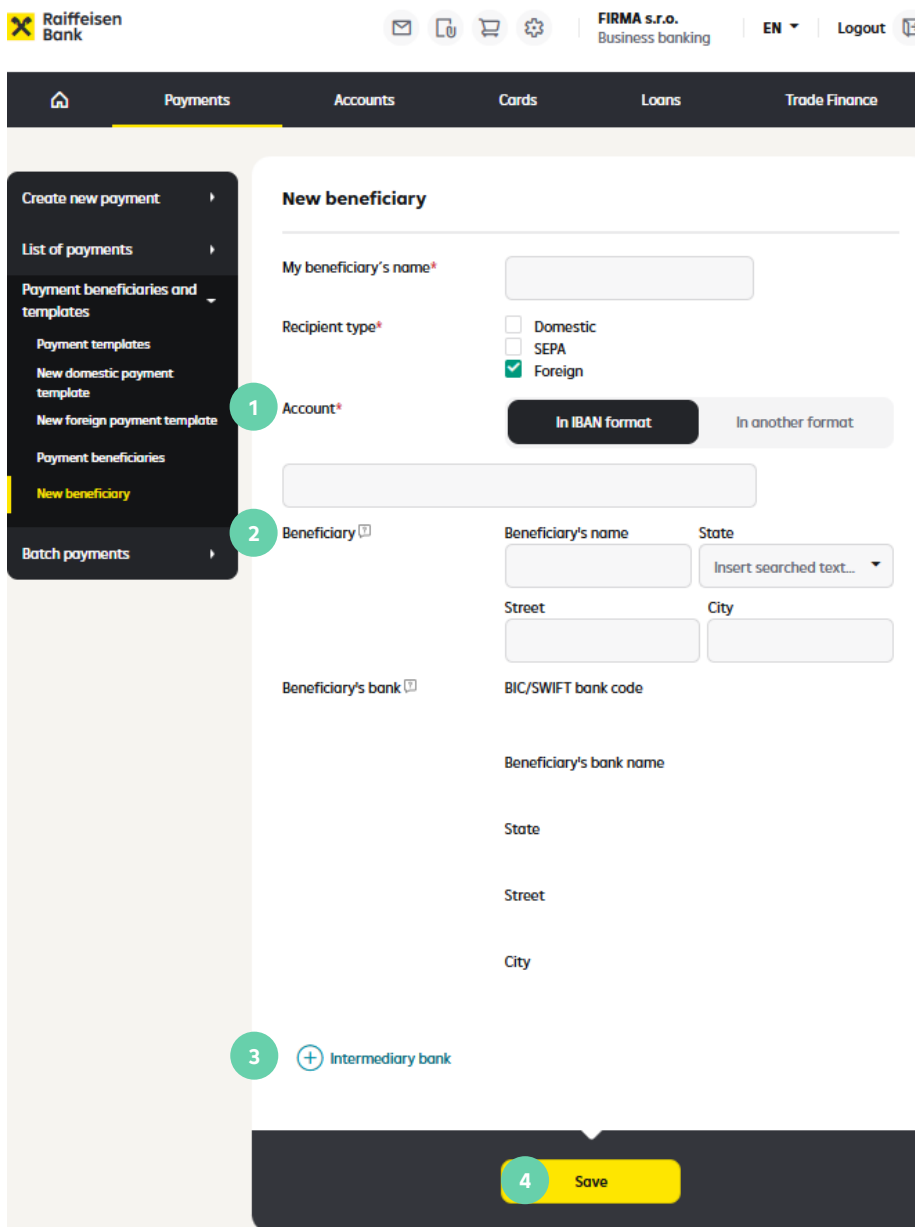


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for mail, document, shopping cart, and settings, followed by the text 'FIRMA s.r.o. Business banking', 'EN', and 'Logout'. Below this is a dark navigation bar with links for 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance'. The 'Payments' section is active, and a sidebar menu on the left lists options like 'Create new payment', 'List of payments', 'Payment beneficiaries and templates', 'Payment templates', 'New domestic payment template', 'New foreign payment template', 'Payment beneficiaries', 'New beneficiary' (highlighted), and 'Batch payments'. The main content area is titled 'New beneficiary'. It contains several form fields: 'My beneficiary's name*' (text input), 'Recipient type*' (radio buttons for Domestic, SEPA (checked), and Foreign), '1 Account*' (text input), '2 Beneficiary' (a group of fields including 'Beneficiary's name', 'State' (dropdown), 'Street', 'City', 'Beneficiary's bank', and 'BIC/SWIFT bank code'), and 'Beneficiary's bank name', 'State', 'Street', and 'City'. At the bottom right, there is a yellow 'Save' button with a green circle containing the number '3' next to it.

- 1 **Account** – Enter the account number in IBAN format. The other bank details will be filled in automatically.
- 2 **Beneficiary** – Identification of the beneficiary including detailed information. The **Beneficiary's name** field is limited to 70 characters; internationally disallowed characters must be omitted. Please use only alphanumeric characters without accented letters.
- 3 Click **Save** to save the new SEPA payment beneficiary.

2.3.5.2 New beneficiary – Foreign payment

You can create a beneficiary for a foreign payment, which is a payment outside the EEA.



New beneficiary

My beneficiary's name*

Recipient type*

☐ Domestic
☐ SEPA
☒ Foreign

1 Account*

In IBAN format In another format

2 Beneficiary ⓘ

Beneficiary's name State
Insert searched text...

Street City

Beneficiary's bank ⓘ BIC/SWIFT bank code

Beneficiary's bank name

State

Street

City

3 (+) Intermediary bank

4 Save

1 **Account** – Choose the format, in which the account number will be entered (IBAN, etc.). If IBAN is used, the beneficiary's bank details will be pre-filled automatically.

2 **Beneficiary** – Identification of the beneficiary including detailed information. The **Beneficiary's name** field is limited to 70 characters; internationally disallowed characters must be omitted. Please use only alphanumeric characters without accented letters.

3 **Intermediary bank** – Optional field to enter details of any intermediary bank.

4 Click **Save** to save the new foreign payment beneficiary.

2.4 Batch payments

Raiffeisenbank's internet banking lets you easily import batch payments from your accounting system in common formats. The overviews and easy-to-understand statuses give you control over your batch payments. You can assign actions and signing rights among different people and sign multiple batch payments from multiple accounts and companies in one step.

Batch payment import

- Domestic payments or direct debits in ABO, Gemini, CFD and CFU format
- Foreign standard/SEPA payments in Gemini and CFA format
- Foreign currency payments within the bank in Gemini format
- Foreign SEPA payments in XML format

2.4.1 Accessing the Batch payments section

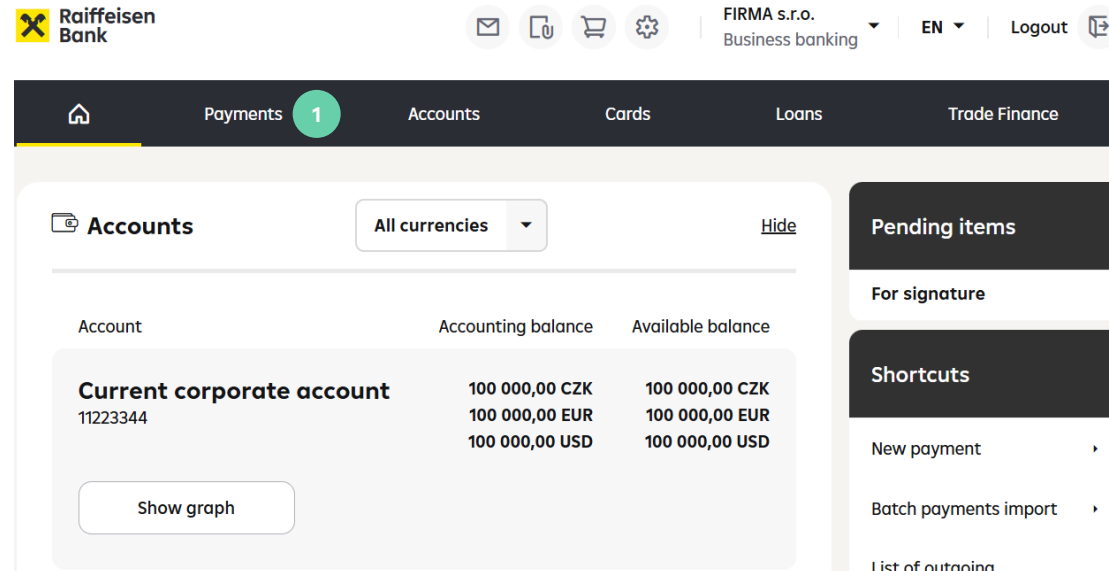
2.4.2 Batch payment import

2.4.3 Manual batch payment

2.4.4 List of batch payments

2.4.5 Imported files

2.4.1 Accessing the Batch payments section



Raiffeisen Bank | FIRMA s.r.o. Business banking | EN | Logout

Home | **Payments 1** | Accounts | Cards | Loans | Trade Finance

Accounts | All currencies | Hide

Account	Accounting balance	Available balance
Current corporate account	100 000,00 CZK	100 000,00 CZK
11223344	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

Show graph

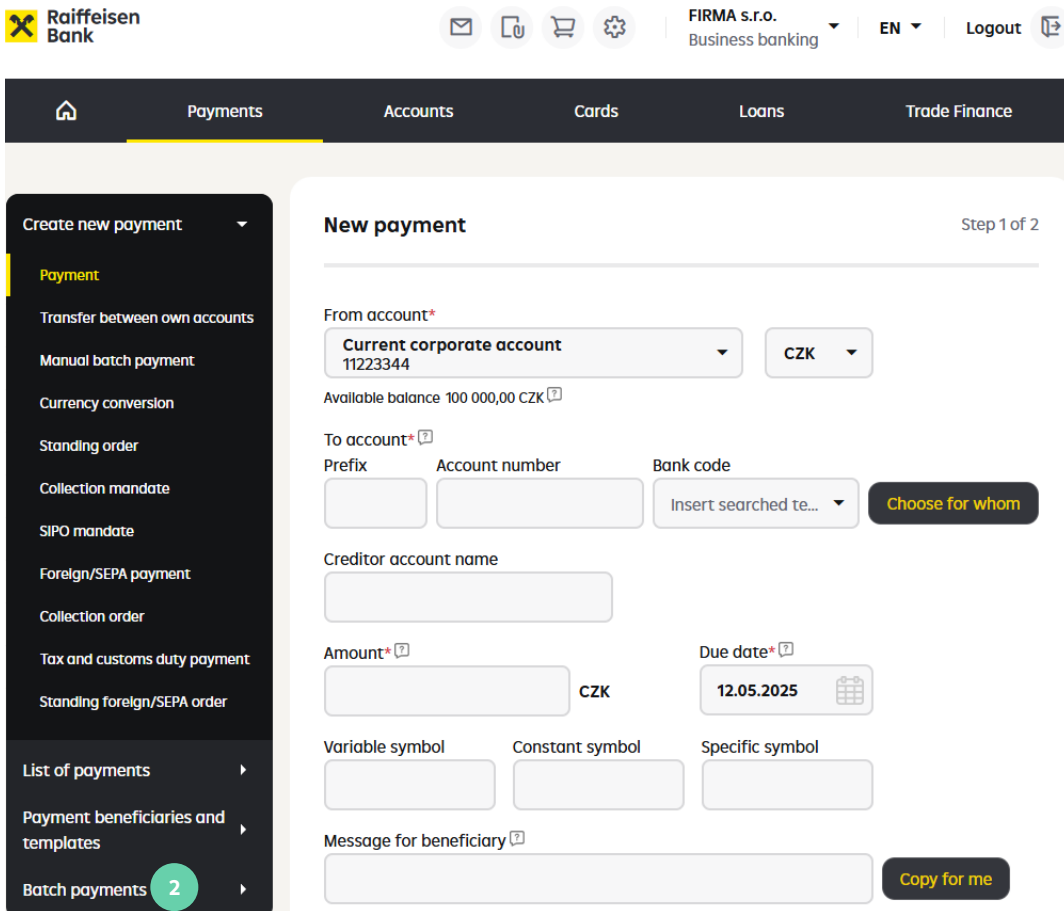
Pending items

For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing

1 Click **Payments** in the black menu bar.



Raiffeisen Bank | FIRMA s.r.o. Business banking | EN | Logout

Home | **Payments** | Accounts | Cards | Loans | Trade Finance

Create new payment

- Payment
- Transfer between own accounts
- Manual batch payment
- Currency conversion
- Standing order
- Collection mandate
- SIPO mandate
- Foreign/SEPA payment
- Collection order
- Tax and customs duty payment
- Standing foreign/SEPA order
- List of payments
- Payment beneficiaries and templates
- Batch payments 2**

New payment Step 1 of 2

From account*
Current corporate account 11223344 | CZK

Available balance 100 000,00 CZK

To account*
Prefix | Account number | Bank code | Insert searched te... | Choose for whom

Creditor account name

Amount* | CZK | Due date* | 12.05.2025

Variable symbol | Constant symbol | Specific symbol

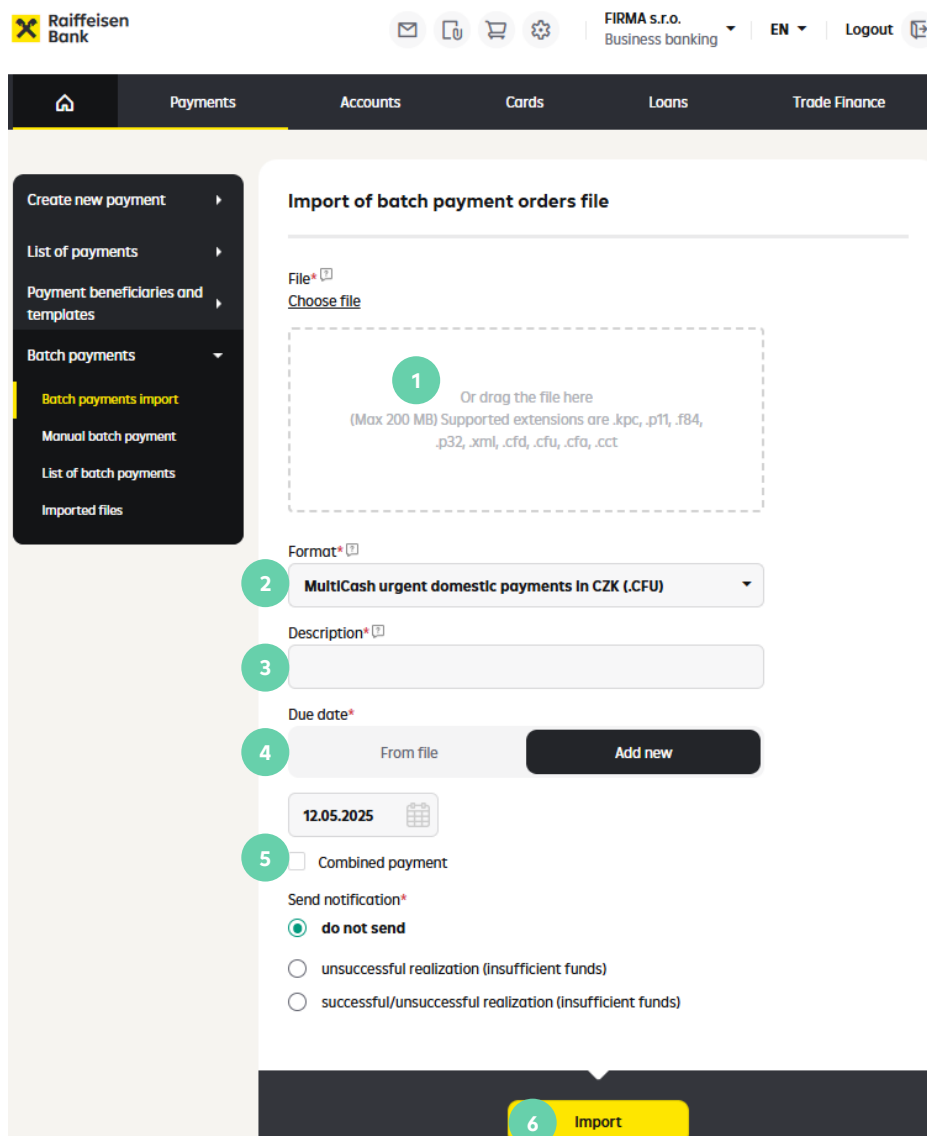
Message for beneficiary

Copy for me

2 The link to the **Batch payments** section is in the left black menu.

2.4.2 Batch payment import

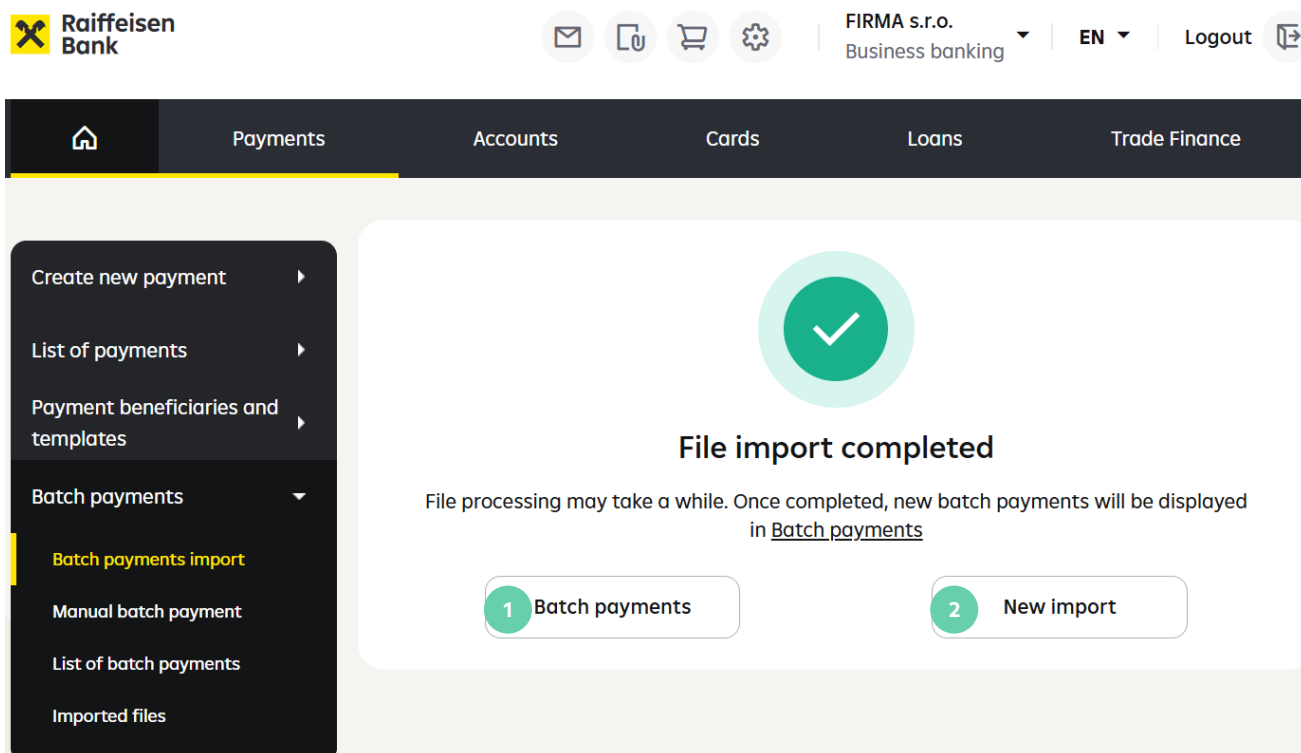
A batch payment can be placed easily by importing a file created in your accounting software. One file can contain up to 50,000 payments. The file may contain payments from multiple accounts or companies with different maturity dates. Signing a payment is subject to your currently defined rights regarding payments. A payment can be signed by a user other than the one who has imported or prepared the payment.



- 1 Choose the payment file or drag and drop it to the application screen.
- 2 **Format** - The system automatically recognizes the file format based on its extension. If the format is not recognized, please select it from the menu.
- 3 **Description** - You can keep the file name or modify it.
- 4 **Due date** - You can choose whether to use the due date **From file** or **Add new**.
- 5 **Combined payment** - A combined batch payment is debited from the payer's account as one aggregate sum. Payment aggregation is only possible for domestic payments in CZK if placed manually or imported in CFD format.
- 6 To import a batch payment into your internet banking, click **Import**.

The time required for import depends on the number of payments. If the file contains payments from multiple accounts, the system splits it into multiple batch payments.

Once the batch payment is successfully imported, a **confirmation screen** will be displayed.



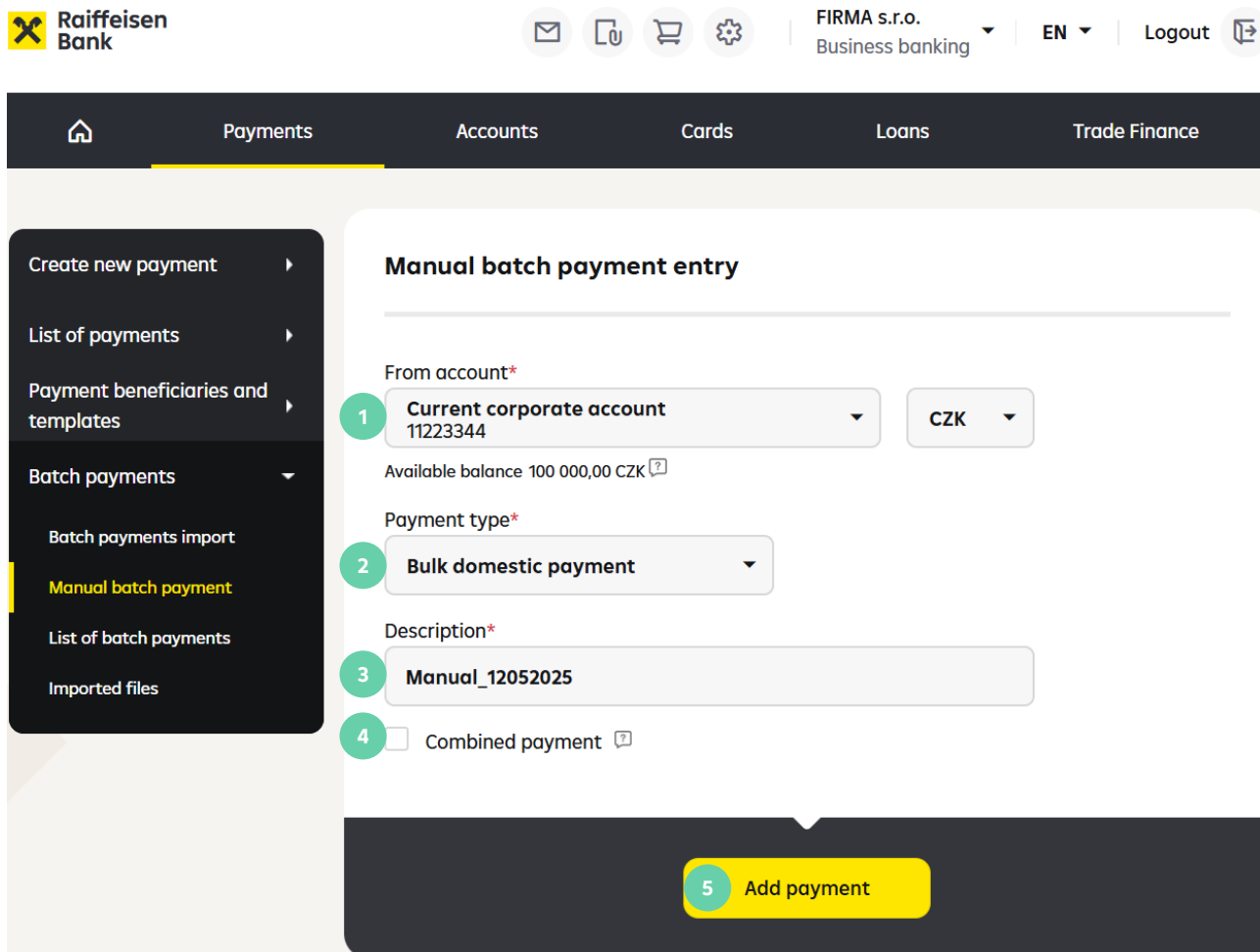
The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a header with the Raiffeisen Bank logo, navigation icons (mail, QR code, shopping cart, settings), and user information (FIRMA s.r.o., Business banking, EN, Logout). Below the header is a dark navigation bar with tabs: Home, Payments (active), Accounts, Cards, Loans, and Trade Finance. On the left side of the Payments tab, there is a sidebar menu with options: Create new payment, List of payments, Payment beneficiaries and templates, Batch payments (expanded), Batch payments import (highlighted), Manual batch payment, List of batch payments, and Imported files. The main content area displays a large green checkmark icon and the text 'File import completed'. Below this, it states: 'File processing may take a while. Once completed, new batch payments will be displayed in [Batch payments](#)'. At the bottom of the main content area, there are two buttons: '1 Batch payments' and '2 New import'.

1 Click **Batch payments** to view the List of batch payments, where you can subsequently sign the imported batch payment. If the batch payment contains **a large number of payments**, it **may take a moment** for them to appear in the list of payments. We **will notify you of this in a separate message** above the list. For more information, please refer to section 2.4.3 List of batch payments.

2 Click **New import** to import a new batch payment.

2.4.3 Manual batch payment

Batch payments can be created by manually placing single payments. Then, you certify one batch payment only. A batch payment may include payments from one account and one currency folder.








The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for mail, documents, shopping cart, and settings. The user is logged in as 'FIRMA s.r.o. Business banking' with language set to 'EN'. The main menu includes 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance'. The 'Payments' section is active, showing a sidebar with options like 'Create new payment', 'List of payments', 'Payment beneficiaries and templates', 'Batch payments', 'Batch payments import', 'Manual batch payment' (highlighted), 'List of batch payments', and 'Imported files'. The main area is titled 'Manual batch payment entry' and contains the following fields:

- From account***: A dropdown menu showing 'Current corporate account 11223344' (marked with a green circle 1). Next to it is a currency dropdown showing 'CZK'.
- Available balance**: 100 000,00 CZK (with a help icon).
- Payment type***: A dropdown menu showing 'Bulk domestic payment' (marked with a green circle 2).
- Description***: A text input field containing 'Manual_12052025' (marked with a green circle 3).
- Combined payment**: A checkbox (marked with a green circle 4) and a help icon.
- Add payment**: A yellow button at the bottom right (marked with a green circle 5).

- 1 **From account** - If you have multiple accounts, you can select the account in respect of which you are entitled to place payments. If the account is maintained in multiple currencies, you can also select the currency folder from which the transfer is to be made. **Available balance** of the account in the selected currency folder is shown below the account label. If only one currency folder is available, only the particular currency is shown in a grey box instead of the currency drop-down menu.
- 2 **Payment type** - Choose a type of batch payment: **Bulk domestic payment** / **Bulk SEPA payment** / **Bulk foreign payment** / **Bulk order for collection**.
- 3 **Description** - The description of the manual batch payment is predefined and formatted Manual_ddmmyyyy. Alternatively, you can change the name. The maximum number of characters in the description is 50.
- 4 **Combined payment** - A combined batch payment is debited from the payer's account as one aggregate sum. Combined payments can only be domestic payments in CZK with the same due date.
- 5 Click **Add payment** to proceed to the next step of placing the manual batch payment.

In the second step of placing the manual batch payment, **you add the single payment orders.**


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout

Payments
 Accounts
 Cards
 Loans
 Trade Finance

Create new payment

List of payments

Payment beneficiaries and templates

Batch payments

Batch payments import

Manual batch payment

List of batch payments

Imported files

Adding payment to a batch
Payment No. 1

From account

Current corporate account
 11223344

CZK

Available balance 100 000,00 CZK

To account*

Prefix

Account number

Bank code

Insert searched te...

Choose for whom

Creditor account name

Amount*

CZK

Due date*

12.05.2025

Variable symbol

Constant symbol

Specific symbol

Message for beneficiary

Copy for me

Message for me

(+) Advanced settings

Cancel

Add new

Save

- 1 **To account** – number of the beneficiary account. The system checks whether the account number is a valid account number. The **Bank code** field also functions as a search field - type the bank code or name or choose one from the dropdown menu. The system starts the search after typing three characters. If you wish to make a transfer to your own account, you can do so by pressing the **Choose for whom** button - a table showing the available options will be displayed (**Own accounts, Beneficiaries, Payment templates**).
- 2 **Creditor account name** - optional field to enter the name of the account to which the payment is to be sent.
- 3 **Amount** - enter the amount of the payment.
- 4 **Symbols** – optional fields for variable, constant and specific symbols used as payment specifications.
- 5 **Messages** – You can enter a **message for beneficiary** as text and numbers. The beneficiary sees the message after receiving the payment to his or her account. As the sender, you will only see this message in the detail of the sent payment in the list of outgoing payments; however, you will not see it in the list of payments. **Message for me** = text and numbers; the message will be available to you in the list of outgoing payments or in the transaction history. Clicking **Copy for me** will copy the **Message for beneficiary** into the **Message for me**. Each message is **limited** to 140 characters.
- 6 **Advanced settings** – Click to open a screen with advanced settings. For more information, please refer to chapter [Advanced settings fields chapter](#).
- 7 Click **Add new** to add another payment to the batch payment.
- 8 Click **Save** to save the manual batch payment and proceed to the next step.

Advanced settings fields

Advanced settings

1

Express payment?

☐ An express payment can be placed by 14:00 at the latest

2

If not realized repeat for*

calendar days

3

Send notification*

☒ **unsuccessful realization (insufficient funds)**
☐ successful/unsuccessful realization (insufficient funds)

4

Sending method*

☒ **SMS**
☐ E-mail
☐ Push notification to Mobile eKonto

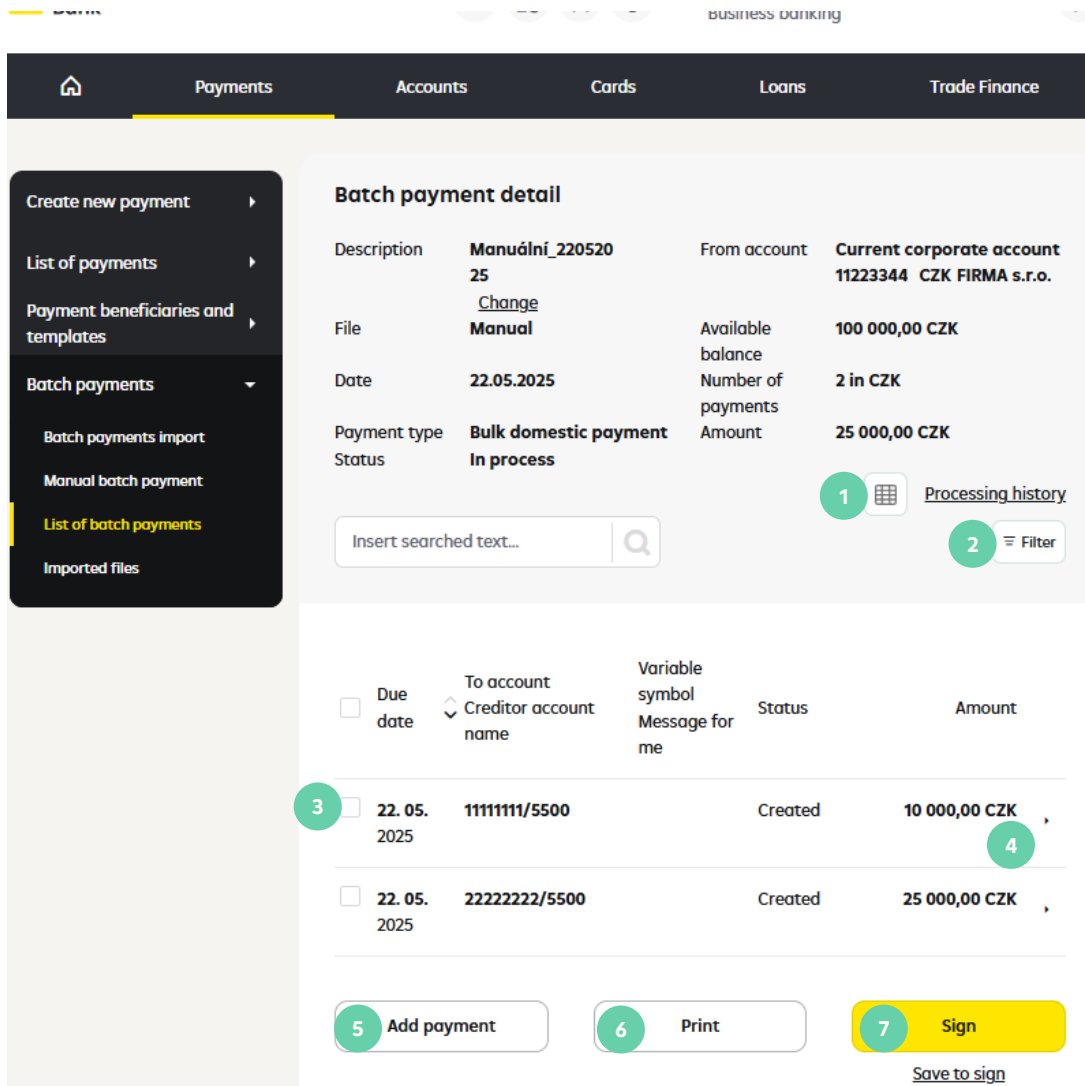
5

Contact*

[Enter a new phone number](#)

- 1 Check the box to place the payment as an **express payment**. Express payments are subject to a fee according to the applicable price list; please follow [this link](#). The time is subject to the payment deadlines; an express payment can be placed by 14:00.
- 2 The **time to repeat attempts to send** the payment if not realized on the due date because of insufficient funds on the account.
- 3 Set up the **Inform me** service for the particular payment; the setting cannot be cancelled and notifications are sent by SMS or e-mail.
- 4 Preferred **method of sending** notifications - choose **SMS, e-mail or notifications in Mobile banking**. Sending a text message by SMS is subject to a fee according to the applicable price list; please follow [this link](#).
- 5 The system pre-fills the **contact** saved in your settings. Or, you can enter a new contact by clicking **Enter a new phone number** (this number will be saved in the bank's internal system; enter the number without spaces) and clicking **Apply**.

In the third step, the **Batch payment detail** will be displayed, showing information about the particular batch payment along with the individual payments.



Batch payment detail


Description **Manuální_220520 25** From account **Current corporate account 11223344 CZK FIRMA s.r.o.**


File **Manual** Available balance **100 000,00 CZK**


Date **22.05.2025** Number of payments **2 in CZK**

Payment type **Bulk domestic payment** Amount **25 000,00 CZK**

Status **In process**

1  [Processing history](#)

2  [Filter](#)

Insert searched text... 

<input type="checkbox"/>	Due date	To account Creditor account name	Variable symbol Message for me	Status	Amount
3 <input type="checkbox"/>	22. 05. 2025	11111111/5500		Created	10 000,00 CZK ,
<input type="checkbox"/>	22. 05. 2025	22222222/5500		Created	25 000,00 CZK ,

4

5 [Add payment](#) 6 [Print](#) 7 [Sign](#)

[Save to sign](#)

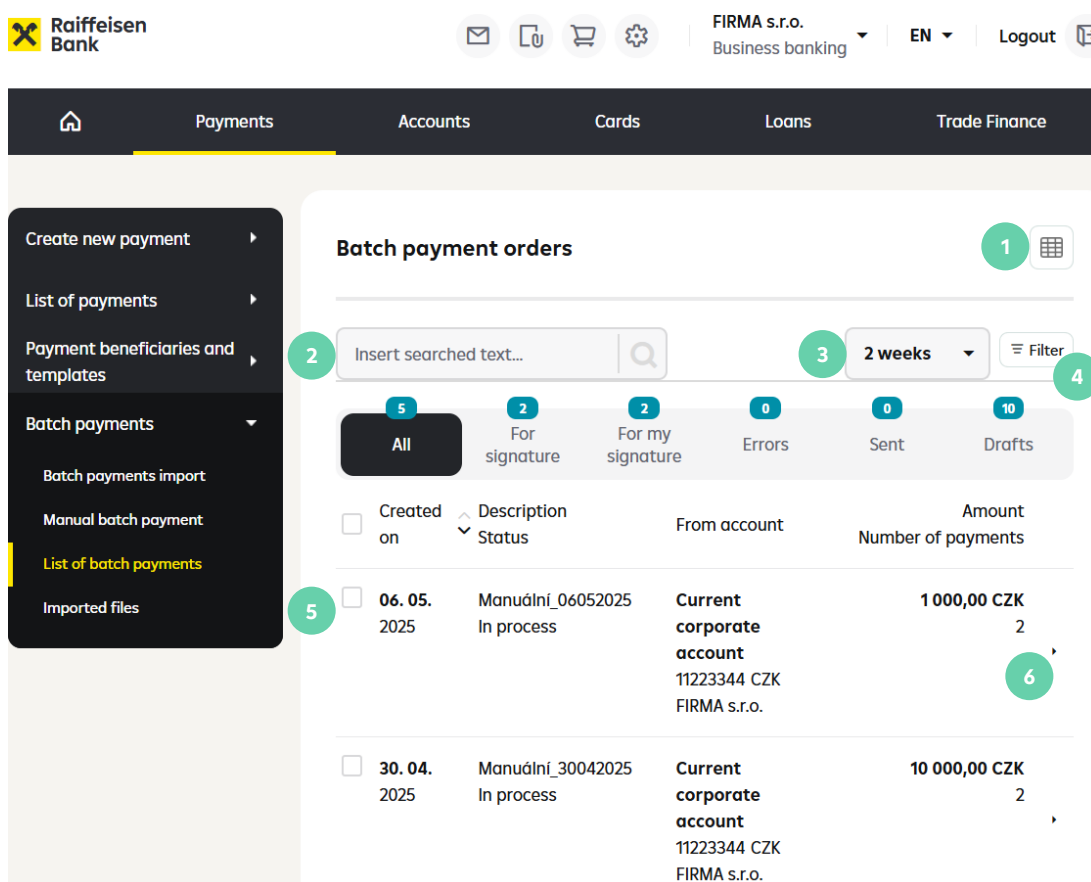
- 1 **Table view** – Click to view a detailed list of all the payment orders in the batch payment.
- 2 **Filter** – The filter is used for filtering payment orders in the batch payment. You can filter by the following criteria: **Date from and to** / **Status** / **Amount from and to** / **Currency of payment**.
- 3 **Check the box** to mark the payments that you want to remove or sign in the batch payment.
- 4 Click the active field or the arrow to edit a particular payment in the batch payment
- 5 Click **Add payment** to add another payment to the batch payment.
- 6 Click **Print** to display the batch payment detail, ready for printing.
- 7 Click **Sign** to sign the payment or click **Save to sign**.

2.4.4 List of batch payments

The list of batch payments displays both batch payments imported from a file and those placed manually. The batch payment status is shown below its name.

Batch payments with a **Created**, **Edited** or **Pending signature** status can be signed or cancelled by selecting the particular payment.

Repeating a batch payment: In the **List of batch payments** section, click on a payment with the Received status. In the payment detail, click **Repeat**.



Batch payment orders

Insert searched text... 2 weeks Filter

Table view 1

Fulltext search 2

Period 3

Filter 4

Table 5

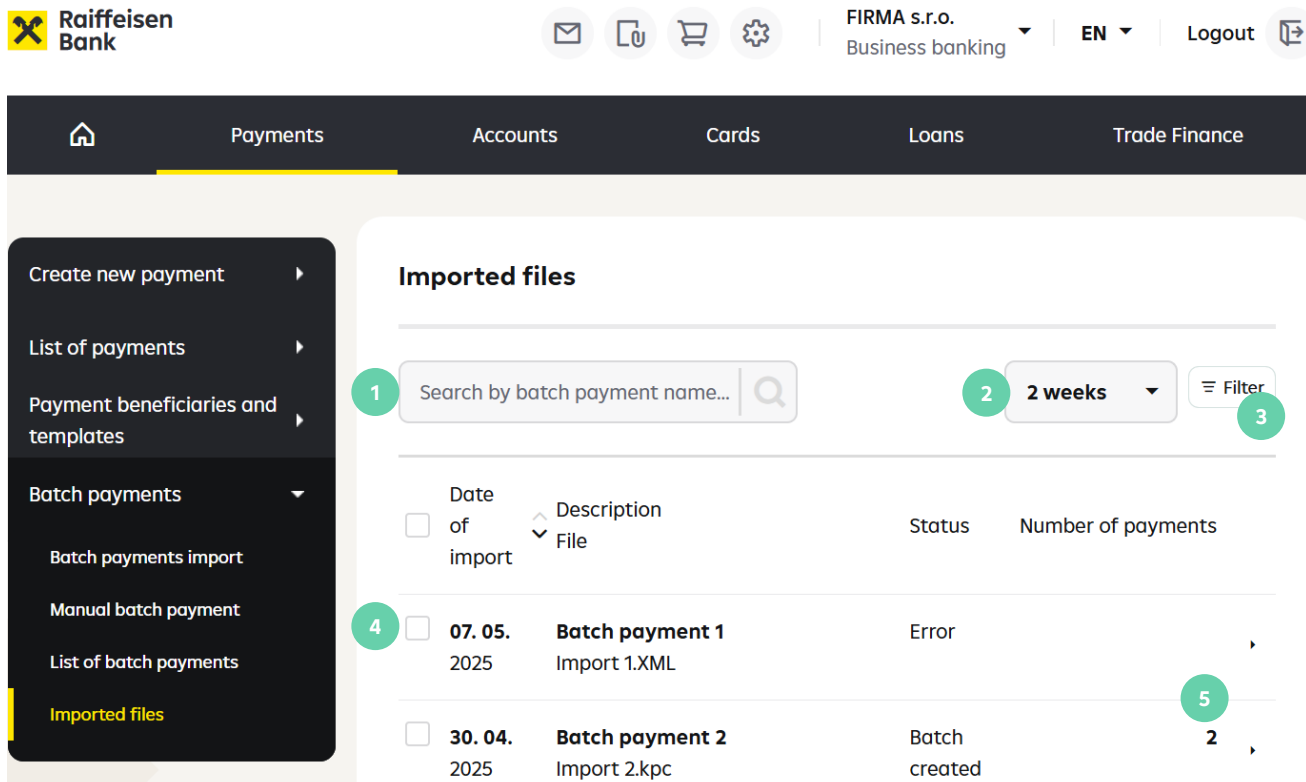
Created on	Description Status	From account	Amount Number of payments
<input type="checkbox"/> 06. 05. 2025	Manuální_06052025 In process	Current corporate account 11223344 CZK FIRMA s.r.o.	1 000,00 CZK 2
<input type="checkbox"/> 30. 04. 2025	Manuální_30042025 In process	Current corporate account 11223344 CZK FIRMA s.r.o.	10 000,00 CZK 2

Batch payment detail 6




- 1 Table view** – Click to view a detailed list of all payment orders in the batch payment.
- 2 Fulltext search**
- 3 Period** – Choose the period to display the List of batch payments (2 weeks, 31 days or 1 year).
- 4 Filter** – The filter is used for filtering payment orders in the batch payment. You can filter by the following criteria: **Date from and to** / **Status** / **Amount from and to** / **Currency of payment**.
- 5** Once batch payments are selected by **checking the box**, options to **Sign** or **Cancel** the selected payments will be displayed.
- 6** Click the arrow or in the empty field to go to the **Batch payment detail**. For more information, please refer to chapter [Batch payment detail](#).



2.4.5 Imported files

In the **List of imported files**, you can check the current statuses of your imports.



Imported files

1 Search by batch payment name...  2 2 weeks  3 

<input type="checkbox"/>	Date of import	Description File	Status	Number of payments
4 <input type="checkbox"/>	07. 05. 2025	Batch payment 1 Import 1.XML	Error	
<input type="checkbox"/>	30. 04. 2025	Batch payment 2 Import 2.kpc	Batch created	5 2 

1 **Fulltext search**

2 **Period** – Choose the period to display the List of batch payments (2 weeks, 31 days or 1 year).

3 **Filter** – The filter is used for filtering payment orders in the batch payment. You can filter by the following criteria: **Date from and to / File / Status/ Number of payments**.

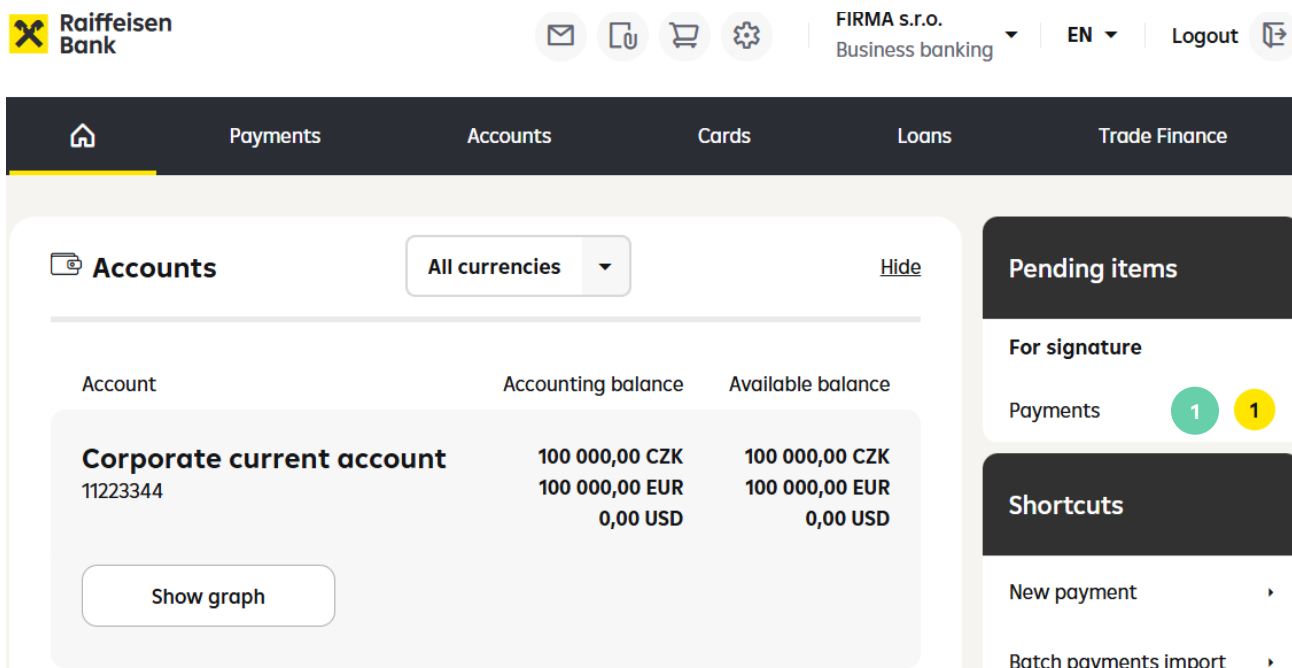
4 Once files are selected by **checking the box**, the option to **Delete selected** will be displayed.

5 Status **Batch created**: Click the right arrow or in the active field to open the List of batch payments, where one or multiple batch payments created from the particular file will be displayed. Status **Error**: Click the right arrow to read a more specific reason for the error.

2.5 Signing payments via internet banking

To view payments for signing, open the **Pending items** section from the internet banking dashboard. Also, payments can be signed via the **Payments** section. Mobile banking user can use the application to sign payments as well.

Signing payments through Pending items



The screenshot shows the Raiffeisen Bank internet banking interface. At the top, there's a header with the Raiffeisen Bank logo, navigation icons (mail, document, shopping cart, settings), and user information: 'FIRMA s.r.o. Business banking', 'EN', and 'Logout'. Below the header is a main navigation bar with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. The 'Accounts' section is active, displaying a table of accounts. A 'Pending items' sidebar is visible on the right, showing 'For signature' with a count of 1 under 'Payments' and a 'Shortcuts' section with links for 'New payment' and 'Batch payments import'.

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 100 000,00 EUR 0,00 USD	100 000,00 CZK 100 000,00 EUR 0,00 USD

Buttons: Show graph

Pending items

For signature

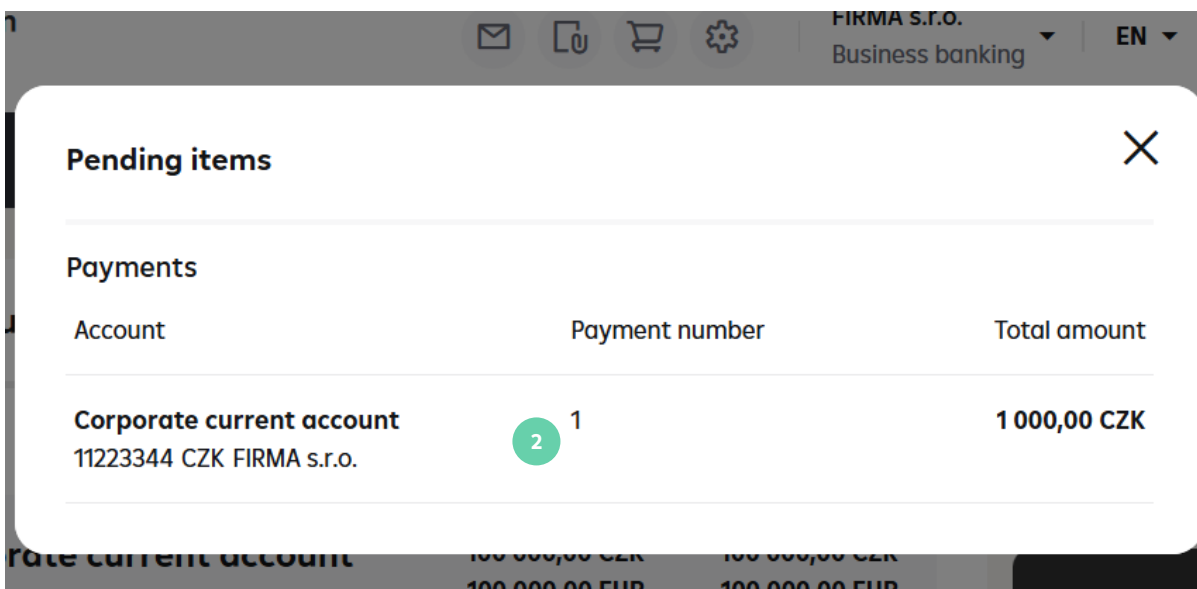
Payments: 1 (green circle), 1 (yellow circle)

Shortcuts

New payment ›

Batch payments import ›


- 1 To sign a payment, click on **Payments** under **Pending items**, **For signature**.



The screenshot shows a modal window titled 'Pending items' with a close button (X). Inside, there's a section for 'Payments' with a table showing pending payments. A green circle with the number '2' highlights the first row of the table.

Account	Payment number	Total amount
Corporate current account 11223344 CZK FIRMA s.r.o.	1	1 000,00 CZK

- 2 Second, a table showing the number of pending payments, categorized by accounts, will be displayed. Click the active field to select the correct account from which you want to send the payment.


Payments
Accounts
Cards
Loans
Trade Finance

Create new payment
List of payments
Outgoing payments
Incoming payments
Foreign payments
Standing orders
Collection and SIPO mandates
Collection orders
List of batch payments
Standing foreign/SEPA orders
Payment beneficiaries and templates
Batch payments

Outgoing domestic payments

Corporate current account 11223344
CZK

Available balance 100 000,00 CZK

Insert searched text...
Filter

0 Executed
2 Waiting
0 Unsuccessful
2 For signature
1 **For my signature**
0 Drafts

<input type="checkbox"/>	Due date	Payment type	To account Payer account name	Variable symbol Message for me	Amount
<input type="checkbox"/>	27. 03. 2025	Payment	123123123/5500		1 000,00 CZK

3 In the third step you will be redirected to **Outgoing payments**, specifically the **For my signature** subsection. Here, click the active field or arrow to select the particular payment you want to sign.

4 Payments can also be signed in a batch by checking the box.

Note: Payments that are for your signature only are shown in the **For my signature** section. In contrast, the **For signature** section contains all payments that require a signature, including payments to be signed by you or by other internet banking users.

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Classification: GENERAL


Payments
Accounts
Cards
Loans
Trade Finance
[Back to Payments](#)
Payment

From account	Corporate current account 11223344 CZK FIRMA s.r.o.
To account	123123123/5500 Raiffeisenbank a.s.
Amount	1 000,00 CZK
Due date	27.03.2025
Variable symbol	
Constant symbol	
Specific symbol	
Express payment	No
In case of currency conversion, I will request an individual exchange rate quote	No

4
Sign

Repeat payment

Use for standing

Change

Delete

Save as template

Save beneficiary

4

In the fourth step of signing a payment, the payment details will be displayed. To sign the payment and send it to be processed, click **Sign** and authorize it using the method of your choice (MEK SMS, RB key, OEK).

Signing payments through **Payments**



FIRMA s.r.o.

Business banking

EN

Logout



1 Payments
Accounts
Cards
Loans
Trade Finance

Accounts

All currencies
▼

[Hide](#)

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 100 000,00 EUR 0,00 USD	100 000,00 CZK 100 000,00 EUR 0,00 USD

Show graph

Pending items

For signature

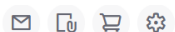
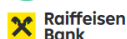
Payments
1

Shortcuts

New payment
>

Batch payments import
>

1 To sign a payment, first open the **Payments** section in the black toolbar.



FIRMA s.r.o.

Business banking

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Logout



Payments
Accounts
Cards
Loans
Trade Finance

Create new payment
>

List of payments
2

Outgoing payments

Incoming payments

Foreign payments

Standing orders

Collection and SIPO mandates

Collection orders

List of batch payments

Standing foreign/SEPA orders

Payment beneficiaries and templates
>

Batch payments
>

New payment
Step 1 of 2

From account*

Corporate current account
11223344

CZK

Available balance 100 000,00 CZK ⓘ

To account* ⓘ

Prefix

Account number

Bank code

Insert searched te...

Choose for whom

Creditor account name

Amount* ⓘ

CZK

Due date* ⓘ

26.03.2025

Variable symbol

Constant symbol

Specific symbol

2 Second, open the **List of payments**.



Payments

Accounts

Cards

Loans

Trade Finance

Create new payment

List of payments

Outgoing payments

3

Incoming payments

Foreign payments

Standing orders

Collection and SIPO mandates

Collection orders

List of batch payments

Standing foreign/SEPA orders

Payment beneficiaries and
templates

Batch payments

Outgoing domestic payments


Corporate current account
11223344

CZK

Available balance 100 000,00 CZK

Insert searched text...



Filter

0

Executed

2

Waiting

0

Unsuccessful

2

For
signature

1

**For my
signature**

4

0

Drafts


Due
date

Payment
type

To account
Payer account name

Variable
symbol
Message
for me

Amount


27. 03.
2025

Payment

123123123/5500

1 000,00 CZK

5

3

In the **List of payments**, click **Outgoing payments**.

4

In **Outgoing Payments**, select **For my signature**.

5

Once the **For my signature** payments are shown, open the detail of the particular payment you want to sign.

Note: Payments that are for your signature only are shown in the **For my signature** section. In contrast, the **For signature** section contains all payments that require a signature, including payments to be signed by you or by other internet banking users.


Payments
Accounts
Cards
Loans
Trade Finance
[Back to Payments](#)
Payment

From account	Corporate current account 11223344 CZK FIRMA s.r.o.
To account	123123123/5500 Raiffeisenbank a.s.
Amount	1 000,00 CZK
Due date	27.03.2025
Variable symbol	
Constant symbol	
Specific symbol	
Express payment	No
In case of currency conversion, I will request an individual exchange rate quote	No

6
Sign

Repeat payment

Use for standing

Change

Delete

Save as template

Save beneficiary

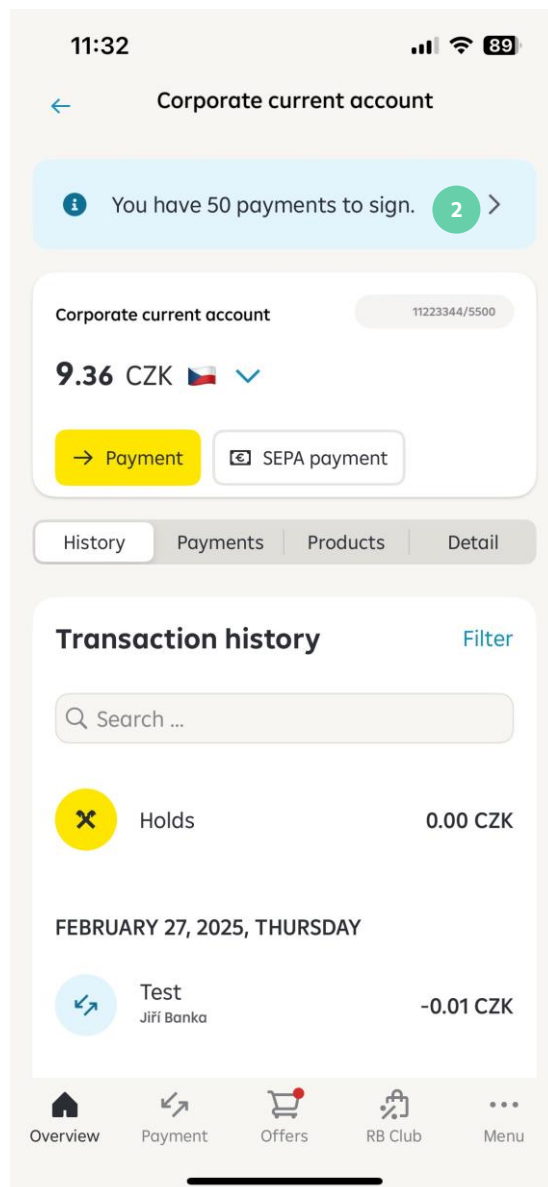
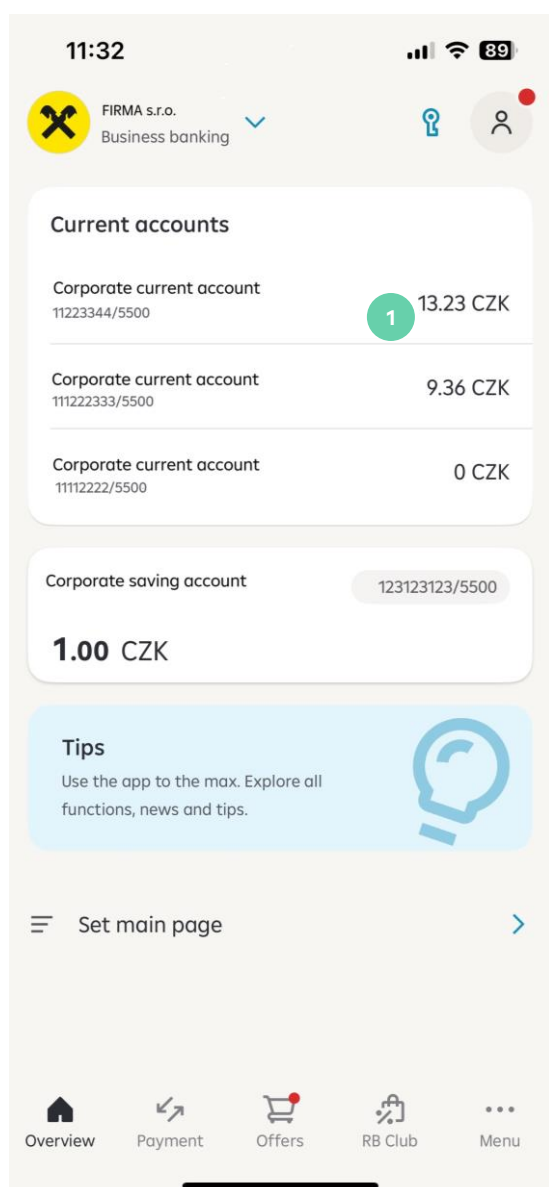
6

In the last step of signing a payment, the payment details will be displayed. To sign the payment and send it to be processed, click **Sign** and authorize it using the method of your choice (MEK SMS, RB key, OEK).

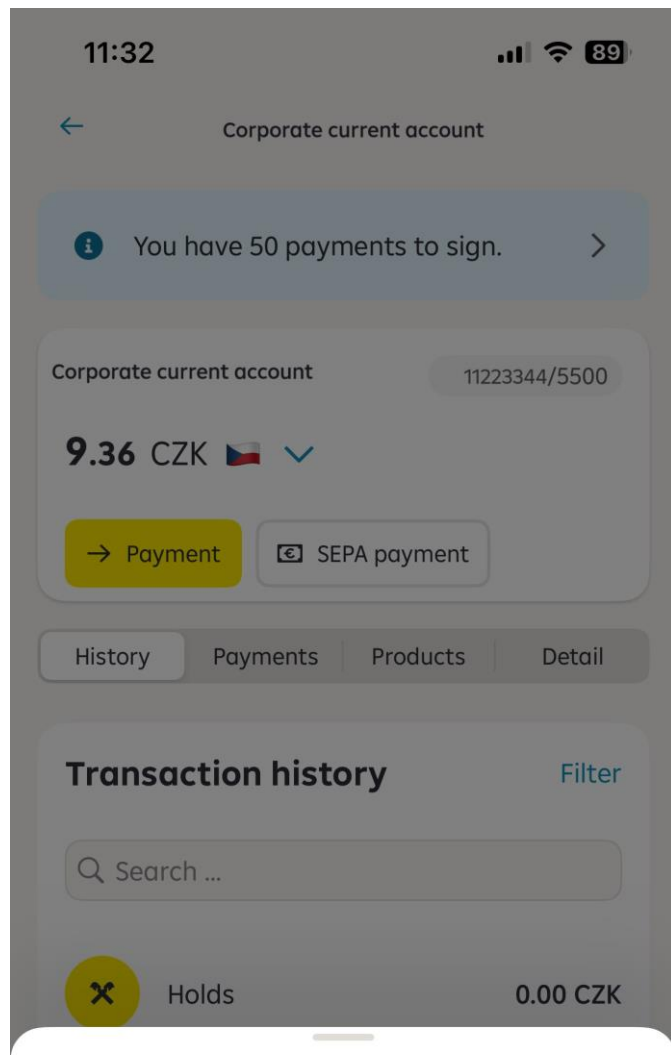
Signing payments via mobile banking

You can also sign payments using mobile banking. Mobile banking lets you easily sign payments directly from your mobile device to efficiently manage your finances on the go.

Note: Follow [this link](#) for a list of payments that can be placed/signed in mobile banking.



- 1 First, select the account under which you want to sign payments.
- 2 Second, click the blue box showing the number of payments to be signed.



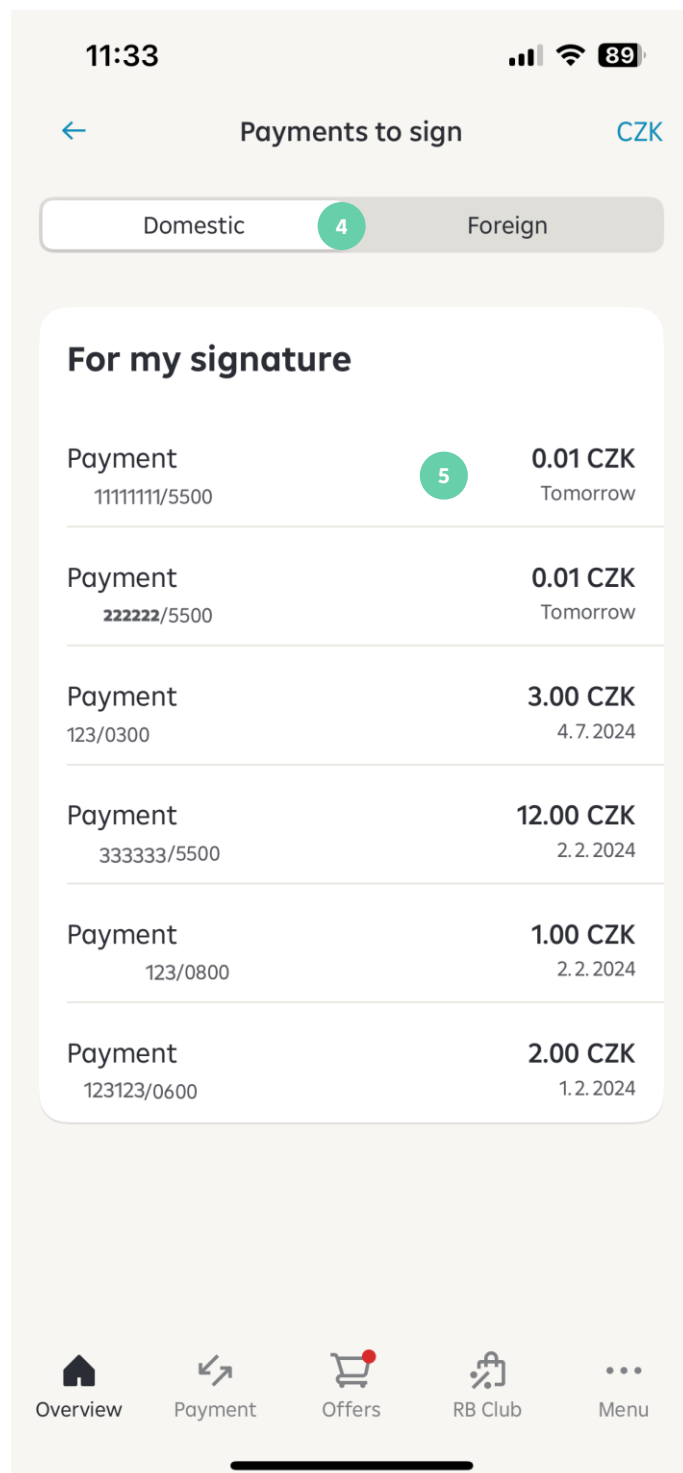
Payments to sign

Payments to sign

3 6 >

Batch payments to sign

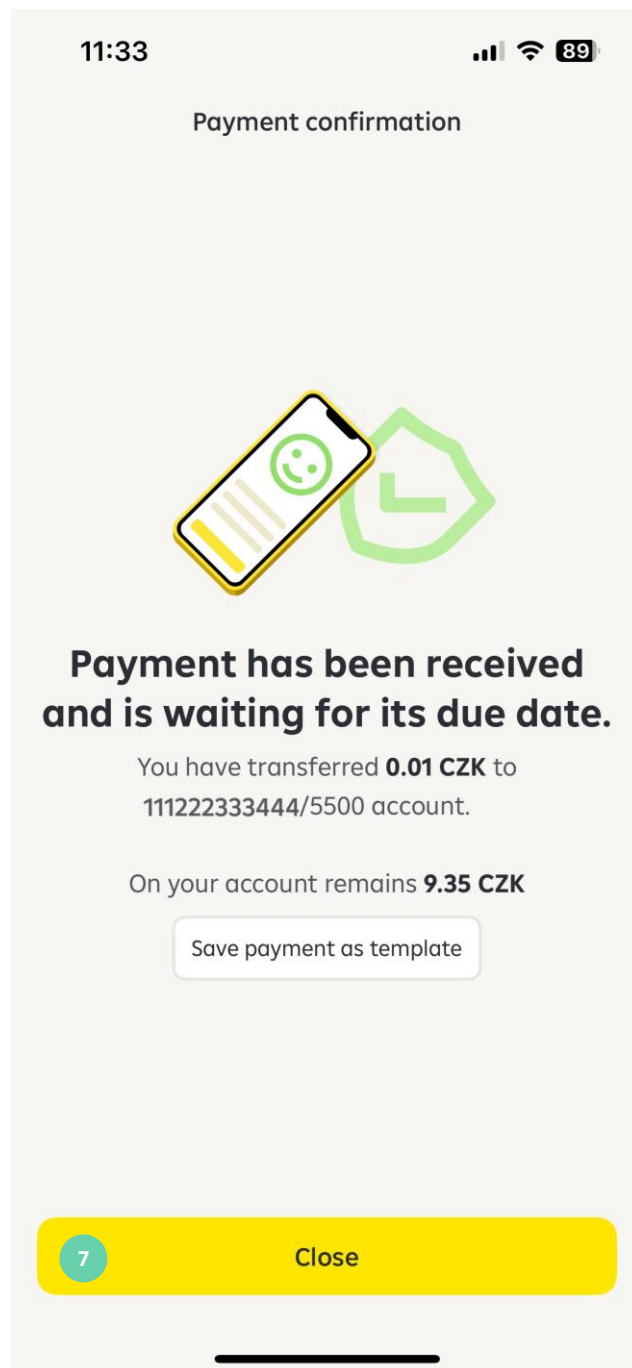
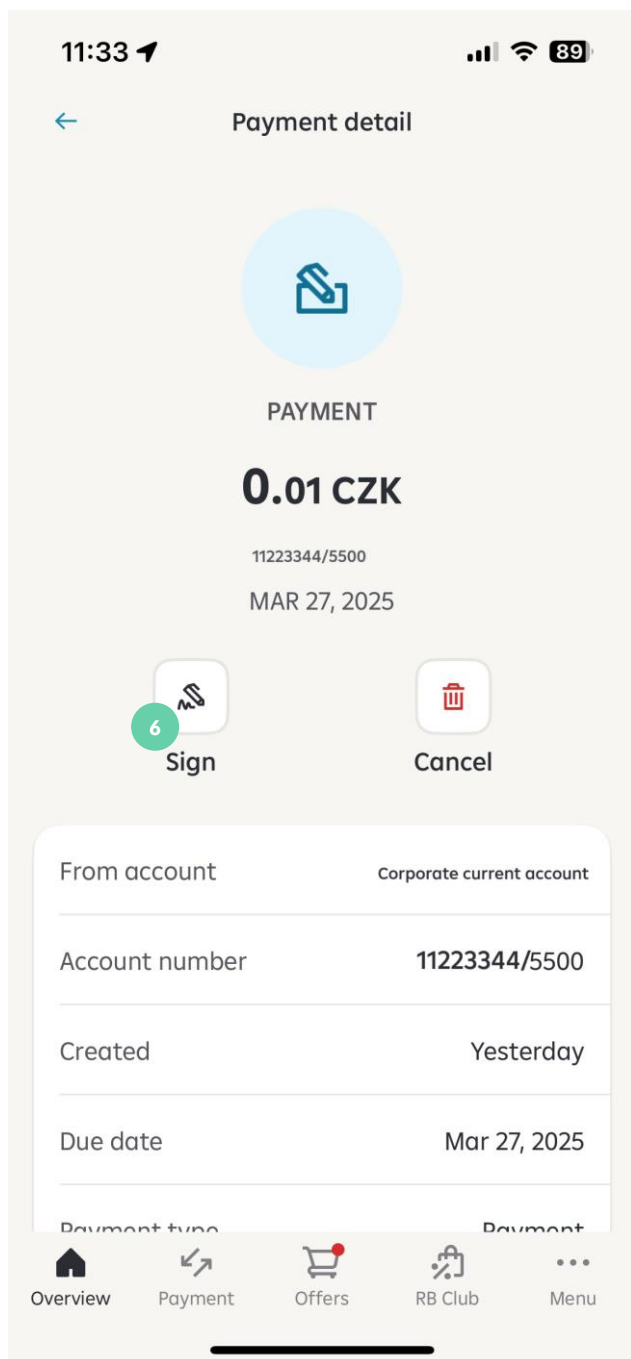
44 >



3 In the third step, choose whether you wish to sign batch or regular payments.

4 Then, select **Domestic** or **Foreign** payments.

5 On the next screen, click the specific payment to be signed.



- 6 In the last step, click **Sign** to certify the payment.
- 7 A confirmation will be displayed, indicating that the payment has been successfully completed. Click **Close** to exit the screen and continue with other operations in mobile banking.

Placing/signing payments in mobile banking

The table below lists the particular types of payments that can be placed or signed using mobile banking.

Type of payment	Place	Sign
Domestic	✓	✓
SEPA	✓	✓
Foreign	✓	✓
Batch payments	✗	✓
Direct debits	✓	✗
Standing domestic	✓	✗
Standing SEPA	✗	✗
Standing foreign	✗	✗
RB směnárna	✗	✗

3. Accounts

3.1 Corporate current account

[3.1.1 Accessing the Accounts section](#)

[3.1.2 Transaction history](#)

[3.1.3 Amounts on hold](#)

[3.1.4 Outgoing payments](#)

3.1.5 Other account details

[3.1.5.1 Account detail and settings](#)

[3.1.5.2 Cash withdrawal request](#)

3.1.6 Statements and confirmations

[3.1.6.1 List of statements](#)

[3.1.6.2 Statement settings](#)


[3.1.6.3 Account confirmation](#)





3.1.7 Graphical overviews

[3.1.7.1 Balance history](#)

[3.1.7.2 Credit and debit history](#)

3.1.1 Accessing the Accounts section


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Bank**







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 Business banking

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Logout

[Home](#)
[Payments](#)
[1 Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)


Accounts

All currencies

[Hide](#)

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 0,00 EUR	100 000,00 CZK 0,00 EUR

Show graph

Pending items

For signature

Shortcuts

New payment

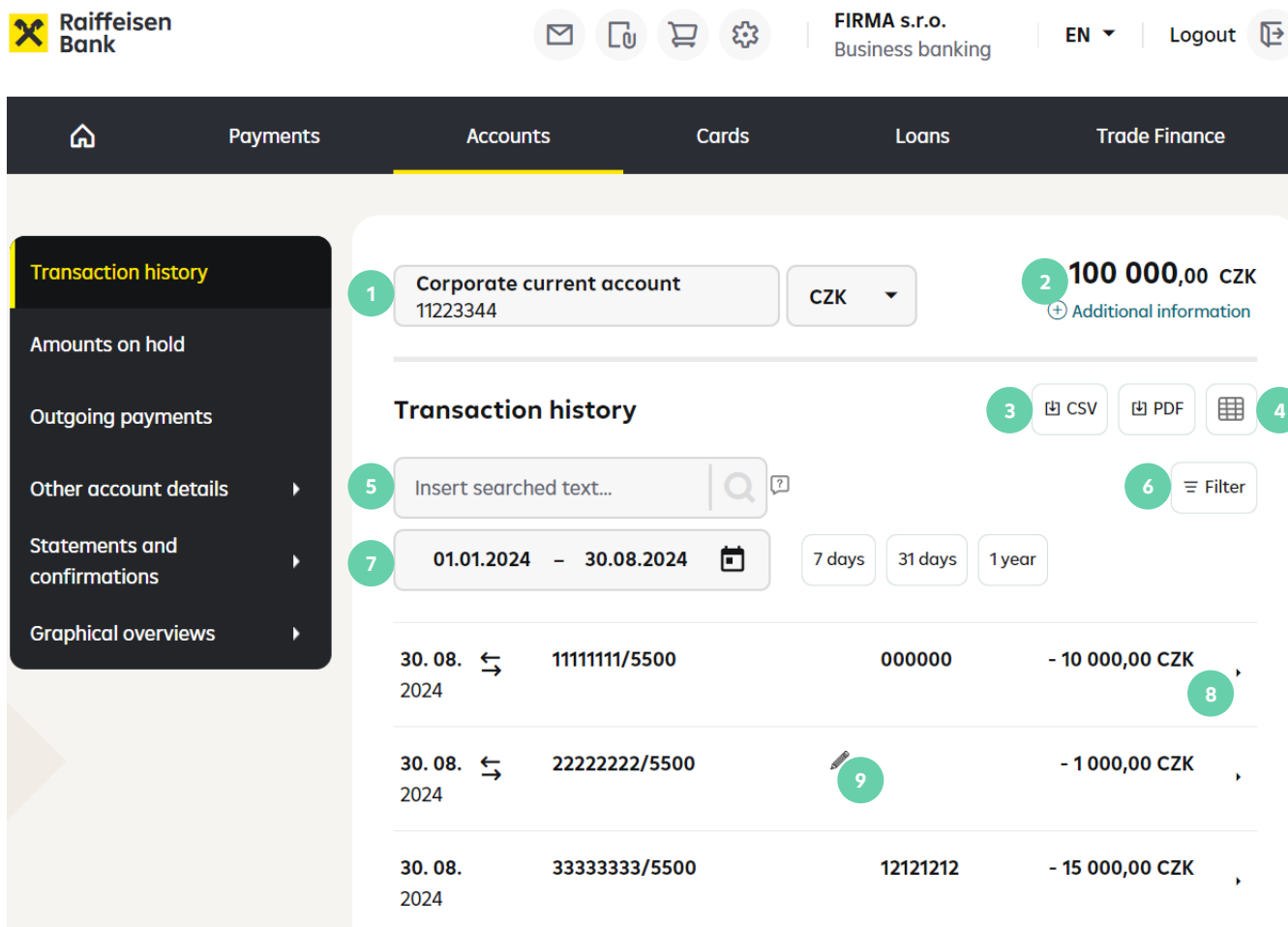
Batch payments import

1 Your current accounts can be found directly on the dashboard, or click **Accounts** in the black bar.

3.1.2 Transaction history

The Transaction History section gives you access to all the transactions that took place on your account. You can also view important information here, such as the date or amount of each transaction, and more.

To access **Transaction History**, click **Accounts** in the black top menu. Then, click the specific account to view its **Transaction History**.



1 Corporate current account
11223344

2 100 000,00 CZK
[+ Additional information](#)

3 CSV **4** PDF **5** Filter


6 Insert searched text... **7** 01.01.2024 – 30.08.2024 **8** 7 days 31 days 1 year





30. 08. 2024	↔	11111111/5500	000000	- 10 000,00 CZK	9
30. 08. 2024	↔	22222222/5500		- 1 000,00 CZK	
30. 08. 2024		33333333/5500	12121212	- 15 000,00 CZK	

- 1 **Account selection** - Select the account for which you have a role with rights to place payments and select the account currency. It is not possible to view transactions across all currency folders.
- 2 **Current balance, Additional information** - Click on **Additional Information** to see the current balance, accounting balance, amount on hold, and the multicurrency balance.
- 3 **PDF/CSV icons** - Use the icons to export transactions for a selected period or transactions based on an advanced filter in PDF or CSV format (which can be easily opened, for example, in MS Excel).
- 4 **Table view** - This is a quick overview of the transactions on the account, which includes additional details about the transactions in a clear table format. The details are typically only available in the transaction details.
- 5 **Fulltext search** - Use the field for a quick search within the selected time period, for example by payment amount or payer's name for incoming payments. It lets you search by the following parameters:
 - Amount
 - Account prefix of counterparty
 - Account number of counterparty
 - Bank code of counterparty
 - Account name of counterparty
 - Variable symbol
 - Constant symbol
 - Specific symbol
 - Note
- 6 **Advanced filter** - Open an advanced filter to search using various criteria, such as an unprecise amount (e.g., an amount from 1,000 to 2,000 CZK) or a specific period (e.g., from 1 January 2016 to 1 September 2016), however always not exceeding one year.
- 7 **Period selection** - The buttons let you quickly extend the list to the last year or narrow it down to the last 7 days (the default setting is the last 31 days). When you narrow down the period, the full-text search (point 5) will also be limited to this period.
- 8 **Transaction details** - Click the active field or arrow to see the transaction details. For more information, please refer to chapter [Transaction details](#).
- 9 **Add note** - When you hover the cursor over the transaction, a pencil icon will appear, letting you can add a new personal note or a predefined note.

Transaction details

In the details of the transaction, you will see information about the specific payment (amount, date, symbols, etc.), and you can repeat the transaction with the same details (in the case of an incoming payment, you can send it back), set it as a standing order, or save it as a template. Additionally, you can print a confirmation of the payment in PDF format or add a personal note to the payment.


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

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[Back to Transaction history](#)

Transaction details

Corporate current account
 11223344 ☆

My note
 Insert your own movement note
 [Change](#)

Transaction date
 01.12.2024

Accounting date
 01.12.2024 12:38

Amount
 - 1 000,00 CZK

Category
 Payment

Type
 Single payment

Counterparty's account/Card number
 111222333

Bank code
 5500
 Raiffeisenbank a.s.

Account name
 Aleš Banka

Variable symbol
 111111

Constant symbol
 111

Specific symbol

Bank reference
 0000000000

1 Repeat payment

2 Use for standing

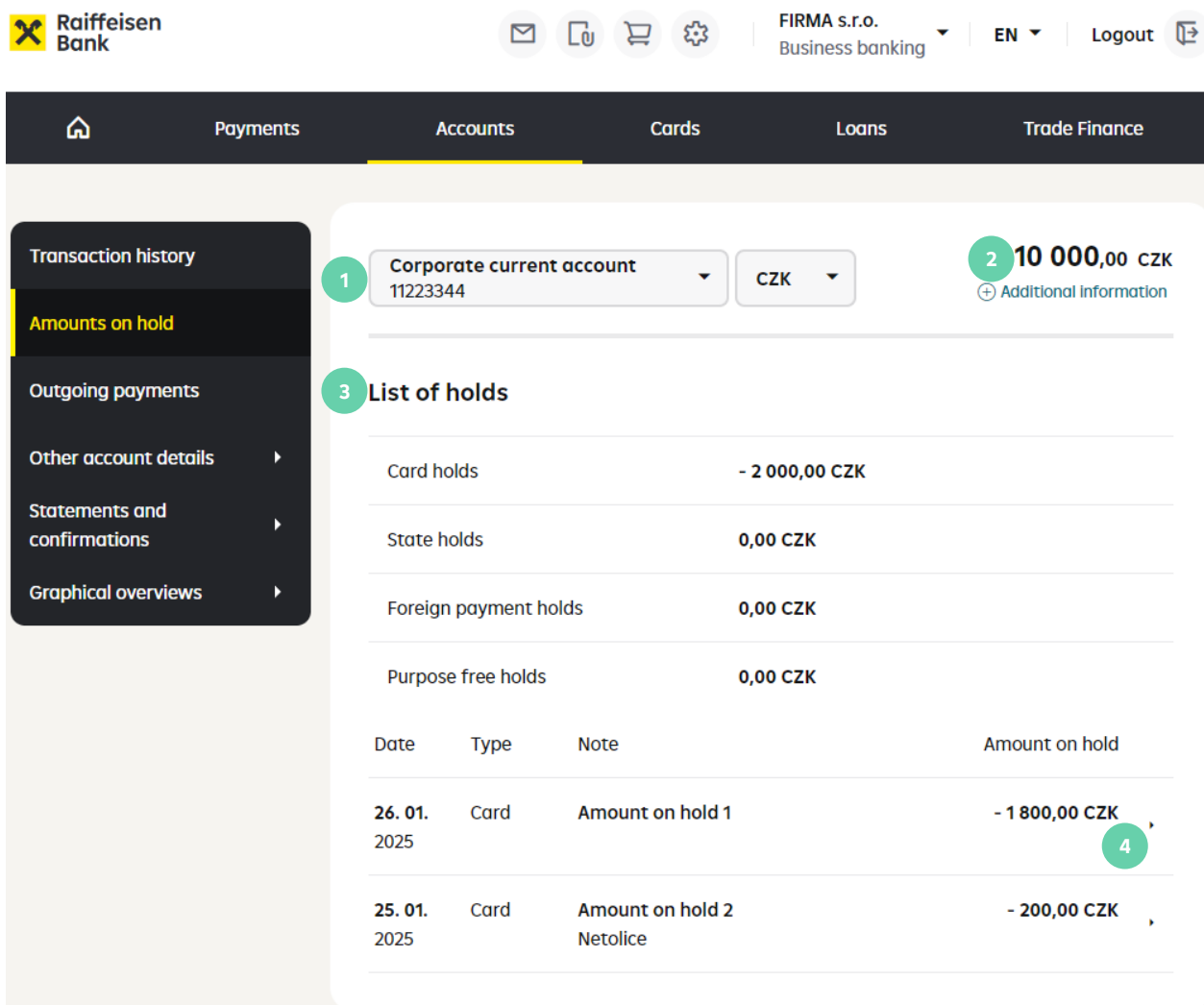
3 Save as template

4 PDF confirmation

- 1 **Repeat payment** – Click to repeat the payment. If it is an incoming payment, there will be a button to send the payment back.
- 2 **Use for standing** – Click to set the payment as a standing order.
- 3 **Save as template** – Save the payment as a template.
- 4 **PDF confirmation** – A confirmation of the payment will be saved in PDF format (only in the case of a sent payment).
- 5 **Insert your own note to the movement**

3.1.3 Amounts on hold

Amounts on hold are funds that are temporarily held in the account, but are not available for immediate use. Card holds are incomplete transactions where the merchant blocks an amount on the account before completing the transaction. There are 4 types of holds: card, state, foreign payment, and purpose free. Holds typically last for 1-3 days.



Transaction history

Amounts on hold

Outgoing payments

Other account details ▶

Statements and confirmations ▶

Graphical overviews ▶

1 Corporate current account 11223344 CZK

2 **10 000,00 CZK**
+ Additional Information

3 **List of holds**


Date	Type	Note	Amount on hold
	Card holds		- 2 000,00 CZK
	State holds		0,00 CZK
	Foreign payment holds		0,00 CZK
	Purpose free holds		0,00 CZK
26. 01. 2025	Card	Amount on hold 1	- 1 800,00 CZK
25. 01. 2025	Card	Amount on hold 2 Netolice	- 200,00 CZK





4

- 1 **Account selection** – Select the **account** for which you have a role with rights to place payments and **select the account currency**. It is not possible to view holds across all currency folders.
- 2 **Current balance and Additional information** – Click Additional Information to see the current balance, accounting balance, and amounts on hold.
- 3 **List of holds** – Categories of holds: card, state, foreign payment and purpose free holds.
- 4 **Authorization hold detail** - Click the active field or arrow to view the details of the hold.

3.1.4 Outgoing payments

The Outgoing Payments section provides a list of all outgoing payments from the specified account. Here, you can track all outgoing payments that have been made.


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Bank**

FIRMA s.r.o.
Business banking

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Logout

Home
 Payments
 Accounts
 Cards
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 Trade Finance

Transaction history

Amounts on hold

Outgoing payments 1

Other account details

Statements and confirmations

Graphical overviews

Current corporate account
11223344

CZK

1 000 000,00 CZK
[Additional information](#)

Transaction history

CSV PDF

Filter

Insert searched text...

27.12.2024 - 27.01.2025

7 days
 31 days
 1 year

27. 01. 2025	↔	123123123/5500 Company 1	11111111	+ 10 000,00 CZK
27. 01. 2025	↔	1234123412/5500 Company 2	22222222	+ 15 000,00 CZK

1 The Outgoing payments section is also available in the account details; more information on this topic is provided in Chapter [2.2.1 Outgoing payments](#).

3.1.5.1 Account detail and settings

The Account Details and Settings section lists information about your account (e.g., account name, price plan, currency folders, IBAN, etc.). You can change the main currency folder of the account or activate an additional currency folder. Also, you can change the account for crediting interest or debiting fees.

Transaction history
Amounts on hold
Outgoing payments
Other account details ▾
Account detail and settings
Foreign payment packages
Intelligent savings
Cash withdrawal request
Statements and confirmations ▸
Graphical overviews ▸
Receivables past due

1
Corporate current account
11223344
CZK ▾
2
100 000,00 CZK
+ Additional information

Account details

Account name [?]	FIRMA s.r.o.	
My account name [?]	Corporate current account	3 Change
Price plan [?]	Firemní účet PROFI	4 Change
Account number	11223344	
Bank code	5500	
IBAN [?]	CZ0000000000000000000000	
SWIFT [?]	RZBCCZPP	

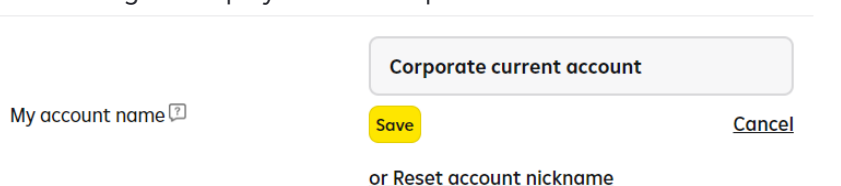
5	Currency	Main currency	Currency folder status	Interest account Fee account	
	CZK	Yes	Active	761970001 761970001	6 Change
	EUR	No	Active	761970001 761970001	Change

7 New currency

1 **Account selection** – Select the **account** to which you have access and **select the currency**, if it is a multicurrency account.

2 **Current balance and Additional information** - In the top right corner, there is the current balance. Below the balance, click Additional Information to see the current balance, accounting balance, amount on hold, and the multicurrency balance.

3 **My account name** – This field lets you choose a unique account name for the account that will be visible only to you. The name must not duplicate any other name used by the same IB user. A personal name is not shown on statements or other official documents but will be visible within the application wherever the account is referenced. The length of the custom name is limited to 30 characters. Click Change to display additional options:



My account name ^(?)

Corporate current account

Save Cancel

[or Reset account nickname](#)

Here, either change the name and click Save, or Cancel the action. Alternatively, you can reset the account name to its original form (i.e. „Corporate current account“).

4 To change the Price plan, click **Change**. For more information, please refer to chapter [Change of price plan](#).

5 **Currency folder** - This section displays all previously activated currency folders and their status. You can block an active currency folder here (a previously activated currency folder cannot be completely removed), change the main currency folder, or activate a new one.

The following values are available as the account status in the overview: **Active**, **Blocked by client**, **Blocked by client for incoming payments**, **Blocked by client for outgoing payments**.

- **Active** means that both debit and credit transactions can be carried out in the currency folder without restrictions.
- **Blocked by client** means that the client will not be able to send payments from the currency folder of the account, and there will also be restrictions on receiving payments, but only within Raiffeisenbank (incoming payments from other banks will be credited).
- **Blocked by client** for outgoing payments means that the client can only receive payments in the folder.
- **Blocked by client for incoming payments** means that the client can send payments from the currency folder. Receiving payments will be restricted to incoming transactions from other banks, which will be credited. Incoming payments within Raiffeisenbank will not be credited.

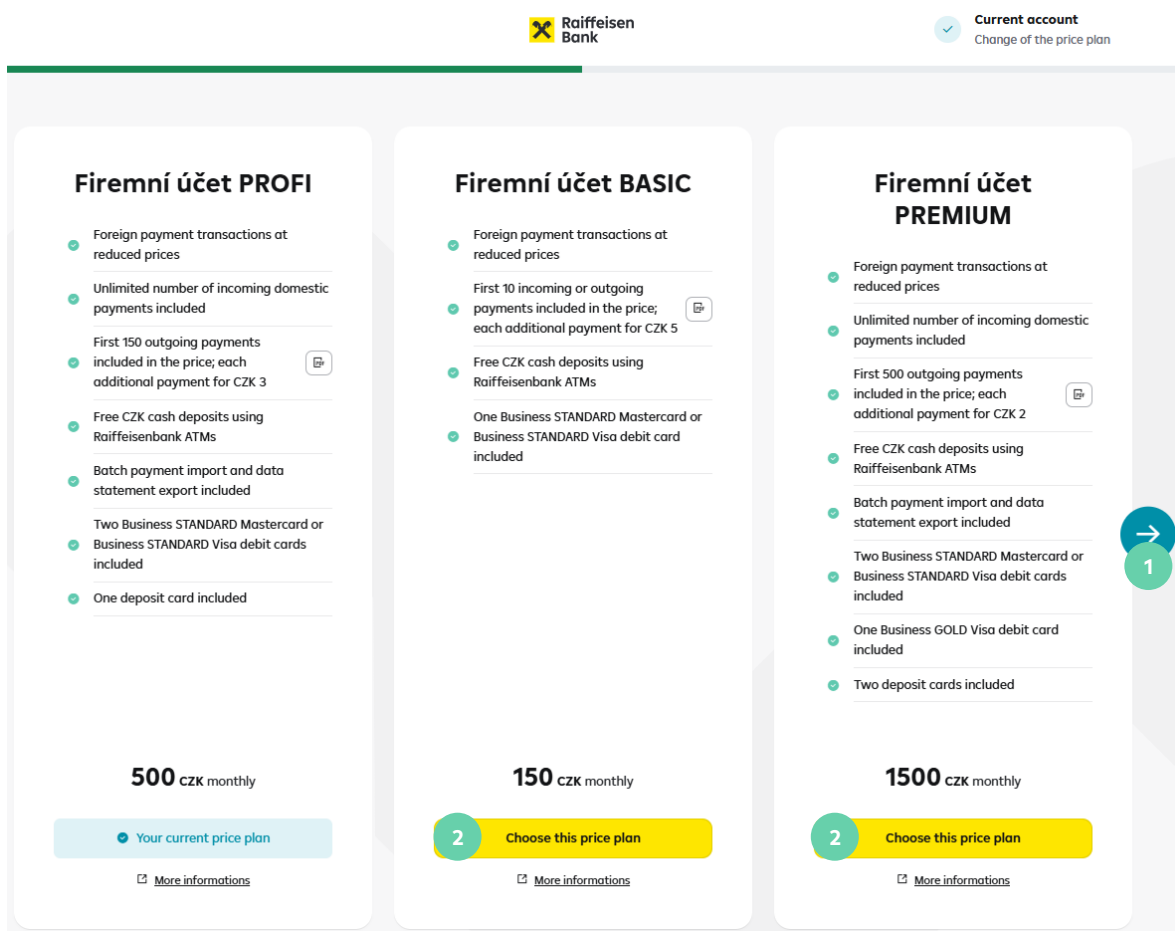
6 To **change the status of the currency folder**, click **Change**. For more information, please refer to chapter [Changing the currency folder status](#).

7 **New currency** – If you want to add a new currency to the account, click **New currency**. For more information, please refer to chapter [New Currency](#).

Change of price plan

In the account detail and settings you can change the account's price plan. For more information about the price plans available for current accounts, see [Accounts for Small and Medium Enterprises | Raiffeisenbank](#).

In the first step of changing the price plan a list of plans will open. The currently selected plan is always shown first.



Raiffeisen Bank Current account
Change of the price plan

Firemní účet PROFI

- Foreign payment transactions at reduced prices
- Unlimited number of incoming domestic payments included
- First 150 outgoing payments included in the price; each additional payment for CZK 3
- Free CZK cash deposits using Raiffeisenbank ATMs
- Batch payment import and data statement export included
- Two Business STANDARD Mastercard or Business STANDARD Visa debit cards included
- One deposit card included

500 CZK monthly

1 Your current price plan

[More information](#)

Firemní účet BASIC

- Foreign payment transactions at reduced prices
- First 10 incoming or outgoing payments included in the price; each additional payment for CZK 5
- Free CZK cash deposits using Raiffeisenbank ATMs
- One Business STANDARD Mastercard or Business STANDARD Visa debit card included

150 CZK monthly

2 Choose this price plan

[More information](#)

Firemní účet PREMIUM

- Foreign payment transactions at reduced prices
- Unlimited number of incoming domestic payments included
- First 500 outgoing payments included in the price; each additional payment for CZK 2
- Free CZK cash deposits using Raiffeisenbank ATMs
- Batch payment import and data statement export included
- Two Business STANDARD Mastercard or Business STANDARD Visa debit cards included
- One Business GOLD Visa debit card included
- Two deposit cards included

1500 CZK monthly


2 Choose this price plan


[More information](#)


1 Click the arrow to move to the next available plans.

2 Click **Choose this price plan** to select a new price plan. Click **More information** to be redirected to the web page with details of the selected plan

After selecting the chosen plan you will be redirected to the **Summary of the price plan change** screen. The new price plan will always take effect from the first day of the following month.





Current account
 Change of the price pla




Summary of the price plan change

New tariff settings will apply as of the 1st day of the following month.


Firemní účet BASIC
 original tariff Firemní účet PROFÍ

1


 I confirm that I have read the price terms and conditions of the price plan.


Get your certification code by clicking the REQUEST CODE button

←

2

Request code

- 1 By checking the box you confirm that you have read and understood the price terms of the selected plan.
- 2 In the final step you certify the operation using your chosen method (MEK SMS / RB Key / OEK).



The price plan change was successful

Homepage

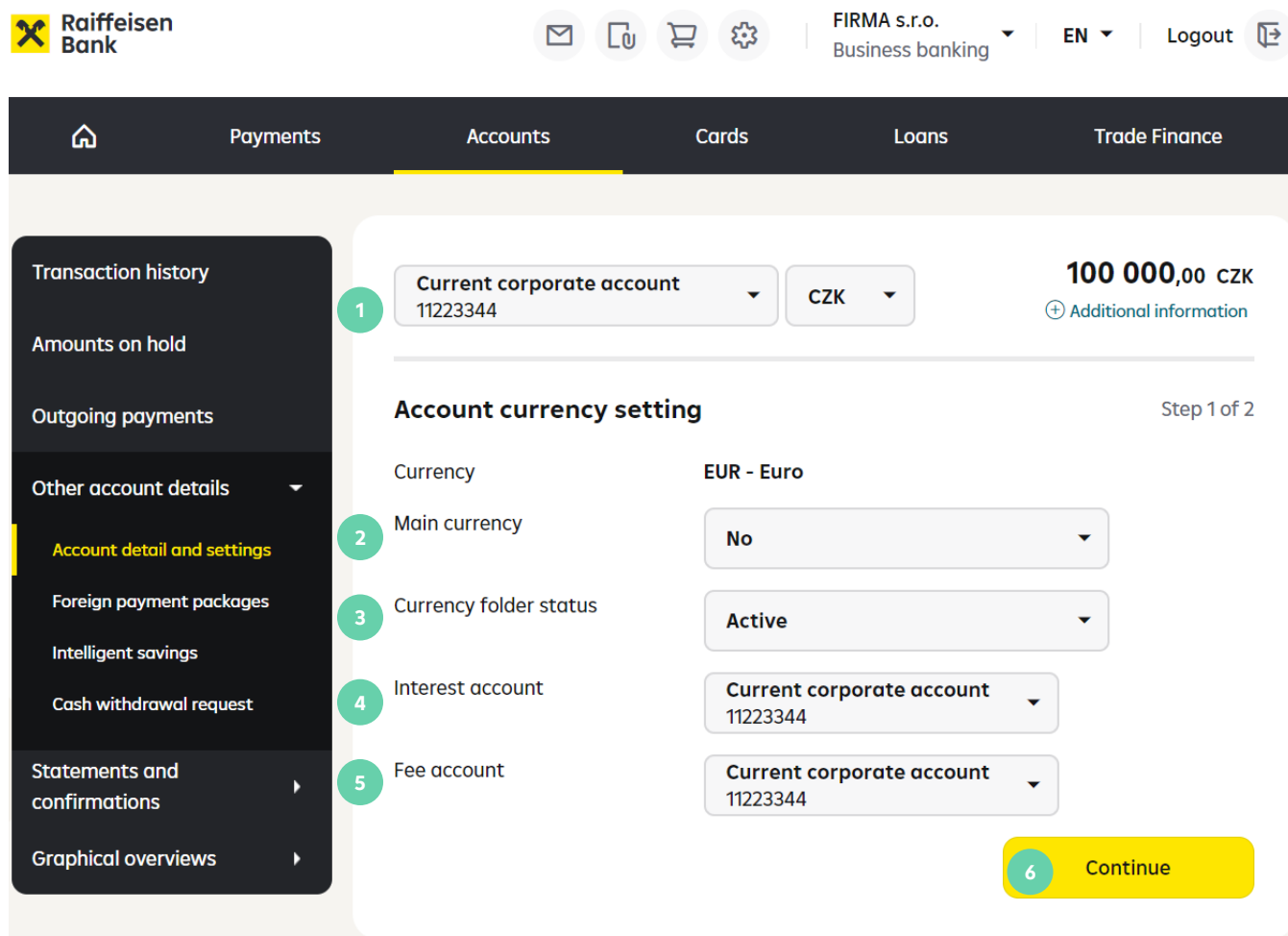
Account detail

After the price plan has been changed successfully, a confirmation screen will appear with links to the Homepage and Account detail.

Changing the currency folder status

In Account details and settings, you can change the main currency of the account (for example from EUR to USD) or the status of a specific currency folder, as well as to set a different account for crediting interest and charging fees.

Changing the main currency folder affects the charging of fees. Unless otherwise agreed, fees are always deducted from the main currency folder of the multicurrency account.



Transaction history

Amounts on hold

Outgoing payments

Other account details ▾

Account detail and settings

Foreign payment packages

Intelligent savings

Cash withdrawal request

Statements and confirmations ▸

Graphical overviews ▸

Current corporate account 11223344 **CZK** **100 000,00 CZK** [Additional information](#)

Account currency setting Step 1 of 2

Currency EUR - Euro

Main currency No

Currency folder status Active

Interest account Current corporate account 11223344

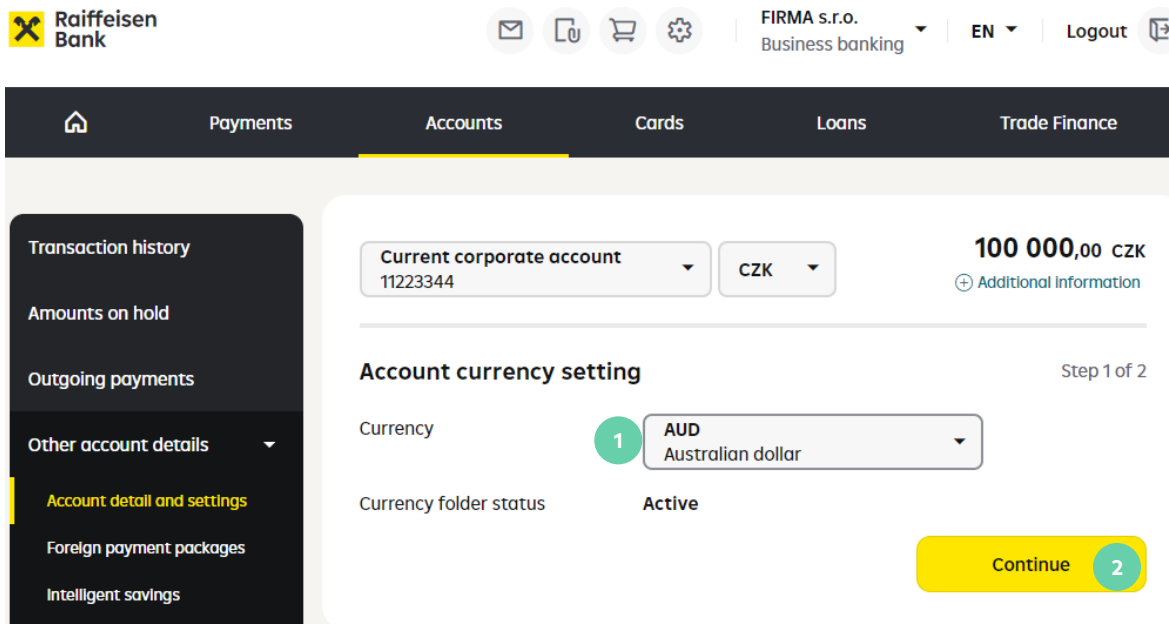
Fee account Current corporate account 11223344

Continue

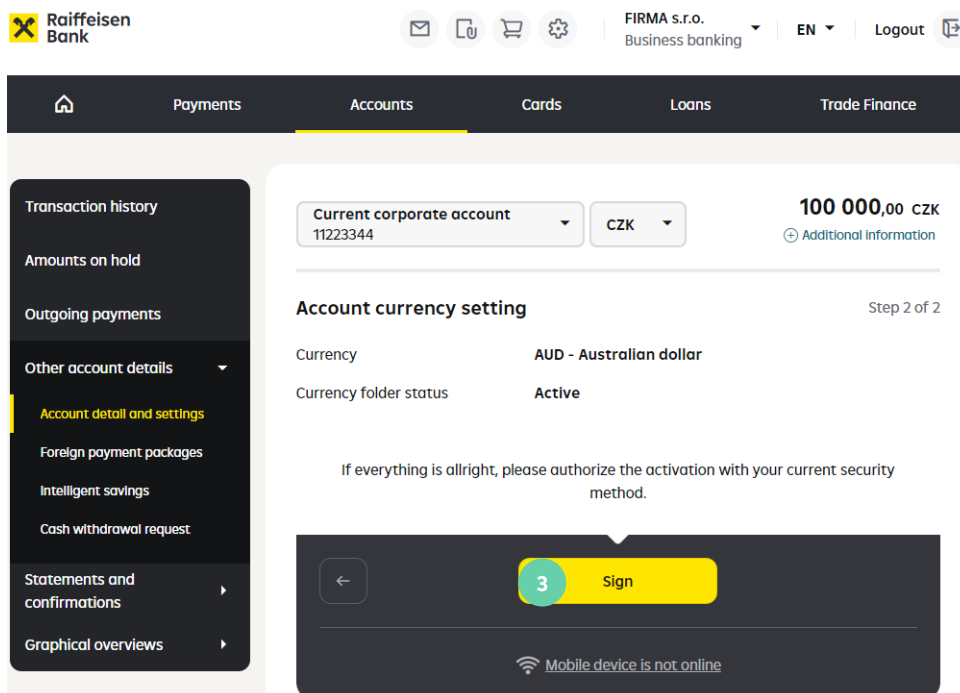
- 1 **Account selection** – Select the account to which you have access and select the currency, if it is multicurrency account.
- 2 **Main currency** – Set the main currency: there can only be one main currency for an account. It is not possible to activate a currency folder and set it as the main one in one step. This needs to be done separately in details of the given currency folder.
- 3 **Currency folder status** – Active / Blocked by client / Blocked by client for incoming payments / Blocked by client for outgoing payments
- 4 **Interest account** - change account for interest
- 5 **Fee account** - change account for fees
- 6 Click **Continue** to proceed to the second step of Changing the currency folder status.

New currency

In Account details and settings, you can also add a new currency folder to the account. A list of the currency folders available for activation will be displayed in the menu when setting up a new currency folder.



- 1 Select the new currency folder.
- 2 Click **Continue** to proceed to the next step.



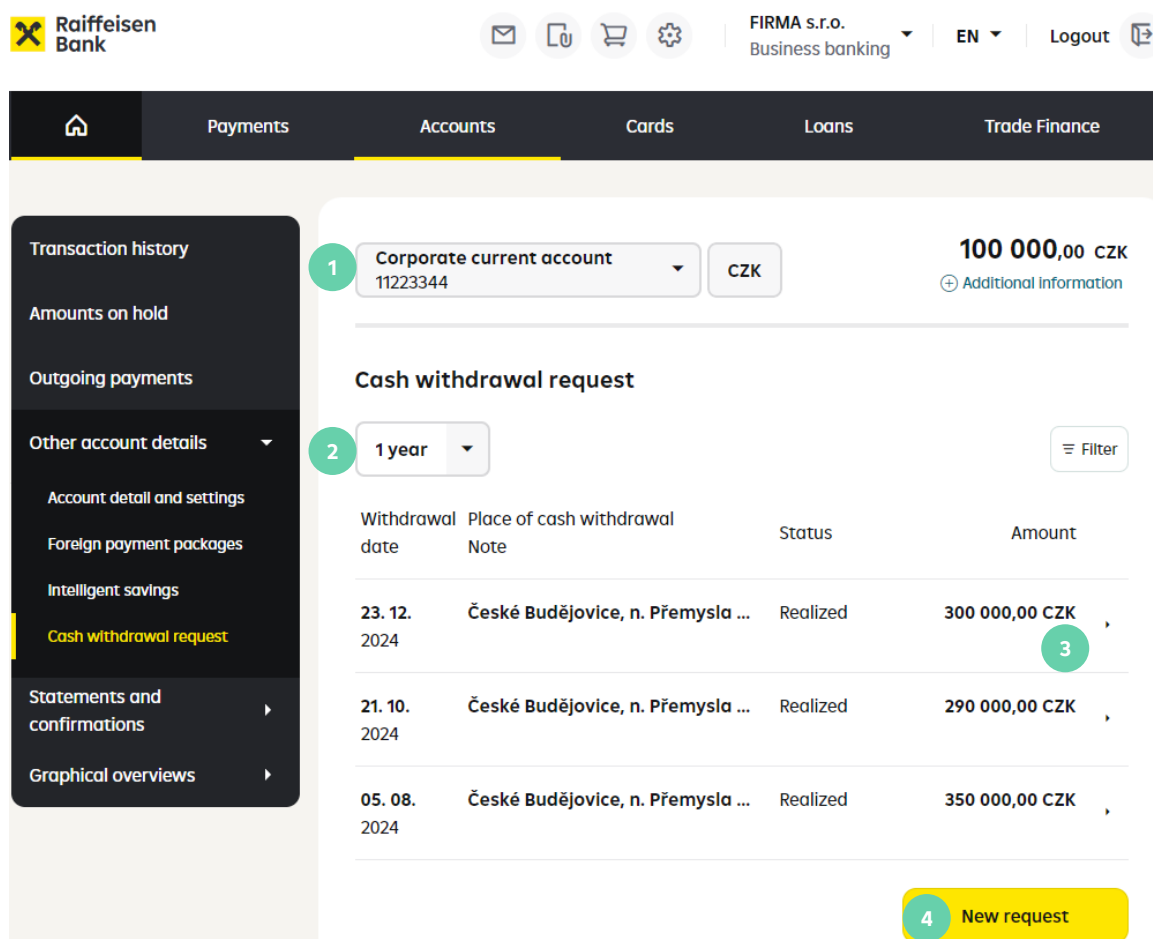
- 3 In the final step, you will **authorize** the new settings using your chosen method - **RB Key/MEK SMS/OEK**.

3.1.5.2 Cash withdrawal request

This section is used for announcing cash withdrawals at a branch cashdesk, especially in the case of withdrawals over 100,000 CZK, which must be reported, or when requesting a special composition of banknotes and coins. Cash withdrawals need to be announced at least 2 business days in advance, and the cash will be prepared for you on your given day after 1 PM.

Please note that opening hours of the cashdesks may differ from the opening hours of the branches. An overview of the branches including cashdesk opening hours is available [here](#).

The fees for cash withdrawals are specified in the [Price list of product and services for corporates](#).



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1 Corporate current account 11223344 CZK 100 000,00 CZK [Additional information](#)

2 1 year Filter

Withdrawal date	Place of cash withdrawal Note	Status	Amount
23. 12. 2024	České Budějovice, n. Přemysla ...	Realized	300 000,00 CZK
21. 10. 2024	České Budějovice, n. Přemysla ...	Realized	290 000,00 CZK
05. 08. 2024	České Budějovice, n. Přemysla ...	Realized	350 000,00 CZK

4 New request

- 1 **Account** – Select the account to which you have access and select the currency. Please pay attention to the selection of the currency folder from which you want to withdraw the requested amount in the specified currency.
- 2 **Period** – Select the period to display the history of previously requested withdrawals (2 weeks, 31 days, and 1 year).
- 3 Click the arrow or empty field to go to the Cash withdrawal request detail. For more information, please refer to chapter [Cash withdrawal request detail](#).
- 4 **New Cash Withdrawal Request** - For more information, please refer to chapter [New cash withdrawal request](#).

Cash withdrawal request detail

In the cash withdrawal request detail, you can see the **date**, **branch**, **amount**, and **currency**, as well as the **slip**, if the client requested a specific composition of banknotes and coins, and any **notes**, if provided for the withdrawal.



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< [Back to Cash withdrawal requests](#)

Cash withdrawal request detail

Current corporate account

11223344 ☆

Date 17.02.2025

Branch office Praha 4, City tower Hvězdova [Details](#)

Amount 500 000,00 CZK


Withdrawal date 20.02.2025





Slip	100 ks	2 000 CZK (Banknote)
	200 ks	1 000 CZK (Banknote)
	100 ks	500 CZK (Banknote)
	200 ks	200 CZK (Banknote)
	100 ks	100 CZK (Banknote)

Note

New cash withdrawal request

When requesting a new cash withdrawal, you choose the **branch**, **amount**, **currency**, **withdrawal date**, and you can add a **personal note** to the withdrawal. Additionally, you can use the **slip option** to choose the exact composition of banknotes and coins that you wish to receive for the specified amount.



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Current corporate account
 11223344

CZK

100 000,00 CZK
[Additional information](#)

Cash withdrawal request
Step 1 of 2

1 Branch selection*

Branch

2 Amount*


CZK

3 Withdrawal date*

21.02.2025

Submit your cash withdrawal request at least 2 banking days in advance. On the announced day, you can collect the cash after 13 o'clock. Cashier opening hours may differ from branch opening hours. Please check them at [our branches](#) in detail **CASH DESK**


4 Note





5  Slip

Cancel

6 Continue

- 1 **Select a branch with a cashdesk** for cash withdrawal from the account.
- 2 **Amount of withdrawal and currency** – Please pay attention to the selection of the currency folder from which you want to withdraw the requested amount in the specified currency. The withdrawal can be made in the same currency or in a currency other than the currency folder (i.e., withdrawal with conversion).
- 3 **The withdrawal date** must be announced at least 2 business days in advance.
- 4 **Note** to the cash withdrawal
- 5 **Slip** for specifying the exact number of banknotes and coins for the withdrawal.
- 6 After filling in all the necessary information, proceed to the next step by clicking **Continue**.



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Current corporate account
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CZK

100 000,00 CZK
[Additional information](#)

Cash withdrawal request
Step 2 of 2


 Non-collection of a notified cash withdrawal or excessive cash withdrawal is subject to a fee according to [the Price list of products and services](#).


Branch selection
 Praha 4, City tower Hvězdova
 [Details](#)

Amount
 100 000 CZK


Withdrawal date
 21.02.2025

Note

If everything is allright, please authorize the activation with your current security method.



1
 Sign

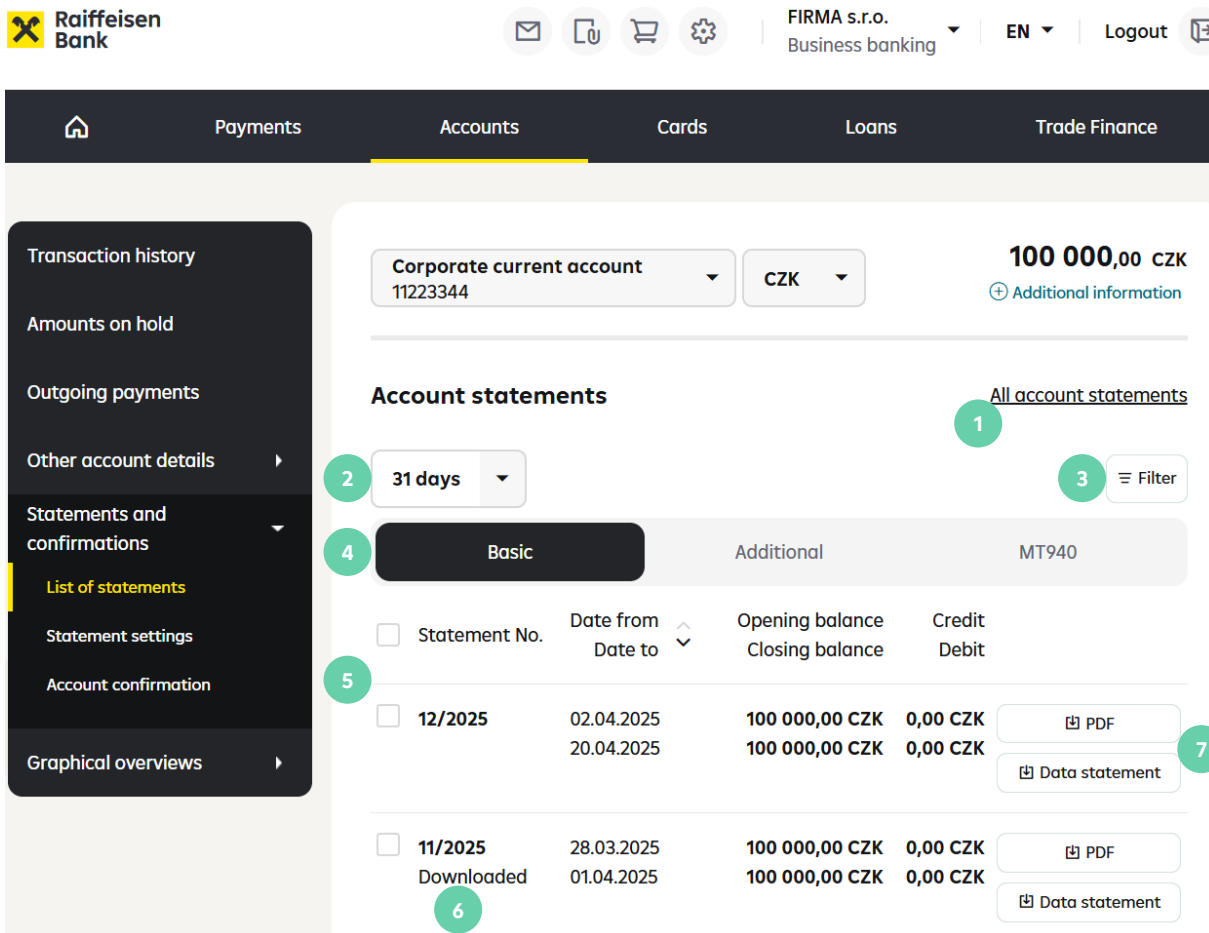

[Mobile device is not online](#)

1

In the second step, click **Sign** to authorize the new cash withdrawal request using your preferred authorization method, such as **MEK SMS / RB Key / OEK**.

3.1.6.1 List of statements

The **List of statements** shows the issued statements for your current account, including the basic type, additional type, and statements in MT940 format.



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Corporate current account 11223344

CZK

100 000,00 CZK

+ Additional information

Account statements

All account statements

31 days

Filter

Basic Additional MT940


Statement No.	Date from Date to	Opening balance Closing balance	Credit Debit	
<input type="checkbox"/> 12/2025	02.04.2025 20.04.2025	100 000,00 CZK 100 000,00 CZK	0,00 CZK 0,00 CZK	<input type="checkbox"/> PDF <input type="checkbox"/> Data statement
<input type="checkbox"/> 11/2025	28.03.2025 01.04.2025	100 000,00 CZK 100 000,00 CZK	0,00 CZK 0,00 CZK	<input type="checkbox"/> PDF <input type="checkbox"/> Data statement





Downloaded

- 1 Click **All account statements** to view statements from all your accounts available under the specified corporate banking.
- 2 **Period** – Select the period to display the history of account statements (Yesterday, 7 days, 31 days, 3 months, 1 year, 2 years and 3 years).
- 3 **Filter** – The filter lets you select the period covered by account statements (e.g. from 1 January 2024 to 1 March 2024).
- 4 **Select account statement type** – Choose from **Basic**, **Additional**, and **MT940** (for accounting systems).
- 5 **Check the box** to select the particular statements for **batch download**.
- 6 Statements that have already been downloaded by the user will be marked as **Downloaded**.
- 7 You can choose to **download the statements** either directly in **PDF** format or click **Data statement** to select the format for download (**PDF**, **XML**, **ABO**, **Gemini**).

3.1.6.2 Statement settings

In the **Statement settings** section, you can **set or change the delivery of basic, additional and MT940 statements** for the specified account.



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 Account confirmation
 Graphical overviews ▶

Corporate current account
11223344

CZK

100 000,00 CZK
 + Additional information

Statement settings overview

Valid from	Type	Statement period	Sending method
19.06.2023	Basic	Monthly	Internet Banking 1 ▶


2 Additional type





3 MT 940

- Click the active field or arrow to be redirected to the **Detail of statement settings**. For more information, please refer to chapter [Detail of statement settings](#).
- Click **Additional type** to set up Additional statements. For more information, please refer to chapter [New statement settings – Additional type](#).
- Click **MT940** to set up statements in the MT940 format. For more information, please refer to chapter [New statement settings – MT940](#).

Detail of statement settings

The **Detail of statement settings** displays information about the existing statement settings. The settings can be changed on this page.




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Current corporate account
11223344

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100 000,00 CZK
[+ Additional information](#)

Detail of statement settings

Account name	FIRMA s.r.o.
Type	Basic
Sending method	Internet Banking
Statement period	Daily
Compile despite no transactions	No
Language	Czech
Valid from	15.04.2025

1 Change


- Click **Change** to edit the statement settings. For more information, please refer to chapter [Change of statements settings](#).





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Classification: GENERAL

Change of statements settings

When **changing the statement settings**, only modify what you want to change.



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[+ Additional information](#)

Change of statements settings

Step 1 of 2

Account name **FIRMA s.r.o.**

Type **Basic**

1 Sending method **Internet Banking**

2 Statement period **Daily**

3 Compile despite no transactions **No**


4 Language **Czech**





Back

5 Continue

- Sending method** – Choose **Internet Banking**, **E-mail and Internet Banking**, or **Mail and Internet Banking**. Sending statements by mail is subject to charges according to the [Price list of products and services for corporates](#).
- Statement period** – Choose from **Daily**, **Weekly**, **Monthly**, **Quarterly**, **Semiannually**, and **Yearly**.
- Compile despite no transactions** – Specify whether you want to compile statements even without any transactions on the account.
- Language** – Select **Czech** or **English**.
- To save the changed statement settings, click **Continue** and confirm the operation (**MEK SMS / RB Key / OEK**).

New statement settings – Additional type



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Current corporate account

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CZK

100 000,00 CZK

Additional Information

New statement settings

Step 1 of 2

Account name

FIRMA s.r.o.

Type

Additional

1 Sending method

E-mail and Internet Ba...

2 Format for e-mail distribution

PDF

3 Statement period

Monthly

4 Compile despite no transactions

Yes

5 Language

Czech

6 Email

jlri.bank@rb.cz FIRMA s.r.o.


Enter a new e-mail address





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7 Continue

- Sending method** – Choose **Internet Banking**, **E-mail and Internet Banking**, or **Mail and Internet Banking**. Sending statements by mail is subject to charges according to the [Price list of products and services for corporates](#).
- Format for e-mail distribution** - Choose the format in which you want to receive statements sent to your email.
- Statement period** - Choose from **Daily**, **Weekly**, **Monthly**, **Quarterly**, **Semiannually**, and **Yearly**.
- Compile despite no transactions** - Specify whether you want to compile statements even without any transactions on the account.
- Language** – Select **Czech** or **English**.
- Email** - Select the email address to which you want the statements to be sent. Or, you can **enter a new email address**.
- To save the new additional type of statements, click **Continue** and confirm the operation (**MEK SMS / RB Klíč / OEK**).

New statement settings – MT940


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Current corporate account
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CZK

100 000,00 CZK
 Additional information

New statement settings
Step 1 of 2

Account name **FIRMA s.r.o.**
 Type **MT940**
 Sending method **Internet Banking**
 Statement period **Daily**

1 Compile despite no transactions **Yes**

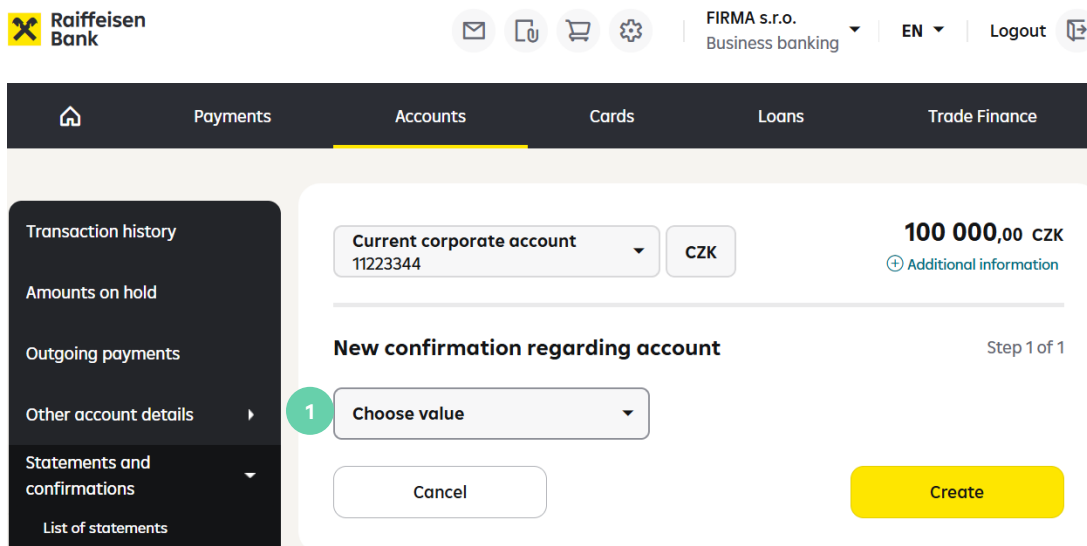
2 Language **Czech**

Back
 3 Continue

- 1 **Compile despite no transactions** – Specify whether you want to compile statements even without any transactions on the account.
- 2 **Language** – Select **Czech** or **English**.
- 3 To save the new MT940 statement settings, click **Continue** and confirm the operation (**MEK SMS / RB Klíč / OEK**).

3.1.6.3 Account confirmation

Open the **Account confirmation** section to get an **account balance statement** or an **account confirmation**.



Transaction history

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Current corporate account 11223344 CZK 100 000,00 CZK

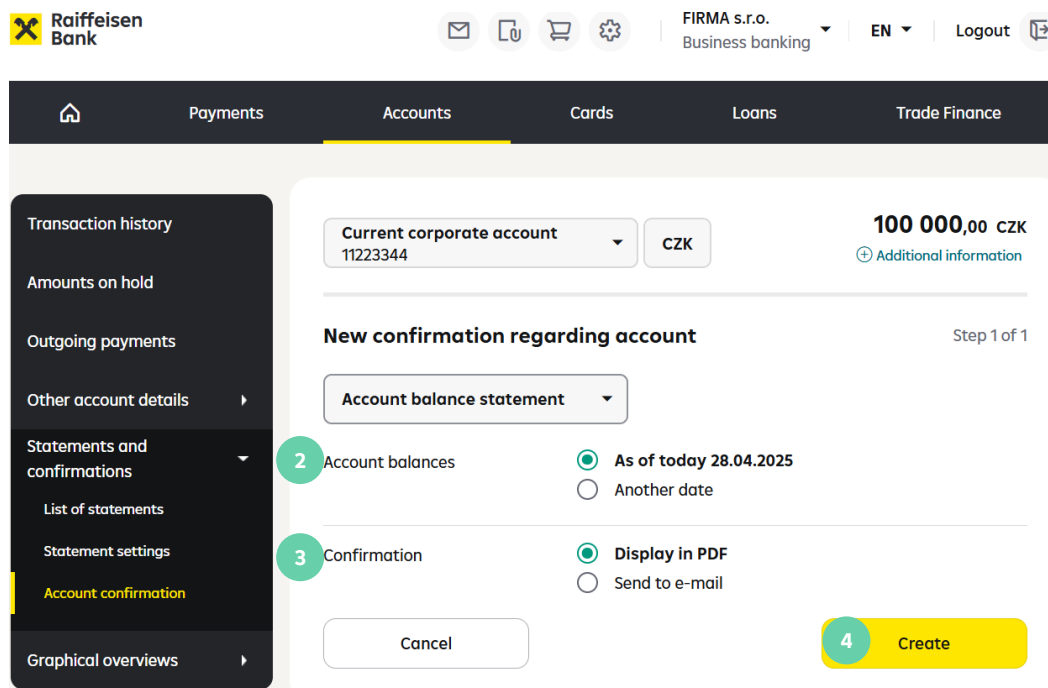
+ Additional information

New confirmation regarding account Step 1 of 1

1 Choose value

Cancel Create

1 Select the confirmation to be issued: Account balance statement or Account confirmation.



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Current corporate account 11223344 CZK 100 000,00 CZK

+ Additional information

New confirmation regarding account Step 1 of 1

Account balance statement

2 Account balances

As of today 28.04.2025

Another date

3 Confirmation

Display in PDF

Send to e-mail

Cancel Create

4

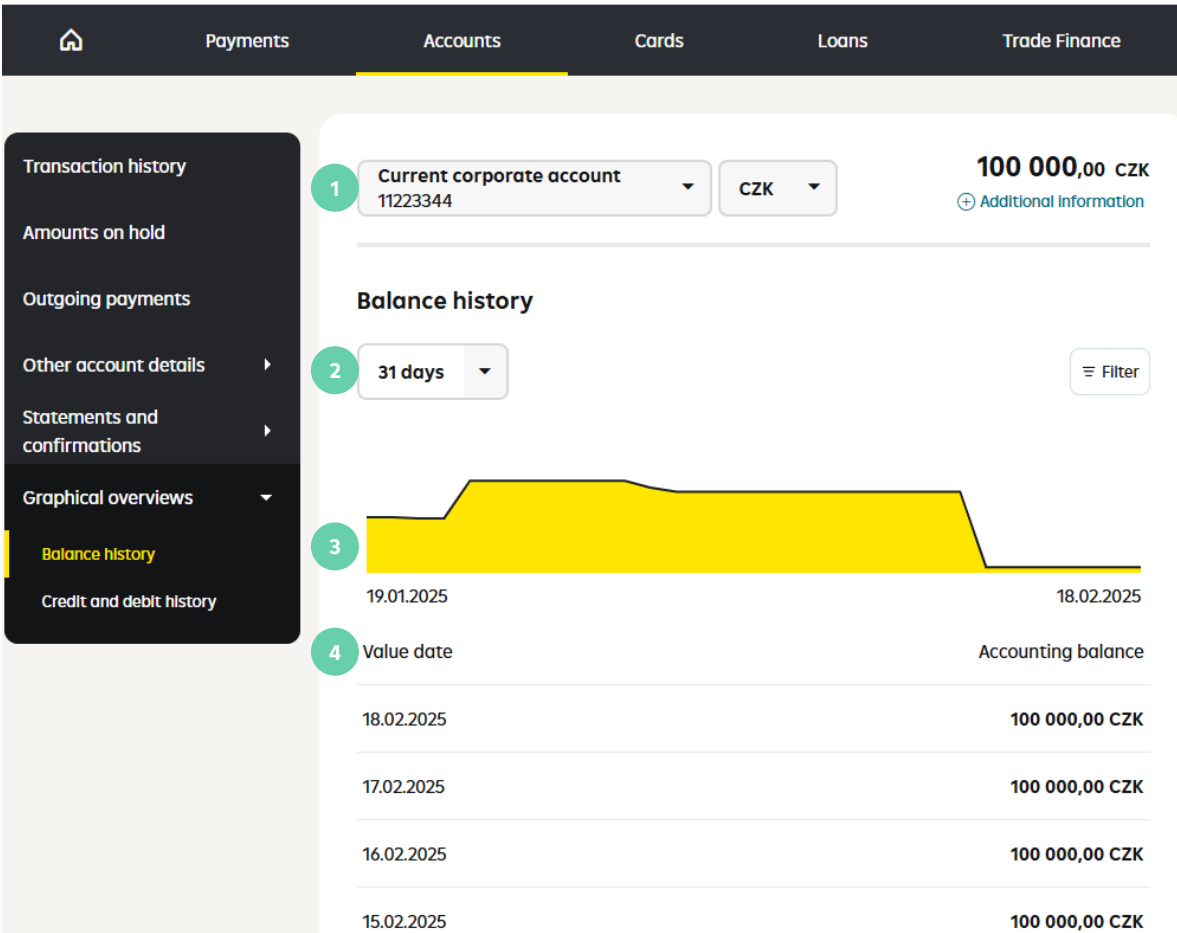
2 **Account balances** – Specify whether you want to issue the confirmation **As of today** or choose **Another date**.

3 **Confirmation** - Choose whether you want the confirmation to be **Displayed in PDF** or **Sent to email**.

4 Click **Create** to issue the confirmation.

3.1.7.1 Graphical overviews – Balance history

The **Balance History** section gives you an overview of your account balances for each day over a specific period (31 days, 3 months, 1 year).



Balance history

1 **Current corporate account** 11223344 **CZK** **100 000,00 CZK** [Additional Information](#)

2 **31 days** [Filter](#)

3


4





Value date	Accounting balance
18.02.2025	100 000,00 CZK
17.02.2025	100 000,00 CZK
16.02.2025	100 000,00 CZK
15.02.2025	100 000,00 CZK

- 1 **Account** – Select the account to which you have access and **select the currency**, if it is a multi-currency account.
- 2 **Period** - Select of the period for the balance history (31 days, 3 months, and 1 year).
- 3 Graphical representation of the balances over the selected period.
- 4 Overview of the balances on the particular days.

3.1.7.2 Graphical overviews – Credit and debit history

In this section, you can view credit and debit totals for specific periods (last month, 3 months, 6 months, and 12 months).



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 Graphical overviews
 Balance history
 Credit and debit history

1 Current corporate account 11223344 CZK 100 000,00 CZK
[Additional information](#)

Credits and debits

2 3 months

3

4

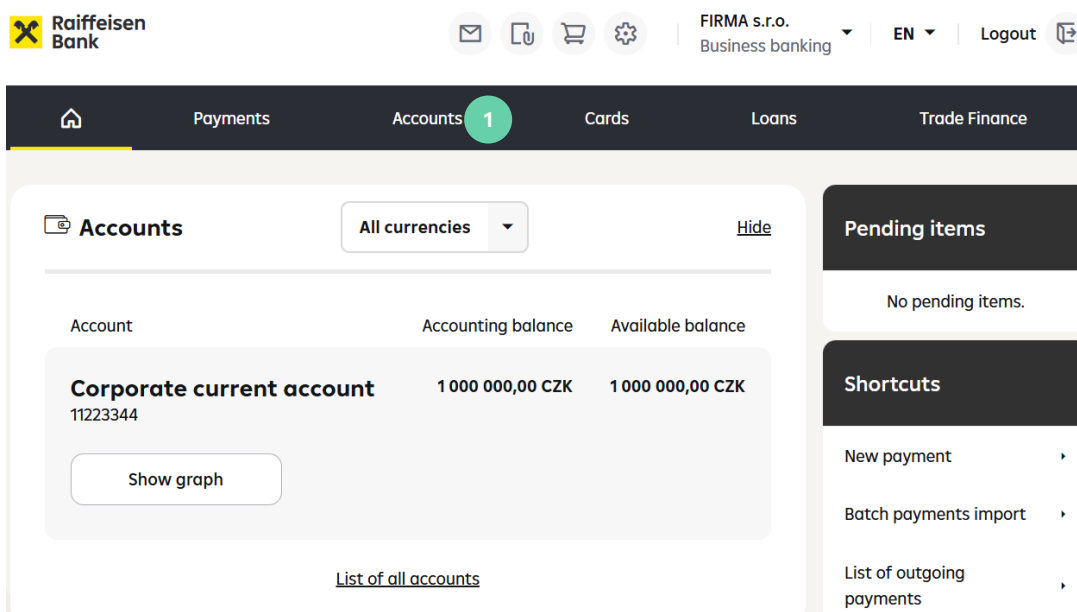
Period	Credit	Debit	Difference
February 2025	0,00 CZK	- 30 000,00 CZK	- 30 000,00 CZK
January 2025	+ 15 000,00 CZK	- 5 077,98 CZK	+ 9 922,02 CZK
December 2024	0,00 CZK	- 1 044,00 CZK	- 1 044,00 CZK

- Account** – Select the account to which you have access, and **select the currency**, if it is a multi-currency account.
- Period** - Select the balance history period (31 days, 3 months, and 1 year).
- Graphical representation of credits and debits
- Credit and debit totals for the month, and the difference between the two

3.2 Corporate current account application online

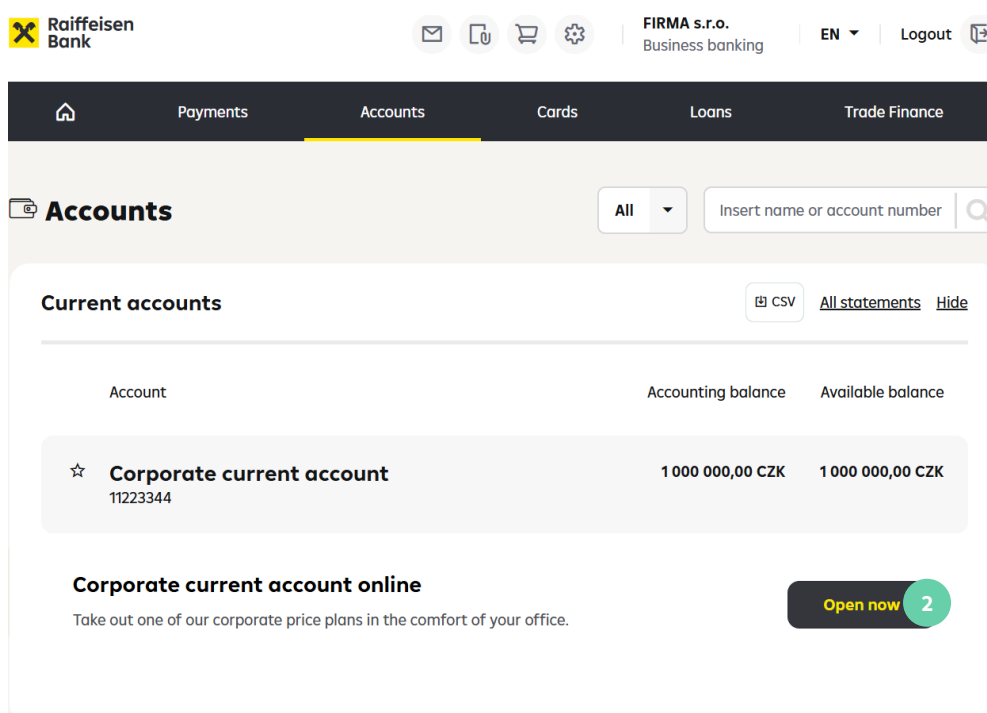
In the corporate internet banking, you can open an additional corporate current account. You can find the option to open it under the **Accounts** section among all your opened accounts, or in the **Shopping cart** section.

Corporate current account application through the Accounts section.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a user profile icon, a shopping cart icon, a settings icon, and a dropdown menu showing "FIRMA s.r.o. Business banking". To the right of the dropdown are language and currency settings ("EN") and a "Logout" button. Below the navigation bar, there is a horizontal menu with tabs: "Payments", "Accounts" (highlighted with a green circle and the number 1), "Cards", "Loans", and "Trade Finance". The main content area is titled "Accounts" and includes a dropdown menu for "All currencies" and a "Hide" link. Below this, there is a table with columns "Account", "Accounting balance", and "Available balance". The table contains one entry: "Corporate current account 11223344" with a balance of "1 000 000,00 CZK". Below the table is a "Show graph" button and a link "List of all accounts". To the right of the main content area, there is a sidebar with sections: "Pending items" (showing "No pending items.") and "Shortcuts" (listing "New payment", "Batch payments import", and "List of outgoing payments").

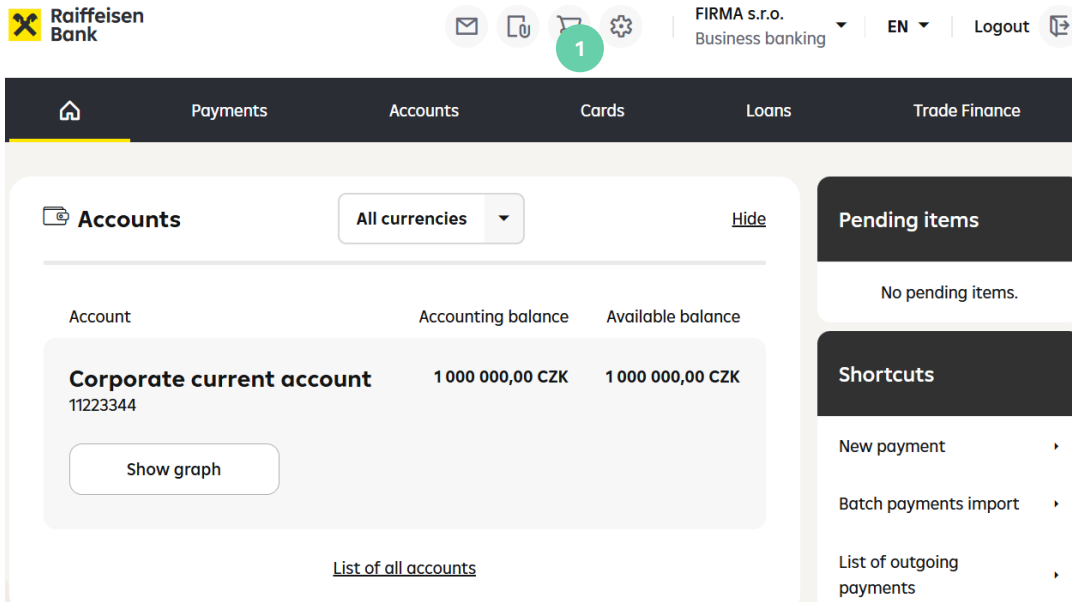
1 Click on the **Accounts** section in the black bar.



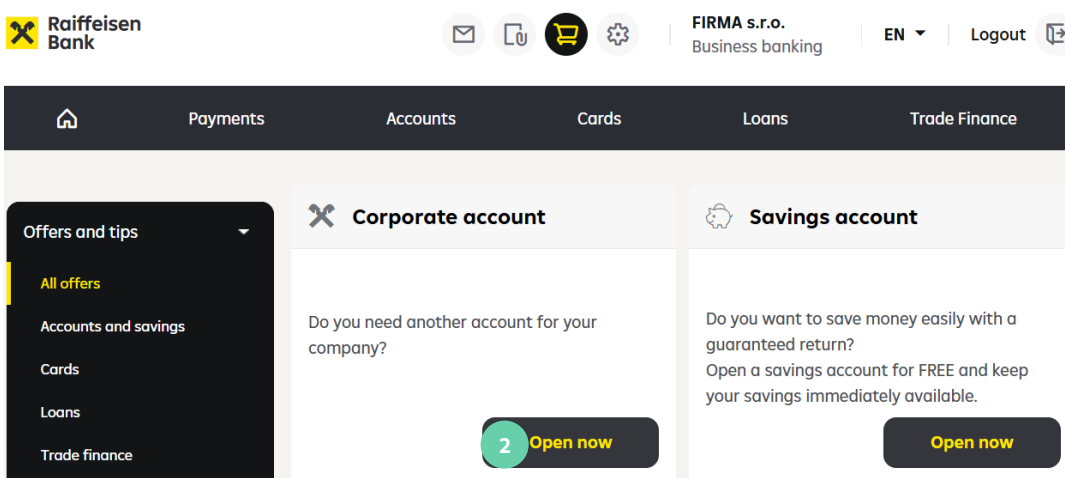
The screenshot shows the Raiffeisen Bank Corporate Banking interface, specifically the "Accounts" section. The navigation bar at the top is the same as in the previous screenshot. The "Accounts" tab is highlighted with a green circle and the number 1. The main content area is titled "Accounts" and includes a dropdown menu for "All" and a search bar "Insert name or account number". Below this, there is a section titled "Current accounts" with a "CSV" button and links for "All statements" and "Hide". Below this section, there is a table with columns "Account", "Accounting balance", and "Available balance". The table contains one entry: "Corporate current account 11223344" with a balance of "1 000 000,00 CZK". Below the table, there is a section titled "Corporate current account online" with the text "Take out one of our corporate price plans in the comfort of your office." and a button "Open now" (highlighted with a green circle and the number 2).

2 In the **Accounts** section, you will find the option to open an additional corporate current account right below your current accounts, which you can create by clicking **Open now**.

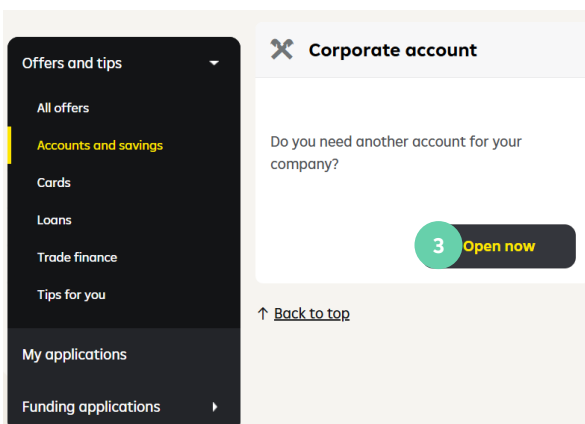
Corporate current account application through the Shopping cart.



1 Click on the **shopping cart icon** in the header of the internet banking.



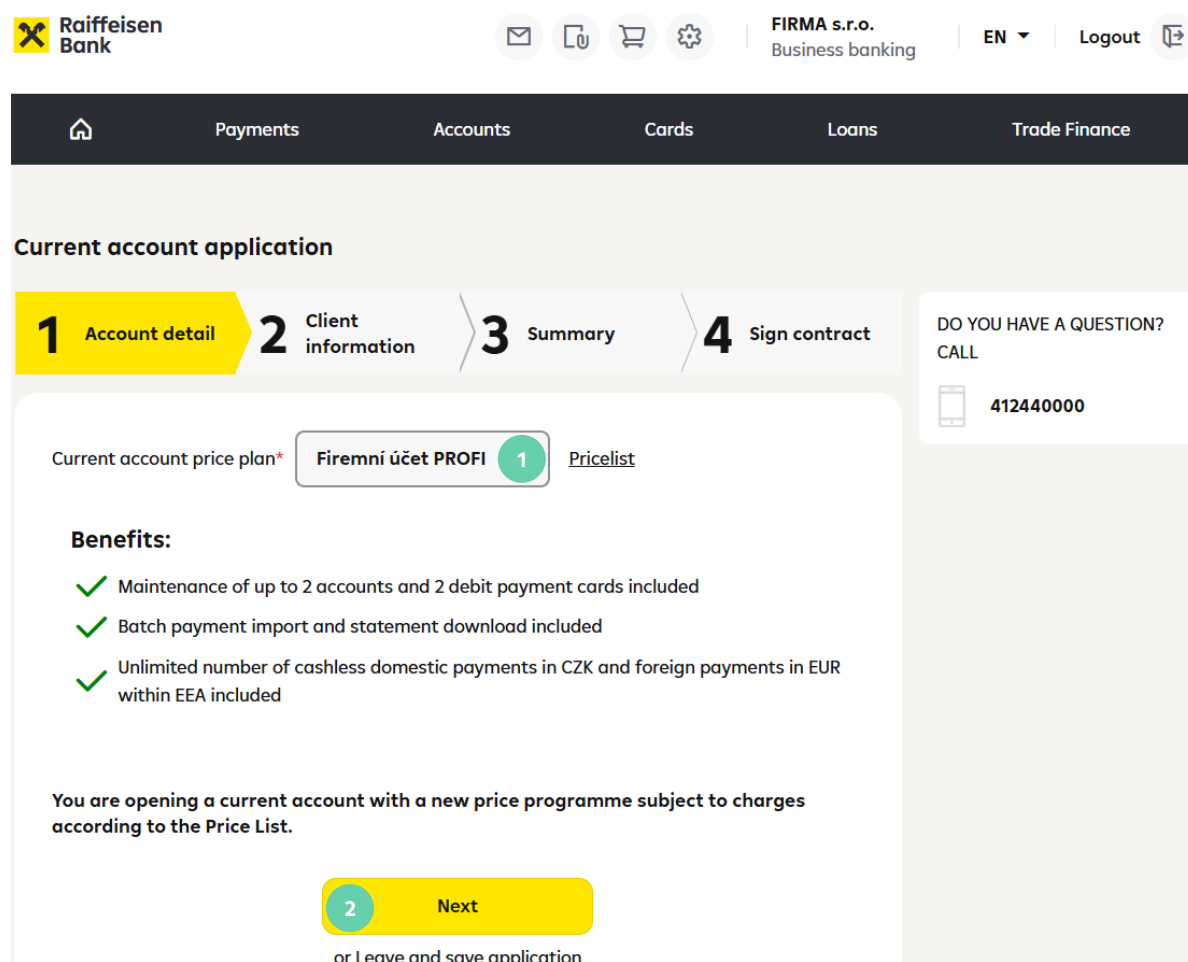
2 The option to open an additional corporate current account should already be available in the **All offers** section, where you can open another corporate current account using **Open now**.



3 Alternatively, you can open an additional corporate current account in **the Accounts and savings** section, also using **Open now**.

Step 1 of Corporate current account application – Account detail

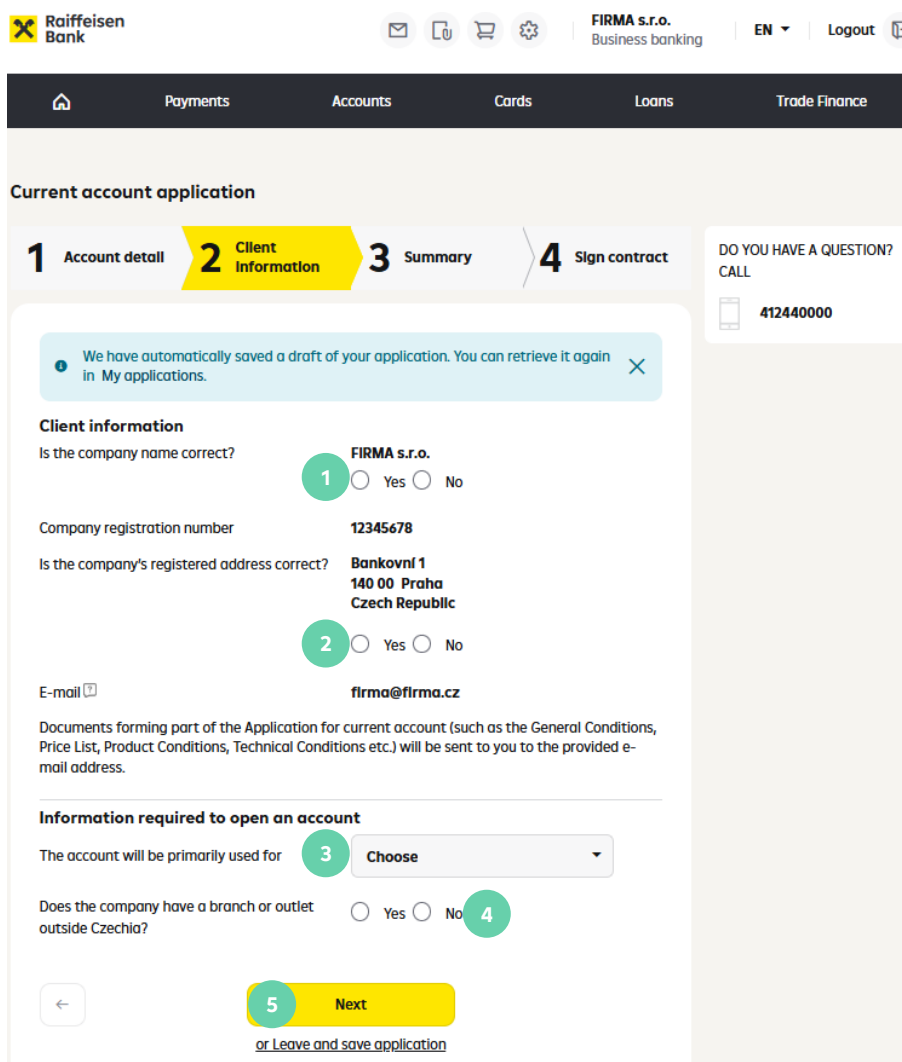
In Raiffeisenbank's internet banking, when opening a corporate current account, you can choose from four pricing programs: **Firemní účet BASIC**, **Firemní účet PROFI**, **Firemní účet PREMIUM**, **Firemní účet PREMIUM+**. Corporate current accounts are charged according to the [Price list of product and services for corporates](#).



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for email, document, shopping cart, and settings, followed by the text "FIRMA s.r.o. Business banking", "EN", and "Logout". Below this is a dark navigation bar with links for "Payments", "Accounts", "Cards", "Loans", and "Trade Finance". The main content area is titled "Current account application" and features a progress bar with four steps: 1. Account detail (highlighted in yellow), 2. Client information, 3. Summary, and 4. Sign contract. Below the progress bar, the "Current account price plan*" is set to "Firemní účet PROFI" with a "Pricelist" link. A "Benefits:" section lists three advantages: maintenance of up to 2 accounts and 2 debit payment cards included, batch payment import and statement download included, and unlimited number of cashless domestic payments in CZK and foreign payments in EUR within EEA included. A note states: "You are opening a current account with a new price programme subject to charges according to the Price List." At the bottom, there is a yellow "Next" button with a "2" icon, and a link "or Leave and save application". On the right side, there is a box asking "DO YOU HAVE A QUESTION? CALL" with a phone icon and the number "412440000".

- 1 In the first step, you select one of the offered corporate account price plans (Firemní účet BASIC, Firemní účet PROFI, Firemní účet PREMIUM, Firemní účet PREMIUM+.).
- 2 After selecting the corporate current account price plan, click on **Next**, or you can **Leave and save application** and return to it later.

Step 2 of Corporate current account application – Client information



- 1 Select whether the **company name** is correct or incorrect. If the information does not match, please contact your account manager; the request cannot be completed through this channel.
- 2 Select whether the **company registered address** is correct or incorrect. If the information does not match, please contact your account manager; the request cannot be completed through this channel.
- 3 Choose the **purpose for which** the newly opened account will be used (**Collection of revenue, Payment of tax, Repayment of credit, Payment of salaries and wages, Operating expenses of the Company's operating expenses, Savings, or Other**). You can also add another purpose by clicking on **Add another purpose**.
- 4 Select whether the company has a **branch outside the Czech Republic**. If you choose Yes, please indicate the countries where the company has a branch.
- 5 After filling in the information, click **Next**, or you can choose to **Leave and save application** and return to it later.

Step 3 of Corporate current account application – Summary

In the **Summary**, check the accuracy of the entered information and confirm that you read the General terms and conditions.

Current account application

1 Account detail
2 Client information
3 Summary
4 Sign contract

1 Account detail

2 Client information

3 Summary

4 Sign contract

We have automatically saved a draft of your application. You can retrieve it again in My applications.

Current account price plan	Firemní účet PROFI	Change
Is the company name correct?	Yes FIRMA s.r.o.	1
Company registration number	12345678	
Is the company's registered address correct?	Yes Bankovní 1 140 00 Praha Czech Republic	
E-mail [?]	firma@firma.cz	

Documents forming part of the Application for current account (such as the General Conditions, Price List, Product Conditions, Technical Conditions etc.) will be sent to you to the provided e-mail address.

The account will be primarily used for	Collection of revenue
Does the company have a branch or outlet outside Czechia?	No

2 ☒ I hereby confirm that I have read the [General terms and conditions](#) and [Technical conditions](#), [Product conditions](#), [Pricelist](#) and [Information summary of the deposit insurance system](#).

I hereby confirm that all inserted information is true.

The above documents will also be sent to your e-mail.

←

3 Next

[or Leave and save application](#)

- 1 By clicking **Change** you will be redirected to **Step 1** of Corporate current account application.
- 2 **By checking the box** you confirm that you have read the General terms and conditions for opening a Corporate current account.
- 3 Then click **Next**, or you can **Leave and save application** and return to it later.

Step 4 of Corporate current account application – Sign contract

In the final step of opening a new Corporate current account, use the **Draft current account agreement** button to display the draft agreement, which you can save. Then complete the account application using your certification method.

Current account application

1 Account detail

2 Client information

3 Summary

4 Sign contract

We have sent you the agreement documents to your e-mail address.

Please open and read the below agreement and confirm it afterwards by signing.

[Draft current account agreement](#)


1 ☐ I hereby confirm that I have read the draft current account agreement.

Get your certification code by clicking the REQUEST CODE button

←

2 Request code

- 1 By checking the box you confirm that you have read the draft current account agreement. The box can only be checked **after downloading the Draft current account agreement**.
- 2 In the final step you certify the operation using your chosen method (**MEK SMS / RB Key / OEK**).



Your current account request has been sent.

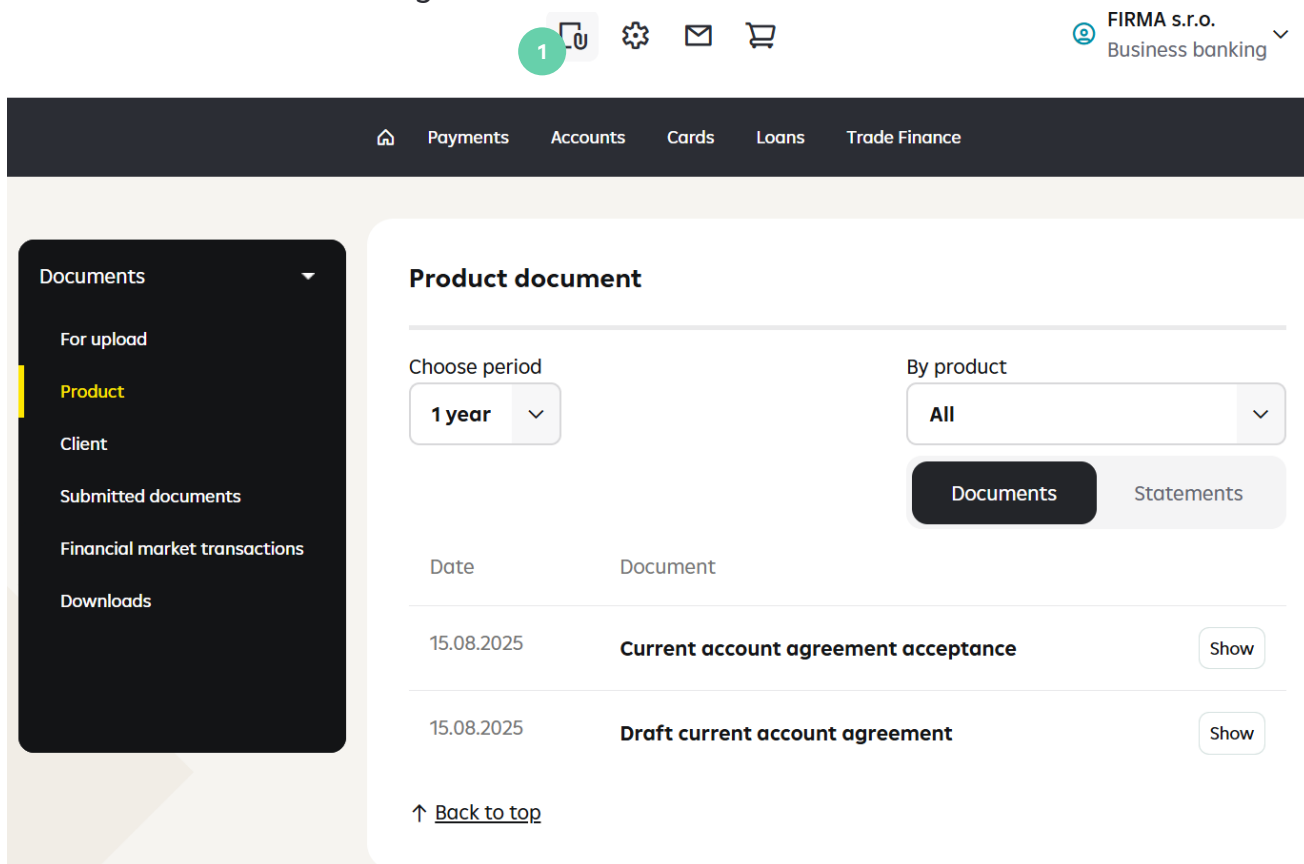
Open the Applications list to check its status.

List of requests

After successfully submitting the application for a Corporate current account, a confirmation of successful submission will appear with a link to the List of requests.

Documentation for a Corporate current account

In the **Documents > Product** section you can view documentation for the corporate current account being opened. This way you can, for example, check that the application for the new corporate account was actually sent to the bank. After the bank uploads the Current account agreement acceptance, the new corporate current account should be available in internet banking.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for a paper and clip (highlighted with a green circle and the number 1), settings, email, and shopping cart. The user is logged in as 'FIRMA s.r.o. Business banking'. Below the navigation bar is a dark header with links: Payments, Accounts, Cards, Loans, and Trade Finance. On the left, a sidebar menu is open, showing 'Documents' with a dropdown arrow. The 'Product' option is highlighted in yellow. Other options in the sidebar include 'For upload', 'Client', 'Submitted documents', 'Financial market transactions', and 'Downloads'. The main content area is titled 'Product document'. It features two filters: 'Choose period' set to '1 year' and 'By product' set to 'All'. Below these filters are two tabs: 'Documents' (active) and 'Statements'. A table displays the following data:

Date	Document	
15.08.2025	Current account agreement acceptance	Show
15.08.2025	Draft current account agreement	Show

At the bottom of the table, there is a link: [↑ Back to top](#).

1 You can find the Documents section under the paper-and-clip icon.

3.3 Savings account

[3.3.1 Accessing Savings account section through dashboard](#)

[3.3.2 Accessing Savings account section through Accounts section](#)

[3.3.3 Transaction history](#)

[3.3.4 Account detail](#)

[3.3.5 Notice](#)

3.3.6 Statements

[3.3.6.1 List of statements](#)

[3.3.6.2 Statement settings](#)


3.3.7 Graphical overviews





[3.3.7.1 Balance history](#)

[3.3.7.2 Credit and debit history](#)


3.3.1 Accessing Savings account section through dashboard


The list of Corporate savings accounts can be found on the dashboard, directly below your current accounts.



**Raiffeisen
Bank**








FIRMA s.r.o.
 Business banking


EN ▾ | Logout 



 Payments


 Accounts


 Cards


 Loans


 Trade Finance


Accounts

All currencies ▾

[Hide](#)

Account	Accounting balance	Available balance
Corporate current account 11223344 <div>Show graph</div>	100 000,00 CZK 20 000,00 EUR	100 000,00 CZK 20 000,00 EUR
Corporate savings account 111222333 <div>Show graph</div>	1 000 000,00 CZK	1 000 000,00 CZK

[List of all accounts](#)

Pending items

Shortcuts

- New payment ▸
- List of outgoing payments ▸
- All statements ▸

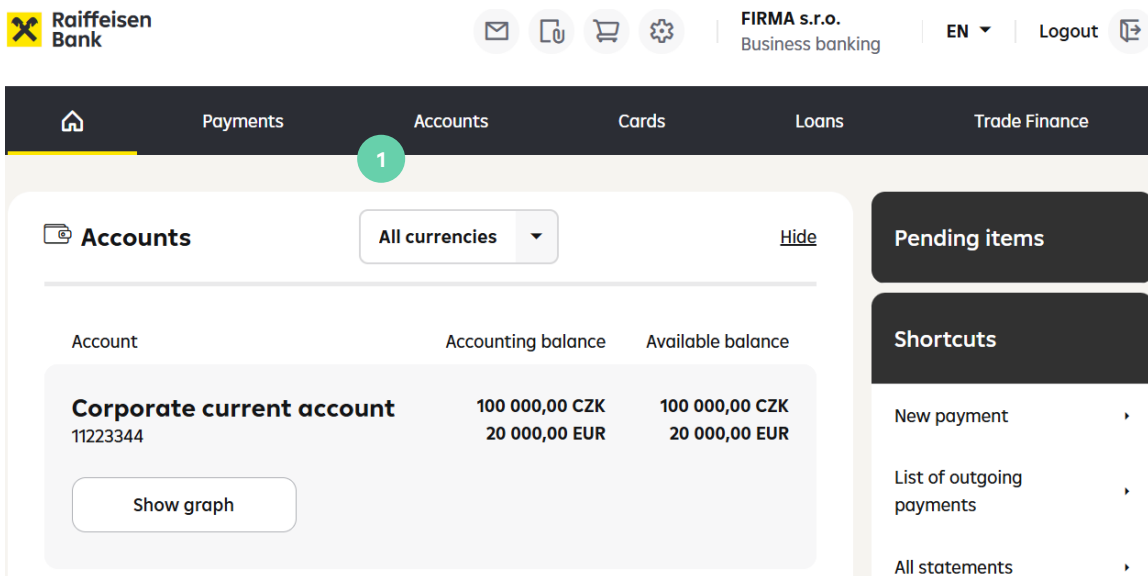
Requests & offers

Offers

- Accounts and savings ▸
- Cards ▸

- Clicking the active savings account field will take you to the account details, where you can view the transaction history and other features.

3.3.2 Accessing Savings account section through Accounts



Accounts All currencies [Hide](#)

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 20 000,00 EUR	100 000,00 CZK 20 000,00 EUR

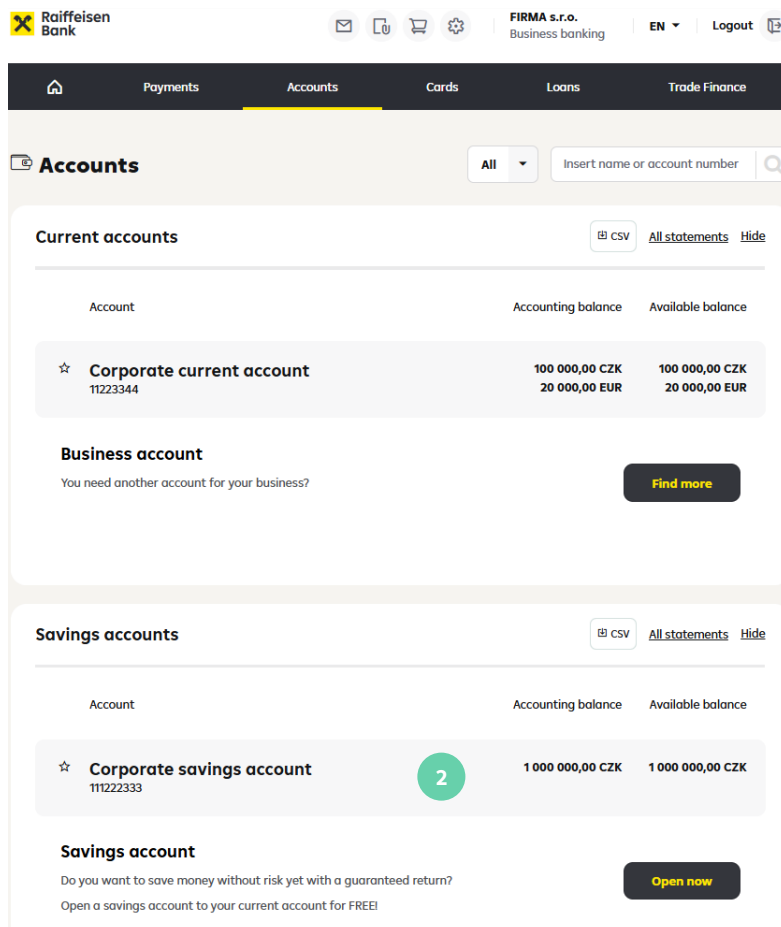
[Show graph](#)

Pending items

Shortcuts

- New payment
- List of outgoing payments
- All statements

1 Click **Accounts** in the black menu bar.



Accounts All

Current accounts [CSV](#) [All statements](#) [Hide](#)

Account	Accounting balance	Available balance
☆ Corporate current account 11223344	100 000,00 CZK 20 000,00 EUR	100 000,00 CZK 20 000,00 EUR

Business account
You need another account for your business? [Find more](#)

Savings accounts [CSV](#) [All statements](#) [Hide](#)


Account	Accounting balance	Available balance
☆ Corporate savings account 111222333	1 000 000,00 CZK	1 000 000,00 CZK





Savings account
Do you want to save money without risk yet with a guaranteed return?
Open a savings account to your current account for FREE! [Open now](#)

2 Under the **Current accounts** section you will find the **Savings accounts** section, where your savings accounts are displayed.

3.3.3 Transaction history

In the Transaction history section, you will see all transactions that took place on the selected savings account during the specified period.











FIRMA s.r.o.
Business banking


EN

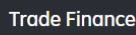
Logout


Payments


Accounts


Cards


Loans


Trade Finance

Transaction history

1

Corporate savings account
111222333


CZK

2


1 000 000,00 CZK
[Additional information](#)

Transaction history

3


 CSV

4

 PDF


5

6

 Filter

7




15.07.2025
 -
 15.08.2025



7 days

☒ 31 days

1 year

31. 07. 2025		Úrok 07/2025 (111222333/5500)	+ 500,00 CZK	8
28. 07. 2025		130925044/5500 FIRMA s.r.o.	- 100 000,00 CZK	
17. 07. 2025		130925044/5500 FIRMA s.r.o.	+ 1 000 000,00 CZK	


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Classification: GENERAL

- 1 **Accounts** – Switch between the savings accounts the user has access to.
- 2 **Actual balance, Additional information** – Clicking **Additional information** displays the actual balance, accounting balance and amount on hold.
- 3 **PDF/CSV icons** – Allow exporting transactions for the selected period or when using full-text search or the advanced filter in PDF or CSV format (can be opened easily in e.g. MS Excel).
- 4 **Table view** – Opens a modal window with a tabular view of account transactions. This view contains, in a clear table, additional transaction details that are normally available only in the transaction detail.
- 5 **Full-text search** – Used for quick searches, e.g. by payment amount or payer name for incoming payments within a selected time range. You can search by the following parameters:
 - Amount
 - Counterparty account prefix
 - Counterparty account number
 - Counterparty bank code
 - Counterparty account name
 - Variable symbol
 - Constant symbol
 - Specific symbol
 - Note
- 6 **Advanced filter** – Opens the advanced filter that allows searching by various criteria, e.g. when the amount is unclear (e.g. amount from 1,000 to 2,000 CZK) or for a specific period (e.g. from 1 Jan 2020 to 1 Sep 2020), but always for a maximum of 370 days.
- 7 **Period** – Quickly expand the view to the last 370 days or narrow it to the last 7 days (default is the last 31 days). If you narrow the period, the full-text search (point 4) will also be limited to searches within that period.
- 8 **Transaction details** – Clicking the active field or the arrow opens the transaction detail. For more information, please refer to chapter [Transaction details](#).

Transaction details


In the transaction details you will see detailed information about the given transaction on the savings account. You can also send the transaction back or save it as a template.


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN ▼

Logout 

[Home](#)
[Payments](#)
[Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)

[Back to Transaction history](#)

Transaction details

Corporate savings account
 111222333 ☆

My note	Insert your own movement note	Change
Transaction date	17.07.2025	
Accounting date	17.07.2025 13:19	
Amount	+ 1 000 000,00 CZK	
Category	Payment	
Type	Incoming payment	
Counterparty's account/Card number	11223344	
Bank code	5500 Raiffeisenbank a.s.	
Account name	FIRMA s.r.o.	
Variable symbol		
Constant symbol		
Specific symbol		
Bank reference	0000000000	

1

Reverse payment

2

Save as template

1

Reverse payment – Send the payment back to the account it came from.

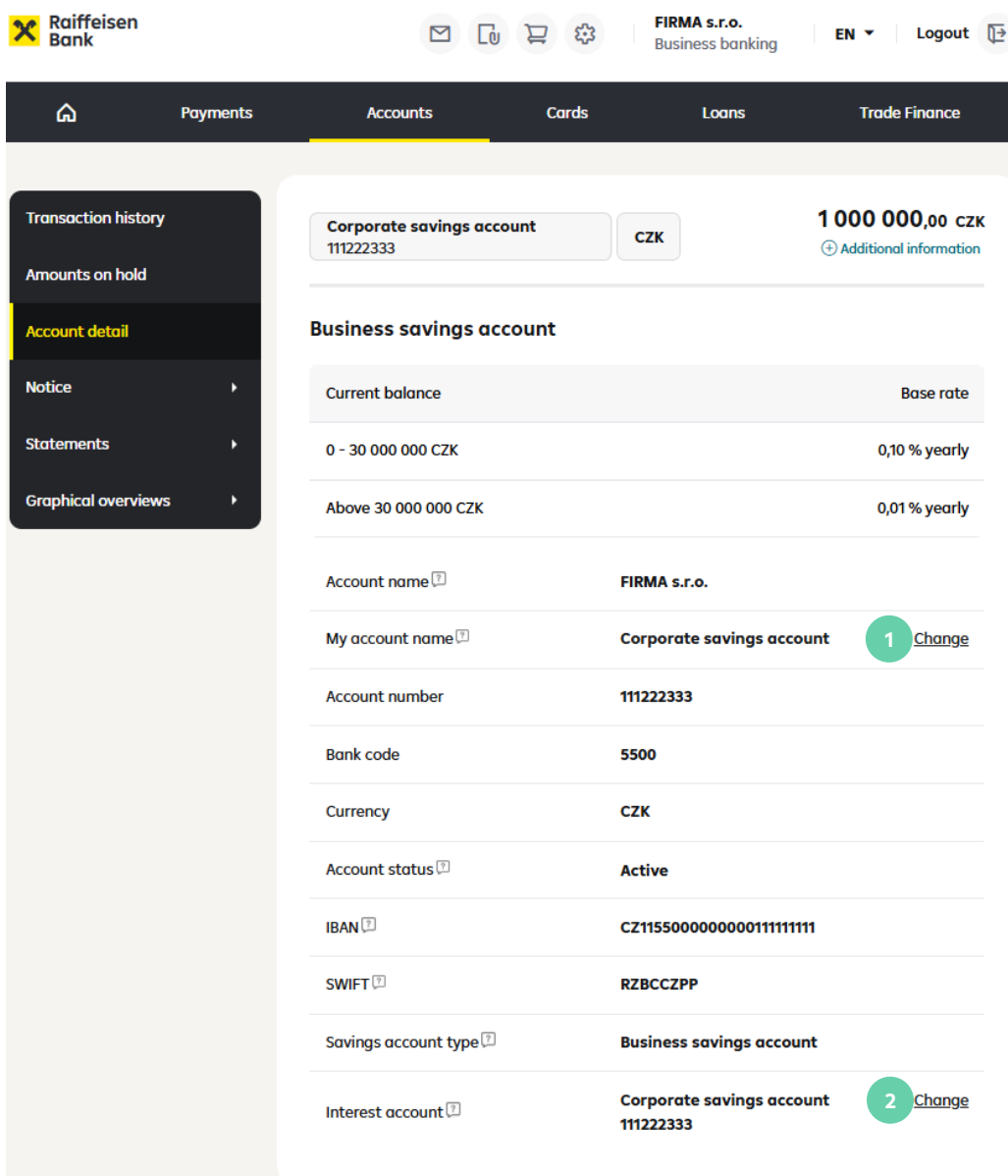
2

Save as template – Save the payment with the given parameters as a template.

3.3.4 Account detail

In the account detail you will find information about your savings account (Account name, Account number, IBAN, base rate, etc.).

In the account detail you can also change the savings account name and change the interest account.



Corporate savings account 111222333 **CZK** **1 000 000,00 CZK**
[Additional information](#)

Business savings account

Current balance	Base rate
0 - 30 000 000 CZK	0,10 % yearly
Above 30 000 000 CZK	0,01 % yearly

Account name	FIRMA s.r.o.
My account name	Corporate savings account 1 Change
Account number	111222333
Bank code	5500
Currency	CZK
Account status	Active
IBAN	CZ1155000000000111111111
SWIFT	RZBCCZPP
Savings account type	Business savings account
Interest account	Corporate savings account 2 Change 111222333

1 My account name – You can change the account name. It must be unique within the user's context (e.g. you cannot have multiple savings accounts with the same name). Each user can assign a different custom name to the same account. The account name is not shown on the statement. Maximum length is 30 characters.

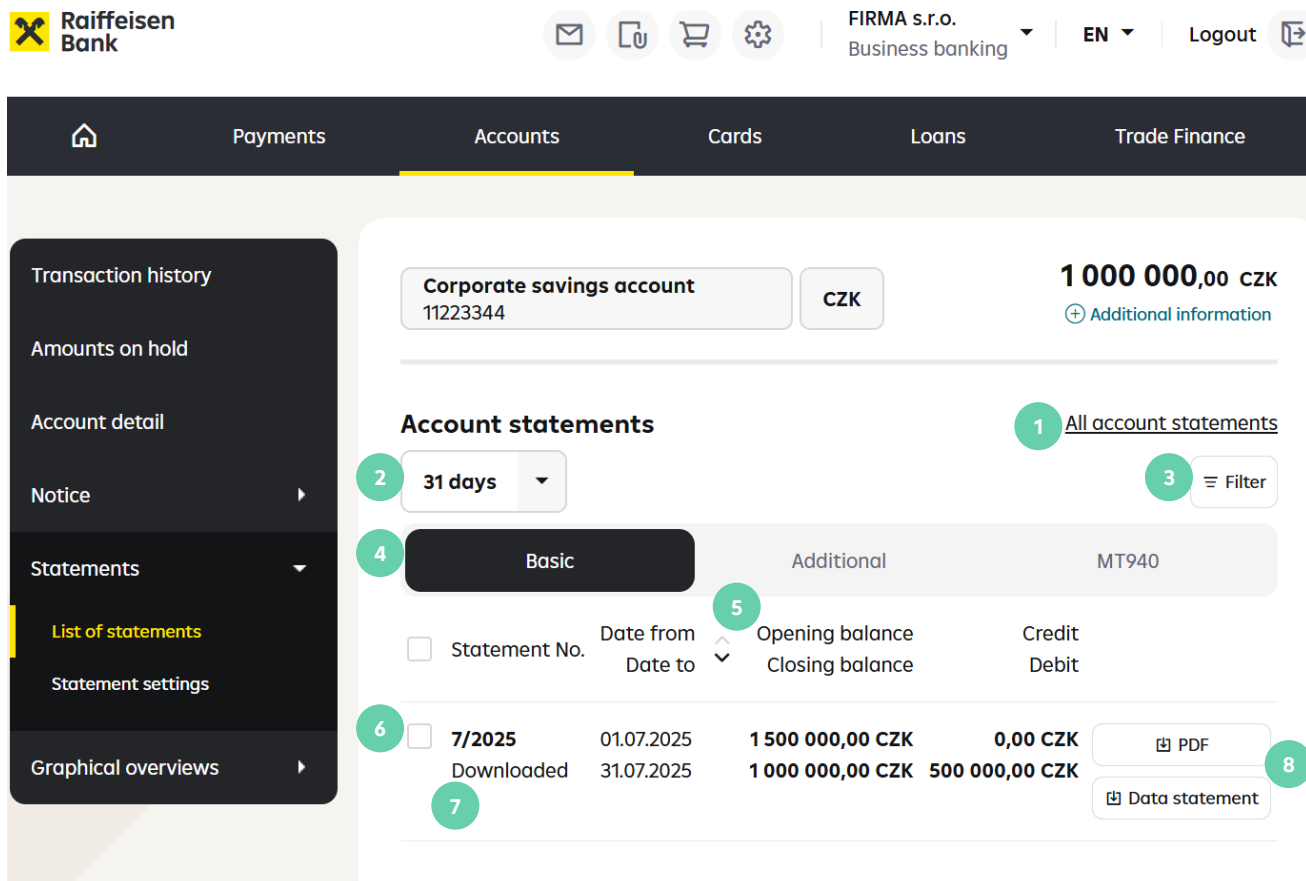
2 Interest account – You can change where interest from the savings account will be credited. You can choose to have interest credited directly to the savings account or to the current account linked to that savings account.

3.3.5 Notice

This section in internet banking is not relevant for the Corporate savings account because it is a type of account without a notice period.

3.3.6.1 List of statements

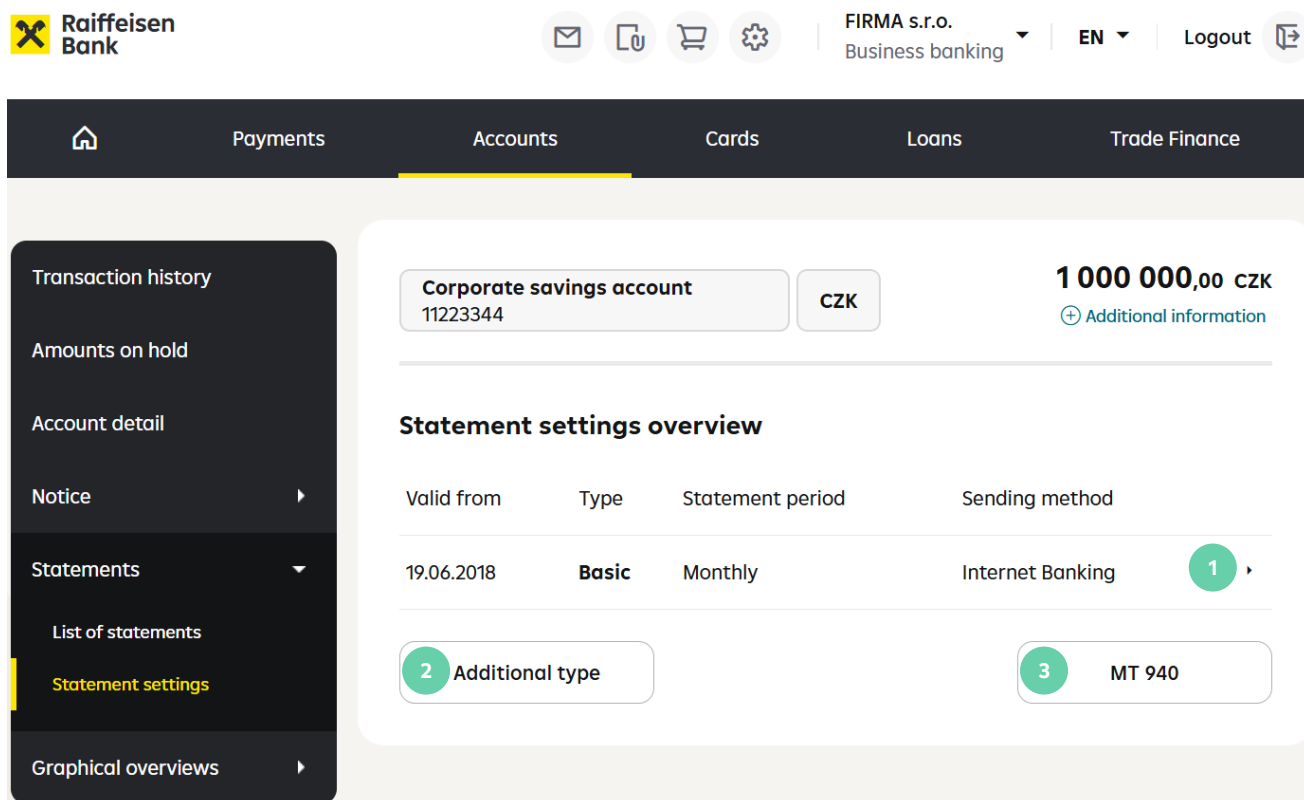
The **List of statements** shows the issued statements for your savings account.



- 1 Click **All account statements** to view statements from all your accounts available under the specified corporate banking.
- 2 **Period** – Select the period to display the history of account statements (Yesterday, 7 days, 31 days, 3 months, 1 year, 2 years and 3 years).
- 3 **Filter** – The filter lets you select the period covered by account statements (e.g. from 1 January 2024 to 1 March 2024).
- 4 **Select account statement type** – Choose from **Basic**, **Additional**, and **MT940** (for accounting systems).
- 5 **Sorting statements** – You can sort statements within the selected period from newest to oldest and vice versa.
- 6 **Check the box** to select the particular statements for **batch download**.
- 7 Statements that have already been downloaded by the user will be marked as **Downloaded**.
- 8 You can choose to **download the statements** either directly in **PDF** format or click **Data statement** to select the format for download (**PDF**, **XML**, **ABO**, **Gemini**).

3.3.6.2 Statement settings

In the **Statement settings** section, you can change the delivery of the basic statements for the specified account, create an additional statements, or create a statements in MT940 format.

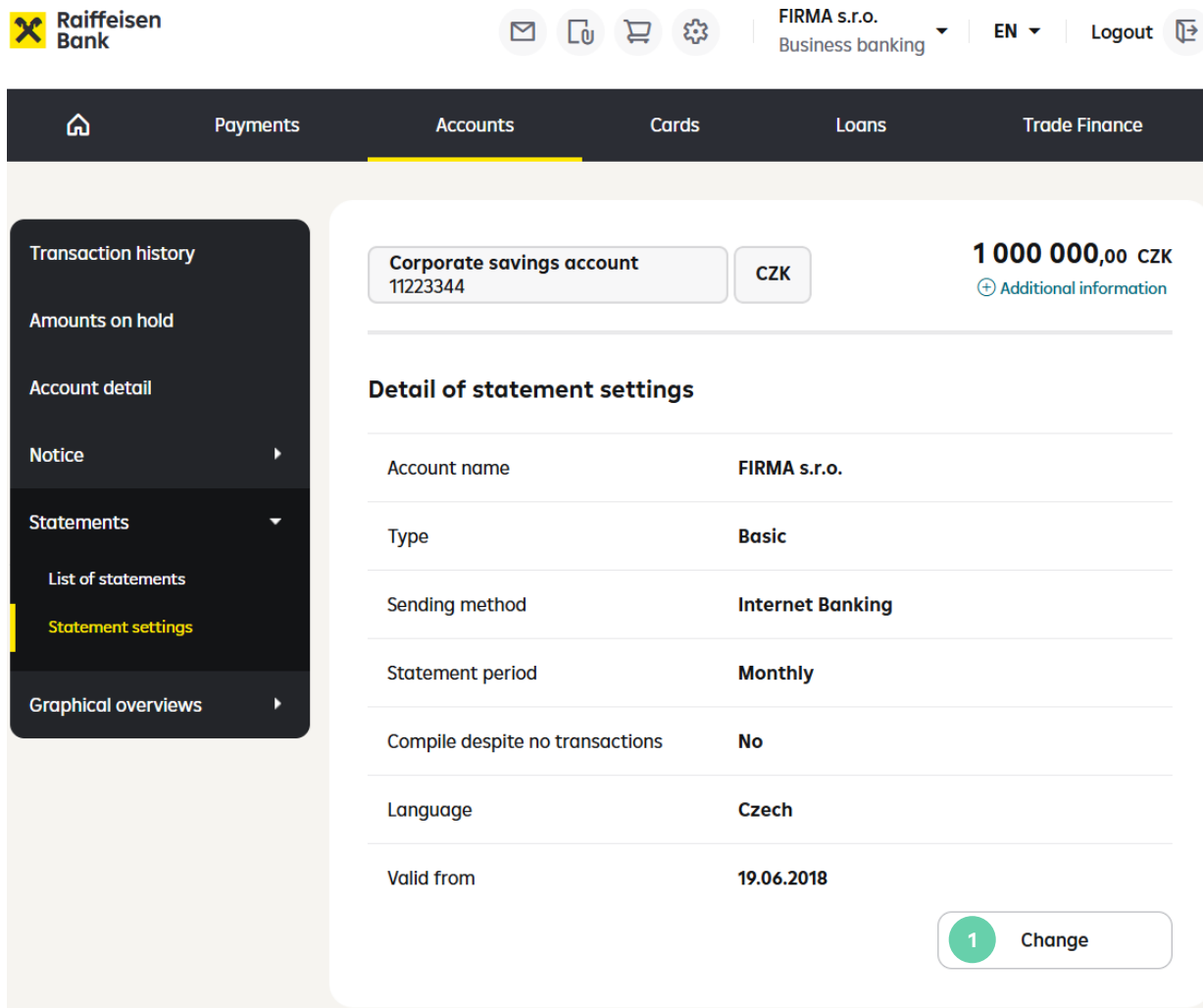


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for email, document, shopping cart, and settings. The user is logged in as FIRMA s.r.o. Business banking, with the language set to EN. The main navigation menu includes Payments, Accounts (selected), Cards, Loans, and Trade Finance. On the left, a sidebar menu lists Transaction history, Amounts on hold, Account detail, Notice, Statements (selected), List of statements, Statement settings (highlighted), and Graphical overviews. The main content area displays the 'Statement settings overview' for the 'Corporate savings account 11223344' in CZK, with a balance of 1 000 000,00 CZK. A table shows the current settings: Valid from 19.06.2018, Type Basic, Statement period Monthly, and Sending method Internet Banking. Below the table, there are two buttons: 'Additional type' (labeled 2) and 'MT 940' (labeled 3). A green circle with the number 1 is next to the 'Internet Banking' sending method.

- 1 Click the active field or arrow to be redirected to the Detail of statement settings For more information, please refer to chapter [Detail of statement settings](#).
- 2 Click **Additional type** to set up Additional statements. For more information, please refer to chapter [New statement settings – Additional type](#).
- 3 Click **MT940** to set up statements in the MT940 format. For more information, please refer to chapter [New statement settings – MT940](#).

Detail of statement settings

The **Detail of statement settings** displays information about the existing statement settings. The settings can be changed on this page.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a settings icon, and user information: FIRMA s.r.o., Business banking, EN, and Logout. Below the navigation bar is a menu with options: Payments, Accounts (selected), Cards, Loans, and Trade Finance. On the left side, there is a sidebar menu with options: Transaction history, Amounts on hold, Account detail, Notice, Statements (selected), List of statements, Statement settings (highlighted), and Graphical overviews. The main content area displays the 'Detail of statement settings' for the 'Corporate savings account 11223344' in CZK currency, with a balance of 1 000 000,00 CZK. The settings table shows the following details:


Detail of statement settings	
Account name	FIRMA s.r.o.
Type	Basic
Sending method	Internet Banking
Statement period	Monthly
Compile despite no transactions	No
Language	Czech
Valid from	19.06.2018





At the bottom right of the settings table, there is a button labeled '1 Change'.

- Click **Change** to edit the statement settings. For more information, please refer to chapter [Change of statements settings](#).

Change of statements settings

In this section you can change the statement settings, i.e. their sending method, statement period, whether to compile statements even without any transactions, and the language in which the statements should be issued.


**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout

Payments
 Accounts
 Cards
 Loans
 Trade Finance

Transaction history
 Amounts on hold
 Account detail
 Notice
 Statements
 List of statements
 Statement settings
 Graphical overviews

Corporate savings account
11223344

CZK

1 000 000,00 CZK
[Additional information](#)

Change of statements settings

Step 1 of 2

Account name **FIRMA s.r.o.**
 Type **Basic**

1 Sending method **Internet Banking**

2 Statement period **Monthly**

3 Compile despite no transactions **No**

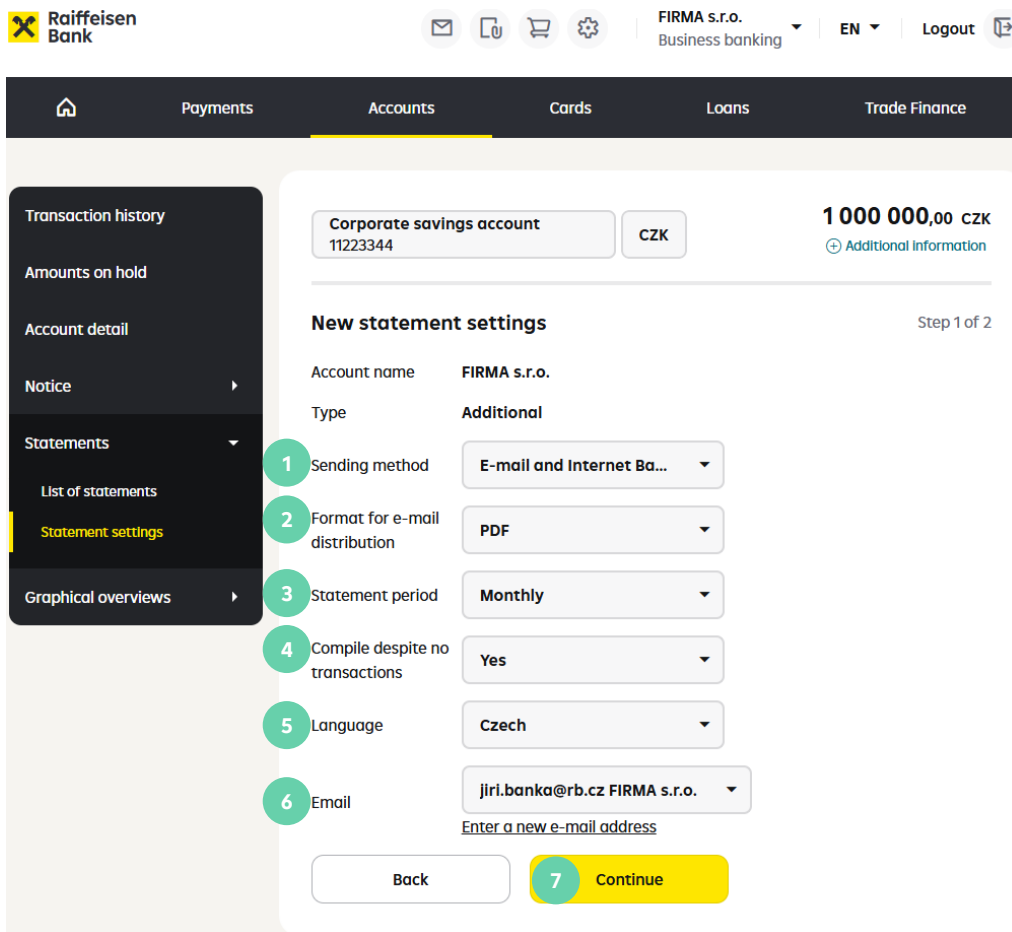
4 Language **Czech**

Back
 5 Continue

- 1 **Sending method** – Choose **Internet Banking**, **E-mail and Internet Banking**, or **Mail and Internet Banking**. Sending statements by mail is subject to charges according to the [Price list of products and services for corporates](#).
- 2 **Statement period** – Choose from **Daily**, **Weekly**, **Monthly**, **Quarterly**, **Semiannually**, and **Yearly**.
- 3 **Compile despite no transactions** – Specify whether you want to compile statements even without any transactions on the account.
- 4 **Language** – Select **Czech** or **English**.
- 5 To save the changed statement settings, click **Continue** and confirm the operation (**MEK SMS / RB Key / OEK**).

New statement settings – Additional type

The additional statement series is used for further statement configuration, for example sending statements in a different format or for different periods.



Raiffeisen Bank | FIRMA s.r.o. Business banking | EN | Logout

Payments | **Accounts** | Cards | Loans | Trade Finance

Corporate savings account 11223344 | CZK | 1 000 000,00 CZK

New statement settings Step 1 of 2

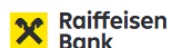
Account name: FIRMA s.r.o.
Type: Additional

- Sending method:** E-mail and Internet Ba...
- Format for e-mail distribution:** PDF
- Statement period:** Monthly
- Compile despite no transactions:** Yes
- Language:** Czech
- Email:** jiri.bank@rb.cz FIRMA s.r.o.
- Continue**

- Sending method** – Choose **Internet Banking**, **E-mail and Internet Banking**, or **Mail and Internet Banking**. Sending statements by mail is subject to charges according to the [Price list of products and services for corporates](#).
- Format for e-mail distribution** – Choose the format in which you want to receive statements sent to your email.
- Statement period** – Choose from **Daily**, **Weekly**, **Monthly**, **Quarterly**, **Semiannually**, and **Yearly**.
- Compile despite no transactions** – Specify whether you want to compile statements even without any transactions on the account.
- Language** – Select **Czech** or **English**.
- Email** – Select the email address to which you want the statements to be sent. Or, you can **enter a new email address**.
- To save the new additional type of statements, click **Continue** and confirm the operation (**MEK SMS / RB Klíč / OEK**).

New statement settings – MT940

The statement settings for the MT940 series are used, for example, for importing into accounting software.




FIRMA s.r.o.
Business banking

EN

Logout




Payments
Accounts
Cards
Loans
Trade Finance

Transaction history
Amounts on hold
Account detail
Notice
Statements
List of statements
Statement settings
Graphical overviews

Corporate savings account
11223344

CZK

1 000 000,00 CZK
[+ Additional information](#)

New statement settings

Step 1 of 2

Account name

FIRMA s.r.o.

Type

MT940

Sending method

Internet Banking

Statement period

Daily

1 Compile despite no transactions

Yes

2 Language

Czech


Back





3 Continue

- 1 **Compile despite no transactions** – Specify whether you want to compile statements even without any transactions on the account.
- 2 **Language** – Select **Czech** or **English**.
- 3 To save the new MT940 statement settings, click **Continue** and confirm the operation (**MEK SMS / RB Klíč / OEK**).

3.3.7.1 Balance history

The **Balance History** section gives you an overview of your account balances for each day over a specific period (31 days, 3 months, 1 year).



**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

Transaction history
 Amounts on hold
 Account detail
 Notice
 Statements
 Graphical overviews
Balance history
 Credit and debit history

Corporate savings account
 11223344

CZK

1 000 000,00 CZK
[+ Additional information](#)

Balance history

1 31 days

Filter

2

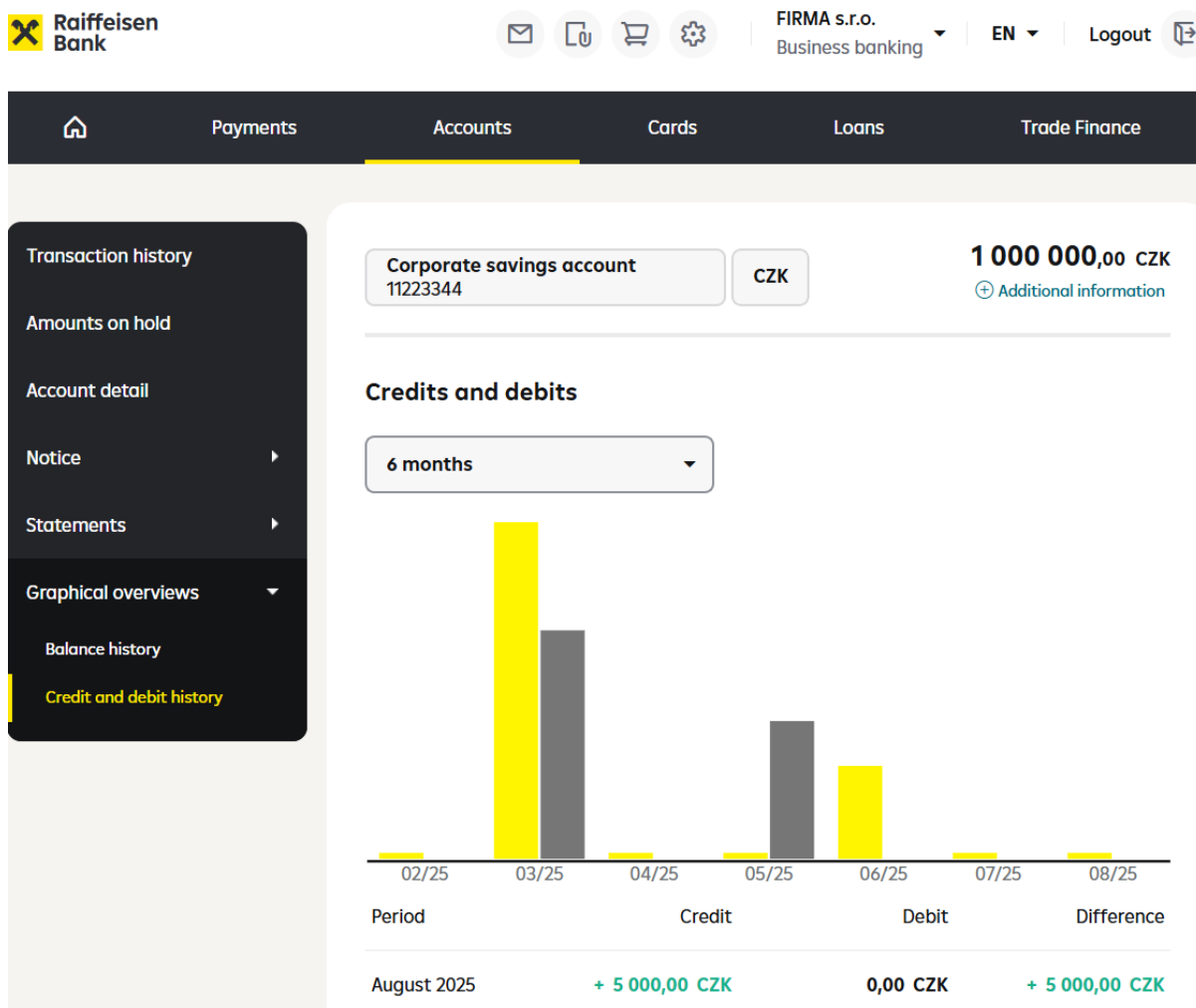
3

Value date	Accounting balance
18.07.2025	17.08.2025
17.08.2025	1 000 000,00 CZK
16.08.2025	1 000 000,00 CZK
15.08.2025	1 000 000,00 CZK
14.08.2025	1 000 000,00 CZK

- 1 **Period** - Select of the period for the balance history (31 days, 3 months, and 1 year).
- 2 Graphical representation of the balances over the selected period
- 2 Overview of the balances on the particular days

3.3.7.2 Credit and debit history

In this section, you can view credit and debit totals for specific periods (last month, 3 months, 6 months, and 12 months).

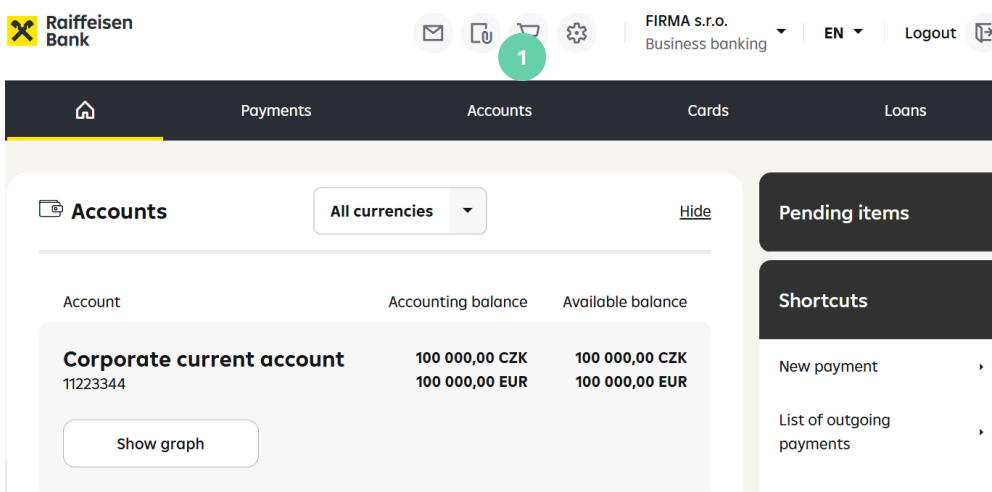


- 1 **Period** - Select the balance history period (31 days, 3 months, and 1 year).
- 2 Graphical representation of credits and debits
- 3 Credit and debit totals for the month, and the difference between the two

3.4 Savings account application online

In the corporate internet banking, you can open a savings account linked to your current account. You can find the option to open it under the **Accounts** section in the **Savings accounts** subsection, or in the **Shopping cart** section.

Savings account application through the **Shopping cart**.

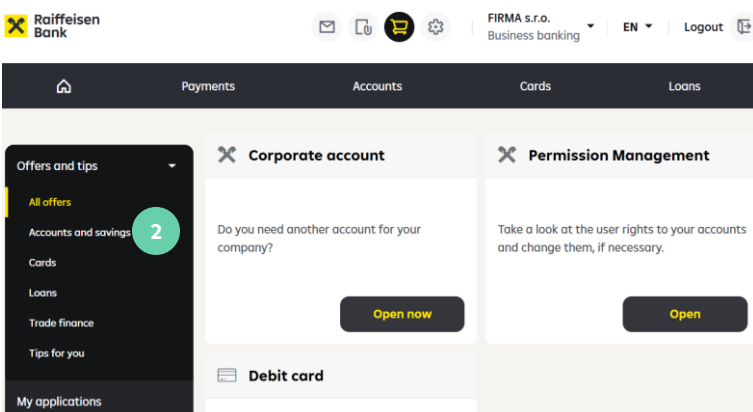


The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top header includes the Raiffeisen Bank logo, navigation icons (mail, document, shopping cart, settings), and user information (FIRMA s.r.o., Business banking, EN, Logout). The main navigation bar has links for Home, Payments, Accounts, Cards, and Loans. The 'Accounts' section is active, displaying a table of accounts with columns for Account, Accounting balance, and Available balance. A red circle with the number 1 highlights the shopping cart icon in the top header.

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 100 000,00 EUR	100 000,00 CZK 100 000,00 EUR

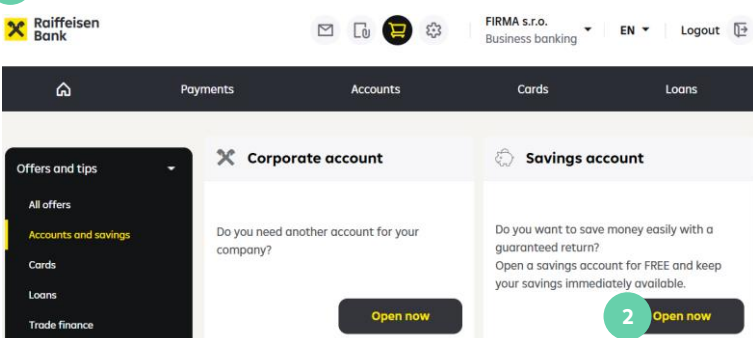
Buttons: Show graph, Pending items, Shortcuts (New payment, List of outgoing payments, All statements).

1 Click on the **shopping cart icon** in the header of the internet banking.



The screenshot shows the Raiffeisen Bank Corporate Banking interface with the shopping cart icon highlighted in the top header. The main content area is divided into three sections: 'Offers and tips', 'Corporate account', and 'Permission Management'. The 'Offers and tips' section has a sidebar with options: All offers, Accounts and savings (highlighted with a red circle and number 2), Cards, Loans, Trade finance, Tips for you, and My applications. The 'Corporate account' section asks 'Do you need another account for your company?' and has an 'Open now' button. The 'Permission Management' section asks 'Take a look at the user rights to your accounts and change them, if necessary.' and has an 'Open' button.

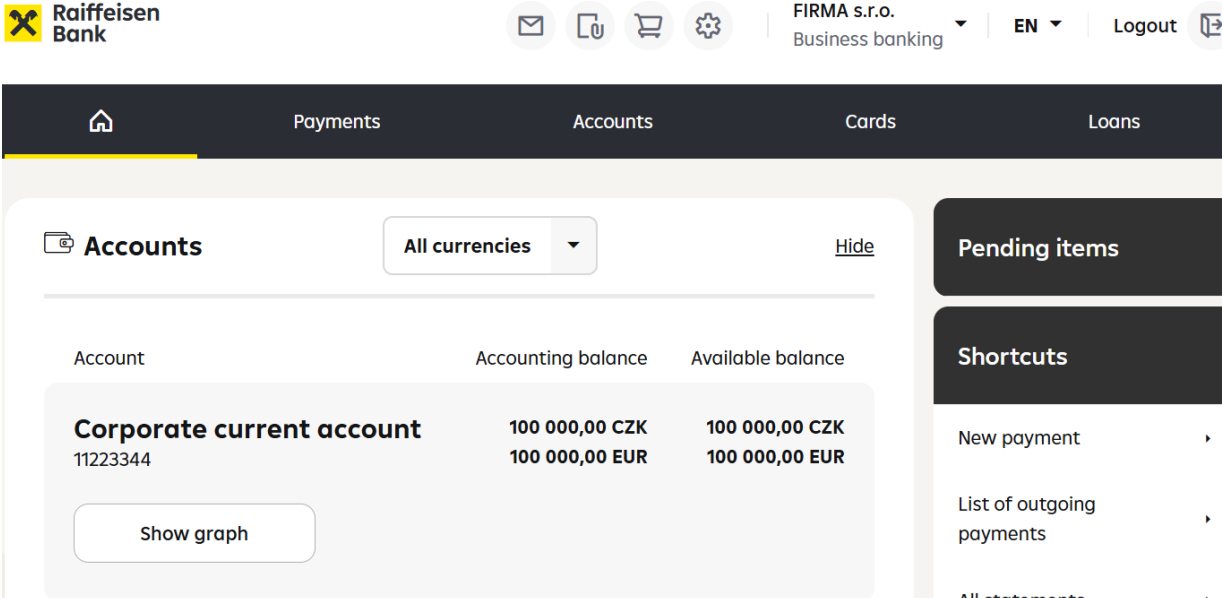
2 In the **Offers and tips** section, click on **Accounts and savings**.



The screenshot shows the Raiffeisen Bank Corporate Banking interface with the 'Accounts and savings' option highlighted in the sidebar. The main content area is divided into two sections: 'Corporate account' and 'Savings account'. The 'Corporate account' section asks 'Do you need another account for your company?' and has an 'Open now' button. The 'Savings account' section asks 'Do you want to save money easily with a guaranteed return? Open a savings account for FREE and keep your savings immediately available.' and has an 'Open now' button highlighted with a red circle and number 2.

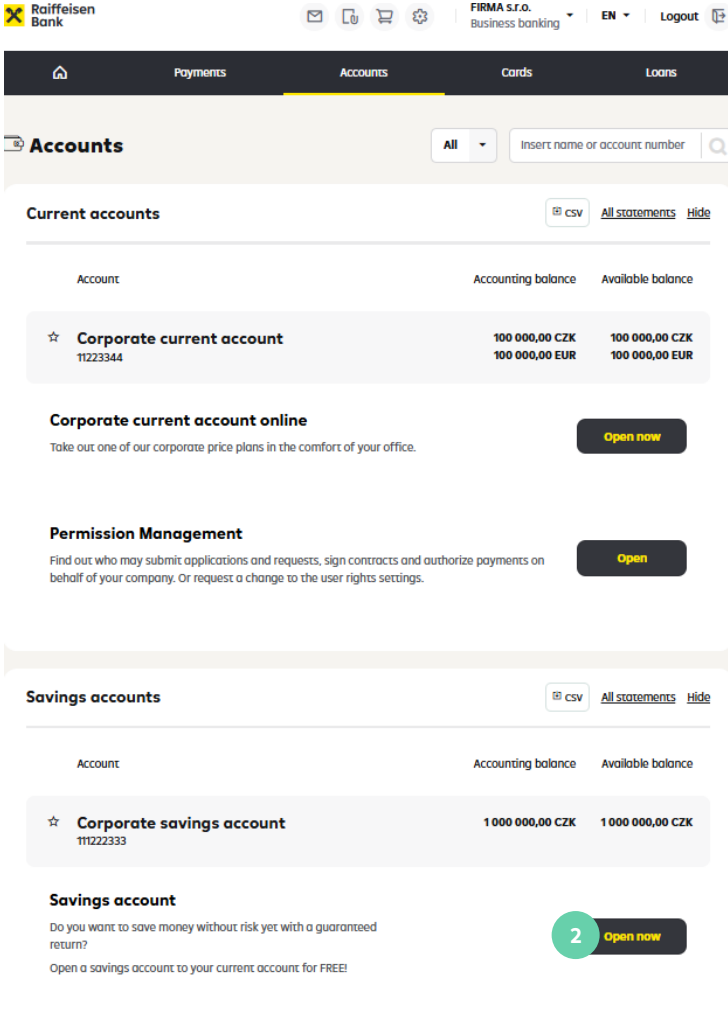
3 In the **Accounts and savings** section, clicking the **Open now** next to the Savings account field will redirect you to open a new corporate savings account

Savings account application through the Accounts section.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for mail, document, shopping cart, and settings. The user is logged in as "FIRMA s.r.o. Business banking" in "EN" language, with a "Logout" button. Below the navigation bar, there is a dark bar with tabs for "Payments", "Accounts", "Cards", and "Loans". The "Accounts" tab is selected. The main content area shows the "Accounts" section with a dropdown for "All currencies" and a "Hide" link. A table displays the "Corporate current account" with an accounting balance of 100 000,00 CZK and an available balance of 100 000,00 CZK. A "Show graph" button is present. On the right, there are sections for "Pending items" and "Shortcuts", including links for "New payment", "List of outgoing payments", and "All statements".

1 Click on the **Accounts** section in the black bar.

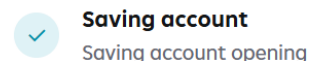


The screenshot shows the Raiffeisen Bank Corporate Banking interface with the "Accounts" section selected. The "Current accounts" section is visible, showing the "Corporate current account" with a balance of 100 000,00 CZK. Below this, there are sections for "Corporate current account online" and "Permission Management". The "Savings accounts" section is also visible, showing the "Corporate savings account" with a balance of 1 000 000,00 CZK. A "2" icon is placed over the "Open now" button in the Savings accounts section.

2 In the **Savings accounts** section, you can click **Open now** to open a new corporate savings account.

Step 1 of Savings account application – Account selection

When opening a new savings account, select which corporate account you want to link the newly opened savings account to.



Choose current account

☒ **11223344/5500**
Corporate current account


☐ **111222333/5500**
Corporate current account


Next

- 1 Savings account must always be linked to a current account that is maintained under one of the currently offered pricing plans. In this step, you can see a list of all available current accounts and **select one by clicking on the active field of the chosen account.**
- 2 Then proceed to the next step by clicking **Next**.

Step 2 of Savings account application – Type of savings account

In the second step of opening a savings account, you will see a summary of the basic information about this account, such as the interest rate, account maintenance, and the savings account currency.



 **Saving account**
Saving account opening

Choose saving account type

Linked account 11223344/5500

Firemní spořicí účet

Interest rate	0,01 %
Account maintenance	Free of charge
Savings account currency	CZK

1


Choose this account

[More information](#)

- 1 Proceed to the next step by clicking **Choose this account**.

Step 3 of Savings account application – Check details

In the third step of opening a savings account, you **check the entered information**, such as the **current account** to which the new savings account will be linked, and the **interest rate**.


**Raiffeisen
Bank**

✓

Saving account
 Saving account opening

Saving account opening

Check your entered details

Selected account type

Firemní spořicí účet
0,01 % Interest rate

To account

11223344/5500
Corporate current account


1


I Consent and continue

1 Proceed to the next step by clicking **I consent and continue**.

Step 4 of Savings account application – Reading the agreement


To successfully submit the application, it is necessary to read the Draft of savings account agreement, which constitutes the contract proposal for the savings account.



 **Saving account**
Saving account opening

Saving account request


Please read the following contractual terms and conditions

 **Draft savings account agreement**

1

Read document

1 You can read the savings account agreement by clicking on **Read document**. It will then open.



**Žádost č. MCH_4444764_474683 o
zřízení spořicího účtu**

Já,

Identifikace klienta

Název	: FIRMA s.r.o.
IČ	: 12345678
Sídlo	: Bankovní 1
Ulice a číslo popisné	: 140 00
PSČ	: Praha
Obec	: Česká republika
Stát	

(dále jen „Klient“)

Žádám tímto Raiffeisenbank a.s., se sídlem Hvězdova 1716/2b, 140 78 Praha 4, IČ.49240901, zapsanou v obchodním rejstříku vedeném Městským soudem v Praze, sp. zn. B, 2051 (dále jen „Banka“), o zřízení spořicího účtu za následujících podmínek:

- Spořicí účet bude zřízen a veden v měně **CZK** do dvou Bankovních pracovních dnů po přijetí této žádosti Bankou. Klient je srozuměn s tím, že číslo spořicího účtu mu bude sděleno prostřednictvím akceptace této žádosti, pokud k jejímu přijetí Banka přistoupí. Banka zřídí a povede spořicí účet pouze za předpokladu, že Klient je majitelem běžného účtu č. **123456789 / 5500** vedeného u Banky a zřízeného na základě smlouvy o poskytování bankovních a dalších služeb (dále jen „Účet“).
- Za poskytování služeb spojených s vedením spořicího účtu náleží Bance úhrada nákladů podle Ceník produktů a služeb pro firmy a korporace, (dále jen „Ceník“), které je Banka oprávněna zúčtovat zejména na vrub spořicího účtu.
- Informace o Platebních transakcích provedených na spořicího účtu budou Klientovi poskytnuty především způsobem dohodnutým v Technických podmínkách, nedohodneme-li se s Bankou jinak.


2


Read, continue

2 You then confirm that you have read it by clicking on **Read, continue**.


Step 4 of Savings account application – Reading the agreement

In the final step of opening a new savings account, you can download the savings account agreement to your device, then confirm that you have read the draft savings account agreement, and in the next step, authorize the application.


**Raiffeisen
Bank**



Saving account
 Saving account opening

Saving account request



 Read and confirmed
Draft savings account agreement

1

Another contractual documents

 I hereby confirm that I have read the [General terms and conditions](#), [Technical conditions](#), [Product conditions](#), [Pricelist](#) and [Information summary of the deposit insurance system](#). I hereby confirm that all inserted information is true. I do not / will not use the services provided by Raiffeisenbank a.s. to me in the interest / to the benefit of a third party.

I confirm that I have read the draft savings account agreement and accept it.




2

Get your certification code by clicking the REQUEST CODE button

Sign the contractual documents using an electronic signature in the form of an SMS code intended exclusively for signing these contractual documents

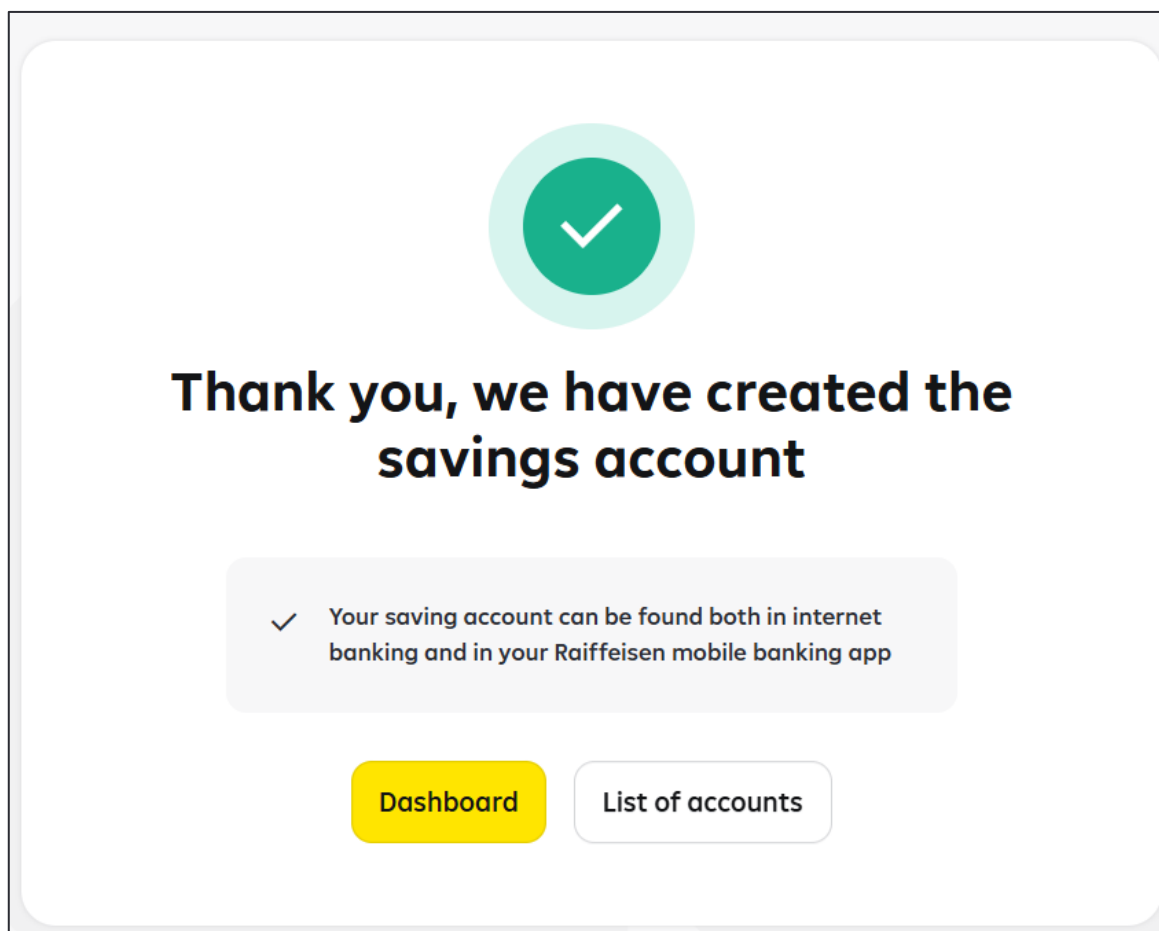
3

Request code

- 1 By clicking on  you can download the draft savings account agreement for opening a new savings account to your device.
- 2 To successfully complete the application, you need to check the box confirming that you have read the draft savings account agreement and related documents. After completing the application, you will find the draft agreement in the **Documents** section.
- 3 In the final step, you certify the operation using the method you use for certification (**MEK SMS / RB key / OEK**).

Confirmation of savings account opening

As a successful confirmation of the operation, a confirmation of the successful opening of the savings account will be displayed, with links to the **Dashboard** and **List of accounts**.



3.5 Term deposits

Term deposits are financial products letting you deposit money for a fixed period at a previously agreed interest rate. Follow this [link](#) for more information about term deposits for corporate clients.

[3.5.1 Accessing the Term deposits section in internet banking](#)

[3.5.2 Term deposit detail](#)

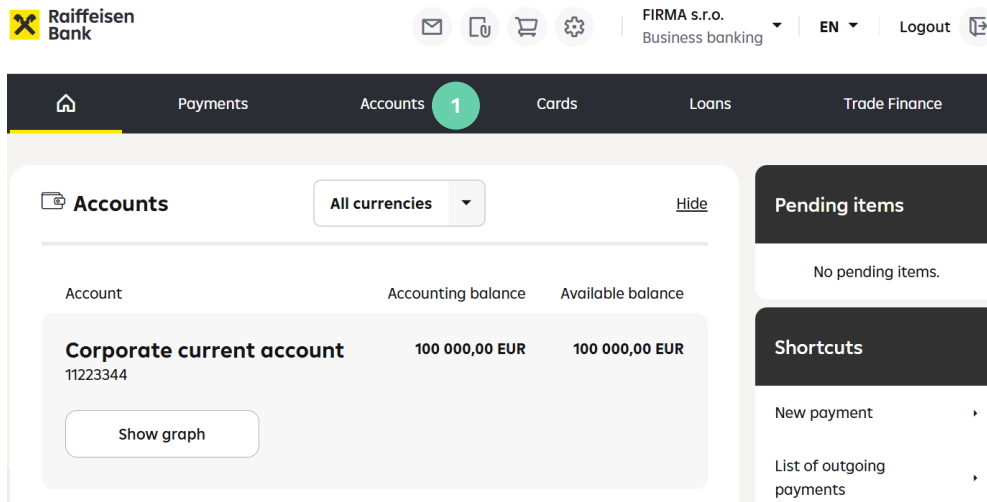
[3.5.3 Transaction history](#)

[3.5.4 Planned transactions](#)

[3.5.5 New withdrawal](#)

[3.5.6 TMA term deposits](#)

3.5.1 Accessing the Term deposits section in internet banking

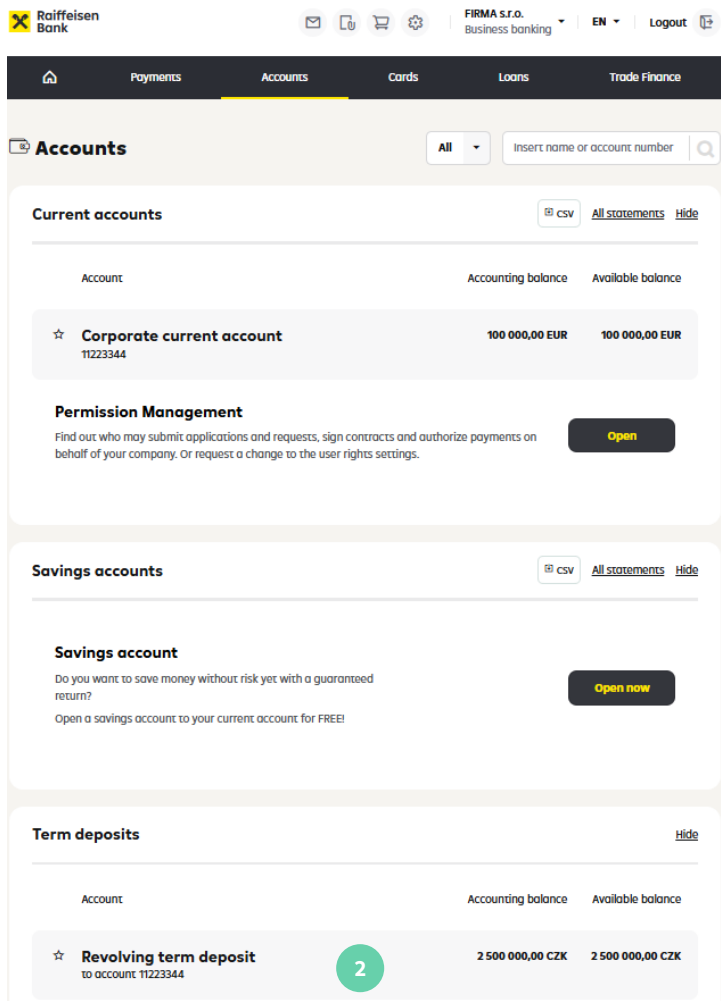


The screenshot shows the Raiffeisen Bank internet banking interface. The header includes the Raiffeisen Bank logo, navigation icons (mail, document, shopping cart, settings), and user information (FIRMA s.r.o., Business banking, EN, Logout). The main navigation bar has tabs for Payments, Accounts (highlighted with a green circle and the number 1), Cards, Loans, and Trade Finance. The Accounts section is active, displaying a table with account details:

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 EUR	100 000,00 EUR

Below the table is a "Show graph" button. To the right, there are sections for "Pending items" (No pending items) and "Shortcuts" (New payment, List of outgoing payments).

1 First, click on the **Accounts** section in the internet banking header.



The screenshot shows the Raiffeisen Bank internet banking interface with the Accounts section selected. The main navigation bar has tabs for Payments, Accounts (highlighted with a green circle and the number 1), Cards, Loans, and Trade Finance. The Accounts section is active, displaying a table with account details:

Account	Accounting balance	Available balance
☆ Corporate current account 11223344	100 000,00 EUR	100 000,00 EUR

Below the table is a "Permission Management" section with an "Open" button. Further down, there is a "Savings accounts" section with an "Open now" button. At the bottom, the "Term deposits" section is visible, showing a table with account details:

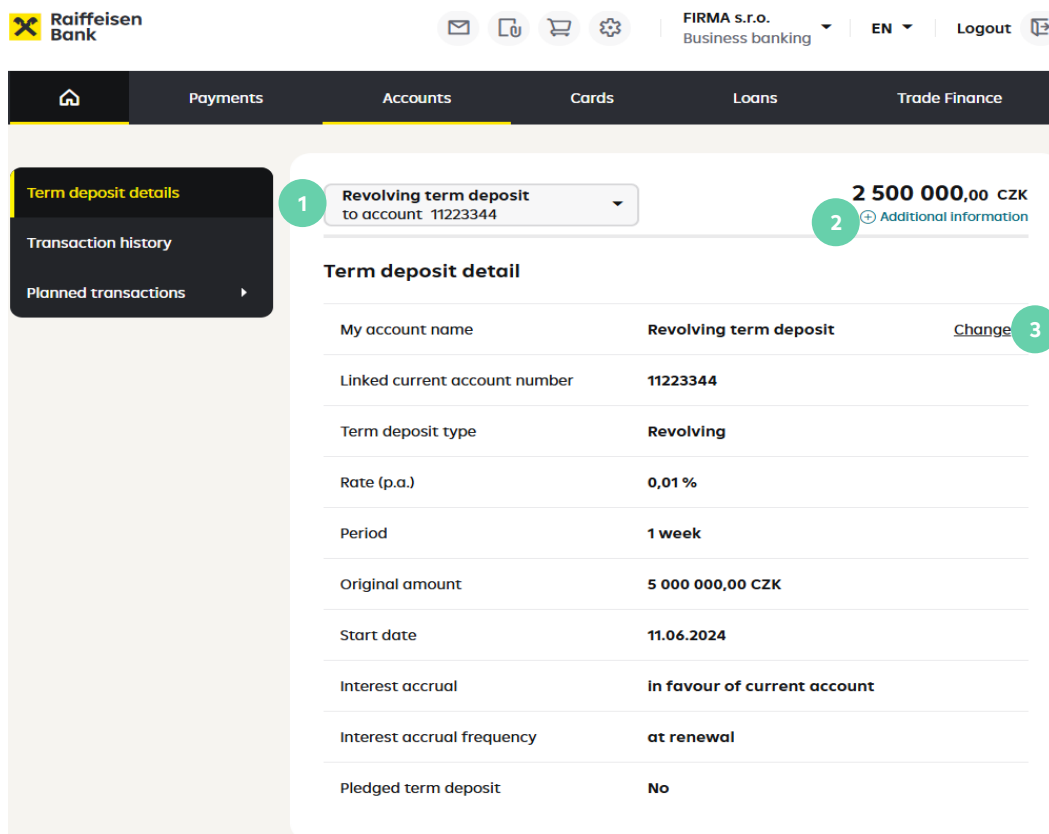
Account	Accounting balance	Available balance
☆ Revolving term deposit to account 11223344	2 500 000,00 CZK	2 500 000,00 CZK

The "Revolving term deposit" row is highlighted with a green circle and the number 2.

2 In the **Accounts** section, below Current accounts and Savings accounts, you will find Term deposits. Click the active field to view the particular term deposit detail.

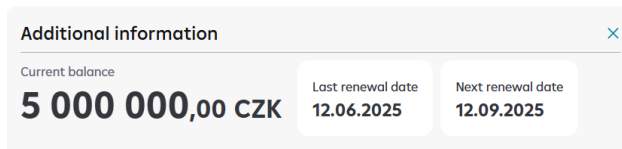
3.5.2 Term deposit detail

The term deposit detail shows information about your term deposit, such as the term deposit type (single or revolving), interest rate, period (in the case of a revolving deposit), original amount, etc. You can also change the name of your term deposit here.

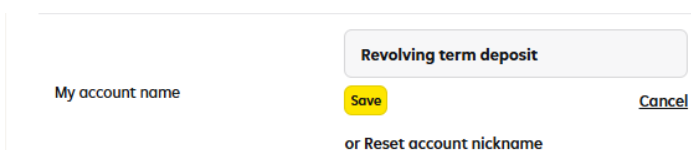


1 Selected term deposit – The dropdown menu lets you select a specific term deposit to display its detail. Term deposits are available for display based on the particular user's rights.

2 Additional information – Click Additional Information to see the maturity date (for a single term deposit) or the dates of the last and next renewal (for a revolving term deposit) in addition to the information displayed in the basic overview.



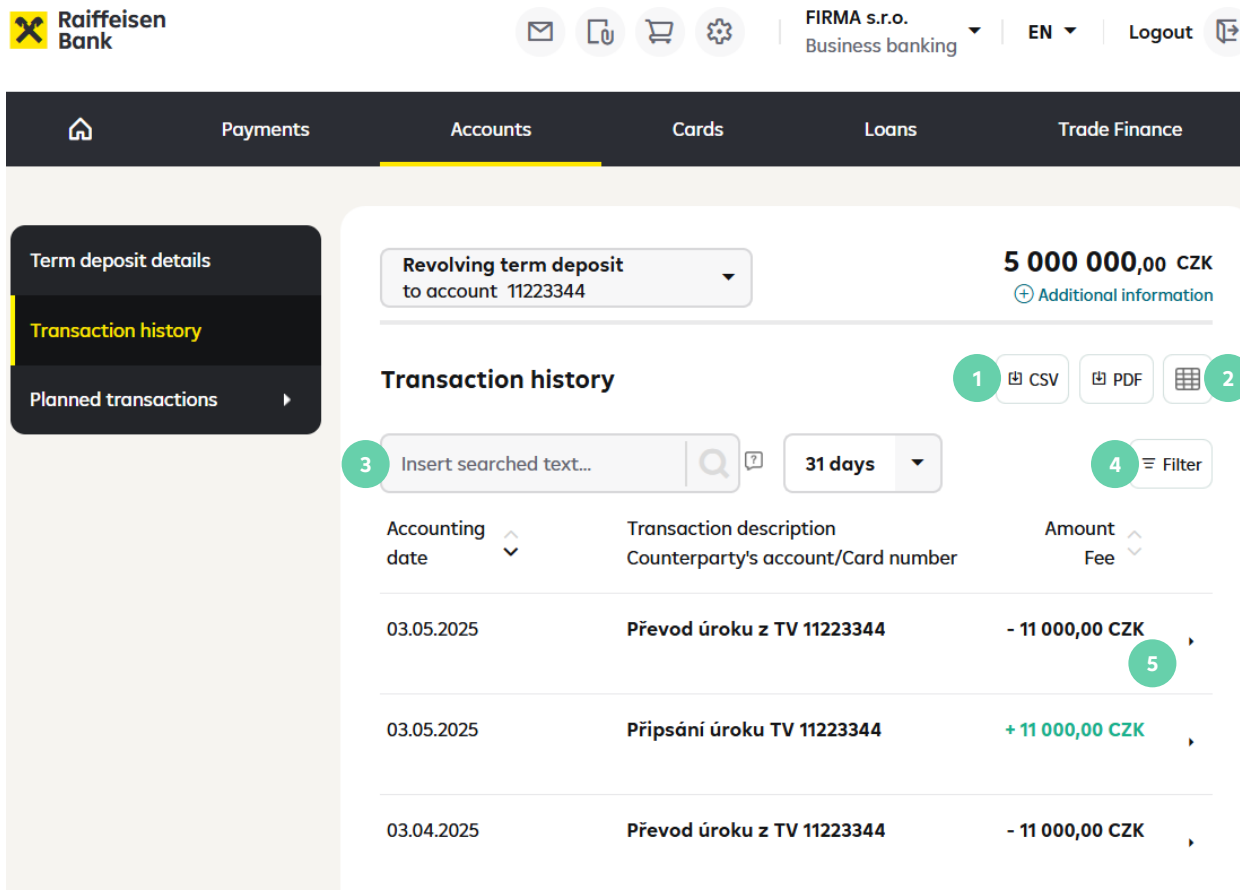
3 My account name – Here you can choose a unique term deposits name that will be visible only to you. This name must not be identical to any other name of the same IB user. The custom name is not shown on statements or official documents, but it will be visible in the app. The maximum length is 30 characters. Clicking **Change** will reveal additional options.:



Either change the name and click **Save**, or you can **Cancel** the renaming action. Alternatively, you can **Reset account nickname** to the original name.

3.5.3 Transaction history

For term deposits, the **Transaction history** section lists the transactions that occurred under the selected term deposit.

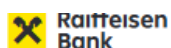


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for email, documents, shopping cart, and settings. The user is logged in as 'FIRMA s.r.o. Business banking' with a language dropdown set to 'EN' and a 'Logout' button. Below the navigation bar, there is a main menu with options: Home, Payments, Accounts (selected), Cards, Loans, and Trade Finance. On the left side, there is a sidebar with 'Term deposit details', 'Transaction history' (highlighted), and 'Planned transactions'. The main content area shows the 'Transaction history' for a 'Revolving term deposit to account 11223344' with a balance of '5 000 000,00 CZK'. There are buttons for 'CSV', 'PDF', and a table icon. A search bar with a magnifying glass icon and a '31 days' filter dropdown are also present. The table displays three transactions with columns for 'Accounting date', 'Transaction description', and 'Amount'. The first transaction is dated 03.05.2025 and describes 'Převod úroku z TV 11223344' with an amount of -11 000,00 CZK. The second transaction is dated 03.05.2025 and describes 'Připsání úroku TV 11223344' with an amount of +11 000,00 CZK. The third transaction is dated 03.04.2025 and describes 'Převod úroku z TV 11223344' with an amount of -11 000,00 CZK. A green circle with the number 5 is next to the second transaction's amount.

- 1 **PDF/CSV icons** – Click the particular icon to export movements over a selected period or according to an advanced filter in PDF or CSV format (which can be easily opened, for example, in MS Excel).
- 2 **Table view** – Click to view a brief list of transactions made under the term deposit, including additional transaction details in a clear table, typically only available in the transaction details.
- 3 **Fulltext search** – The field is used for quick searches, for example, by transaction amount.
- 4 **Advanced filter** – Click to open the advanced filter, which allows searching movements under the term deposit using various criteria, such as an unclear amount (e.g. an amount from 1,000 to 2,000 CZK) or over a specific period (e.g. from 1 January 2024 to 1 September 2024), however always limited to a maximum of 370 days.
- 5 **Transaction details** – Click the active field or the arrow to see the details for the particular term deposit transaction. For more information, please refer to chapter [Transaction detail](#).

Transaction detail

The transaction detail shows detailed information about the specific transaction, such as the posting date, amount, symbols, etc.



FIRMA s.r.o.
Business banking

EN

Logout



Payments

Accounts

Cards

Loans

Trade Finance

< [Back to Transaction history](#)

Transaction details


Revolving term deposit





11223344 ☆

Expenses category	ⓘ Not categorized	Change
Transaction date	04.05.2025	
Accounting date	03.05.2025 23:59	
Amount	- 11 000,00 CZK	
Category	Other	
Type	Transfer of interest after term deposit capitalization	
Variable symbol	0000000000	
Constant symbol	000	
Note	Transfer interest from TD	
Bank reference	11111111	

3.5.4 Planned transactions

This section displays transactions that are planned for the selected term deposit.


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance

Term deposit details
 Transaction history
Planned transactions
 Planned transactions
 New withdrawal

1
 Revolving term deposit
 to account 11223344

5 000 000,00 CZK
[+ Additional information](#)


Planned movements in the term deposit





Date	Due date	Operation Status	Amount
04. 05. 2025	03. 06. 2025	Transfer of interest after term deposit capitalization Waiting for due date	11 000,00 CZK
04. 05. 2025	03. 06. 2025	Interest from term deposit Waiting for due date	11 000,00 CZK

1 Selected term deposit – The dropdown menu lets you select the term deposit for which the planned movements are to be displayed. Term deposits are available based on the user's rights.

3.5.5 New withdrawal

Use this section to request withdrawal of funds from a term deposit. For a revolving term deposit, you may also choose whether you want to withdraw on the renewal date or prematurely. Early withdrawals are always subject to a fee, see the [Price list of product and services for corporates](#).


**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance

Term deposit details
Transaction history
Planned transactions
Planned transactions
New withdrawal

1 Revolving term deposit to account 11223344
 5 000 000,00 CZK
[Additional information](#)

Withdrawal of funds from term deposit
Step 1 of 2

2 Operation
 Partial withdrawal
 Termination

3 Amount*
 CZK


4 Withdrawal type
 Renewal day
 Prematurely





Due date*
 04.06.2025

5 Continue

- 1 **Selected term deposit** – The dropdown menu lets you select the term deposit from which you want to withdraw funds. Term deposits are available based on the user's rights.
- 2 **Operation** - Select whether you want to make a partial withdrawal or terminate the term deposit (i.e. withdraw the full amount).
- 3 **Amount** - When choosing **Partial withdrawal**, enter the amount you want to withdraw. If you choose termination, the full amount of the selected term deposit will be used automatically.
- 4 **Withdrawal type** - The option is only available for revolving term deposits. Choose whether you want to withdraw funds from the term deposit on the renewal date (automatically selected date) or prematurely (specify a date of your choice). For a single term deposit, the withdrawal is always premature.
- 5 To proceed to the next step, click **Continue**.

In the second step, review the details entered for the new withdrawal of funds from the term deposit.



**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

Term deposit details
 Transaction history
 Planned transactions
 Planned transactions
New withdrawal


Revolving term deposit
to account 11223344

5 000 000,00 CZK
[Additional information](#)

Withdrawal of funds from term deposit
Step 2 of 2

Operation	Partial withdrawal
Amount	1 000 000,00 CZK
Withdrawal type	Renewal day
Due date	21.05.2025

Get your certification code by clicking the REQUEST CODE button



1 Request code

- Click to authorize the New withdrawal of funds from the term deposit using your chosen authorization method (**MEK SMS** / **RB key** / **OEK**).

If the withdrawal is subject to a penalty fee, the penalty amount will be displayed at this step. If the partial withdrawal/termination of the deposit is placed with a future date, the operation will appear in Planned transactions.

3.5.6 TMA term deposits

TMA term deposits are made based on a Financial Market Trading Master Agreement (TMA/CMA).

The list of TMA term deposits is available in the **Accounts** section below standard Term deposits. **TMA term deposits** are visible to internet banking users having at least a passive view of the account and of the transaction history of the account from which the term deposit was opened.


It is only a basic list of TMA term deposits; all transactions must be handled through the Treasury department or the robot.





Term deposits TMA
[Hide](#)

Account	Accounting balance	Available balance
<div> <div>☆</div> <div> Revolving term deposit to account 11223344 </div> <div>1</div> </div>	100 000,00 USD	100 000,00 USD

1

Click the active field to see the term deposit detail.


Raiffeisen
Bank

FIRMA S.r.o.
Business banking

EN

Logout

[Home](#)
[Payments](#)
[Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)

Term deposit details

2

Single term deposit
to account 11223344

3

100 000,00 USD
Additional Information

Term deposit detail

My account name	Single term deposit	Change
Linked account number	11223344	
Term deposit type	Single	
Rate (p.a.)	3,00 %	
Period in days	31	
Original deposit	100 000,00 USD	
Start date	12.05.2025	
Interest accrual	on account	
Interest accrual frequency	at maturity	
Confirmation document id	11111111	

2 Selected term deposit – The dropdown menu lets you select the specific term deposit to display its detail. Term deposits are available based on the user's rights.

3 Additional information - Expand Additional information to see the maturity date of the relevant term deposit, in addition to the information displayed in the basic overview.

4. Cards

4.1 Debit cards management

4.1.1 List of cards

4.1.2 Activating a newly issued card

4.1.3 Card detail

4.1.3.1 Changing card limits

4.1.3.2 Enabling transaction types

4.1.3.3 PIN resending request

4.1.3.4 Requesting PIN (own card)

4.1.3.5 Debit card cancellation

4.1.3.6 Debit card blocking

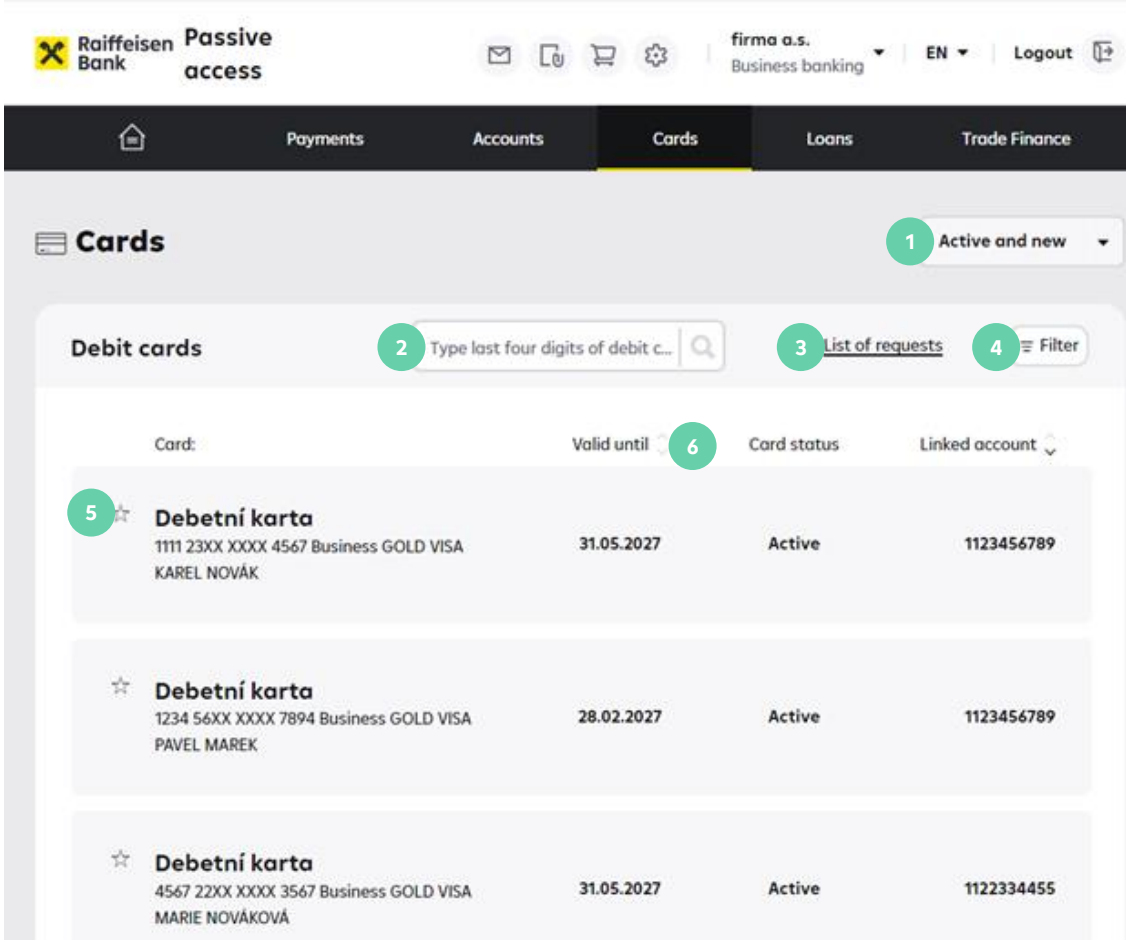
4.1.3.7 Request to issue a replacement card

4.1.4 Transaction history

4.1.5 Authorization holds

4.1.1 List of cards

In the Cards section of your corporate internet banking you can easily manage the particular debit cards issued for the company or request a new card, depending on the scope of your authorizations.



Debit cards

1 Active and new

2 Type last four digits of debit c...

3 List of requests

4 Filter

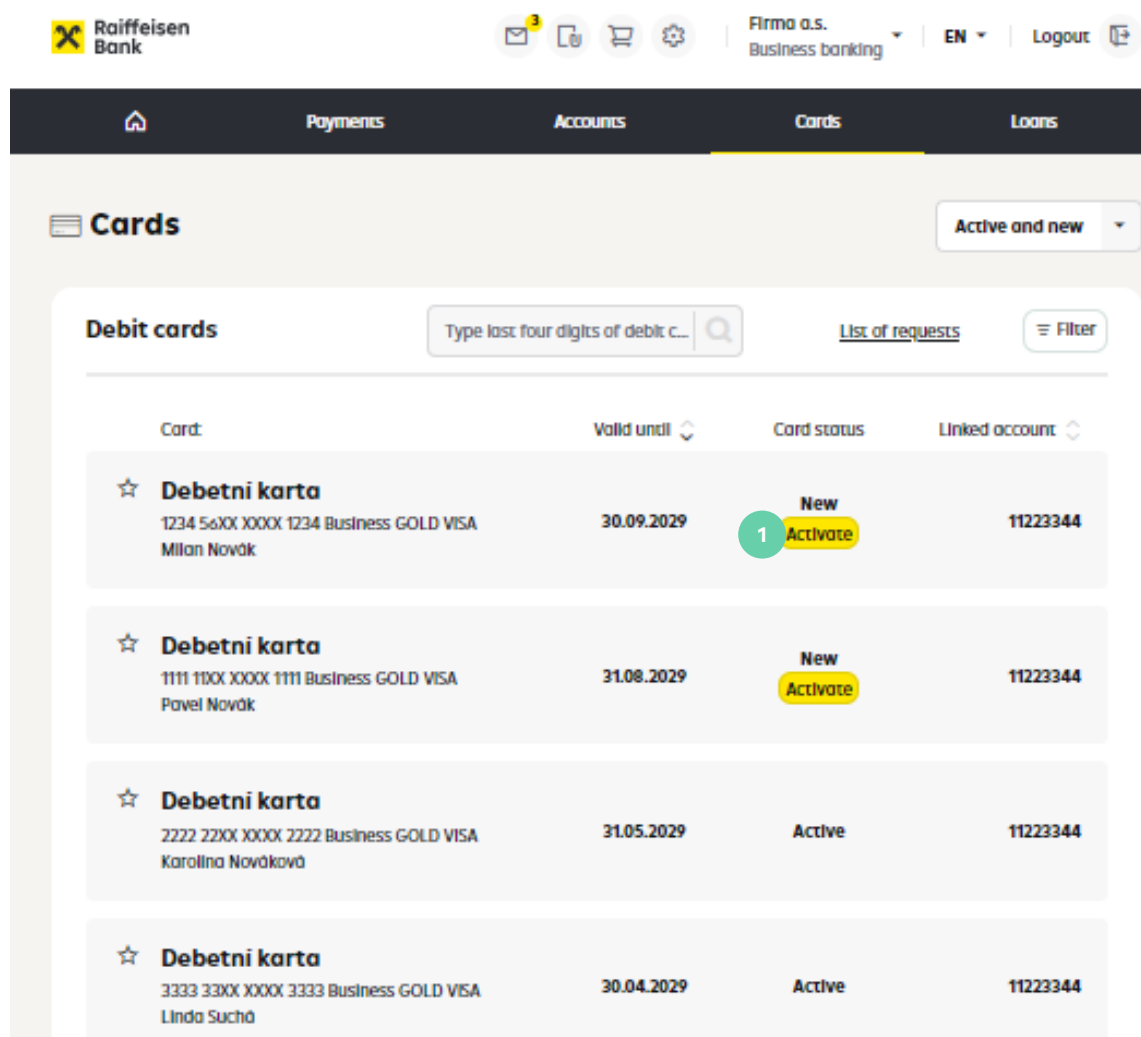
Card:	Valid until	Card status	Linked account
<p>5 ★ Debetní karta</p> <p>1111 23XX XXXX 4567 Business GOLD VISA</p> <p>KAREL NOVÁK</p>	31.05.2027	Active	1123456789
<p>★ Debetní karta</p> <p>1234 56XX XXXX 7894 Business GOLD VISA</p> <p>PAVEL MAREK</p>	28.02.2027	Active	1123456789
<p>★ Debetní karta</p> <p>4567 22XX XXXX 3567 Business GOLD VISA</p> <p>MARIE NOVÁKOVÁ</p>	31.05.2027	Active	1122334455

- 1 Select the **Active and new** filter to view active and issued (but not yet activated) cards. If you choose **Blocked and cancelled**, you will see expired and blocked payment cards.
- 2 **Card search** - Type the last 4 digits of the card number in the card search field to find it.
- 3 Link to the **list of requests**, where you can view a history of requests to change card parameters, such as Card activation, Activation/Deactivation of automatic renewal, Card blocking, Enabling/Disabling ATM withdrawals with DCC, Enabling/Disabling online payments, Issuing a replacement card, Changing travel insurance, Changing card limits, Changing insurance, PIN view, Card cancellation and PIN resend request. The requests can be filtered by card, time or type of request.
- 4 **Filter** - Cards can be filtered by card or by the number of account to which the cards are issued.
- 5 **Card detail** - You can view the details of an individual debit card by clicking the active field. For more information, please refer to chapter [Card detail](#). Click the star to add the card to your favorites.
- 6 The line above the first card lets you change the sorting of cards by validity or account number. When leaving and returning back to the Cards section, the sorting is reset to default again.

4.1.2 Activating a newly issued card

The properly authorized person may activate a newly issued card directly in internet banking, making the card ready for payments in stores and online, cash withdrawals and deposits, etc.

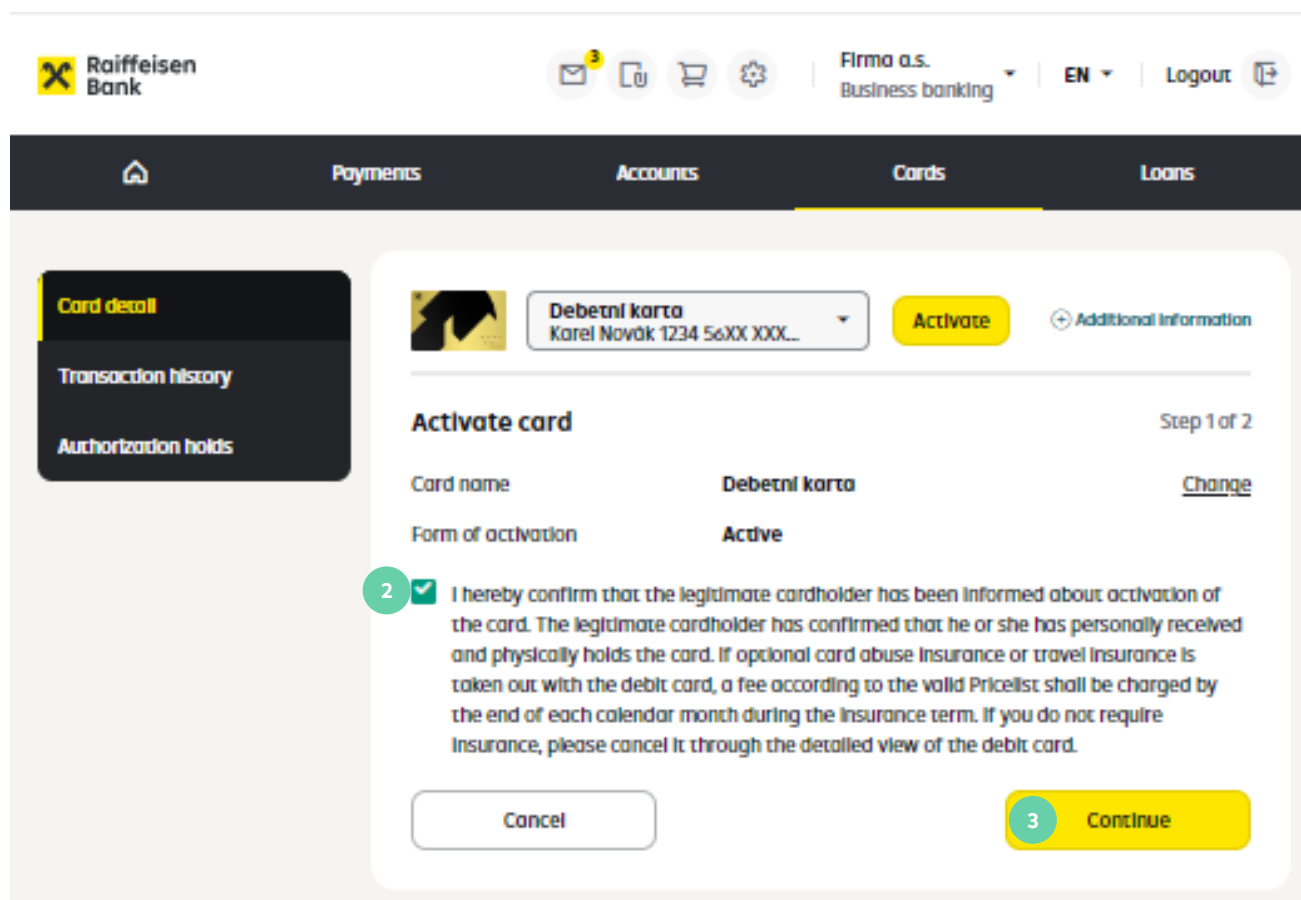
Cards that have not been activated yet are clearly marked in the list of cards (the card status is New and an Activate button is displayed).



The screenshot shows the Raiffeisen Bank internet banking interface. At the top, there's a navigation bar with 'Payments', 'Accounts', 'Cards', and 'Loans'. The 'Cards' section is active. Below the navigation bar, there's a 'Cards' header with a filter dropdown set to 'Active and new'. Underneath, there's a 'Debit cards' section with a search bar and a 'Filter' button. The list of cards is as follows:

Card	Valid until	Card status	Linked account
☆ Debetni karta 1234 56XX XXXX 1234 Business GOLD VISA Milan Novak	30.09.2029	New 1 Activate	11223344
☆ Debetni karta 1111 11XX XXXX 1111 Business GOLD VISA Pavel Novak	31.08.2029	New Activate	11223344
☆ Debetni karta 2222 22XX XXXX 2222 Business GOLD VISA Karolina Novakova	31.05.2029	Active	11223344
☆ Debetni karta 3333 33XX XXXX 3333 Business GOLD VISA Linda Sucha	30.04.2029	Active	11223344

- 1 Clicking the **Activate** button (also available in the card detail) takes you to the activation screen.

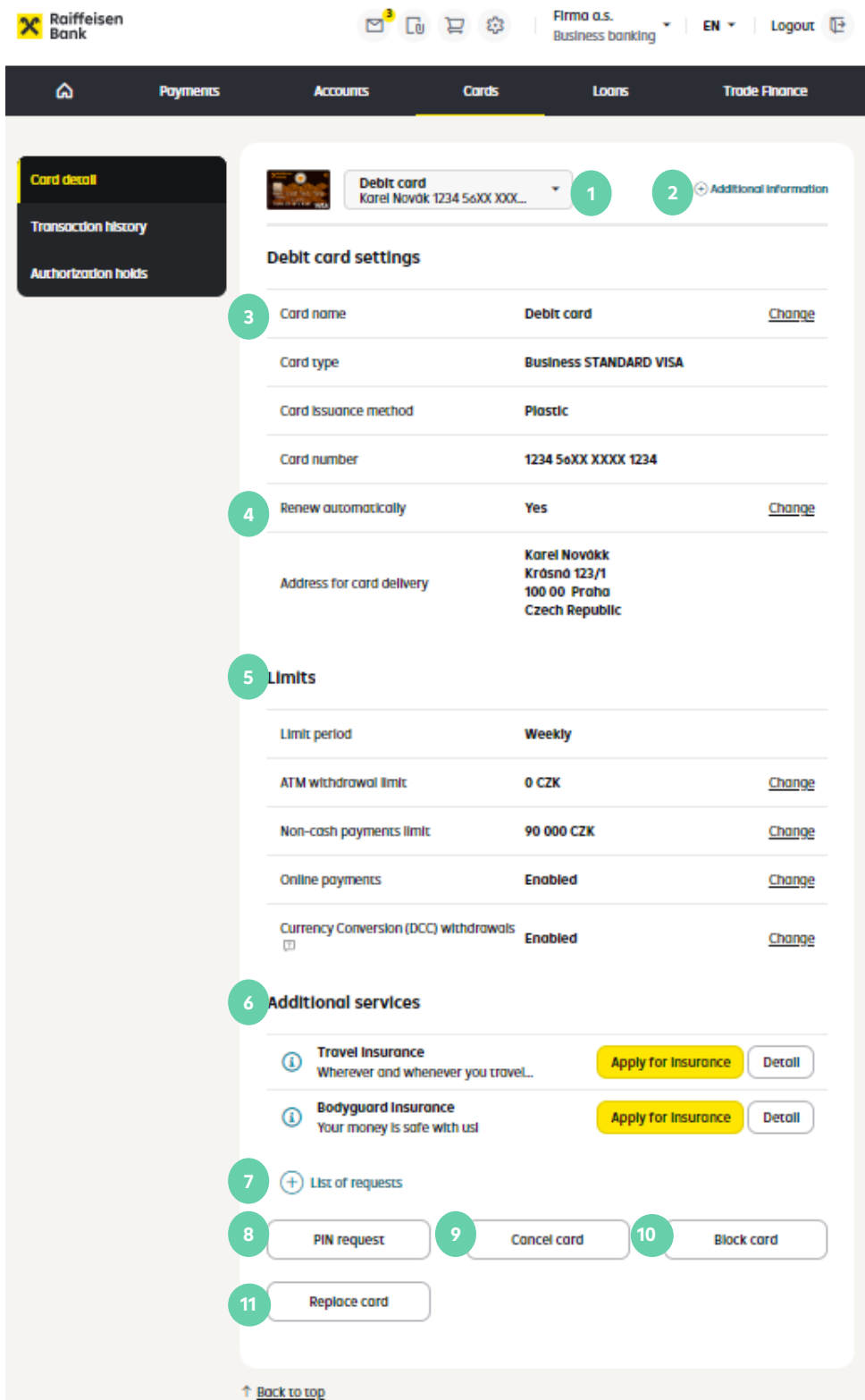


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a notification icon with a '3', and icons for mail, documents, shopping cart, and settings. The user is logged in as 'Firma a.s. Business banking' with the language set to 'EN'. Below the navigation bar, there is a menu with 'Payments', 'Accounts', 'Cards', and 'Loans'. The 'Cards' section is active, showing a sidebar with 'Card detail', 'Transaction history', and 'Authorization holds'. The main content area displays the 'Activate card' screen for a 'Debetní karta' (Debit card) belonging to 'Karel Novák'. The card number is partially visible as '1234 56XX XXX...'. There is an 'Activate' button and a link for 'Additional information'. The activation process is in 'Step 1 of 2'. The card name is 'Debetní karta' and the form of activation is 'Active'. A confirmation message (Step 2) states: 'I hereby confirm that the legitimate cardholder has been informed about activation of the card. The legitimate cardholder has confirmed that he or she has personally received and physically holds the card. If optional card abuse insurance or travel insurance is taken out with the debit card, a fee according to the valid Pricelist shall be charged by the end of each calendar month during the insurance term. If you do not require insurance, please cancel it through the detailed view of the debit card.' There are 'Cancel' and 'Continue' buttons at the bottom.

- 2 On the activation screen you confirm that you have taken over the debit card and physically hold it at the time of the activation.
- 3 You complete the card activation by clicking the **Continue** and then authorizing.

4.1.3 Card detail

Clicking on a particular card takes you to the card detail displaying all information about the card and letting you change some of the card parameters (depending on the scope of your authorizations).



The screenshot displays the 'Card detail' page in the Raiffeisen Bank Corporate Banking interface. The page is divided into a left sidebar and a main content area. The sidebar contains links for 'Card detail' (highlighted), 'Transaction history', and 'Authorization holds'. The main content area shows the details for a 'Debit card' issued to 'Karel Novák' with card number '1234 56XX XXXX 1234'. The card is a 'Business STANDARD VISA' plastic card. The 'Debit card settings' section includes fields for 'Card name', 'Card type', 'Card issuance method', 'Card number', 'Renew automatically' (set to 'Yes'), and 'Address for card delivery'. The 'Limits' section shows 'Limit period' as 'Weekly', 'ATM withdrawal limit' as '0 CZK', 'Non-cash payments limit' as '90 000 CZK', 'Online payments' as 'Enabled', and 'Currency Conversion (DCC) withdrawals' as 'Enabled'. The 'Additional services' section lists 'Travel Insurance' and 'Bodyguard Insurance', both with 'Apply for Insurance' and 'Detail' buttons. At the bottom, there are buttons for 'PIN request', 'Cancel card', 'Block card', and 'Replace card'. The page also features a top navigation bar with links for 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance', and a top right bar with user information and a 'Logout' button.

Card detail

Transaction history

Authorization holds

Debit card
Karel Novák 1234 56XX XXXX 1234

Additional information

Debit card settings

Card name	Debit card	Change
Card type	Business STANDARD VISA	
Card issuance method	Plastic	
Card number	1234 56XX XXXX 1234	
Renew automatically	Yes	Change
Address for card delivery	Karel Novák Kránská 123/1 100 00 Praha Czech Republic	

Limits

Limit period	Weekly	
ATM withdrawal limit	0 CZK	Change
Non-cash payments limit	90 000 CZK	Change
Online payments	Enabled	Change
Currency Conversion (DCC) withdrawals	Enabled	Change

Additional services

Travel Insurance Wherever and whenever you travel...	Apply for Insurance	Detail
Bodyguard Insurance Your money is safe with us!	Apply for Insurance	Detail

List of requests

PIN request

Cancel card

Block card

Replace card

[Back to top](#)

- 1 **Select the particular card** to see its detail.
- 2 Click **Additional information** at the given card to see its status, validity and the account to which it is issued.
- 3 **Card name** - You can change the name of the payment card. The name must be unique with the particular user, i.e. one user cannot use the same name for multiple cards. However, one particular card can have different names from different users. The card name is not shown in the card statement. The card name must not exceed 30 characters.
- 4 **Renew automatically** - This operation is available for active cards only. The card delivery address is displayed only if automatic renewal is enabled. The address is always the address set up automatically for sending the card, i.e. either the client's or the company's mailing address. Click Change to display a screen to choose whether you wish to automatically renew your card and where it should be delivered to. The operation then needs to be certified.
- 5 **Payment card limits** - You can change the debit card limits and transaction types enabled for the card. For more information, please refer to chapter [4.1.3.1 Changing card limits](#) and [4.1.3.2 Enabling transaction types](#).
- 6 **Additional services** - This section shows your insurance. If you have taken out any insurance (when applying for the card or later), you can open the detail of such insurance. For insurance you have not taken out yet, you can click **Apply for insurance**.
- 7 **List of requests** - Click to expand a list of past requests to change payment card parameters; you can click on a particular request to see its detail.
- 8 **PIN request** - This button is only shown to users authorized to view cards of others and only for cards of other holders (not for his or her own card). You can request the PIN to be resent and choose where it should be sent to - the address of the cardholder or the company's address. For more information, please refer to chapter [4.1.3.3 PIN resending request](#).

For **own cards**, you do not see the PIN request option. However, the left menu includes the View PIN option - to see the PIN directly, just certify this request. For more information, please refer to chapter [4.1.3.4 Requesting PIN \(own card\)](#).
- 9 **Cancel card** - You can cancel a particular card, i.e. terminate the agreement to issue the card. Just enter the reason for cancelling the card (use the free text field). For more information, please refer to chapter [4.1.3.5 Debit card cancellation](#).
- 10 **Block card** - Easily block a payment card, including the related mobile payments, when it is lost, stolen or suspected misuse. For more information, please refer to chapter [4.1.3.6 Debit card blocking](#).
- 11 **Replace card** - You can request a replacement card to be issued. The Replace card button is only available for active cards or permanently blocked cards (for 30 days from blocking). You cannot request a replacement card if the card status is different (new, not yet activated card / card blocked for more than 30 days / unauthorized debit on the account / new card replacing the original one is already issued). For more information, please refer to chapter [4.1.3.7 Request to issue a replacement card](#).

4.1.3.1 Changing card limits

You can change the limits on your payment card. There is a separate limit set for ATM withdrawals and for non-cash limit (i.e., payments at merchants or online). The following maximum limits are set according to the types of cards:

CARD TYPE	MAXIMUM LIMIT ATM Withdrawals / Non-cash payments
Business STANDARD Mastercard, Business STANDARD VISA	150 000 CZK / 200 000 CZK
Business Gold VISA	200 000 CZK / 600 000 CZK

Limit change

Step 1 of 2

Limit period

Weekly

ATM withdrawal limit

CZK

Non-cash payments limit


CZK

Cancel


Continue

4.1.3.2 Enabling transaction types

Use this section to enable or disable online payments and ATM withdrawals with currency conversions (DCC - Dynamic Currency Conversion). If ATM withdrawals with currency conversion are disabled for a particular card and the cardholder is offered a transaction with conversion to CZK when withdrawing money from an ATM, the transaction will be rejected if the cardholder chooses Yes (with conversion).

Online payments	Enabled	Change
Currency Conversion (DCC) withdrawals 	Enabled	¹ Change

¹ Click **Change** to automatically change the particular functionality settings.

Online payments	Disabled	² Certify	Cancel
Currency Conversion (DCC) withdrawals 	Disabled	² Confirm	Cancel

² In the next step, you have to **Certify/Confirm** the changed functionality settings.

4.1.3.3 PIN resending request

If you are authorized to access cards of other cardholders, you can request the PINs to be sent by mail.



Debetní karta
KAREL NOVÁK 1234 56XX X...

[+ Additional information](#)

PIN resending request

Step 1 of 2

Deliver PIN to

Cardholder address

1

Contact address of the company

Addressee

Karel Novák

Krásná 1

140 00 Praha

Czech Republic

You can change the card delivery address here in internet banking in User settings in section Contact information.

Cancel

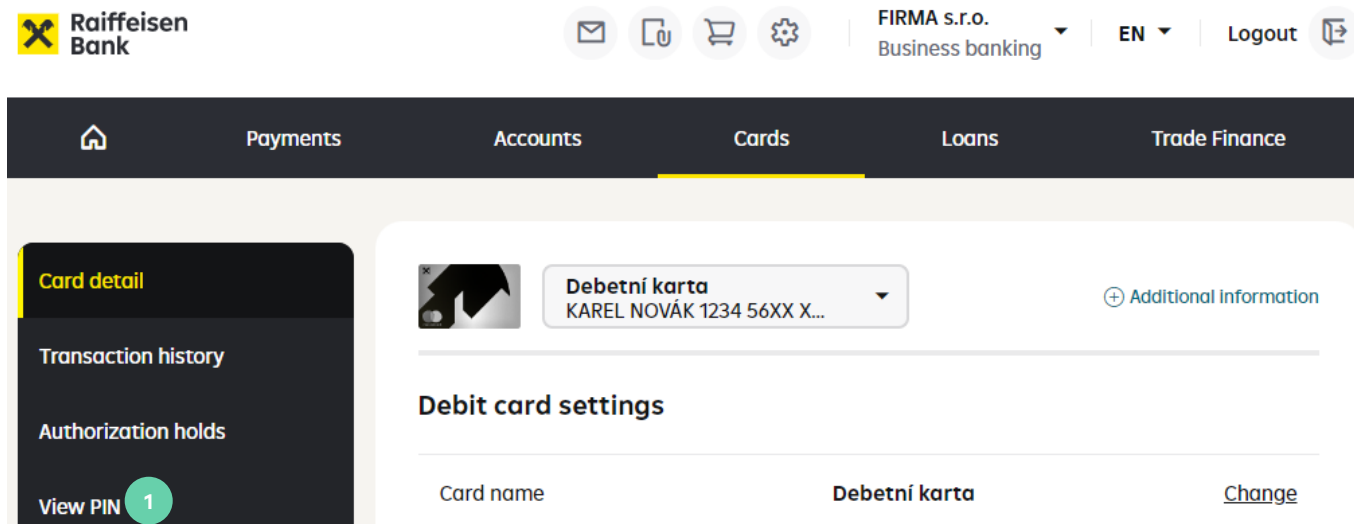
2

Continue

- 1 Click the Request PIN tile to open a screen to choose whether the PIN should be delivered to the **cardholder address** or to the **contact address of the company** to which the card is issued.
- 2 You complete PIN resending request by clicking the **Continue** and then authorizing.

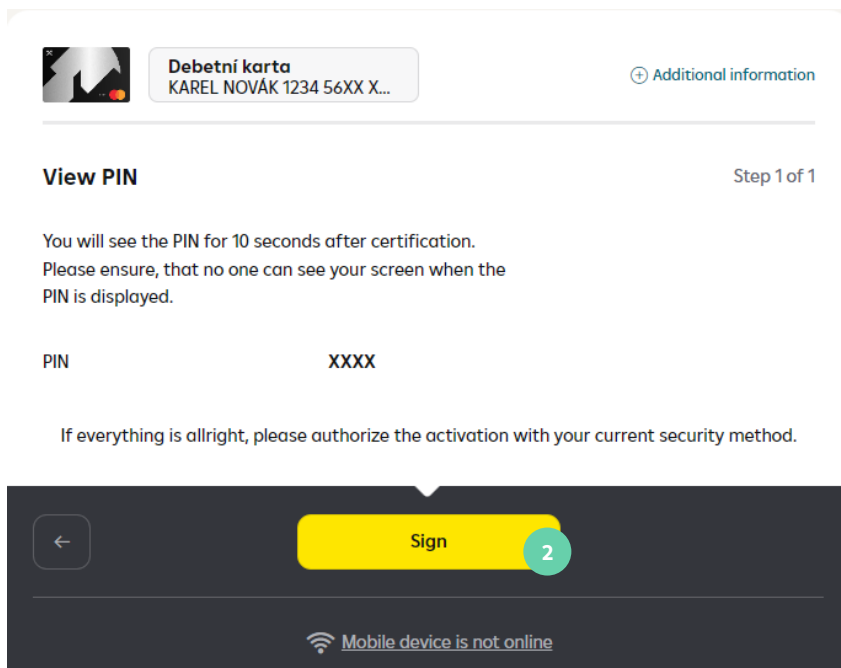
4.1.3.4 Requesting PIN (own card)

For own cards, you can view the PINs directly in internet banking.



The screenshot shows the Raiffeisen Bank internet banking interface. At the top, there's a navigation bar with icons for mail, documents, shopping, and settings. Below this is a header with the bank logo, user name 'FIRMA s.r.o. Business banking', language 'EN', and a 'Logout' button. The main navigation bar includes 'Payments', 'Accounts', 'Cards' (highlighted), 'Loans', and 'Trade Finance'. On the left, a sidebar menu lists 'Card detail', 'Transaction history', 'Authorization holds', and 'View PIN' (marked with a green circle and '1'). The main content area shows 'Debetní karta' (Debit card) settings for KAREL NOVÁK 1234 56XX X... with a 'Change' link.

- 1 After selecting your own card, the left menu shows the **View PIN** option. Certify the request to view the PIN.




The screenshot shows the 'View PIN' screen in the Raiffeisen Bank internet banking interface. The screen displays a confirmation message: 'You will see the PIN for 10 seconds after certification. Please ensure, that no one can see your screen when the PIN is displayed.' Below this, the PIN is shown as 'XXXX'. At the bottom, there is a yellow 'Sign' button (marked with a green circle and '2') and a status message 'Mobile device is not online'.

- 2 The PIN is shown after clicking **Sign** and authorizing the request.

4.1.3.5 Debit card cancellation

After clicking **Cancel card**, you sign (certify) a notice of termination of the Agreement to issue the debit card.



Debetní karta
 KAREL NOVAK 1234 56XX X...

Additional information

Debit card cancellation
Step 1 of 2

Termination of Agreement on the issue of a debit card (hereinafter the "Termination")

Cardholder

Name a Surname	Karel Novák
Address	Krásná 1, Praha, 14000
Birth number	
ID number	123456789

Account owner

Name / Surname / Company name / business name	FIRMA a.s.
Birth number / Date of birth / Corporate ID No.	010101/0000

as the owner of the account number: **11223344/ 5500** (hereinafter the "Account")

I hereby terminate the Agreement on the issue of a debit card concluded between the Account owner

and

Raiffeisenbank a.s., having its registered office at Hvězdova 1716/2b, 140 78 Prague 4, IČ: 49240901, entered in the Commercial Register maintained by the City Court of Prague, section B, insert 2051 (hereinafter the "Bank"),

based on which debit card No. : **123456XXXXXX1234** has been issued to the Cardholder to the Account (hereinafter the "Card").

Cancellation reason 1

Card blocking request

I hereby request the Card to be blocked by the Bank as of the date when this Notice of termination of the Agreement on the issue of a debit card was delivered to the Bank.

Information for the Account owner / Cardholder:

Dear client, you have decided to terminate the Agreement on the issue of a debit card. The termination is effective as of the date of delivery of the notice to the Bank. Card transactions debiting the account will be unavailable as of the date of delivery of the termination notice in respect of the Agreement on the issue of a debit card. All transactions made prior to expiration of the Agreement on the issue of a debit card will be accounted to the debit of the account. In the event of resulting unauthorized debit balance of the account, the account owner will be obliged to settle the balance.

Cancel

2 Continue

- 1 Please state the reason for cancelling the card in the termination notice (free text). The card will be immediately blocked and then cancelled.
- 2 You complete debit card cancellation by clicking the **Continue** and then authorizing.

4.1.3.6 Debit card blocking

This is a permanent blocking of the card due to its loss, theft or suspicion of misuse. You can block not only an active card but also a card in the "New" status (meaning one that is in production or has not yet been activated).

Once the card is blocked, it cannot be unblocked for further use. You have to request a replacement or new card.



Debetní karta
KAREL NOVAK 1234 56XX X...

 Additional information

Debit card blocking

Step 1 of 2

By blocking the card due to loss or theft the payment card will be permanently blocked for further use, including its use for mobile payments. Please select the reason for blocking the debit card.

Card blocking reason

1

Cancel

2


Continue

1 In the request you confirm that the reason for blocking the card is that it is lost, stolen or suspicion of misuse.

2 You complete debit card blocking by clicking the **Continue** and then authorizing.

4.1.3.7 Request to issue a replacement card

You can request a replacement card to replace your existing card. The Replace card button is only available for active cards or permanently blocked cards (for 30 days from blocking).



Debetní karta
 KAREL NOVÁK 1234 56XX X...

[Additional information](#)

Request to issue a replacement card
Step 1 of 2

Card type
Business STANDARD Mastercard

Card issuance method
 Plastic

Cardholder
Karel Novák

Reason for replacement

1
 Choose value

Send the card to

Cardholder address
 2

Contact address of the company

Name
Karel Novák
 Street
Krásná 1
 City
Praha
 Postal code
140 00
 State
Czech Republic
 You can change the card delivery address here in internet banking in User settings in section Contact information.

PIN delivery
Electronically into IB
 You will be able to display PIN after you will receive the card in internet or mobile banking.

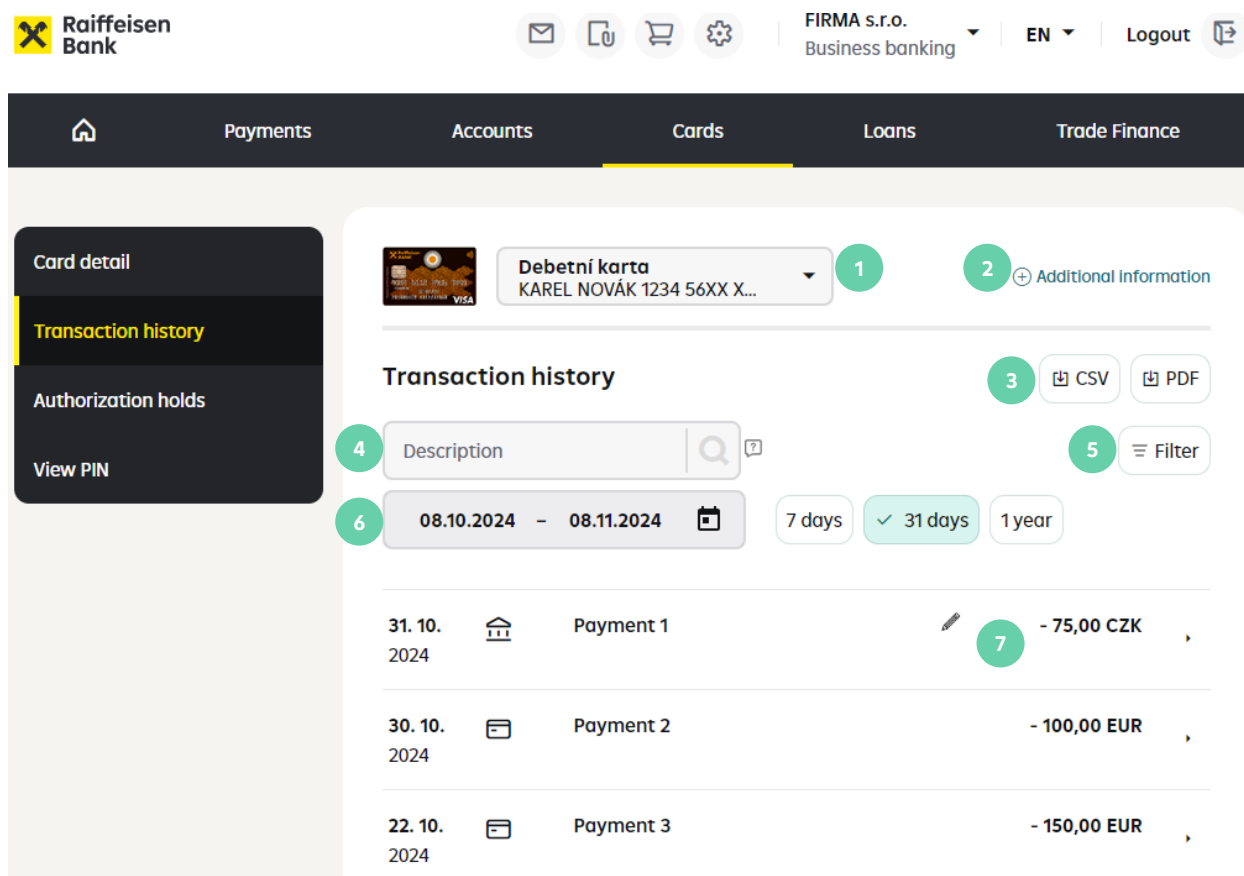
Cancel

3
 Continue

- 1 The reason for the request must be selected from the predefined options in the form.
- 2 Then, you have to choose the delivery address (mailing address of the cardholder or company).
- 3 You complete request to issue a replacement card by clicking the **Continue** and then authorizing.

4.1.4 Transaction history

After selecting a particular debit card, the **Transaction history** option is shown in the left menu on the screen.

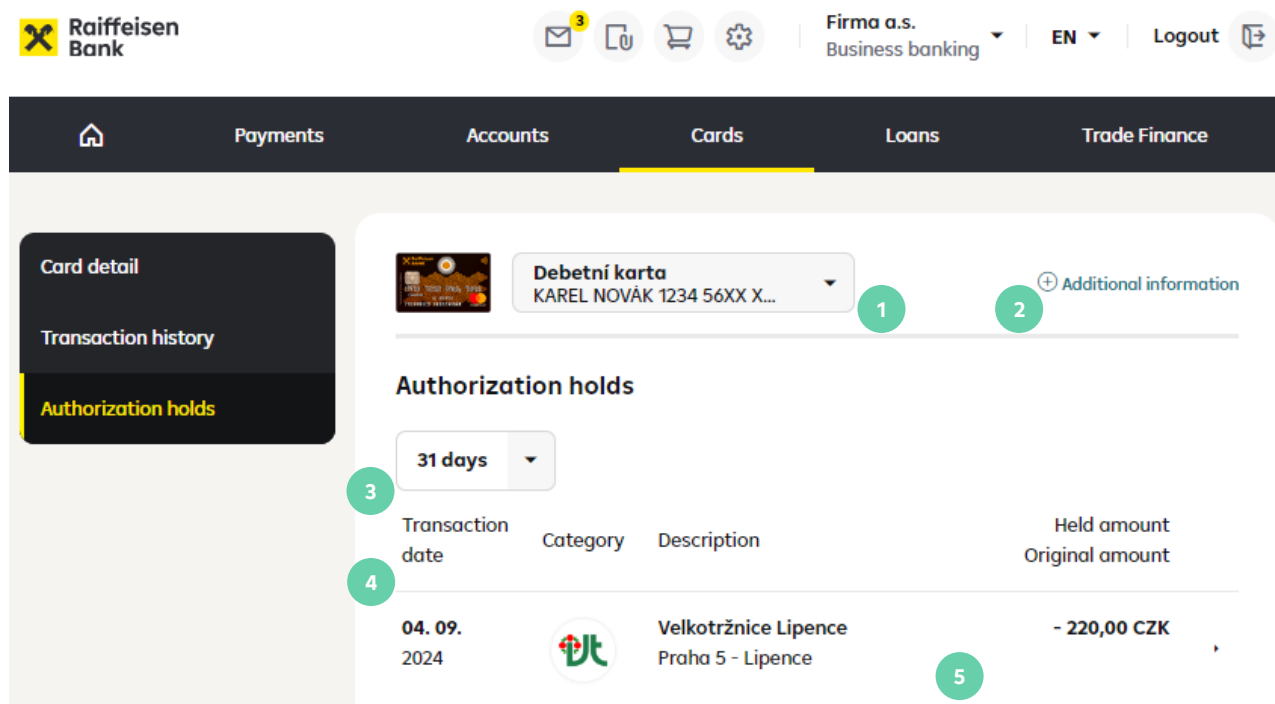


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for mail, document, shopping cart, and settings. The user is logged in as 'FIRMA s.r.o. Business banking' with the language set to 'EN'. The main navigation menu includes 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance'. The 'Cards' section is active, showing a list of cards. The selected card is 'Debetní karta KAREL NOVÁK 1234 56XX X...'. The 'Transaction history' option is highlighted in the left sidebar. The transaction history page displays a table of transactions for the selected card. The table has columns for date, description, and amount. The transactions are filtered by the period '08.10.2024 - 08.11.2024'. The transactions are: 'Payment 1' for -75,00 CZK, 'Payment 2' for -100,00 EUR, and 'Payment 3' for -150,00 EUR. The interface includes numbered callouts 1 through 7 indicating key features: 1. Select the card, 2. Additional information, 3. Transaction history, 4. Search, 5. Filter, 6. Period, and 7. Transaction detail.

- 1 **Select the card** for which you wish to view the transaction history.
- 2 Click **Additional information** at the given card to see its status, validity and the account to which it is issued.
- 3 **Transaction history** - Click to download a list of card transactions for the selected period, formatted as a CSV or PDF file.
- 4 **Search** - You can search the history by amount, currency, merchant name or place of transaction.
- 5 **Filter** - You can filter the items by date, amount, currency, expense category, transaction type (card payment or ATM deposit/withdrawal), merchant name or own transaction note.
- 6 **Period** - Choose a period for which you wish to display transactions or use the predefined filters of 7, 31 or 370 days.
- 7 **Transaction detail** - Click to open the particular transaction detail where you can add your own note to the transaction. The note can be added directly in the transaction history by clicking the pencil icon at the given transaction (the pencil icon is shown when you move the mouse pointer over the area). If the transaction detail lists the merchant's website, the link can be copied to the clipboard and pasted in a new tab/window in your browser.

4.1.5 Authorization holds

The **Authorization holds** option is shown after selecting a debit card in the left menu of the screen. The option lists transactions made using the particular card that have not been accounted yet.



Card detail


Transaction history

Authorization holds

Debetní karta
KAREL NOVÁK 1234 56XX X...

Additional information

31 days

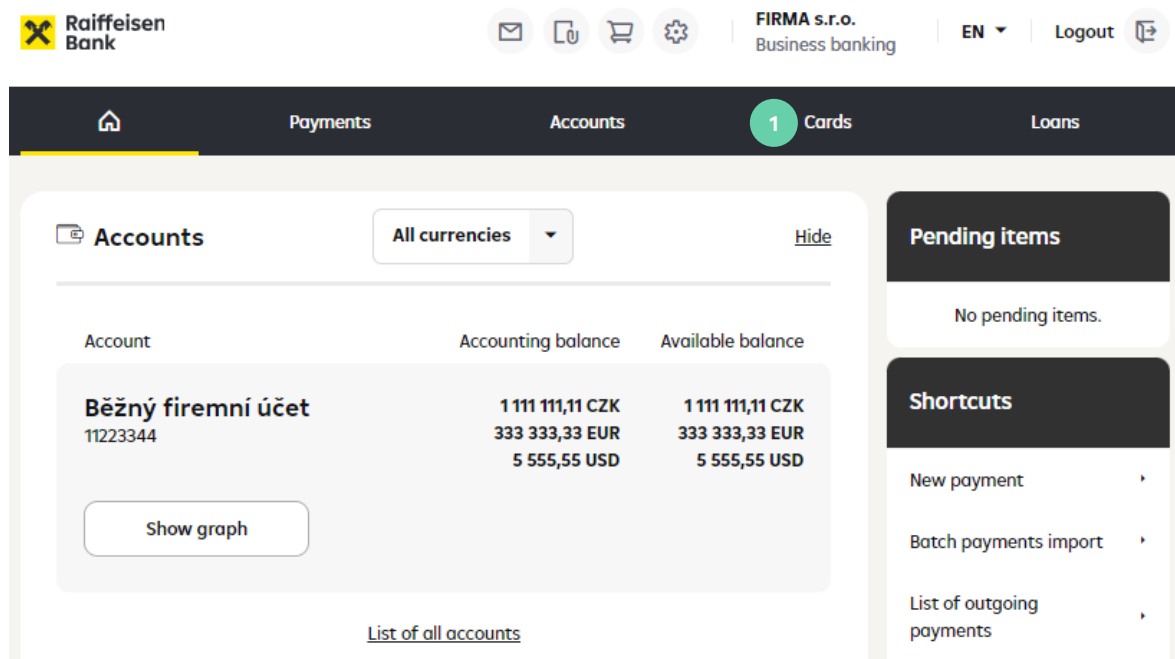
Transaction date	Category	Description	Held amount Original amount
04. 09. 2024		Velkotržnice Lipence Praha 5 - Lipence	- 220,00 CZK

- Select the card** for which you wish to view authorization holds.
- Click **Additional information** at the given card to see its status, validity and the account to which it is issued.
- Period** - You can choose the period for which you wish to see authorization holds. You can choose 7 days, 31 days (default) or 370 days.
- Sorting** - Sort by transaction date, category, description or amount.
- Transaction detail** - Click to expand the detail of the particular transaction. If the merchant's website is listed, the link can be copied to the clipboard and pasted in a new tab/window in your browser.

4.2 Debit card application

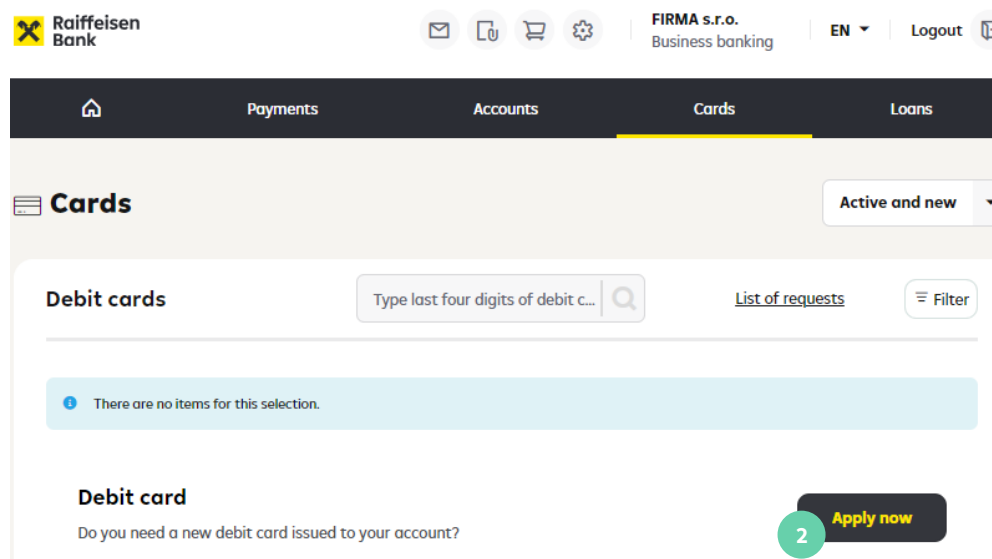
In your corporate internet banking, you can request a new debit card to be issued. A separate application is required for each new card. To open the debit card application, either use the **Cards** section or the [Shopping cart icon](#).

Applying for a debit card in the **Cards** section



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. The main navigation bar has tabs for Home, Payments, Accounts, **1 Cards**, and Loans. The Accounts section is active, displaying a table of accounts with columns for Account, Accounting balance, and Available balance. The table lists three accounts: Běžný firemní účet (11223344), 1111 111,11 CZK, 333 333,33 EUR, and 5 555,55 USD. A 'Show graph' button is present below the table. A 'Pending items' section on the right shows 'No pending items.' and a 'Shortcuts' section lists 'New payment', 'Batch payments import', and 'List of outgoing payments'.

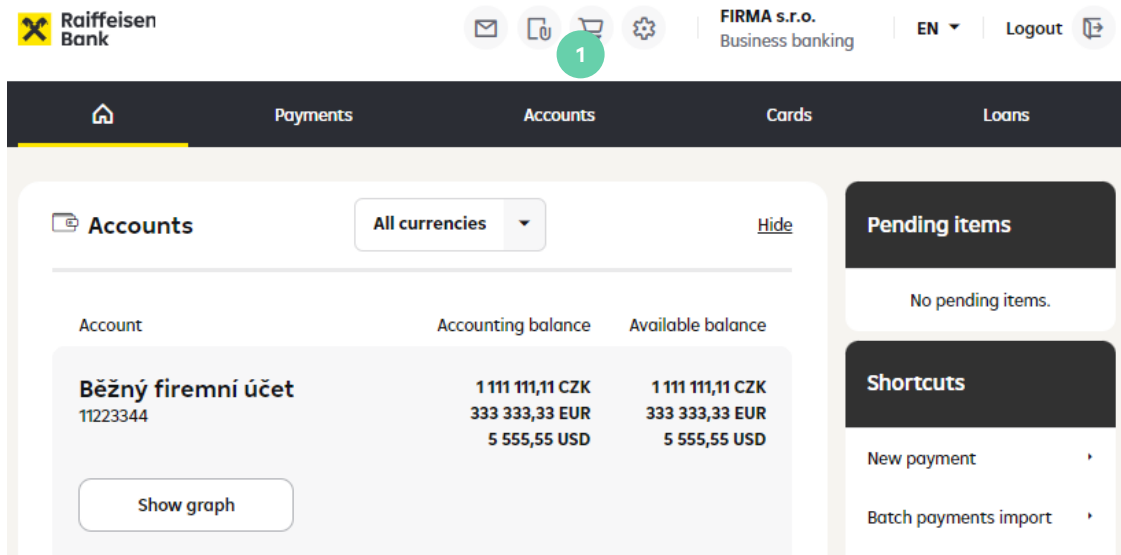
1 To request a new debit card, click the **Cards** section on the main screen.



The screenshot shows the Raiffeisen Bank Corporate Banking interface with the Cards section active. The top navigation bar is the same as the previous screenshot. The main navigation bar has tabs for Home, Payments, Accounts, **Cards**, and Loans. The Cards section displays a 'Debit cards' section with a search bar and a 'List of requests' link. A message states 'There are no items for this selection.' Below this, a 'Debit card' section asks 'Do you need a new debit card issued to your account?' and features an **2 Apply now** button.

2 In the next step, click **Apply now** to be redirected to a new debit card application.

Applying for a debit card via the Shopping cart



Raiffeisen Bank | **FIRMA s.r.o.** Business banking | EN | Logout

1

Accounts | All currencies | Hide

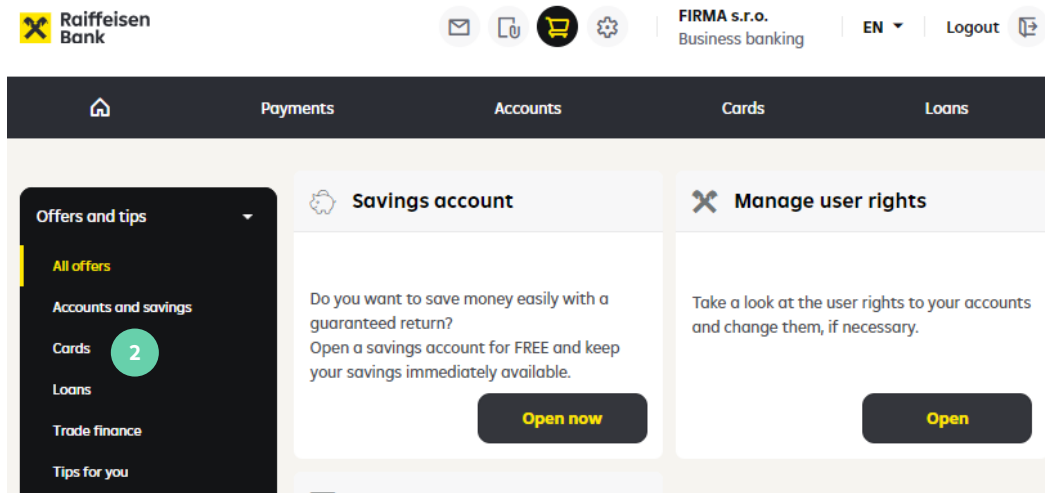
Account	Accounting balance	Available balance
Běžný firemní účet 11223344	1 111 111,11 CZK 333 333,33 EUR 5 555,55 USD	1 111 111,11 CZK 333 333,33 EUR 5 555,55 USD

Show graph

Pending items
No pending items.

Shortcuts
New payment
Batch payments import

1 First, click the **shopping cart icon** in the header menu of your internet banking.



Raiffeisen Bank | **FIRMA s.r.o.** Business banking | EN | Logout

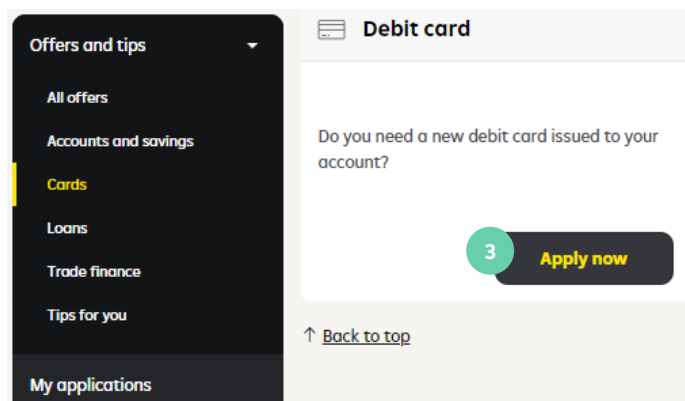
Offers and tips

- All offers
- Accounts and savings
- Cards** 2
- Loans
- Trade finance
- Tips for you

Savings account
Do you want to save money easily with a guaranteed return?
Open a savings account for FREE and keep your savings immediately available.
Open now

Manage user rights
Take a look at the user rights to your accounts and change them, if necessary.
Open

2 In the next step, click **Cards** in the **Offers and tips** section.



Offers and tips

- All offers
- Accounts and savings
- Cards**
- Loans
- Trade finance
- Tips for you


Debit card
Do you need a new debit card issued to your account?
3 Apply now





↑ [Back to top](#)

3 Then, click **Apply now** in the **Cards** section to open a new debit card application.

Step 1 - Debit card application - Account and cardholder

You can request a new card for an existing or new cardholder. The list shows current and former cardholders and persons with access to the particular account via internet banking.



FIRMA s.r.o.
Business banking

EN

Logout

Home
Payments
Accounts
Cards
Loans
Trade Finance

[Back to Product and service offers](#)

Debit card application

1 Account and cardholder

2 Card type

3 Limits

4 Insurance

5 Delivery

6 Summary

7 Signature

Issue a card*

1 Běžný firemní účet
11223344

Cardholder*

2

☒ Issue a card to a current holder

☐ Issue a card for a new holder

Jan Novák

Next

[or Leave and save application](#)

DO YOU HAVE A QUESTION?
CALL
 412440000

- 1 Issue card to account** - If you hold multiple accounts, select the one that you wish to have the card issued to.
- 2 Cardholder** - Choose one of the available options: **Issue to a current holder** or **Issue to a new holder**. In the first case, you only choose the name of the person for whom the card should be issued.

In the second case, you need to provide detailed information about the future cardholder.

NOTE: To successfully complete the application for a new cardholder, the person has to be identified by the bank already.

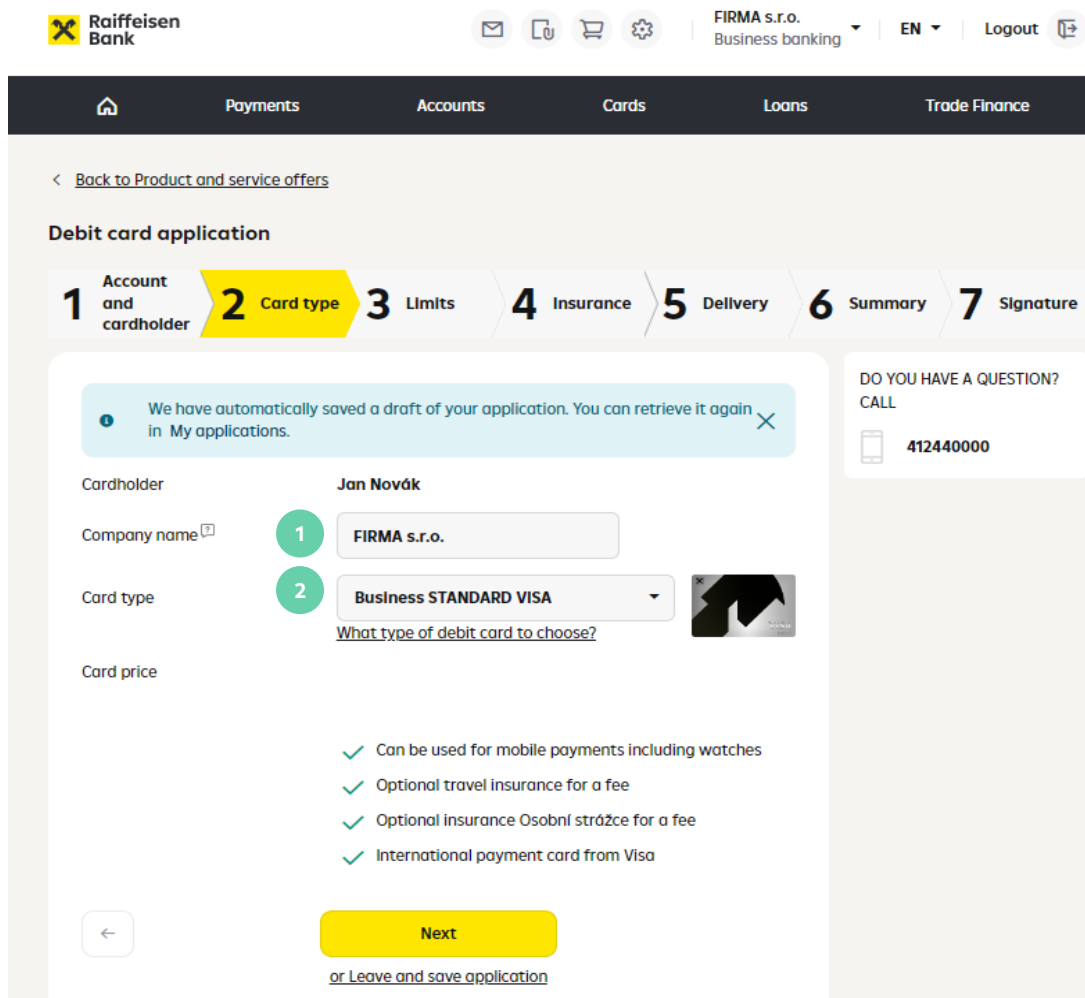
After providing the details, the system evaluates whether the future cardholder is already registered in the bank's systems and has submitted all the documents required by law and whether the bank has verified the data as required to fully identify the person. If this is not the case, the application cannot be completed and the future cardholder must appear at the bank to carry out the necessary identification.

<p>Issue a card* Běžný firemní účet 11223344</p> <p>Cardholder* <input type="radio"/> Issue a card to a current holder <input checked="" type="radio"/> Issue a card for a new holder </p> <p>Title before name <input type="text"/></p> <p>Name* <input type="text"/></p> <p>Surname* <input type="text"/></p> <p>Title after name <input type="text"/></p> <p>Nationality* Gender* Choose</p> <p>Czech Republic</p> <p>Birth number* Date of birth dd.mm.yyyy</p> <p><input type="text"/></p> <p>Identification document* Document type* Document number* <input type="text"/> </p> <p>ID card</p> <p>Issued on Valid until dd.mm.yyyy</p> <p>dd.mm.yyyy</p> <p>Issued by* <input type="text"/></p>	<p>Permanent address* Street and number* <input type="text"/></p> <p>City* <input type="text"/></p> <p>State* <input type="text" value="Enter the country name..."/></p> <p>Postal code* <input type="text"/></p> <p>Contact address <input checked="" type="radio"/> same as the domicile address <input type="radio"/> different from the domicile address </p> <p>Cardholder contact information* At least one phone number must be provided Home phone* <input type="text"/> Mobile phone* <input type="text"/> E-mail address <input type="text"/> </p> <p style="text-align: center;"> <input type="button" value="Next"/> or Leave and save application </p>
--	---

In both cases, confirm the step by clicking **Next**. At this stage, you can leave the application and return to it later.

Step 2 - Debit card application - Card type

In the second step, you choose the card type.



The screenshot shows the Raiffeisen Bank Corporate Banking interface for a Debit card application. The top navigation bar includes the Raiffeisen Bank logo, user profile (FIRMA s.r.o., Business banking), language (EN), and Logout. The main navigation bar lists Payments, Accounts, Cards, Loans, and Trade Finance. The application progress bar shows seven steps: 1. Account and cardholder, 2. Card type (highlighted), 3. Limits, 4. Insurance, 5. Delivery, 6. Summary, and 7. Signature. A notification states: "We have automatically saved a draft of your application. You can retrieve it again in My applications." The Cardholder is Jan Novák. The Company name is FIRMA s.r.o. (marked with a green circle 1). The Card type is Business STANDARD VISA (marked with a green circle 2). Below the card type, there is a link "What type of debit card to choose?" and a list of features: Can be used for mobile payments including watches, Optional travel insurance for a fee, Optional insurance Osobní strážce for a fee, and International payment card from Visa. At the bottom, there is a "Next" button and a link "or Leave and save application". On the right, there is a contact information box: "DO YOU HAVE A QUESTION? CALL 412440000".

1 Company name - You can modify the company name to appear on the card.

2 Card type - Choose from 3 card types:


- Business STANDARD Mastercard with a maximum total limit of 200 000 CZK
- Business STANDARD VISA with a maximum total limit of 200 000 CZK
- Business GOLD VISA with a maximum total limit of 650 000 CZK





Basic information about the cards is provided right on this screen. Or, click *"What type of debit card to choose?"* for detailed information about the particular cards. (You will be redirected to Raiffeisenbank's website to read more information.)

Click **Next** to go to the next step after choosing the card. At this stage, you can also leave the application and return to it later.

Step 3 - Debit card application - Limits

In the third step you set up the limits for the chosen debit card.


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance

[Back to Product and service offers](#)

Debit card application

1 Account and cardholder
 2 Card type
 3 Limits
 4 Insurance
 5 Delivery
 6 Summary
 7 Signature

We have automatically saved a draft of your application. You can retrieve it again in My applications.

DO YOU HAVE A QUESTION?
 CALL
 412440000

Limits

1 Limit period **Weekly**

2 ATM withdrawal limit CZK

3 Non-cash payments limit CZK

4 Overall limit **200 000 CZK**

5 Online payments

←

Next

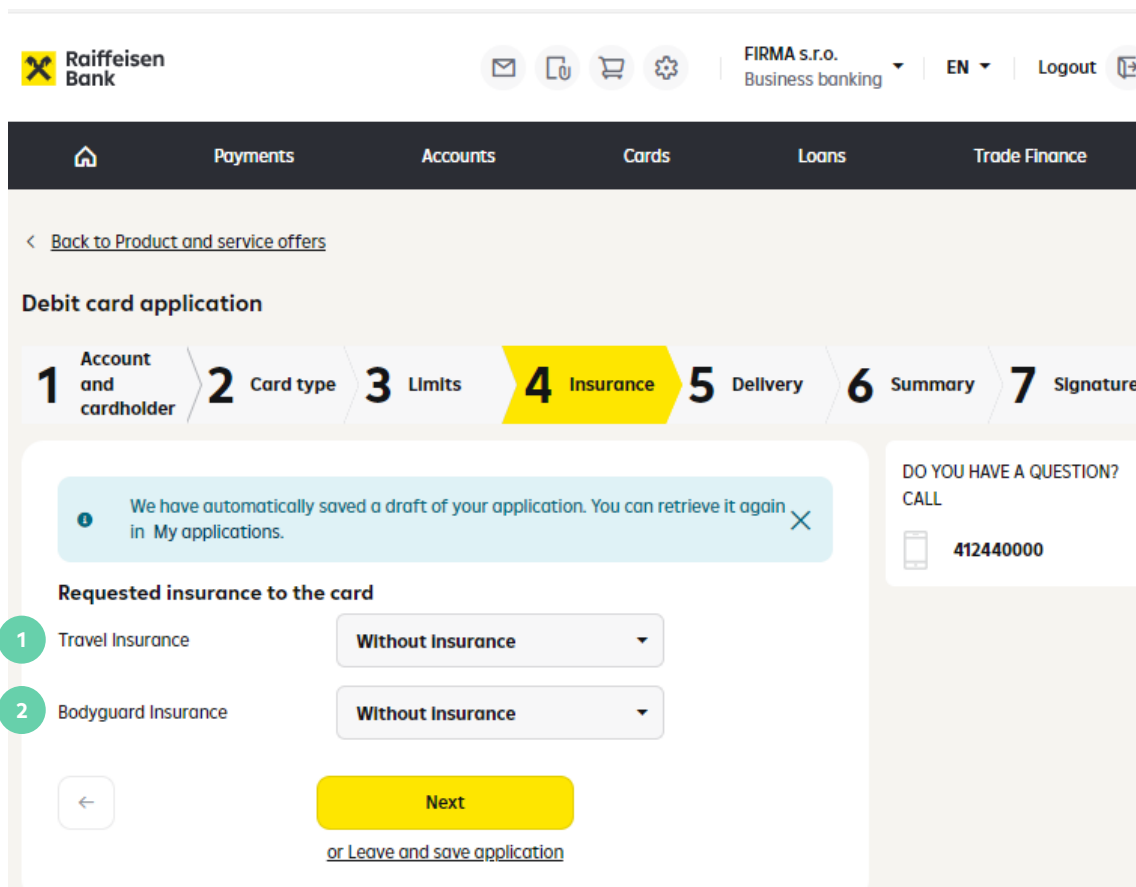
[or Leave and save application](#)

- 1 **Limit period** - For information only, the limits are weekly limits.
- 2 **ATM withdrawal limit** - The default setting is 50 000 CZK (the amount applies to STANDARD cards), but you can adjust the limit to suit your needs. This can be changed also later in internet banking after activating the card.
- 3 **Non-cash payments limit** - The default setting is 150 000 CZK (the amount applies to STANDARD cards), but you can adjust the limit to suit your needs. This can be changed also later in internet banking after activating the card.
- 4 **Overall limit** - The sum of ATM withdrawal limit and Non-cash payments limit. This is the maximum limit given by the chosen card type.
- 5 **Online payments** - You can enable or disable online payments. This can be changed also later in internet banking after activating the card.

Click **Next** to go to the next step after setting up the limits. At this stage, you can also leave the application and return to it later.

Step 4 - Debit card application - Insurance

In the following step, you can take out insurance provided with the card.




The screenshot shows the Raiffeisen Bank Corporate Banking portal. The top navigation bar includes the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. Below the navigation bar, the 'Debit card application' process is displayed as a sequence of seven steps: 1. Account and cardholder, 2. Card type, 3. Limits, 4. Insurance (highlighted in yellow), 5. Delivery, 6. Summary, and 7. Signature. A notification banner states: 'We have automatically saved a draft of your application. You can retrieve it again in My applications.' Below this, the 'Requested insurance to the card' section contains two items: 1. Travel Insurance, with a dropdown menu set to 'Without Insurance'; and 2. Bodyguard Insurance, also with a dropdown menu set to 'Without Insurance'. At the bottom of this section is a yellow 'Next' button and a link that says 'or Leave and save application'. On the right side, there is a contact information box with the text 'DO YOU HAVE A QUESTION? CALL' and a phone number '412440000'.





- 1 **Travel insurance** - Choose whether you want travel insurance with the card or not. (For Business GOLD VISA cards, GOLDRB insurance is included in the card price). More information about travel insurance is provided on RB's website: [Travel Insurance | Raiffeisenbank \(rb.cz\)](#)
- 2 **Bodyguard insurance** - Choose whether you want OSOBNÍ STRÁŽCE insurance with the card or not. More information about Osobní strážce insurance is provided on RB's website: [Osobní strážce | Raiffeisenbank \(rb.cz\)](#)

Click **Next** to go to the next step. At this stage, you can also leave the application and return to it later.

Step 5 - Debit card application - Delivery

In the fifth step, choose the method of issuing the card and its delivery.


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Debit card application

1 Account and cardholder
 2 Card type
 3 Limits
 4 Insurance
 5 **Delivery**
 6 Summary
 7 Signature

We have automatically saved a draft of your application. You can retrieve it again in My applications.

DO YOU HAVE A QUESTION?
 CALL
 412440000

Card issuance
 1
 ☒ **Standard**

☐ **Express**
 Express issue of a card is subject to a fee 2 000 CZK according to Pricelist for products and services.

Address for card delivery
 2
 Cardholder address
 Contact address of the company

Addressee
 FIRMA s.r.o.
Bankovní 1234/22
120 00 Praha 2
Czech Republic

You can change the card delivery address here in internet banking in User settings in section Contact information.


PIN delivery
 Electronically Into IB





You will be able to display PIN after you will receive the card in internet or mobile banking.

←
 Next

[or Leave and save application](#)

- 1 **Card issuance** - Choose whether you want the card to be delivered on **standard** terms (card made within 7 days) or on **express** terms (card made within 3 days).
- 2 For **standard** issuance, select in the **Address for card delivery** section whether you want the card to be sent to the cardholder's mailing address or the company's mailing address.


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Debit card application

1 Account and cardholder
 2 Card type
 3 Limits
 4 Insurance
 5 Delivery
 6 Summary
 7 Signature


 We have automatically saved a draft of your application. You can retrieve it again in My applications.

DO YOU HAVE A QUESTION?
 CALL

412440000

Card issuance
 ☐ Standard
 ☒ Express
 Express issue of a card is subject to a fee 2 000 CZK according to Pricelist for products and services.



Address for card delivery
 Branch office

Branch selection
 3

If the request for urgent issue of a new debit card is sent to the bank by 14:00, the card will be delivered within 2 banking days. If the request is sent after 14:00, the card will be delivered within 3 banking days.

PIN delivery
 Electronically Into IB

You will be able to display PIN after you will receive the card in internet or mobile banking.

[or Leave and save application](#)

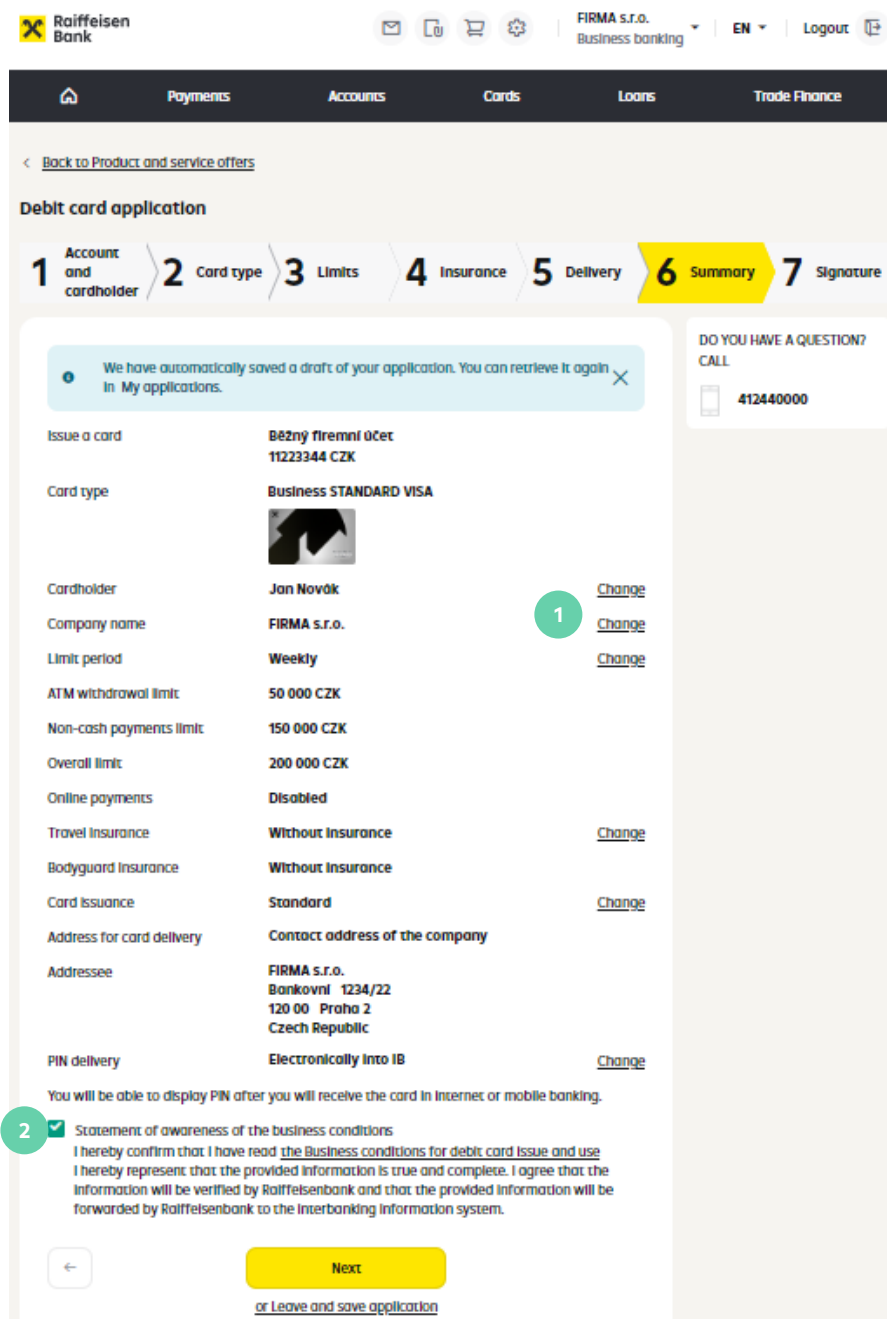
- 3 In the case of express issuance, you have to collect the card in person at a branch office. Thus, choose a branch office to collect the card (Branch selection section).

The method of delivery of the PIN for your new card is chosen automatically by the system. If the future cardholder has access to internet banking and the account to which the card is issued, the PIN will be available to him or her in the card detail in internet banking. If the cardholder does not have such access, the PIN will be delivered by mail.

Click **Next** to proceed to the next step after completing the details. At this stage, you can leave the application and return to it later.

Step 6 - Debit card application - Summary

A summary of the card details is provided in Step 6. If necessary, you can change the options.



Debit card application

1 Account and cardholder 2 Card type 3 Limits 4 Insurance 5 Delivery **6 Summary** 7 Signature

We have automatically saved a draft of your application. You can retrieve it again in My applications.

DO YOU HAVE A QUESTION? CALL 412440000

Issue a card	Běžný firemní účet 11223344 CZK
Card type	Business STANDARD VISA
Cardholder	Jan Novák Change
Company name	FIRMA s.r.o. 1 Change
Limit period	Weekly Change
ATM withdrawal limit	50 000 CZK
Non-cash payments limit	150 000 CZK
Overall limit	200 000 CZK
Online payments	Disabled
Travel Insurance	Without Insurance Change
Bodyguard Insurance	Without Insurance
Card Issuance	Standard Change
Address for card delivery	Contact address of the company
Addressee	FIRMA s.r.o. Bankovní 1234/22 120 00 Praha 2 Czech Republic
PIN delivery	Electronically into IB Change

You will be able to display PIN after you will receive the card in Internet or mobile banking.

2 ☒ **Statement of awareness of the business conditions**
I hereby confirm that I have read the [Business conditions for debit card issue and use](#)
I hereby represent that the provided information is true and complete. I agree that the information will be verified by Raiffeisenbank and that the provided information will be forwarded by Raiffeisenbank to the Interbanking Information system.

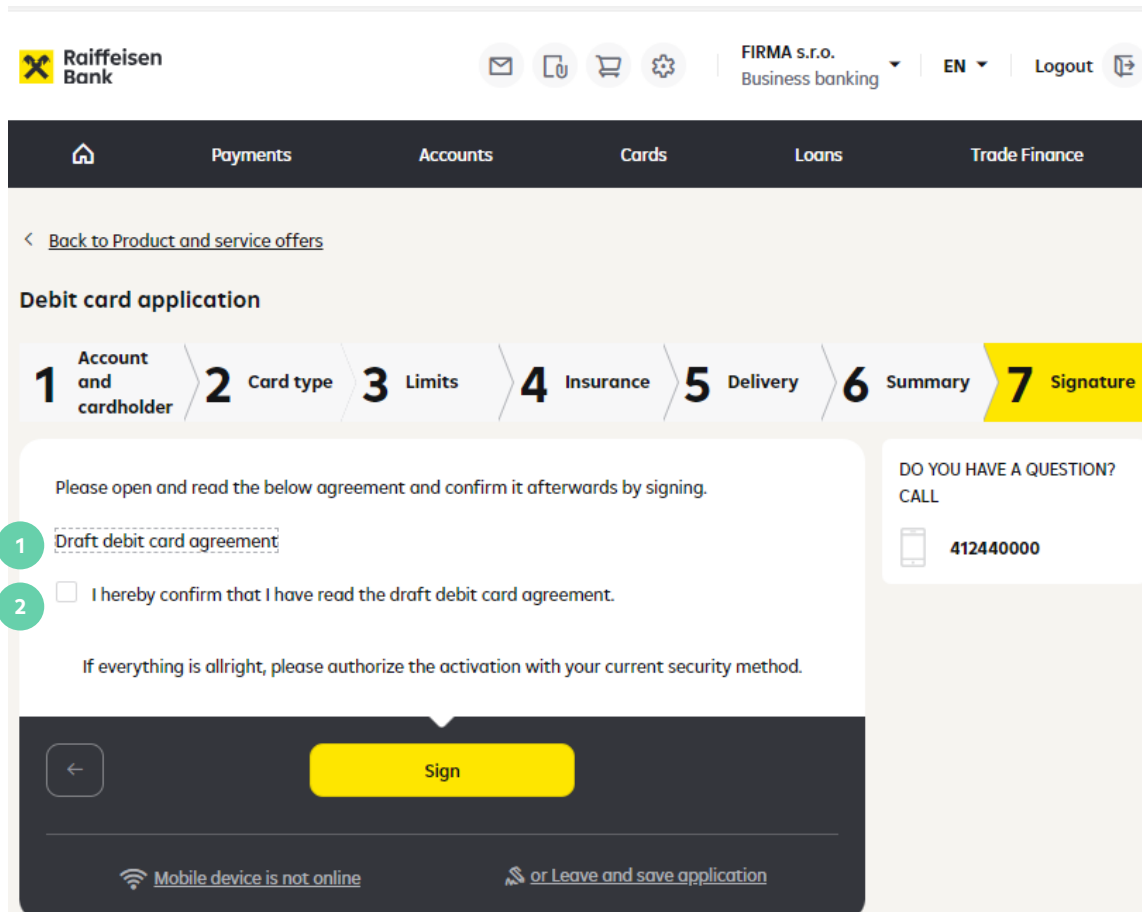
[←](#) **Next**
[or Leave and save application](#)

1 Change - The Change button at the particular items takes you back to the detailed settings.

2 Checkbox - You have to agree to the terms and conditions to continue.

By checking the *Statement of awareness of the business conditions* box and clicking **Next** (again, you can leave the application at this stage and return to it later) you move to the last step - certifying the debit card application and sending it to the bank for processing.

Step 7 - Debit card application - Signature



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there's a header with the Raiffeisen Bank logo, navigation icons (mail, document, shopping cart, settings), and user information: FIRMA s.r.o. Business banking, EN, and Logout. Below the header is a dark navigation bar with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. The main content area is titled 'Debit card application' and features a progress bar with seven steps: 1. Account and cardholder, 2. Card type, 3. Limits, 4. Insurance, 5. Delivery, 6. Summary, and 7. Signature (highlighted in yellow). Below the progress bar, there's a section for the 'Draft debit card agreement' with a numbered list: 1. Draft debit card agreement (with a document icon) and 2. A checkbox labeled 'I hereby confirm that I have read the draft debit card agreement.' Below this, a text prompt says 'If everything is allright, please authorize the activation with your current security method.' At the bottom of the form, there's a 'Sign' button and a back arrow. A footer bar indicates 'Mobile device is not online' and provides a link to 'or Leave and save application'. On the right side of the form, there's a contact information box: 'DO YOU HAVE A QUESTION? CALL 412440000' with a phone icon.

- 1 **Draft debit card agreement** - Downloadable detail of the debit card agreement.
- 2 **Checkbox** - By checking the box you confirm that you have read the draft debit card agreement. To be able to check the box, you have to open or download the draft agreement first.

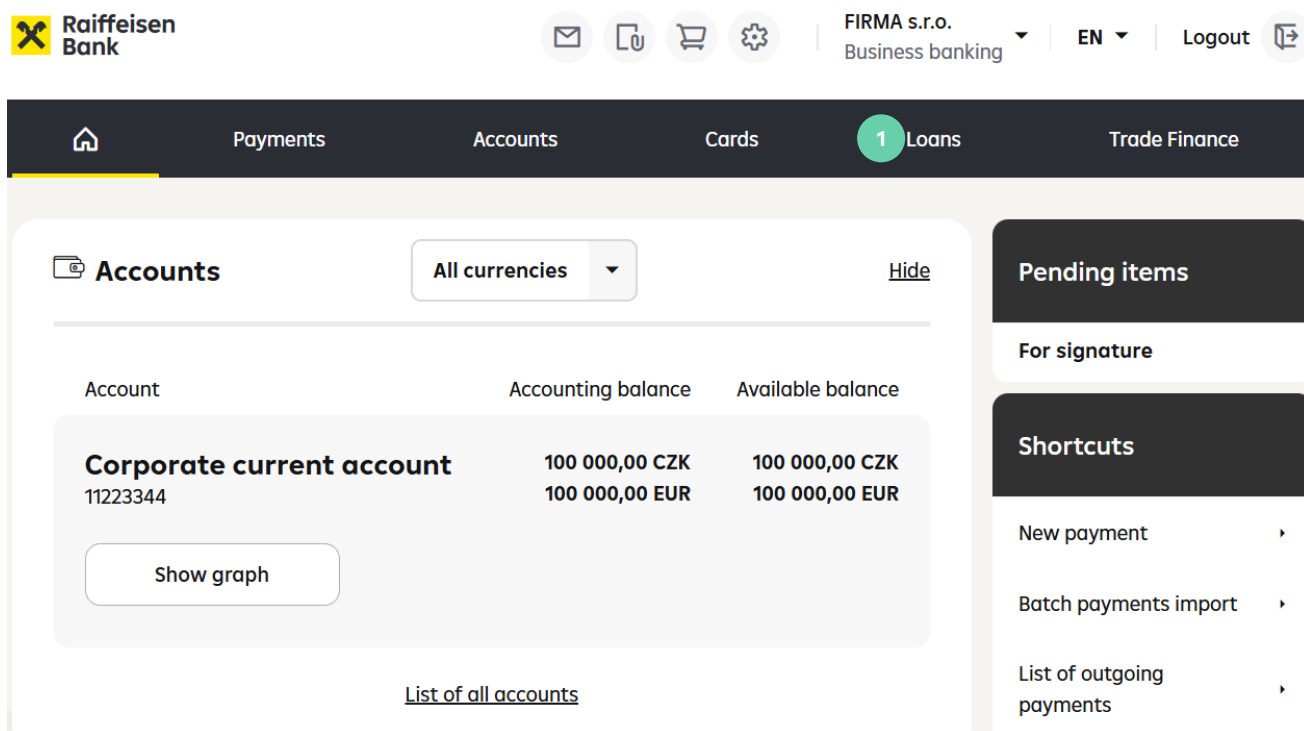
Click **Sign** to attach your signature using the method set up for certifications in your internet banking (RB Key / SMS code / personal electronic code).

The debit card application can be signed by a person authorized to sign according to the signed Record of set up access rights.

5. Loans

A list of your loans is displayed in the Loans section.

Accessing the Loans section



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the following items: Home, Payments, Accounts, Cards, **1 Loans** (highlighted with a green circle), and Trade Finance. Below the navigation bar, the main content area is divided into two sections. On the left, there is a section titled "Accounts" with a dropdown menu for "All currencies" and a "Hide" link. Below this, there is a table showing the "Corporate current account" with its accounting and available balances in both CZK and EUR. A "Show graph" button is also present. On the right, there are two sections: "Pending items" and "Shortcuts". The "Shortcuts" section lists "New payment", "Batch payments import", and "List of outgoing payments".


Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 100 000,00 EUR	100 000,00 CZK 100 000,00 EUR





[List of all accounts](#)

- 1 Open the **Loans** section by clicking on the black bar menu of your internet banking.

5. Loans


In this section, you can see a list of your loans.


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 Business banking

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Logout


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[Trade Finance](#)


Loans

[All currencies](#)
[Active](#)
[All loans](#)

Overdraft facilities
[Hide](#)

Loan		Original loan amount	Available balance	Current balance
☆ Overdraft loan NDP/0001/NCRAM/01/11223344 FIRMA s.r.o.	4	10 000 000,00 CZK	10 000 000,00 CZK	0,00 CZK


Working capital and other frames
[Hide](#)





Loan		Original loan amount	Available balance	Current balance
☆ Frame for bank guarantees NDP/0001/NCRAM/01/123456 FIRMA s.r.o.	5	13 000 000,00 CZK	9 000 000,00 CZK	4 000 000,00 CZK
☆ Multiprodukt NDP/0001/NCRAM/01/111222333 FIRMA s.r.o.		211 000 000,00 CZK	33 000 000,00 CZK	178 000 000,00 CZK

- 1 Filter by **Currency**
- 2 Filter by Loan status: **Active** or **Ended**.
- 3 Filter by Loan type: **All loans** or **Overdraft facilities** or **Working capital and other frames**.
- 4 Click in the active field of a particular loan to open the **Loan detail**. See the following page of the manual.
- 5 Click in the active field of a credit limit to open the List of products under that limit.

Loan detail


The Loan detail shows information about the particular loan, such as the agreement number, loan type, maturity, drawn amount, interest rate and status.


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 Business banking

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Logout 

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[Trade Finance](#)

Product overview
Loan details
 List of repayments

Working capital loan
 SU/0001/UFNRAM/01/11223344

20 000 000,00 CZK
[+ Additional information](#)

Loan detail


My name of the limit	Working capital loan	Change
Agreement number	SU/0001/UFNRAM/01/11223344	
Loan type	Working capital loan/ Fixed tranche revolving loan	
Maturity	19.05.2025	
Drawn amount	20 000 000,00 CZK	
Interest rate	5,55 % yearly	
Status	Drawable	





1

Click **Change** to change the **name you have assigned to the limit**.

List of repayments

The List of repayments displays your loan repayments.



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 Payments
 Accounts
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 Trade Finance

Product overview
 Loan details
List of repayments

Splátkový úvěr
 NDP/0001/NCINV/01/11223344


20 000 000,00 CZK
[Additional information](#)





List of repayments
 Filter

Settlement date	Transaction type	Amount
30.09.2025	Principal	200 000,00 CZK
30.09.2025	Interest	300 000,00 CZK

Product overview


Open **Product overview** for more information about the particular credit limit.


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Logout 

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[Trade Finance](#)

Product overview

List of statements 4

Working capital loan
 SU/0001/UFNRAM/01/11223344

20 000 000,00 CZK
[+ Additional information](#)

List of repayments

1 All products

2 All currencies

3 Active

Maturity	Product name Client name	Current limit	Current balance
10. 06. 2025	Working capital loan/ Fixed tra... FIRMA s.r.o.	20 000 000,00 CZK	20 000 000,00 CZK ,

1 Filter by **product type**.

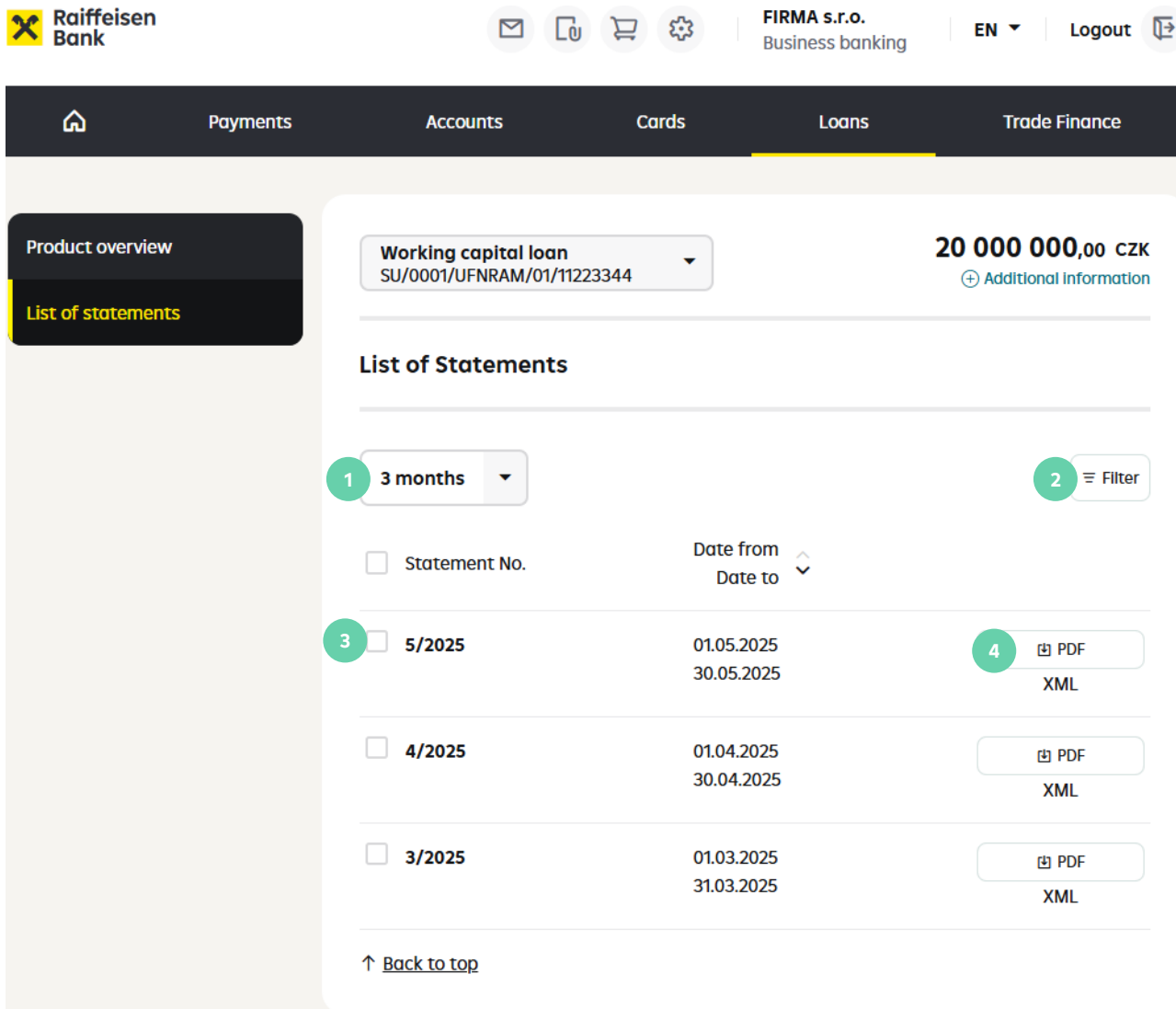
2 Filter by **currency**.

3 Filter **Active** or **Ended** products.

4 **List of statements** – Click to navigate to the List of statements section to view the statements for the specific credit limit. For more information, please refer to chapter [List of statements](#).

List of statements

Statements for a particular credit limit are shown in the **List of statements** section.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for email, document, shopping cart, and settings. The user is logged in as 'FIRMA s.r.o. Business banking' with the language set to 'EN' and a 'Logout' button. Below the navigation bar, there is a menu with options: Home, Payments, Accounts, Cards, Loans (selected), and Trade Finance. On the left side, there is a sidebar with 'Product overview' and 'List of statements' (selected). The main content area shows the 'List of Statements' for a 'Working capital loan' with ID 'SU/0001/UFNRAM/01/11223344' and a limit of '20 000 000,00 CZK'. A dropdown menu is set to '3 months'. A 'Filter' button is available. The table lists statements for May 2025, April 2025, and March 2025, each with checkboxes, dates, and buttons for PDF and XML downloads. A 'Back to top' link is at the bottom.

Statement No.	Date from Date to	PDF	XML
<input type="checkbox"/> 5/2025	01.05.2025 30.05.2025	<input type="checkbox"/> PDF	<input type="checkbox"/> XML
<input type="checkbox"/> 4/2025	01.04.2025 30.04.2025	<input type="checkbox"/> PDF	<input type="checkbox"/> XML
<input type="checkbox"/> 3/2025	01.03.2025 31.03.2025	<input type="checkbox"/> PDF	<input type="checkbox"/> XML

1 **Period** – Select a period (3 months, 1 year or 18 months).

2 **Filter** – Filter the results by **Date from** and **Date to**.

3 **Check the box** to download multiple statements at once.

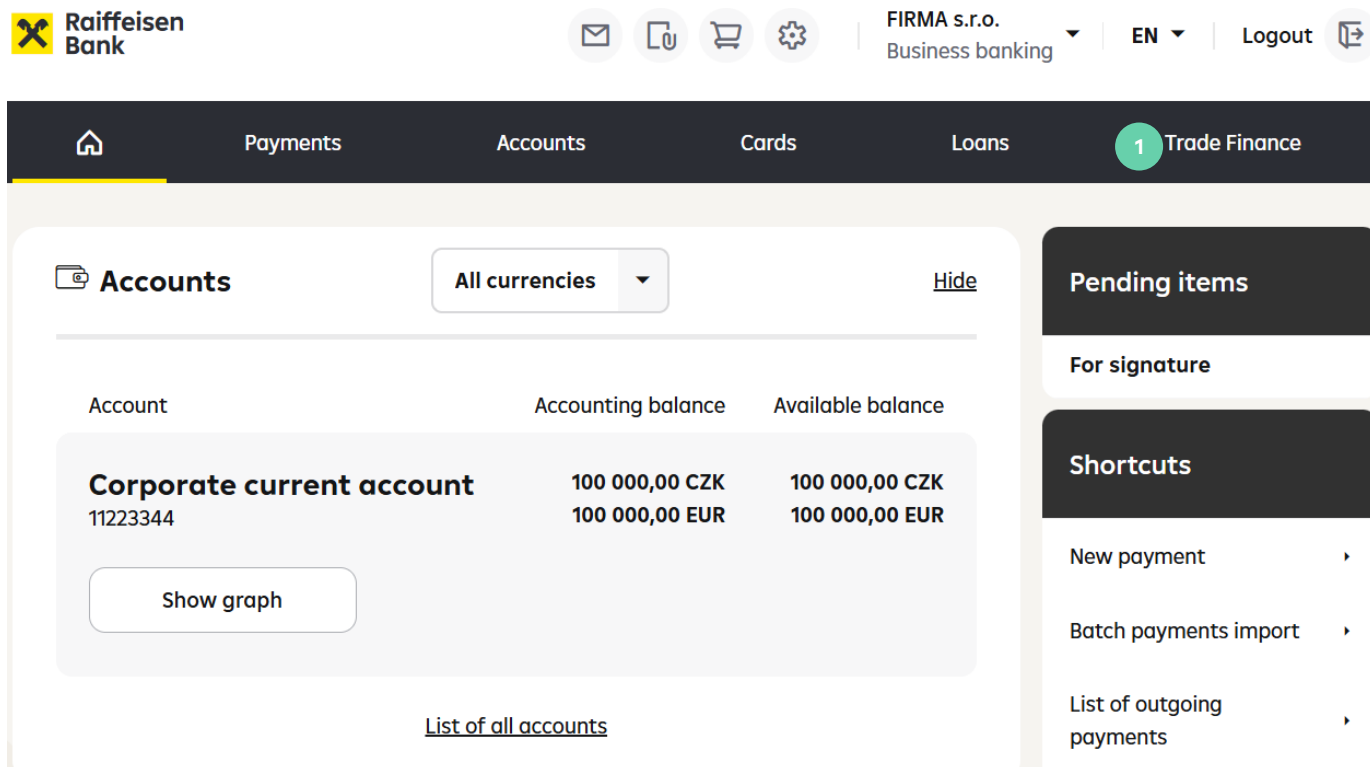
4 Click the **PDF** icon to download the particular statement as a PDF file.

By clicking the XML icon, you can download the individual statement in XML format. The description of the XML format can be found [here](#).

6. Trade Finance

This section of internet banking shows information about the following banking products: **Guarantees received, Guarantees issued, Import letters of credit, Export letters of credit, Import documentary collections, and Export documentary collections.**

Accessing the Trade Finance section



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a user profile icon, a mail icon, a document icon, a shopping cart icon, a settings icon, and a dropdown menu showing "FIRMA s.r.o. Business banking". To the right of the dropdown menu are the language "EN" and a "Logout" button. Below the navigation bar is a dark bar with a menu containing "Home", "Payments", "Accounts", "Cards", "Loans", and "Trade Finance" (which is highlighted with a green circle and the number 1). The main content area shows the "Accounts" section with a dropdown menu for "All currencies" and a "Hide" link. Below this is a table with three columns: "Account", "Accounting balance", and "Available balance". The table contains one row for the "Corporate current account" with the account number "11223344". The accounting balance is "100 000,00 CZK" and "100 000,00 EUR". The available balance is "100 000,00 CZK" and "100 000,00 EUR". Below the table is a "Show graph" button. At the bottom of the table is a link "List of all accounts". On the right side of the main content area, there are two dark boxes: "Pending items" and "Shortcuts". The "Pending items" box contains a "For signature" section. The "Shortcuts" box contains three items: "New payment", "Batch payments import", and "List of outgoing payments", each with a right-pointing arrow.


Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 100 000,00 EUR	100 000,00 CZK 100 000,00 EUR





[List of all accounts](#)

- 1 Open the **Trade Finance** section by clickin on the black bar menu of your internet banking.

6. Trade Finance


The Trade Finance section displays information about your guarantees, letters of credit and documentary collections, including the **reference number**, **issue date**, **validity**, and **amount**.


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Trade Finance


1 All ▼

2 All currencies ▼

3 Active ▼


Guarantees Received



[Hide](#)


 Filter

There are no items for this selection.

Guarantees Issued

4 
[Hide](#)


5 
 Filter

	Reference number Beneficiary	Issued on My guarantee name	Valid until Status	Amount
☆	111111 FIRMA a.s.	19.03.2025	31.03.2028 Active	10 500 000,00 CZK
☆	222222 FIRMA 2 a.s.	17.02.2025	30.01.2027 Active	1 500 000,00 EUR

1 Filter by **document type**: **All**, **Guarantees Received**, **Guarantees Issued**, **Import Letters of Credit**, **Export Letters of Credit**, **Import Documentary Collections**, and **Export Documentary Collections**.

2 Filter by **Currency**.

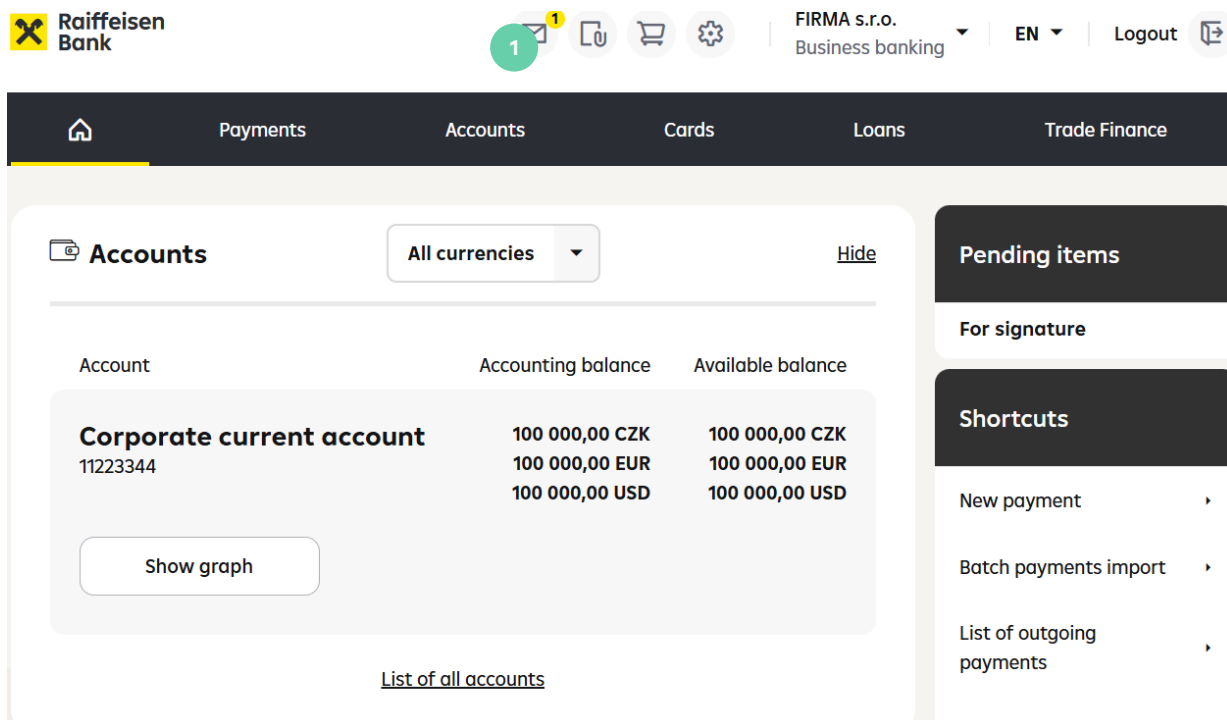
3 Filter by status: **Active** or **Ended**.

4 To download the List of trade finance products to your device as a .csv file, click  .

5 Use the Filter for better search results.

7. Messages from the bank

The **Messages from the bank** section contains all the messages that the bank regularly sends you, such as notifications about planned service downtimes, changes in operations, or important events related to the bank and its services. This section does not contain information about your specific transactions or accounts.



Accounts All currencies Hide

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK	100 000,00 CZK
	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

[Show graph](#)

[List of all accounts](#)

Pending items

For signature

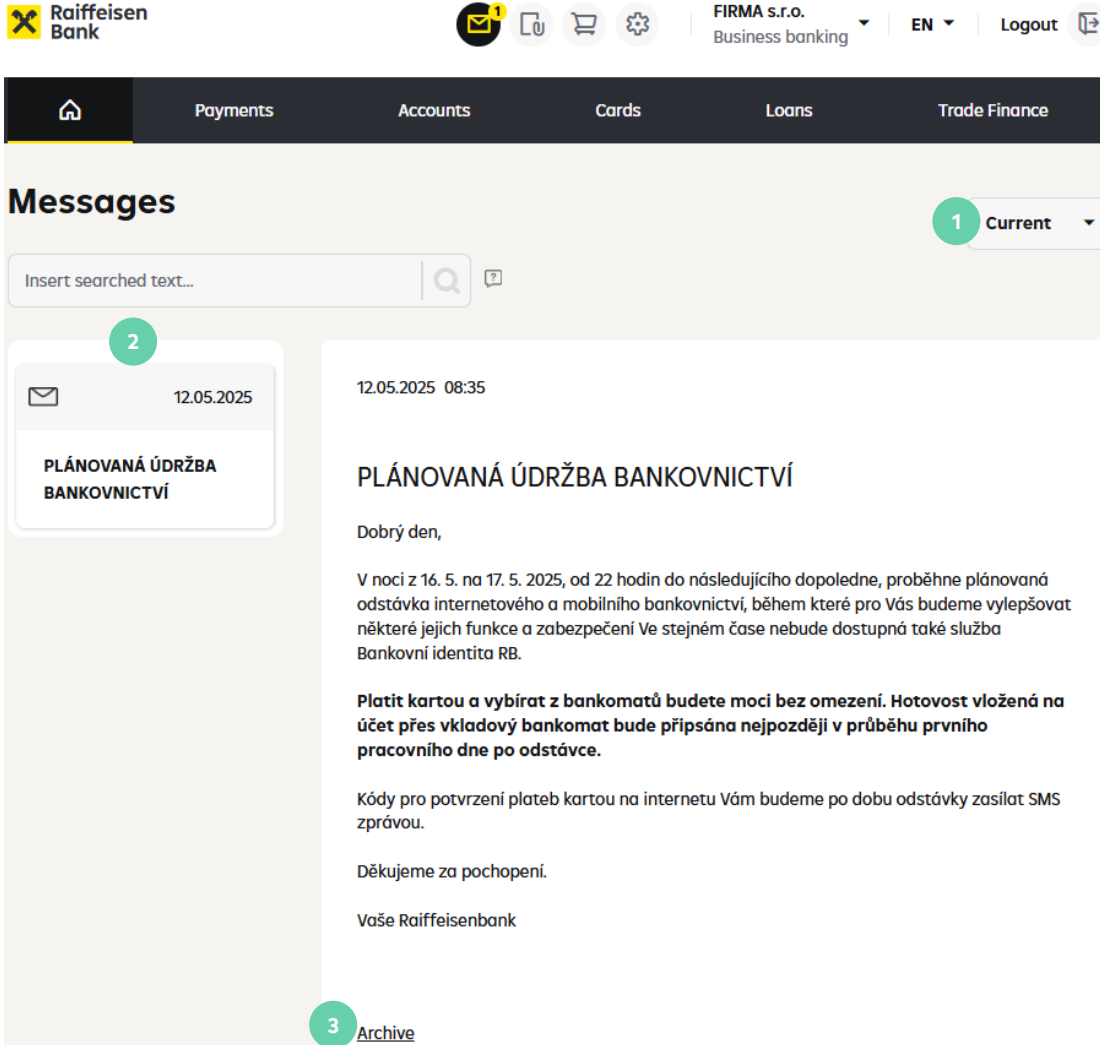
Shortcuts

- New payment
- Batch payments import
- List of outgoing payments
- All statements

1 To access the **Messages from the bank** section, click the envelope icon in the header of your internet banking.

The number in a yellow circle indicates the number of unread messages you have received from the bank.

7. Messages from the bank



Messages

1 Current

Insert searched text...

2

12.05.2025

PLÁNOVANÁ ÚDRŽBA BANKOVNICTVÍ

12.05.2025 08:35

PLÁNOVANÁ ÚDRŽBA BANKOVNICTVÍ

Dobrý den,

V noci z 16. 5. na 17. 5. 2025, od 22 hodin do následujícího dopoledne, proběhne plánovaná odstávka internetového a mobilního bankovníctví, během které pro Vás budeme vylepšovat některé jejich funkce a zabezpečení. Ve stejném čase nebude dostupná také služba Bankovní identita RB.

Platit kartou a vybírat z bankomatů budete moci bez omezení. Hotovost vložená na účet přes vkladový bankomat bude připsána nejpozději v průběhu prvního pracovního dne po odstávce.

Kódy pro potvrzení plateb kartou na internetu Vám budeme po dobu odstávky zasílat SMS zprávou.

Děkujeme za pochopení.

Vaše Raiffeisenbank

3 Archive

- 1 Use the dropdown menu to choose to read **Current** or **Archived** messages from the bank.
- 2 List of current messages from the bank.
- 3 Click **Archive** to move the current message from the bank to the archive. Archiving also takes place automatically after the message expires.

8. Offers and applications

[8.1 Accessing the Offers and applications section](#)

[8.2 All offers](#)

[8.23 Accounts and savings](#)

[8.4 Cards](#)

[8.5 Loans](#)

[8.6 Trade finance](#)


[8.7 Tips for you](#)





[8.8 My applications](#)

[8.9 List of funding applications](#)

[8.10 New financing application](#)

8.1 Accessing the Offers and applications section



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Accounts

All currencies

[Hide](#)

Account	Accounting balance	Available balance
Corporate current account	100 000,00 CZK	100 000,00 CZK
11223344	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

Show graph

[List of all accounts](#)

Pending items

For signature

Shortcuts

New payment

Batch payments import

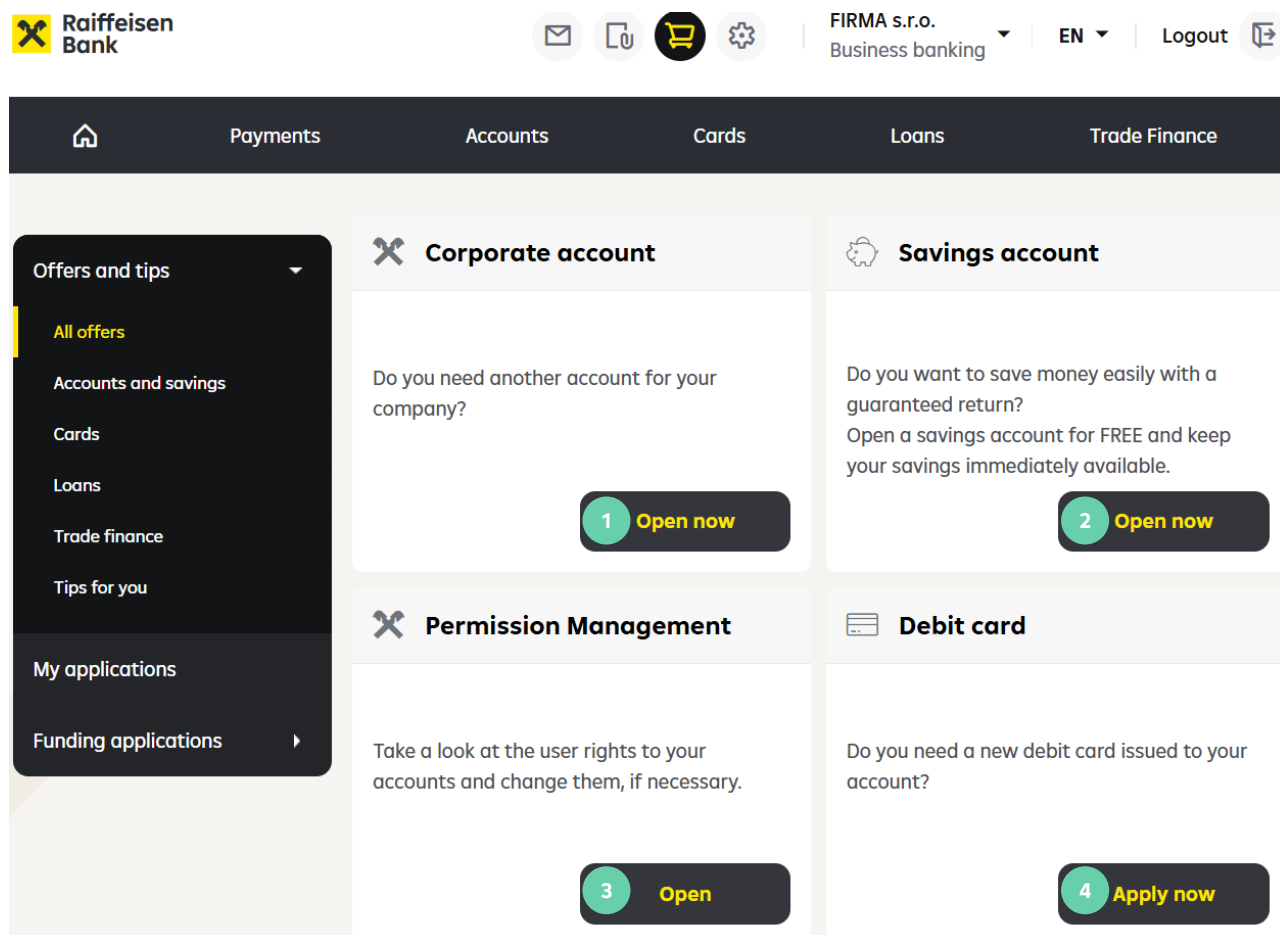
List of outgoing payments

All statements

- Access the **Offers and application** section by clicking the shopping cart icon in the header menu of your internet banking.

8.2 All offers


The All offers section includes all offers available to you.







- 1 **Corporate account** – Click **Open now** to initiate a new application for a corporate current account. See section 3.2 Online corporate current account application.
- 2 **Savings account** – Click **Open now** to initiate a new application for a savings account. See section 3.5 Online savings account application.
- 3 **Permission management** – Click **Open** to access your permission management console to modify the permissions assigned to users in your internet banking. See section 10.8 Permission management.
- 4 **Debit card** – Click **Apply now** to open a new form for applying for a debit card. See section 4.2 Debit card application.

8.3 Accounts and savings

This section includes offers related to accounts and savings, such as opening a new current account or opening a savings account. Permission management is accessible from this page as well.



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Home
 Payments
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Offers and tips

- All offers
- Accounts and savings**
- Cards
- Loans
- Trade finance
- Tips for you


My applications

- Funding applications


Corporate account


Do you need another account for your company?

Open now


Savings account

Do you want to save money easily with a guaranteed return?
 Open a savings account for FREE and keep your savings immediately available.

Open now



Permission Management





Take a look at the user rights to your accounts and change them, if necessary.

Open

8.4 Cards

This section shows offers related to cards, such as issuing a new debit card to your current account. Detailed instructions can be found in section 4.2 Debit card application.



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Logout



 Payments
 Accounts
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Offers and tips

- All offers
- Accounts and savings
- Cards**
- Loans
- Trade finance
- Tips for you

My applications

- Funding applications


Debit card

Do you need a new debit card issued to your account?

Apply now

8.5 Loans

In this section, you will find offers related to loans.




FIRMA s.r.o.
Business banking

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Logout




Payments
Accounts
Cards
Loans
Trade Finance

Offers and tips
All offers
Accounts and savings
Cards
Loans
Trade finance
Tips for you
My applications
Funding applications

There are no items for this selection.

8.6 Trade finance

This section displays offers related to trade finance.



FIRMA s.r.o.
Business banking

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Logout



Payments
Accounts
Cards
Loans
Trade Finance

Offers and tips
All offers
Accounts and savings
Cards
Loans
Trade finance
Tips for you
My applications
Funding applications

There are no items for this selection.

8.7 Tips for you

This section gives you useful tips that may come handy in internet banking.




FIRMA s.r.o.
Business banking

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Logout




Payments
Accounts
Cards
Loans
Trade Finance

Offers and tips


- All offers
- Accounts and savings
- Cards
- Loans
- Trade finance
- Tips for you





My applications
Funding applications

There are no items for this selection.

8.8 My applications

The My applications section lists your approved applications and applications that remain in progress.


**Raiffeisen
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Logout


 Payments
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Offers and tips
 


My applications

Funding applications
 

My applications


Category Status	Additional information	Offer valid until	
Debit card request Incomplete		11. 07. 2025	<div>1</div> <div>Finalize</div> <div>2</div> 
Saving account request Approved	Business savings account CZK		





1 Click **Finalize** to be redirected to the last step where you left off your application.

2 Click  to delete the particular saved application.

8.9 List of funding applications

In the list of financing applications, which include applications for loans, overdrafts, bank guarantees, and pledging of receivables, displays all your submitted applications.



**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout



Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance

Offers and tips
 My applications
 Funding applications
 List of funding applications
 New funding application

Financing application forms

1 All

7 days

2

3 Filter

Product State Own application note	Amount Loan contract number Modified at Created/modified by	
Application to issue bank guarantee Processing	20 000,00 EUR Číslo úvěrové smlouvy 11.06.2025 Jiří Banka	<div>Copy</div> <div>Note</div>
Application to issue bank guarantee Processing	21 000,00 EUR Číslo úvěrové smlouvy 11.06.2025 Jiří Banka	<div>Copy</div> <div>Note</div>

1 Select: **All** / All excluding denied / Denied.

2 Choose period – 7 days / 31 days / 1 year.

3 **Filter** – You can filter the results. Details can be found on the following page. For more information, please refer to chapter [Filter](#).

Filter

Filter
[Create new filter](#)
✕

Date

1

04.06.2025
–
11.06.2025
📅

Amount from

2

Amount to

Currency

3

CZK

▼

Product

4

All products

▼

State

5

All states

▼

Loan contract number

6

Created/modified by

7▼

Cancel


Search





[Clear filter](#)

- 1 **Date** – Select the period to filter.
- 2 **Amount from and to** – Specify the minimum and maximum amount for filtering.
- 3 **Currency** – Select the currency.
- 4 **Product** – Select the product to be filtered. **Choose from:** Overdraft facility, Revolving loan, Receivables, Instalment loan, and Bank Guarantees.
- 5 **Status** – Select the status to filter financing applications.
- 6 **Loan contract number** – You can enter the loan contract number.
- 7 **Created/modified by** – Filter by the user who created or modified the application.

8.10 New funding application

This page gives you an opportunity to fill out a new application for an Overdraft facility, Revolving loan, Receivables, Instalment loan, and Bank Guarantee. The relevant manuals covering new financing applications are available on the following page.



**Raiffeisen
Bank**








FIRMA s.r.o.
 Business banking


EN

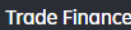
Logout


 Payments


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List of funding applications

New funding application

Overdraft facility

Repeated drawdown of funds up to the agreed limit amount

Request drawdown or increase of the limit of your overdraft facility

Continue

Revolving loan

Special purpose financing for your operations

Request drawdown or repayment of your revolving loan or increase of its limit

Continue

Receivables

Do you need to conclude collateral contract regarding receivables?

Send us the offer of receivables online

Continue

Instalment loan

Finance your investments

Request instalment loan drawdown

Continue

Bank Guarantees

Secure your obligations by guarantees

Apply for a new payment or other guarantee or a change of an existing one

Continue

New financing application manuals

Offer to assign account receivables



Adobe Acrobat
Document

Overdraft facility drawdown application



Adobe Acrobat
Document

Application to draft bank guarantee



Adobe Acrobat
Document

Application to issue bank guarantee



Adobe Acrobat
Document

Application to change bank guarantee



Adobe Acrobat
Document

Overdraft facility limit setting application



Adobe Acrobat
Document

Revolving loan drawdown application



Adobe Acrobat
Document

Instalment loan drawdown application



Acrobat
Document

Offer to pledge receivables



Adobe Acrobat
Document

9. Documents

[9.1 Accessing the Documents section](#)

[9.2 Documents for upload](#)

[9.2.1 Upload document](#)

[9.3 Documents for signature](#)

[9.4 Product documents](#)

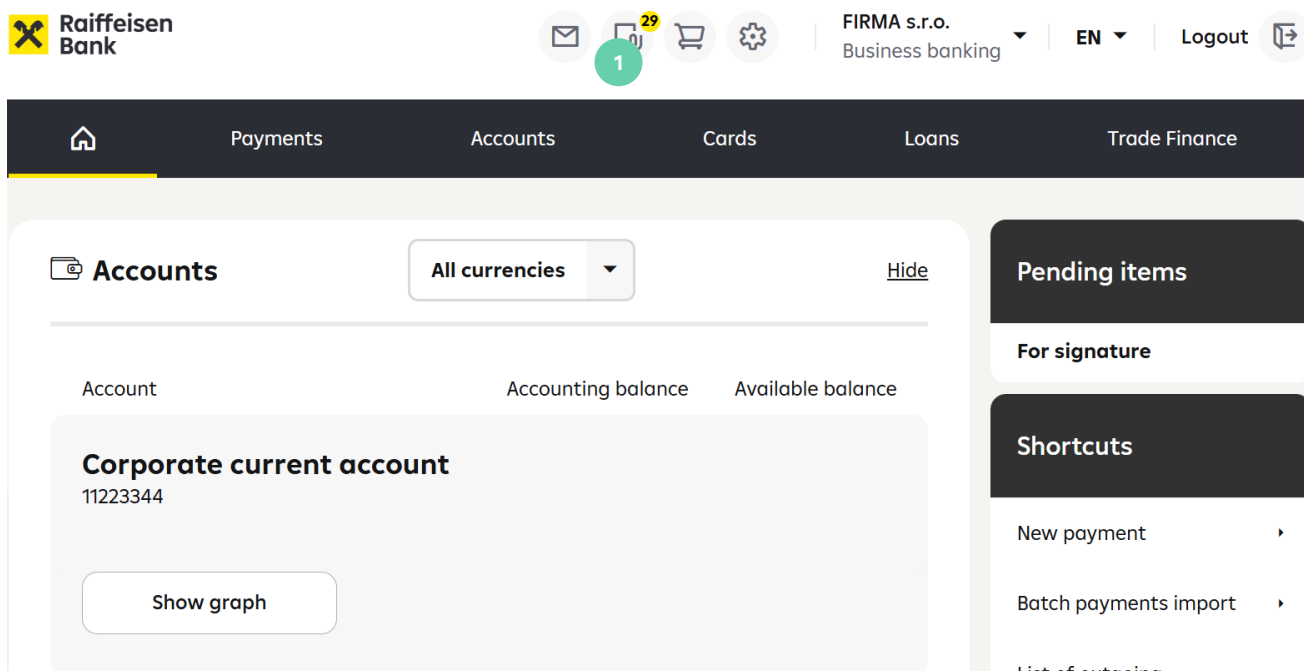
[9.5 Client documents](#)

[9.6 Uploaded documents](#)

[9.7 Documents for financial market trades](#)

[9.8 Documents for download](#)

9.1 Accessing the Documents section



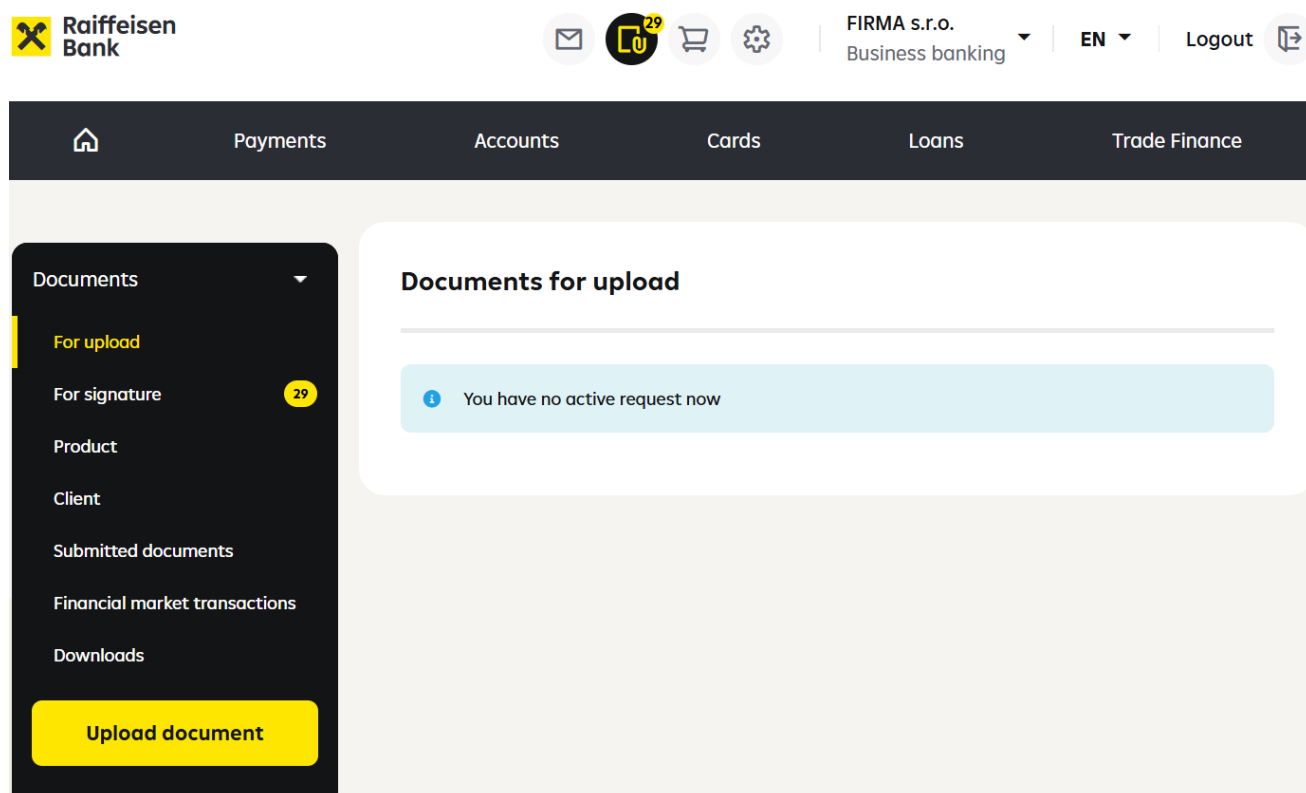
The screenshot displays the Raiffeisen Bank online banking interface. At the top, the Raiffeisen Bank logo is on the left, and the Corporate Banking logo is on the right. Below the logo, there is a navigation bar with icons for mail, documents (with a yellow circle containing the number 1), shopping cart, and settings. The main content area is divided into sections: 'Accounts' (with a dropdown for 'All currencies' and a 'Hide' link), 'Pending items', and 'Shortcuts'. The 'Accounts' section shows a table with columns for 'Account', 'Accounting balance', and 'Available balance'. The first row is for the 'Corporate current account' (11223344) with a 'Show graph' button. The 'Shortcuts' section lists 'New payment', 'Batch payments import', and 'List of outgoing'.

1 You can access the **Documents** section by clicking the documentation icon in the header of the online banking.

The number in the yellow circle shows how many documents you have to handle.

9.2 Documents for upload

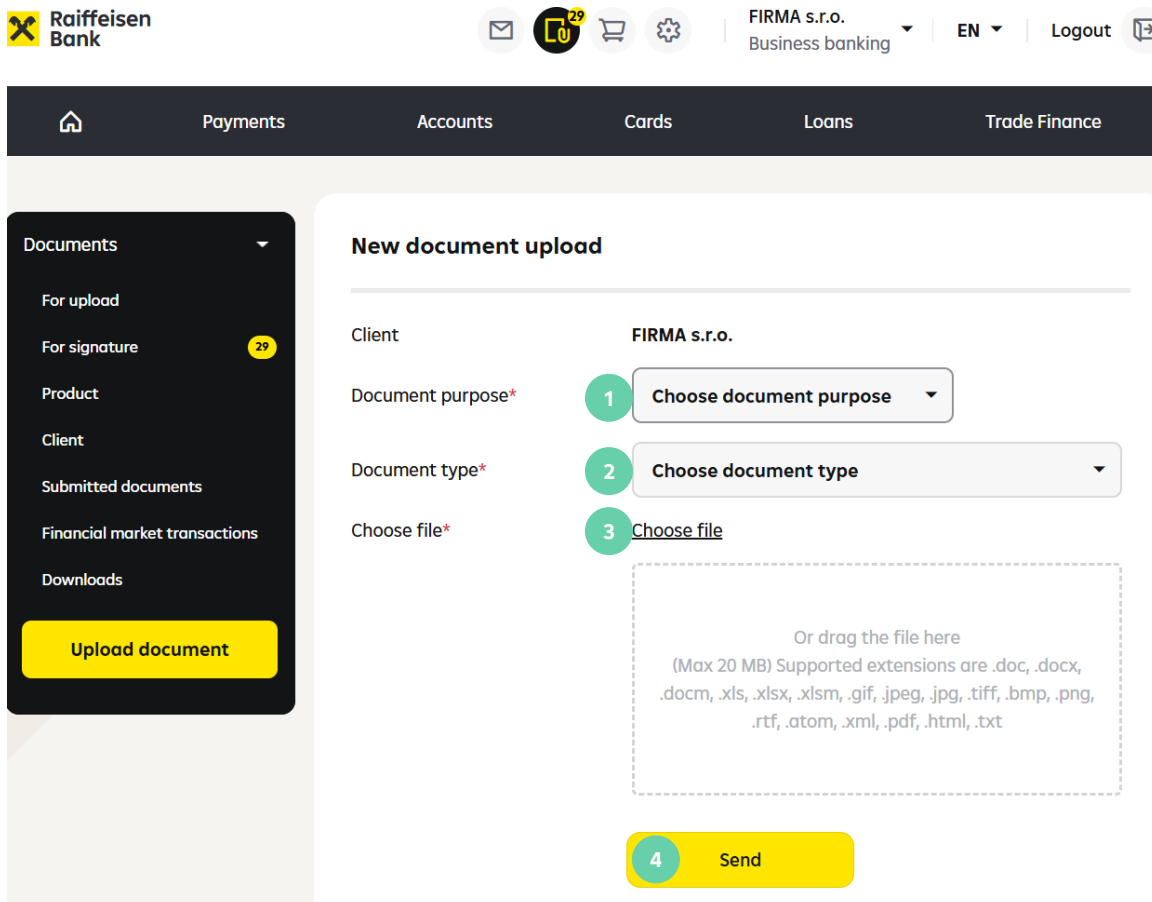
In the Documents for upload section, you will find the documents you need to upload to internet banking. These may include various certificates, identity cards, and other similar items.



- 1 By clicking **Upload document** you will be redirected to the page for uploading documentation. For more information, please refer to chapter [9.2.1 Upload document](#).

9.2.1 Upload document

In this section you can upload a new document for the bank. Here you select the **document purpose** and the **document type** that you are submitting to the bank.



Documents ▾

- For upload
- For signature 29
- Product
- Client
- Submitted documents
- Financial market transactions
- Downloads

Upload document

New document upload

Client **FIRMA s.r.o.**

Document purpose* **1** Choose document purpose ▾

Document type* **2** Choose document type ▾

Choose file* **3** Choose file

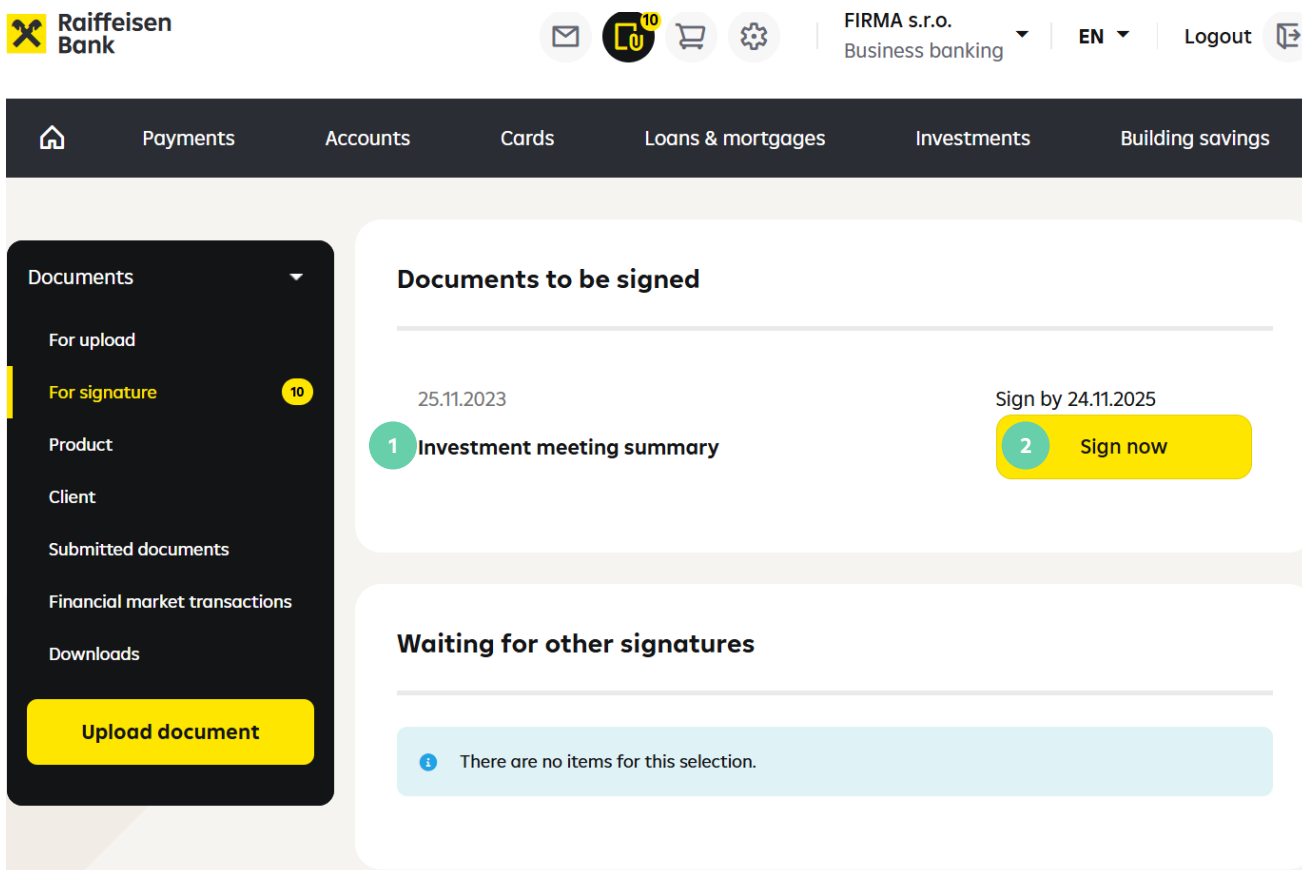
Or drag the file here
(Max 20 MB) Supported extensions are .doc, .docx, .docm, .xls, .xlsx, .xslm, .gif, .jpeg, .jpg, .tiff, .bmp, .png, .rtf, .atom, .xml, .pdf, .html, .txt

4 Send

- Document purpose** - Select one of the following options: **Payments**, **Accounts**, or **Corporate documents**
- Document type** - Depending on the selected **Document purpose**, you can choose the **Document type**. For the purpose of **Payment**, the type is **Solemn declaration - incorrectly sent payment**; for **Accounts**, the type is **Identification Card**; for **Corporate documents**, the types include **Bank guarantees**, **Documentary business**, **Commodity clearing**, **Factoring**, **Other**, **Payment orders**, **RIS**, **Loans** and **Statements**.
- Choose file** - **Choose the file** you want to upload for the bank, or you can **drag and drop the file into the designated box**. The **maximum file size** is **20 MB**, and **supported types of file** are .doc, .docx, .docm, .xls, .xlsx, .xslm, .gif, .jpeg, .jpg, .tiff, .bmp, .png, .rtf, .atom, .xml, .pdf, .html, .txt.
- By clicking **Send**, you send the document to the bank.

9.3 Documents for signature

Documents for signature include documents that require a signature. These may include, for example, investment questionnaires, access rights protocols, requests for cancellation of access rights, and other similar documents.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a user profile icon, a shopping cart icon, a settings icon, and a dropdown menu for 'FIRMA s.r.o. Business banking'. To the right of the navigation bar are language settings ('EN') and a 'Logout' button. Below the navigation bar is a main menu with options: Payments, Accounts, Cards, Loans & mortgages, Investments, and Building savings. The 'Documents' section is highlighted in the main menu, and a sidebar on the left shows a list of document categories: Documents (with a dropdown arrow), For upload, For signature (highlighted with a yellow bar and a '10' badge), Product, Client, Submitted documents, Financial market transactions, and Downloads. At the bottom of the sidebar is a yellow 'Upload document' button. The main content area is divided into two sections. The first section, 'Documents to be signed', shows a document titled 'Investment meeting summary' with a date of '25.11.2023' and a 'Sign by 24.11.2025' deadline. A yellow 'Sign now' button is next to the document title. The second section, 'Waiting for other signatures', shows a message: 'There are no items for this selection.'

1 Clicking on the document title will **download** the document for viewing.

2 Clicking on **Sign now** will sign the document.

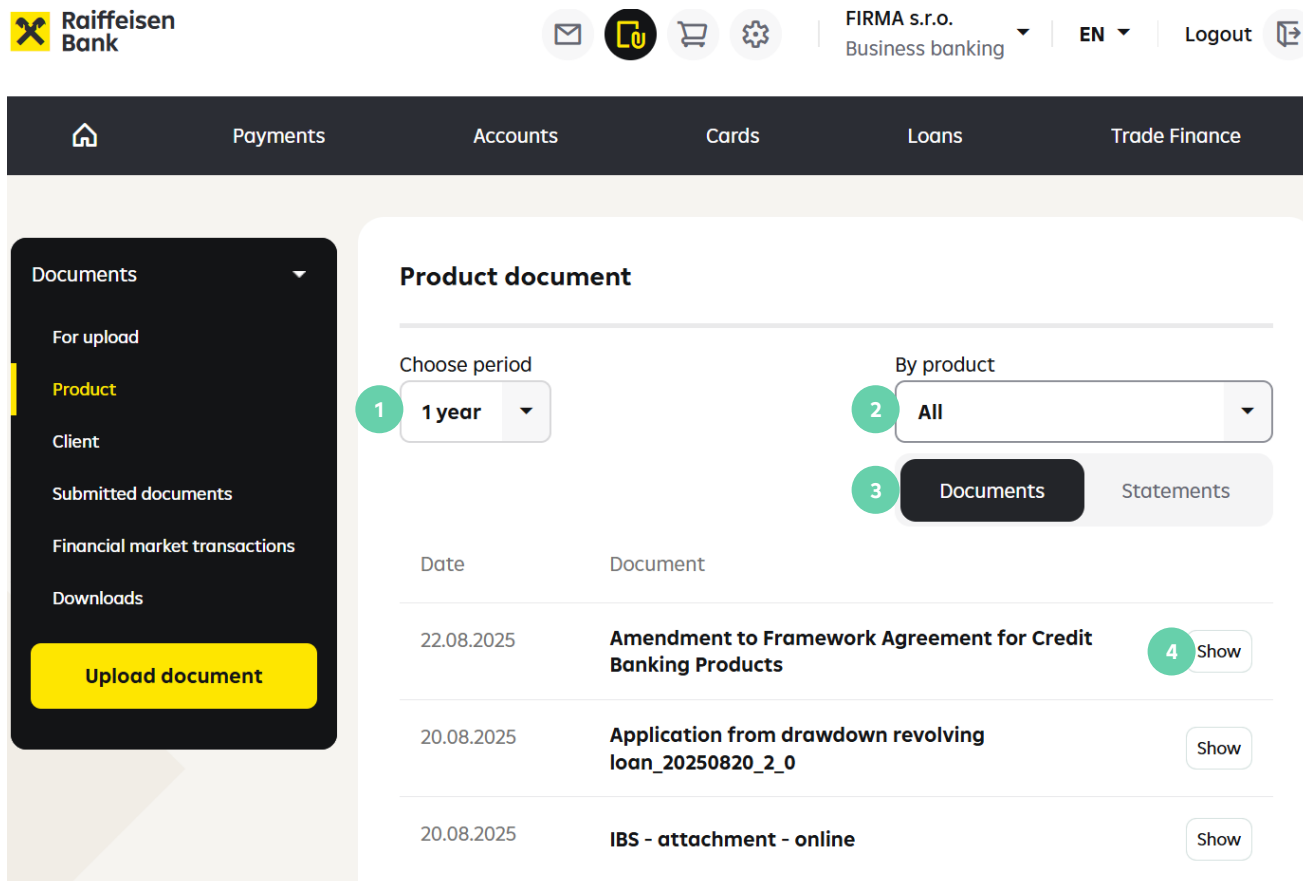
Manual to Signing documents via Internet and Mobile Banking (RBOX)



Adobe Acrobat
Document

9.4 Product documents

In the Product documents section, you will find documents related to banking products, such as framework amendment, investment questionnaire and specimen signature.



Product document

Choose period: 1 year

By product: All


Documents | Statements





Date	Document	
22.08.2025	Amendment to Framework Agreement for Credit Banking Products	Show
20.08.2025	Application from drawdown revolving loan_20250820_2_0	Show
20.08.2025	IBS - attachment - online	Show

- 1 **Choose period** - You can choose the period: **All / 7 days / 31 days / 1 year**.
- 2 **By product** - You can sort by product: **All / Payments / Accounts / Cards / Loans / Mortgages / Investments / Client data / Account statements / Documents requested by bank / Other**.
- 3 You select whether you want to view **Documents** or **Statements**.
- 4 Clicking on **Show** will download the document for viewing.

9.5 Client documents

Client documents are documentation intended for the client, which may include, for example, audit confirmations.


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 For upload
 For signature
 Product
 Client
 Submitted documents
 Financial market transactions
 Downloads
 Upload document

Client documents

Choose period

1 All

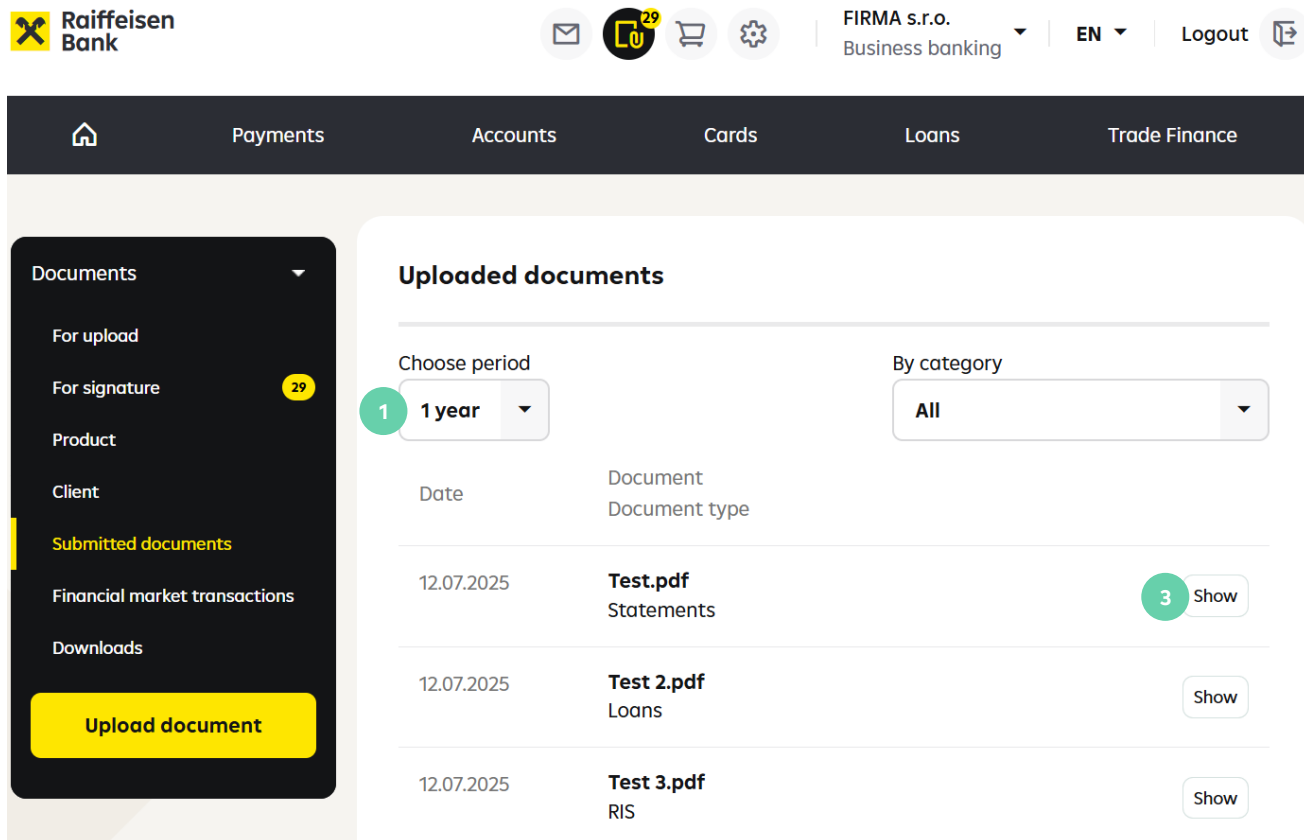
Date	Document	
26.05.2025	Confirmation for audit purposes	2 Show
26.03.2025	Corporate confirmation	Show
26.02.2025	Client Details (Legal entity)	Show
11.12.2024	Tax receipt	Show

1 **Choose period** - You can choose the period: **All** / **7 days** / **31 days** / **1 year**.

2 Clicking on **Show** will download the document for viewing.

9.6 Uploaded documents

In the **Uploaded documents** section, you can view the documentation you have uploaded for the bank



Uploaded documents

Choose period: **1 year** (1)

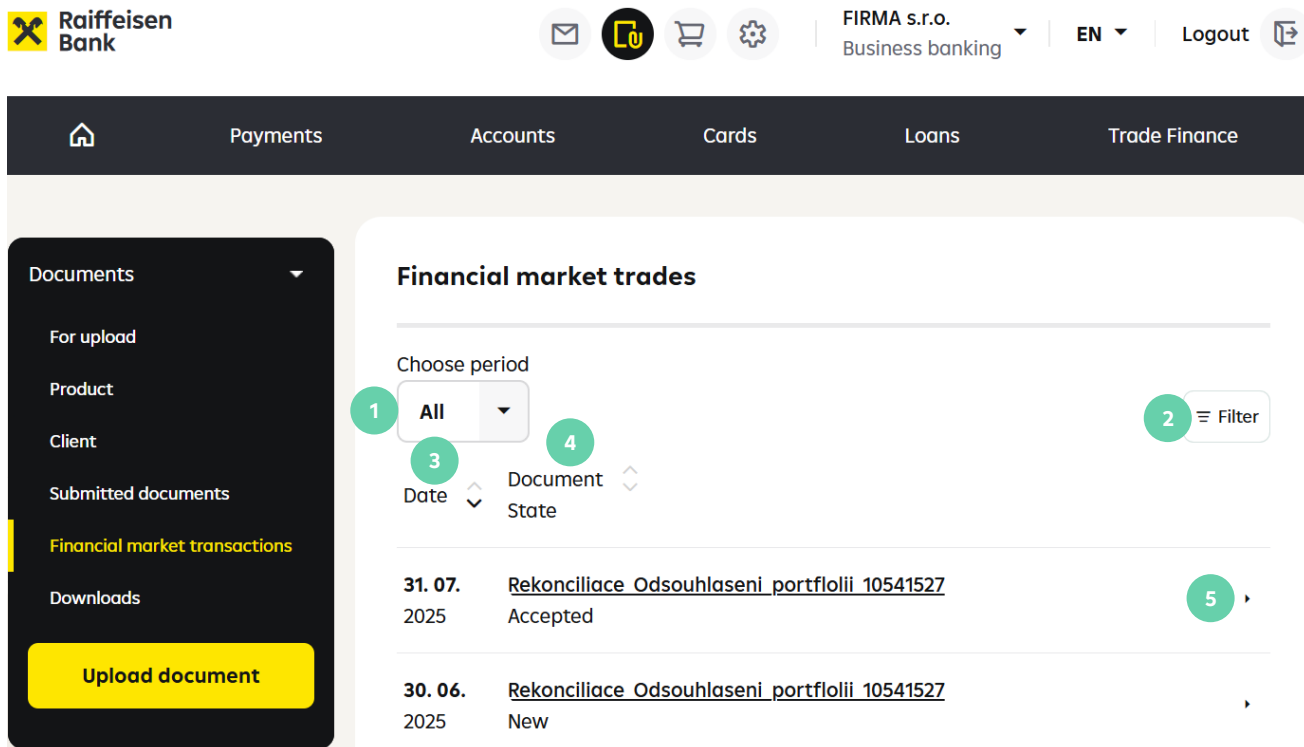
By category: **All**

Date	Document Document type	
12.07.2025	Test.pdf Statements	3 Show (3)
12.07.2025	Test 2.pdf Loans	Show
12.07.2025	Test 3.pdf RIS	Show

- 1 **Choose period** - You can choose the period: **All** / **7 days** / **31 days** / **1 year**.
- 2 **By product** - You can sort by product: **All** / **Payments** / **Accounts** / **Cards** / **Loans** / **Mortgages** / **Investments** / **Client data** / **Account statements** / **Documents requested by bank** / **Other**.
- 3 Clicking on **Show** will download the document for viewing.

9.7 Documents for financial market trades

In the **Documents for financial market trades** section, you will find documents related to financial market transactions, such as confirmations and reconciliations.



Financial market trades

Choose period

1 All

2 Filter

3 Date


4 Document State





31. 07. 2025	<u>Rekonciliace Odsouhlaseni portfolií 10541527</u> Accepted	5
30. 06. 2025	<u>Rekonciliace Odsouhlaseni portfolií 10541527</u> New	

- 1 **Choose period** - You can choose the period: **All** / **7 days** / **31 days** / **1 year**.
- 2 **Filter** - You can filter by **Date from** and **to**.
- 3 **Date** - Clicking the arrow allows you to sort documents ascending or descending.
- 4 **Document State** - Clicking the arrow lets you sort documents by their status.
- 5 Clicking the active field or the navigation arrow will **download** the document to your device.

9.8 Documents for download

Documents for download are documents you can save to your device. To appear in this section, documents must first be viewed in their respective section, such as Product or Client, and then they will also show up here.


**Raiffeisen
Bank**

FIRMA s.r.o.
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 Financial market transactions
 Downloads
 Upload document

Documents for download

Date	Document	Status
22.08.2025	Test.pdf	Ready
22.08.2025	<u>Test 1.pdf</u>	Ready

1

Clicking on the document title will download the document to your device.

10. Settings

10.1 User settings

10.1.1 Accessing the User settings section

10.1.2 Number of items per page

10.1.3 Number of days to repeat a payment if not realized

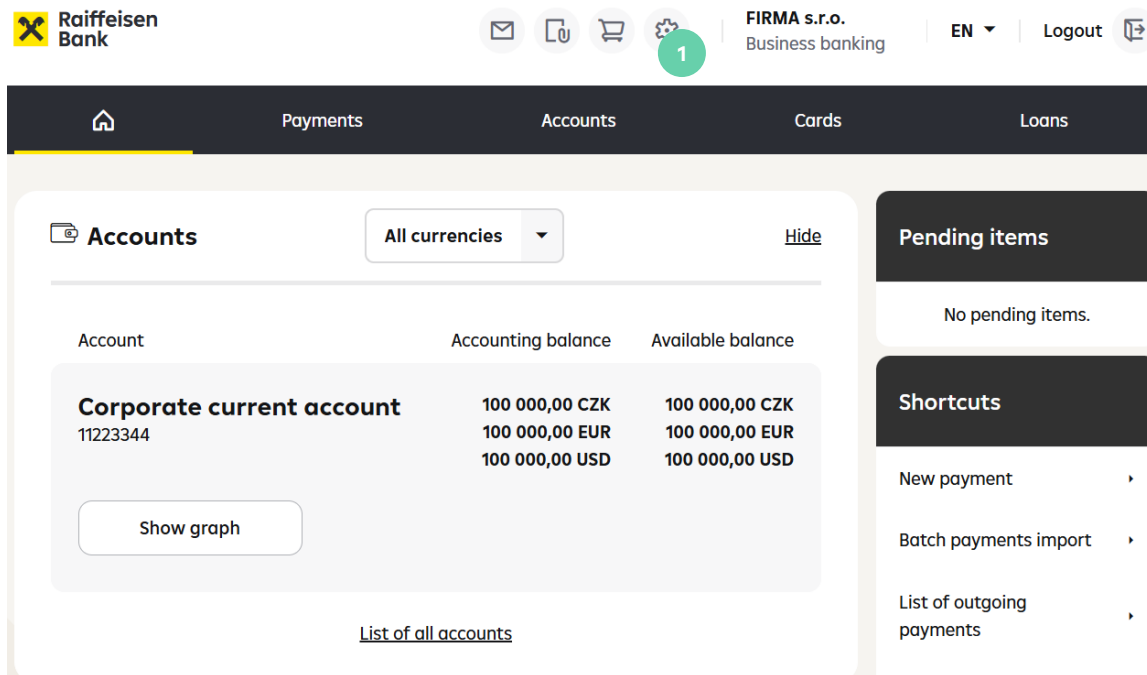
10.1.4 Display Shortcuts on dashboard

10.1.5 Change default channel for messages regarding
successful/unsuccessful payments

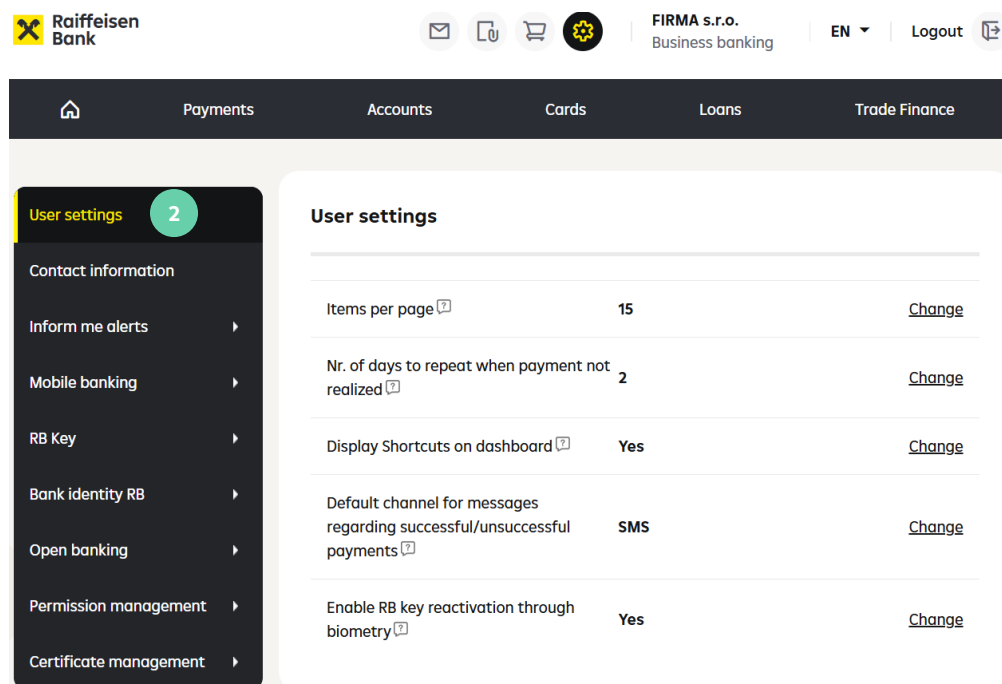
10.1.6 Enable RB Key reactivation using face recognition

10.1.1 Accessing the User settings section

User settings can only be accessed through the **Settings** section after clicking on **User settings**.



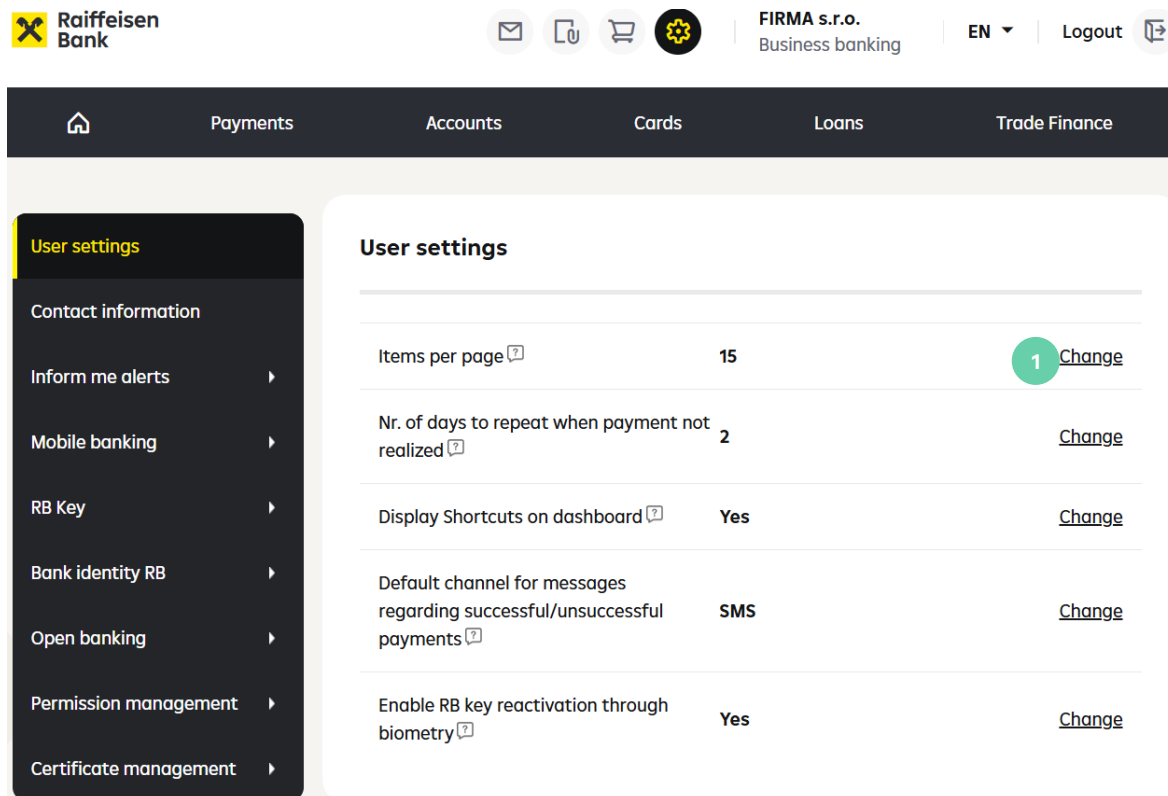
1 To open user settings, first open the **Settings** section by clicking the **gearwheel icon** on the homepage.



2 The user settings should open automatically. If not, click on User settings in the menu.

10.1.2 Number of items per page

You can change the default number of items displayed per page in your transaction lists. The default setting is 15 items, but you can also choose 30 or 50 items.



User settings

Items per page [?]	15	1 Change
Nr. of days to repeat when payment not realized [?]	2	Change
Display Shortcuts on dashboard [?]	Yes	Change
Default channel for messages regarding successful/unsuccessful payments [?]	SMS	Change
Enable RB key reactivation through biometry [?]	Yes	Change

- 1** To change the number of items per page, first click **Change**.

Items per page [?]

2 ▼

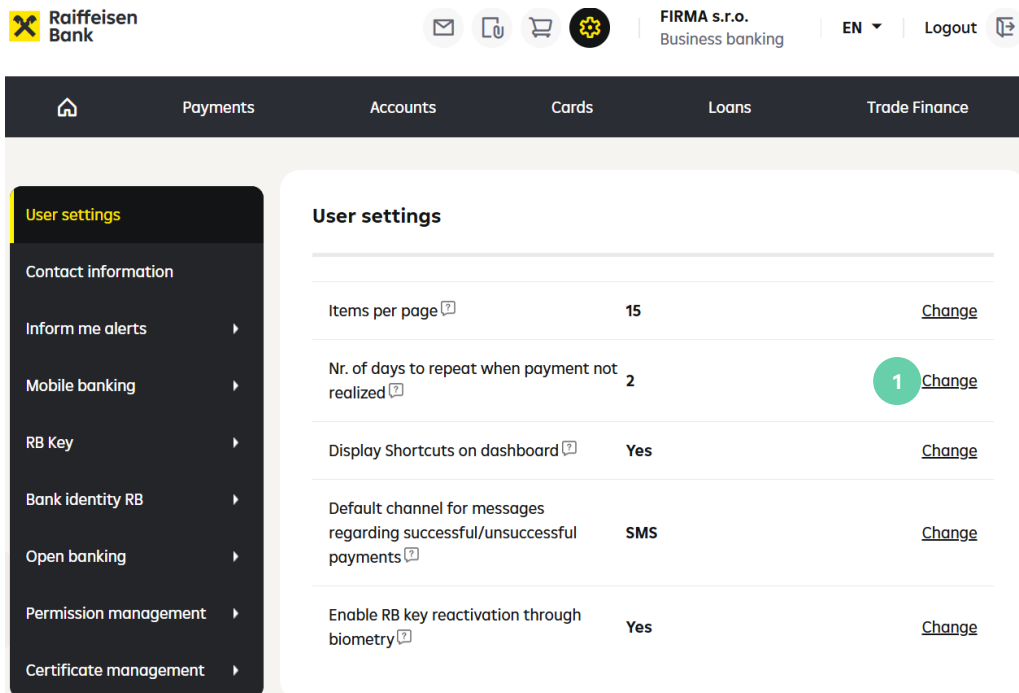
3 Save
[Cancel](#)

- 2** Click the active field or arrow to expand a menu with the available options (15, 30 or 50).


- 3** Confirm the change by clicking **Save**.

10.1.3 Number of days to repeat a payment if not realized

The User settings also let you specify the default number of days to retry a payment in case the payment was not realized (most often due to insufficient funds in the account). The number of days can be set between 2 and 30 days.



- 1 To change the number of days to retry a payment if not realized, click **Change**.

Nr. of days to repeat when payment not realized 

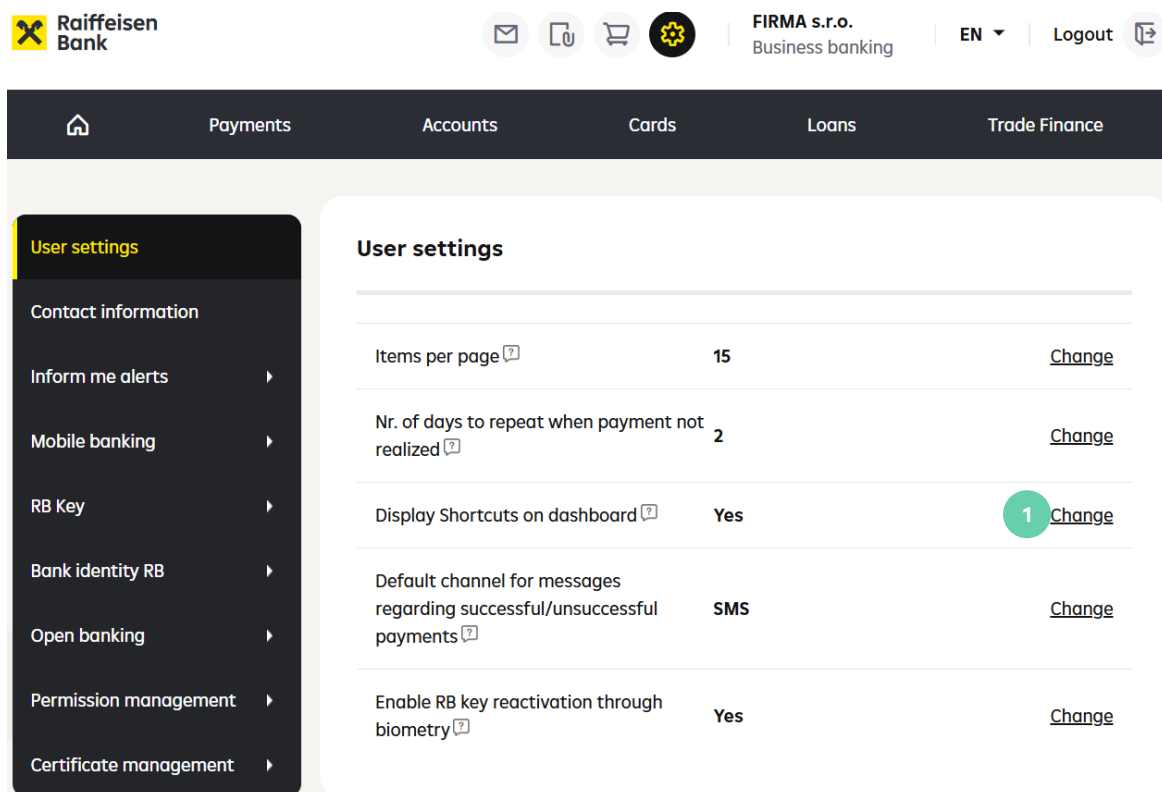
2

Save
Cancel

- 2 Type the number of days to retry a payment if not realized (2 to 30 days) in the field.
- 3 Confirm the change by clicking **Save**.

10.1.4 Display Shortcuts on dashboard

The dashboard has a Shortcuts section that lets you easily and quickly access new payments, payment imports, outgoing payments and other features with just one click. If you do not want the Shortcuts to be displayed on the dashboard, you can disable them in User settings.



User settings

Items per page [?]	15	Change
Nr. of days to repeat when payment not realized [?]	2	Change
Display Shortcuts on dashboard [?]	Yes	1 Change
Default channel for messages regarding successful/unsuccessful payments [?]	SMS	Change
Enable RB key reactivation through biometry [?]	Yes	Change

1 To display or hide Shortcuts on the dashboard, click **Change**.

Display Shortcuts on dashboard [?]

Yes

2

Save
3

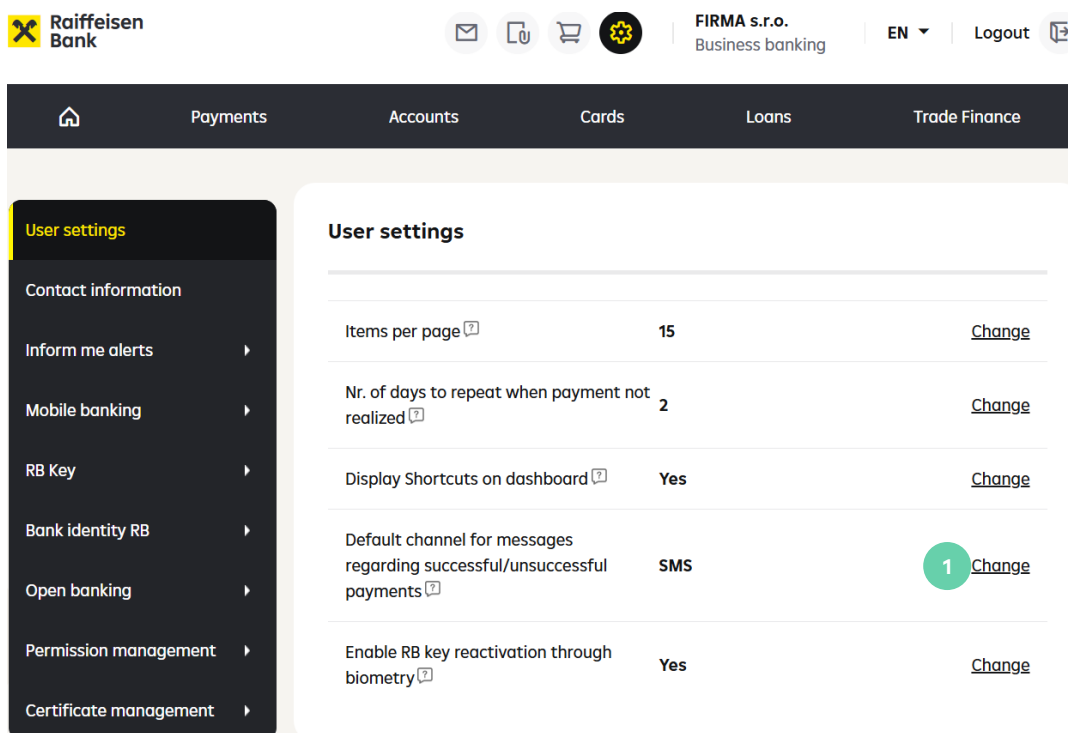
[Cancel](#)

2 Click the active field or arrow to expand a menu with the available options – Yes and No.

3 Save the settings by clicking **Save**.

10.1.5 Change default channel for messages regarding successful/unsuccessful payments

In user settings, you can change the default channel through which you will receive confirmations of realized or not realized payments. You can choose from SMS, email and Mobile banking notifications. SMS messages are subject to charges according to the Price list of product and services for corporates.



User settings

Items per page ^(?)	15	Change
Nr. of days to repeat when payment not realized ^(?)	2	Change
Display Shortcuts on dashboard ^(?)	Yes	Change
Default channel for messages regarding successful/unsuccessful payments ^(?)	SMS	1 Change
Enable RB key reactivation through biometry ^(?)	Yes	Change

- 1 To change the Default channel for messages regarding successful or unsuccessful payments, click **Change**.

Default channel for messages regarding successful/unsuccessful payments ^(?)

SMS

2 ▼

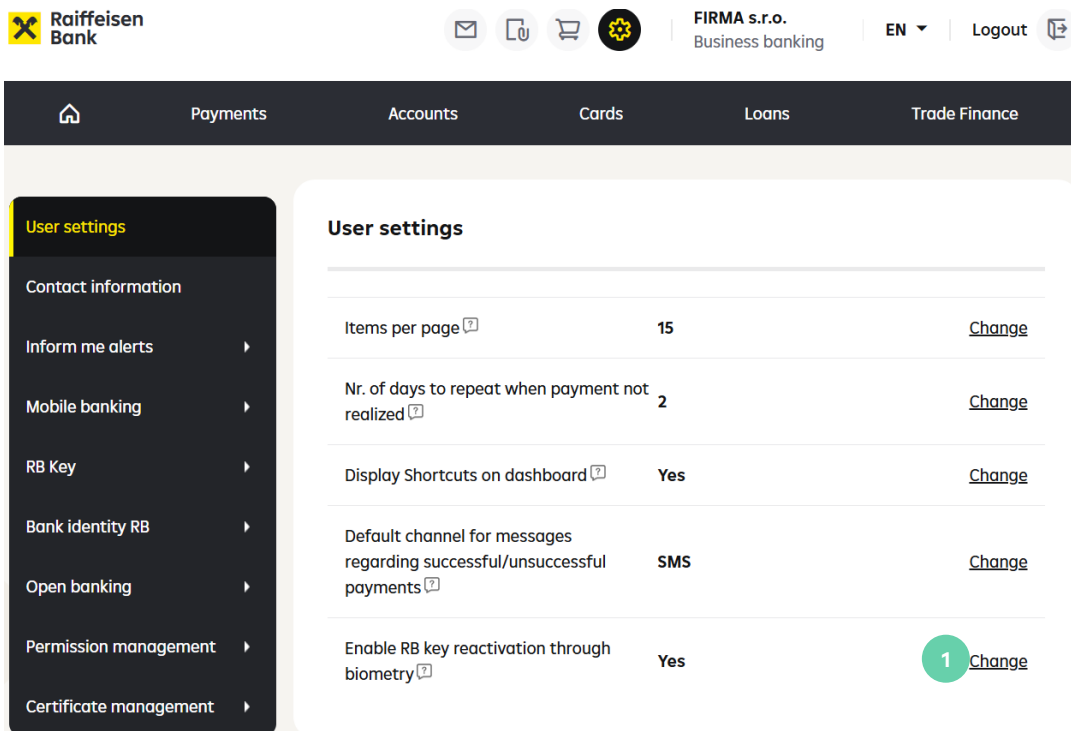
Save **3**

[Cancel](#)

- 2 Click the active field or arrow to expand a menu with the available options - **SMS, email and Push notification to Mobile eKonto (Mobile Banking)**.
- 3 Confirm the change by clicking **Save**.

10.1.6 Enable RB Key reactivation using face recognition

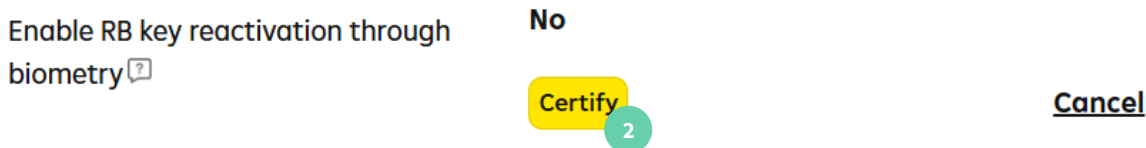
In User settings, you can enable or disable RB Key reactivation using biometrics – face recognition.



User settings

Items per page ^(?)	15	Change
Nr. of days to repeat when payment not realized ^(?)	2	Change
Display Shortcuts on dashboard ^(?)	Yes	Change
Default channel for messages regarding successful/unsuccessful payments ^(?)	SMS	Change
Enable RB key reactivation through biometry ^(?)	Yes	1 Change

- 1** Click **Change** to automatically enable or disable the reactivation using face recognition. If the option is set to Yes, it will be automatically changed to No and vice versa.



Enable RB key reactivation through biometry ^(?)

No

Certify **2**

[Cancel](#)

- 2** The operation needs to be certified using your chosen certification method via **RB Key / MEK SMS / OEK**.

10.2 Contact information

10.2.1 Accessing the Contact information section

10.2.2 Changing the phone number

10.2.3 Changing the contact email

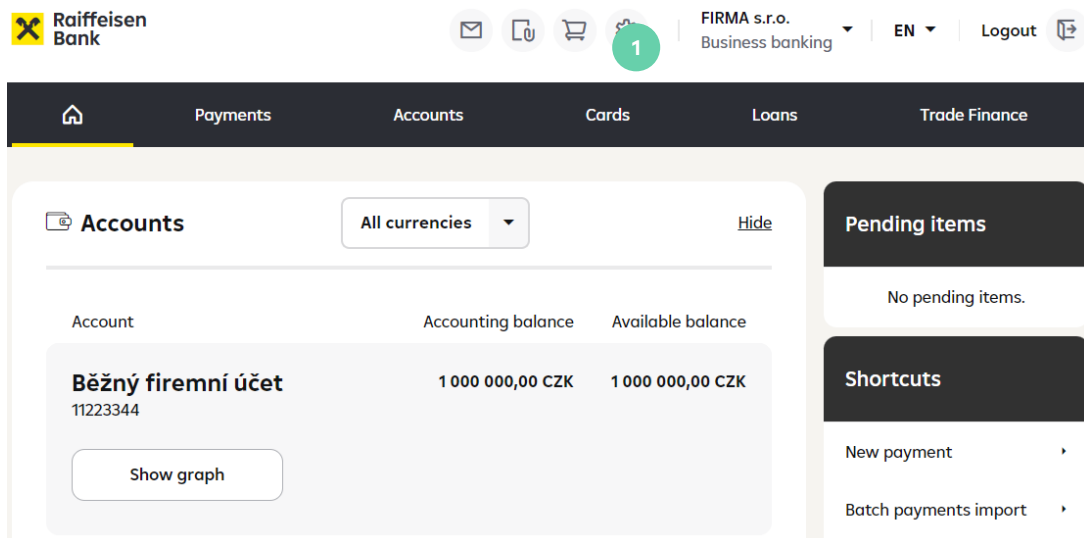
10.2.4 Changing the mailing address

10.2.4.1 Changing the mailing address – Search address in
Czechia

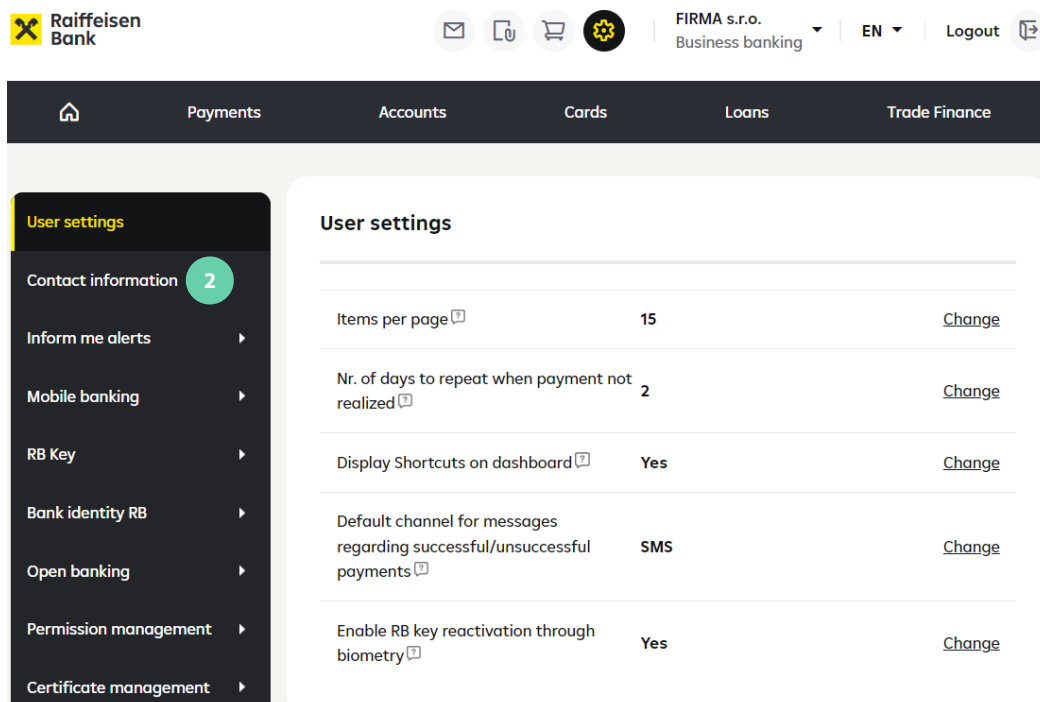
10.2.4.2 Changing the mailing address – Type address
manually

10.2.1 Accessing the Contact information section

Open the Settings section in your internet banking to update your contact information, such as your contact phone number, email address and mailing address.



1 On the homepage, click **Settings**.

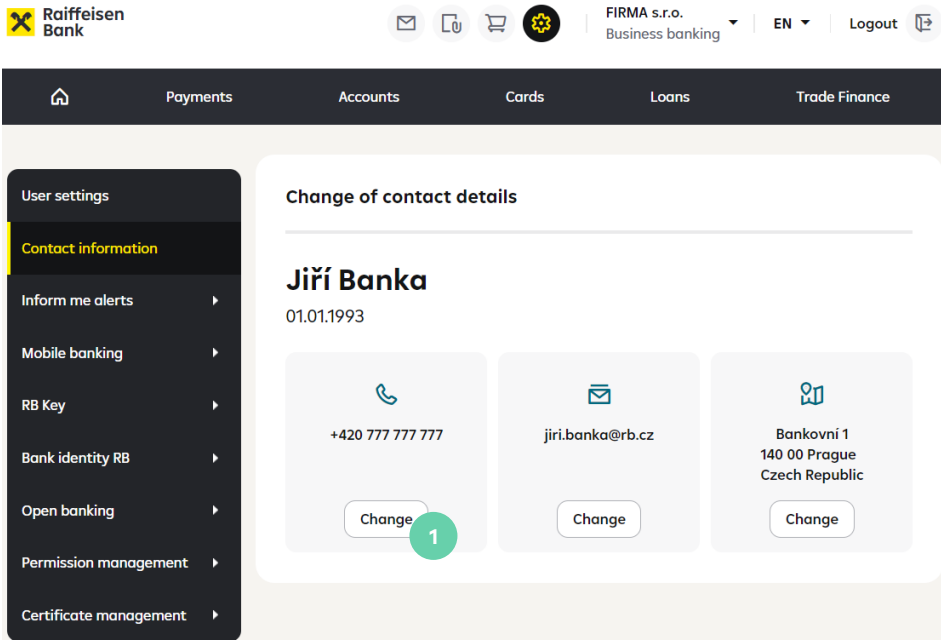


2 Then, click on **Contact information** in the left sidebar menu.

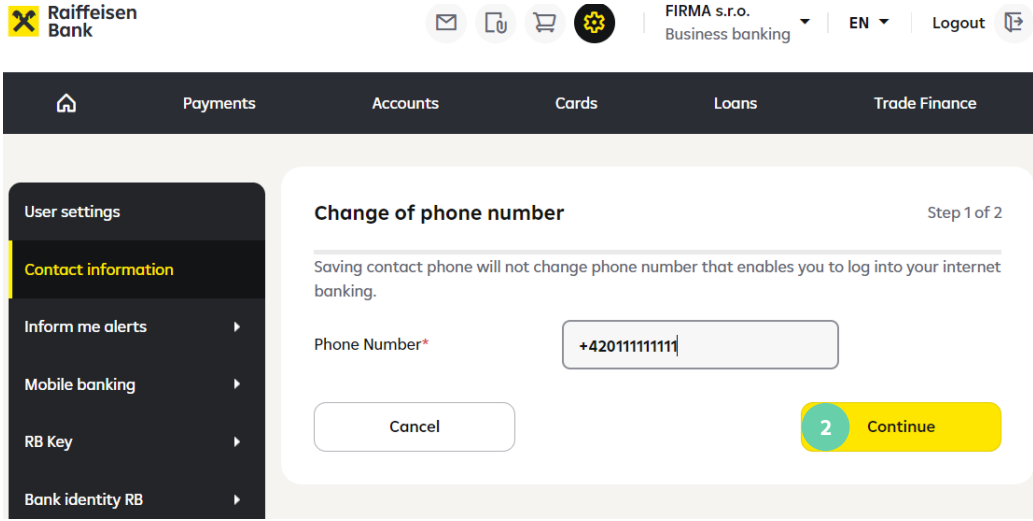
10.2.2 Changing the phone number

Changing the contact number will not affect the phone number used to receive mobile text messages for signing in to internet banking. The change of contact information only updates the contact details of individuals, not corporate contacts.

If you wish to change the phone number for receiving mobile text messages as part of signing in to internet banking, please contact your banker.



1 To change the phone number, click **Change** at the phone number.

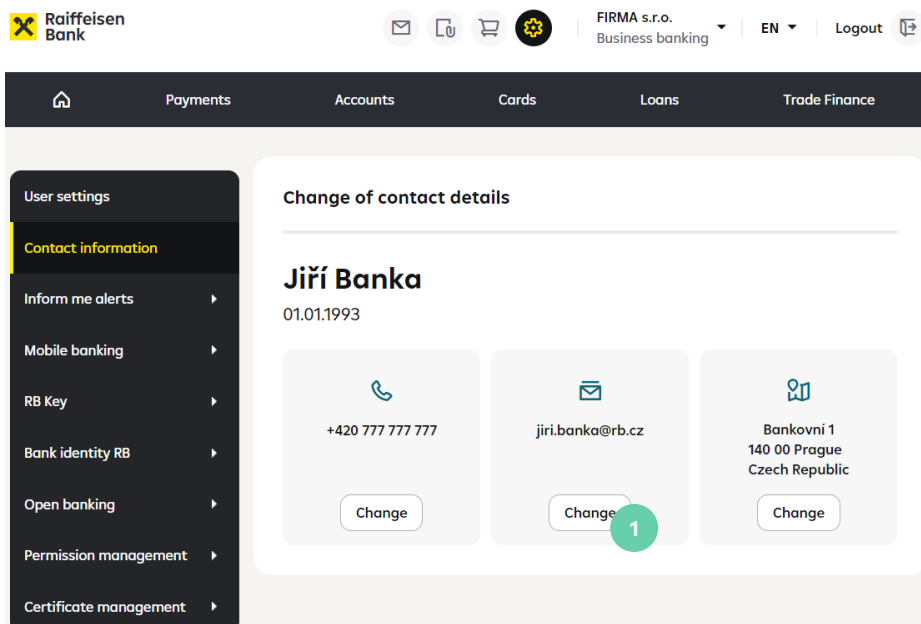


2 Enter the new phone number and click **Continue**, which takes you to the final step where you can confirm the operation using your authorization method.

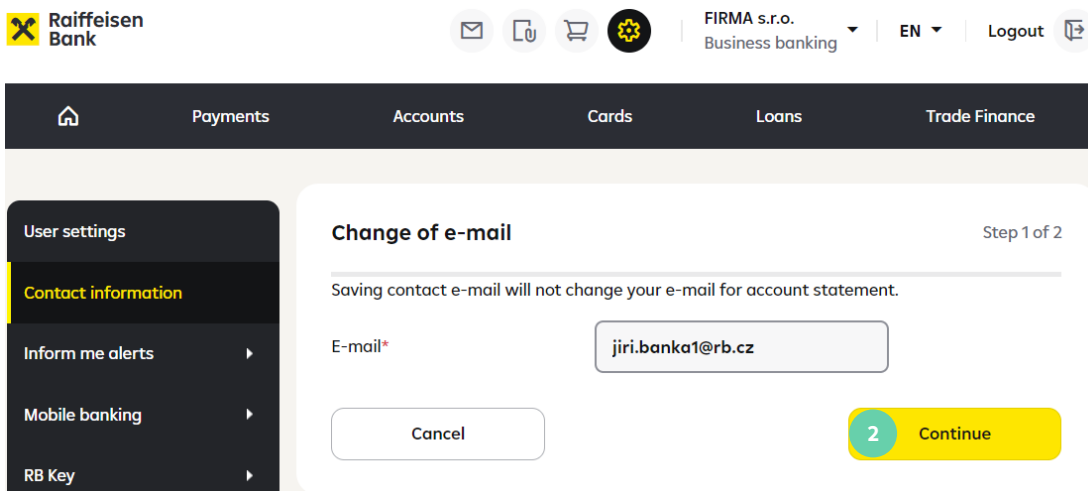
10.2.3 Changing the contact email

Changing the contact email will not affect the email address to which current account statements are sent. The change of contact information only updates the contact details of individuals, not corporate contacts.

For instructions to change the statement delivery settings, please see section 3.1 Current corporate account, specifically chapter 3.1.5.2 Statement settings.



1 To change your email, click **Change** at your current contact email address.



2 Enter the new email address and click **Continue**, which takes you to the final step where you can confirm the operation using your authorization method.

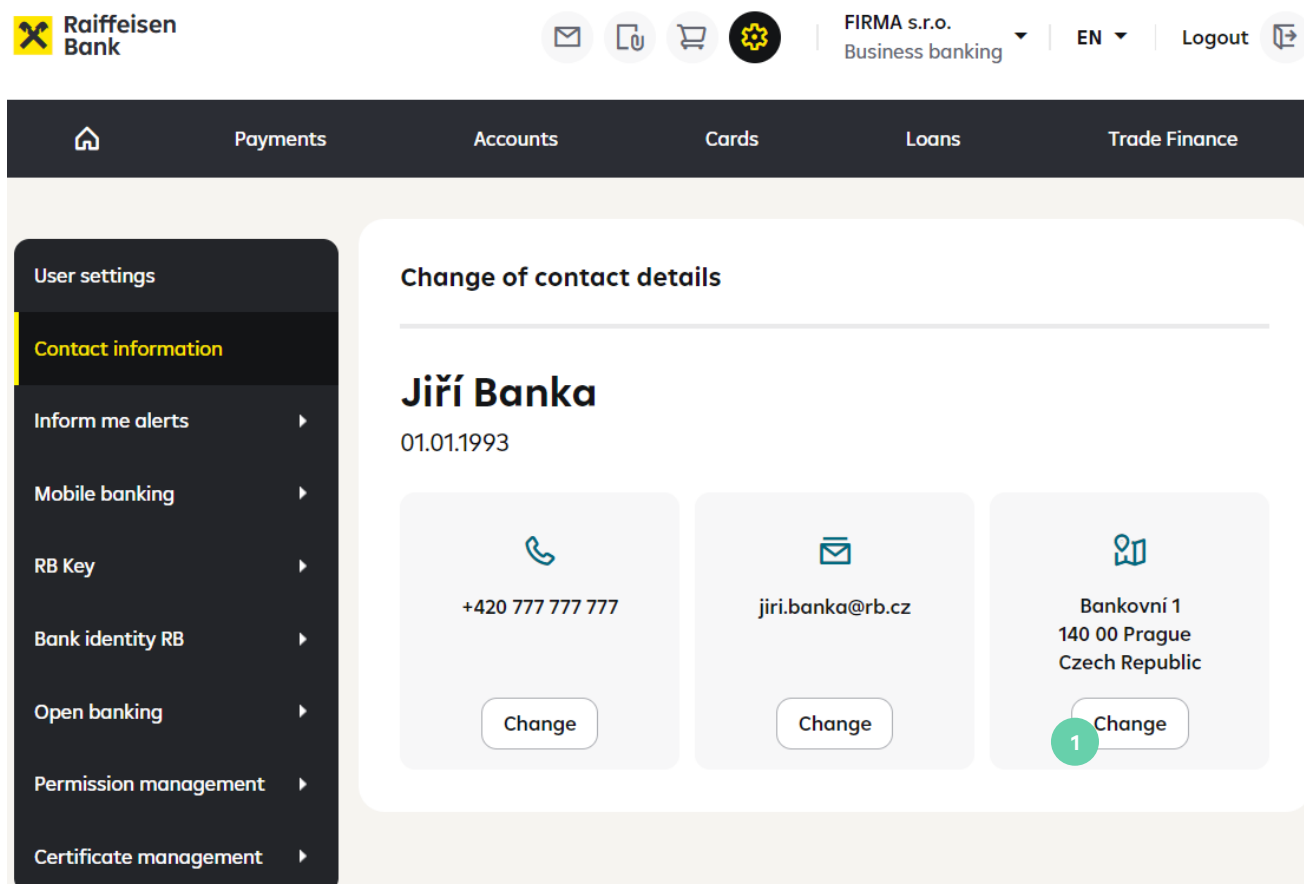
10.2.4 Changing the mailing address

Changing the mailing address has no effect on the domicile address registered in our systems or the address to which current account statements are sent.

The change of contact information only updates the contact details of individuals, not corporate contacts.

You can either search the new mailing address or type it manually.

For instructions to change the statement delivery settings, please see section 3.1 Current corporate account, specifically chapter 3.1.5.2 Statement settings. If your domicile address has changed, please contact your banker.

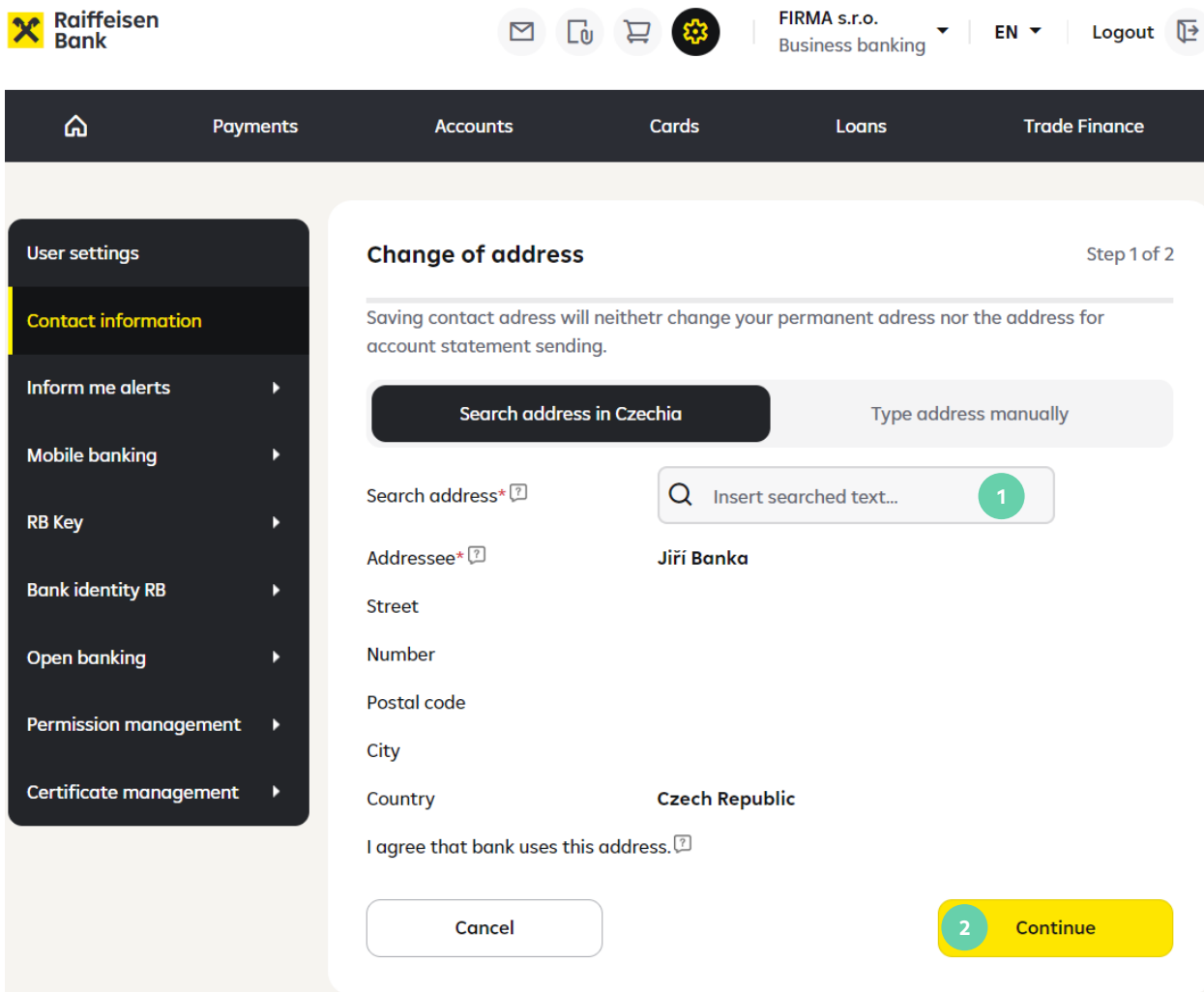


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a search icon, a document icon, a shopping cart icon, a gear icon, and a dropdown menu for 'FIRMA s.r.o. Business banking'. To the right of the dropdown are 'EN' and 'Logout' links. Below the navigation bar is a dark header with links for 'Home', 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance'. On the left side, there is a sidebar menu with 'User settings' and 'Contact information' (highlighted in yellow). Below 'Contact information' are links for 'Inform me alerts', 'Mobile banking', 'RB Key', 'Bank identity RB', 'Open banking', 'Permission management', and 'Certificate management'. The main content area is titled 'Change of contact details' and shows the name 'Jiří Banka' and the date '01.01.1993'. Below this are three cards for contact details: a phone number '+420 777 777 777', an email address 'jiri.bank@rb.cz', and a physical address 'Bankovní 1, 140 00 Prague, Czech Republic'. Each card has a 'Change' button. A green circle with the number '1' is placed over the 'Change' button for the physical address.

1 First, click **Change** at your current mailing address.

10.2.4.1 Changing the mailing address – Search address in Czechia

You can automatically search the address within Czechia. To enter a mailing address outside Czechia, please contact your banker.

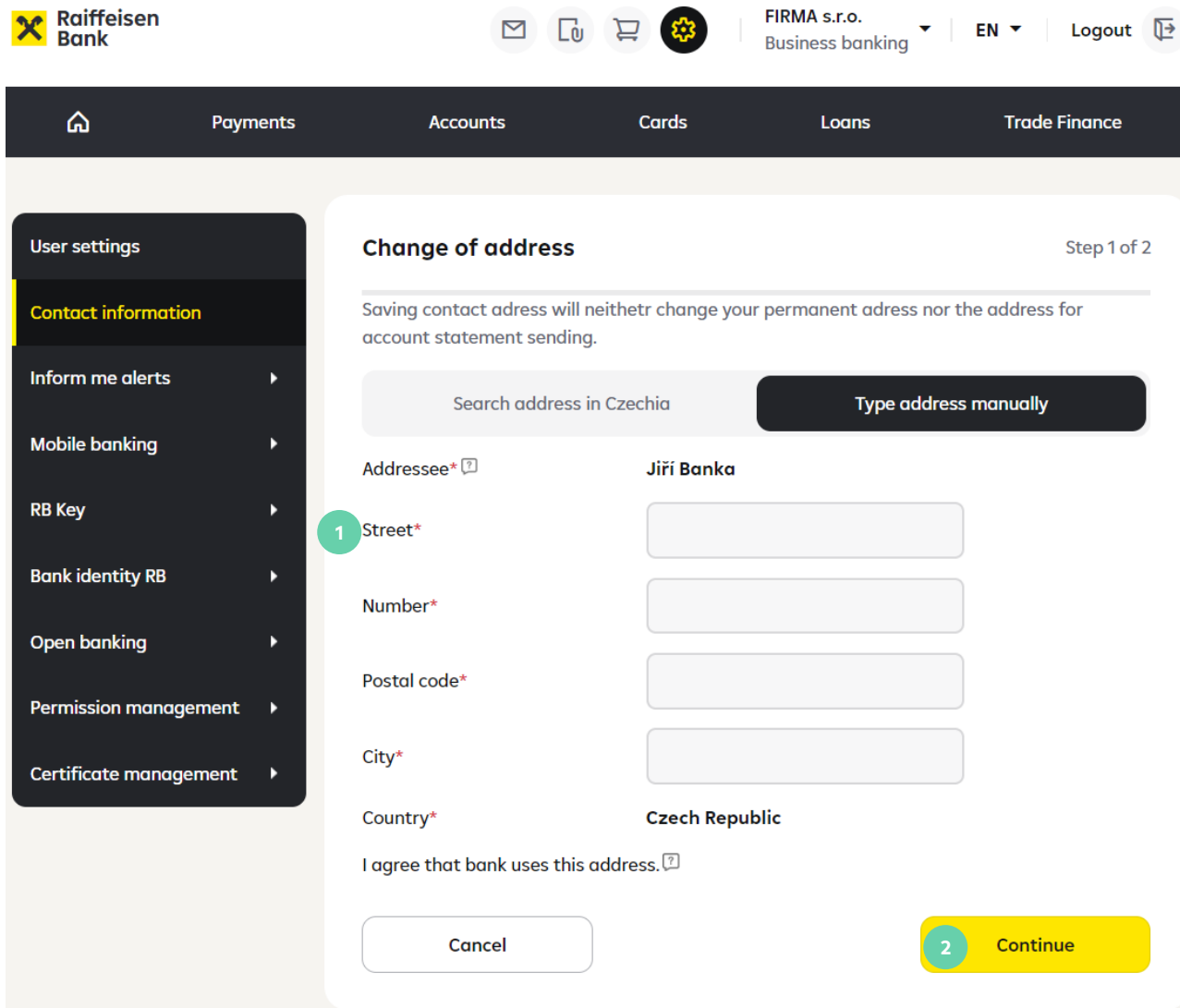


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a settings gear icon, and user information: FIRMA s.r.o. Business banking, EN, and Logout. Below this is a dark navigation bar with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. On the left, a sidebar menu lists: User settings, Contact information (highlighted), Inform me alerts, Mobile banking, RB Key, Bank identity RB, Open banking, Permission management, and Certificate management. The main content area is titled 'Change of address' (Step 1 of 2). It includes a warning: 'Saving contact address will neither change your permanent address nor the address for account statement sending.' Below this are two buttons: 'Search address in Czechia' and 'Type address manually'. The 'Search address in Czechia' button is active. Below it is a search field with a magnifying glass icon and the placeholder text 'Insert searched text...'. To the right of the search field is a green circle with the number '1'. Below the search field are input fields for 'Addressee*' (with a help icon), 'Street', 'Number', 'Postal code', 'City', and 'Country'. The 'Addressee*' field contains 'Jiří Banka' and the 'Country' field contains 'Czech Republic'. Below these fields is a checkbox labeled 'I agree that bank uses this address.' with a help icon. At the bottom are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted in yellow and has a green circle with the number '2' next to it.

- 1 Start typing the new address in the search field. After entering the street name, a list of streets and house numbers pops up. Select the correct address from the list.
- 2 After finding the new address, click **Continue**, which takes you to the final step where you can confirm the operation using your authorization method.

10.2.4.2 Changing the mailing address – Type address manually

You can manually enter your mailing address within Czechia. To enter a mailing address outside Czechia, please contact your banker.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with icons for mail, documents, shopping cart, and settings. The user is logged in as 'FIRMA s.r.o. Business banking' with a language dropdown set to 'EN' and a 'Logout' button. Below the navigation bar is a menu with options: Payments, Accounts, Cards, Loans, and Trade Finance. On the left side, there is a 'User settings' sidebar with options: Contact information (highlighted), Inform me alerts, Mobile banking, RB Key, Bank identity RB, Open banking, Permission management, and Certificate management. The main content area is titled 'Change of address' and indicates 'Step 1 of 2'. A note states: 'Saving contact address will neither change your permanent address nor the address for account statement sending.' There are two buttons: 'Search address in Czechia' and 'Type address manually' (which is selected). The form fields are as follows: 'Addressee*' is 'Jiří Banka'; 'Street*' is an empty field (marked with a green circle 1); 'Number*' is an empty field; 'Postal code*' is an empty field; 'City*' is an empty field; 'Country*' is 'Czech Republic'; and a checkbox 'I agree that bank uses this address.' is checked. At the bottom, there are 'Cancel' and 'Continue' buttons (marked with a green circle 2).

- 1 Fill the empty fields with the details of your new mailing address (i.e. street, house number, postal code, and city).
- 2 After entering the new address, click **Continue**, which takes you to the final step where you can confirm the operation using your authorization method.

10.3 Inform me alerts

[10.3.1 Accessing the list of alerts section](#)

[10.3.2 List of alerts](#)

[10.3.3 Accessing the Inform Me service settings](#)

[10.3.4 New alert](#)

[10.3.4.1 New alert about changed account balance](#)

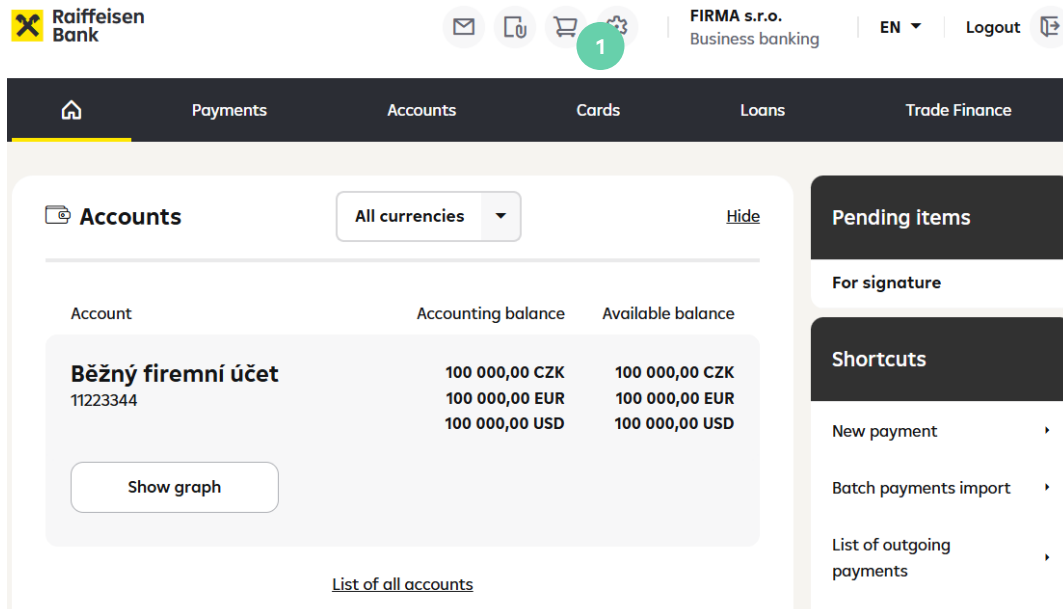
[10.3.4.2 New alert about account transaction](#)

[10.3.4.3 New alert about debit card transactions](#)

[10.3.4.4 New alert about unsuccessful payment](#)

[10.3.4.5 New alert about payment for signing](#)

10.3.1 Accessing the list of alerts section



Accounts All currencies [Hide](#)

Account	Accounting balance	Available balance
Běžný firemní účet 11223344	100 000,00 CZK	100 000,00 CZK
	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

[Show graph](#)

[List of all accounts](#)

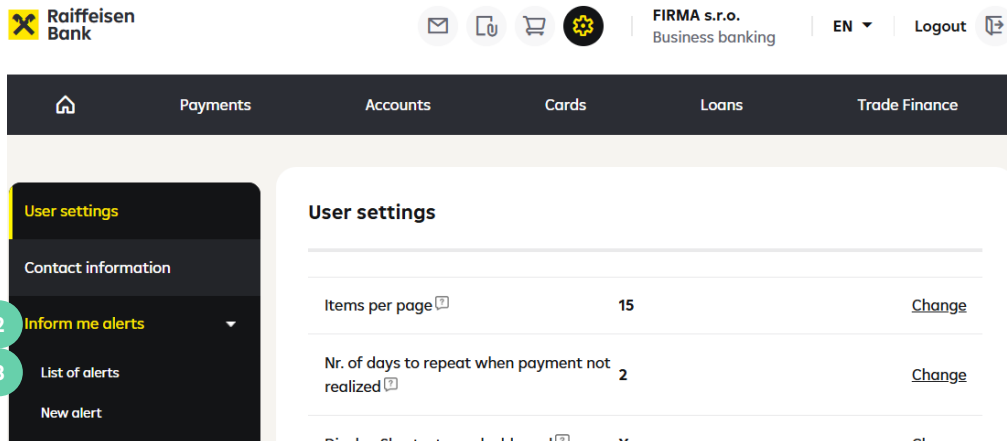
Pending items

For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing payments

1 First, click the gearwheel icon to open **Settings**.



User settings


Items per page ^(?)	15	Change
Nr. of days to repeat when payment not realized ^(?)	2	Change
Display Shortcuts on dashboard ^(?)	Yes	Change





2 Next, expand the **Inform me alerts** menu.

3 In the third step, click **List of alerts** to be redirected to the list of your configured alerts.

10.3.2 List of alerts

All your **currently** configured alerts for the Inform me service are displayed in the list of alerts. Click on the detail of a specific alert to change or delete it.



**Raiffeisen
Bank**







FIRMA s.r.o.
 Business banking

EN

Logout




 Payments

Accounts

Cards

Loans

Trade Finance

User settings

Contact information

Inform me alerts

List of alerts

New alert

Mobile banking

RB Key

Bank identity RB

Open banking

Permission management


"Inform me" alerts





Inform me	Account	Contact and user
about changed account balance falls below 10 000,00 CZK	Corporate current account 11223344 CZK FIRMA s.r.o.	jiri.banka@rb.cz Jiří Banka
about account transaction All Amount to 10 000,00 CZK All	Corporate current account 11223344 CZK FIRMA s.r.o.	jiri.banka@rb.cz Jiří Banka
about account transaction All Amount from 10,00 CZK All	Corporate current account 11223344 CZK FIRMA s.r.o.	jiri.banka@rb.cz Jiří Banka

1 Click the active field or arrow to open the detail of the particular Inform me alert. For more information, please refer to chapter [Inform Me alert detail](#).

Inform me alert detail

The detail of the Inform me alert displays information regarding the particular alert, such as the alert type, relevant account, contact, and more.


**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout

[Home](#)
[Payments](#)
[Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)
[Back to List of alerts](#)
"Inform me" alert detail

Inform me	about changed account balance
Account	Corporate current account 11223344 CZK FIRMA s.r.o.
Available balance	falls below
Amount	10 000,00 CZK
Sending method	e-mail
Contact	jiri.banka@rb.cz
Send notification	between 08:00 and 23:59

1 Change

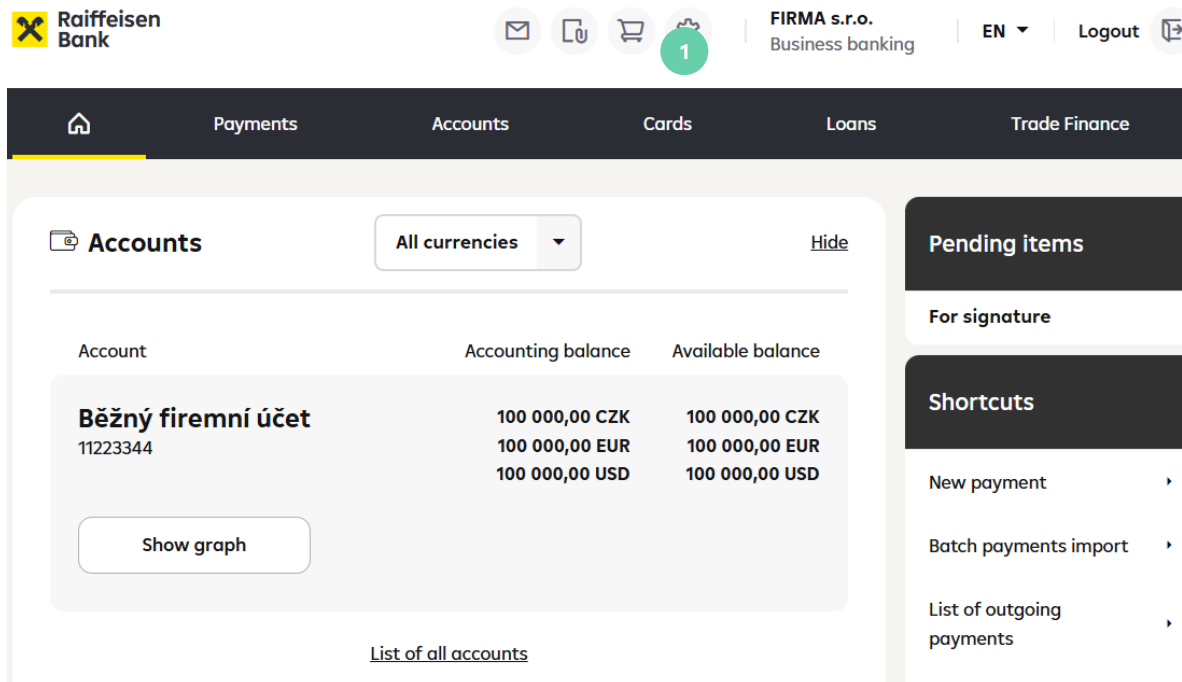
2 Delete

1 Change – Click the button to change any of the parameters of the alert.

2 Delete – Click the button to delete the alert.

10.3.3 Accessing the Inform Me service settings

You can set up the Inform me service through **Settings**.



Raiffeisen Bank | **FIRMA s.r.o.** Business banking | EN | Logout

Home | Payments | Accounts | Cards | Loans | Trade Finance

Accounts | All currencies | Hide

Account	Accounting balance	Available balance
Běžný firemní účet 11223344	100 000,00 CZK	100 000,00 CZK
	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

Show graph

[List of all accounts](#)

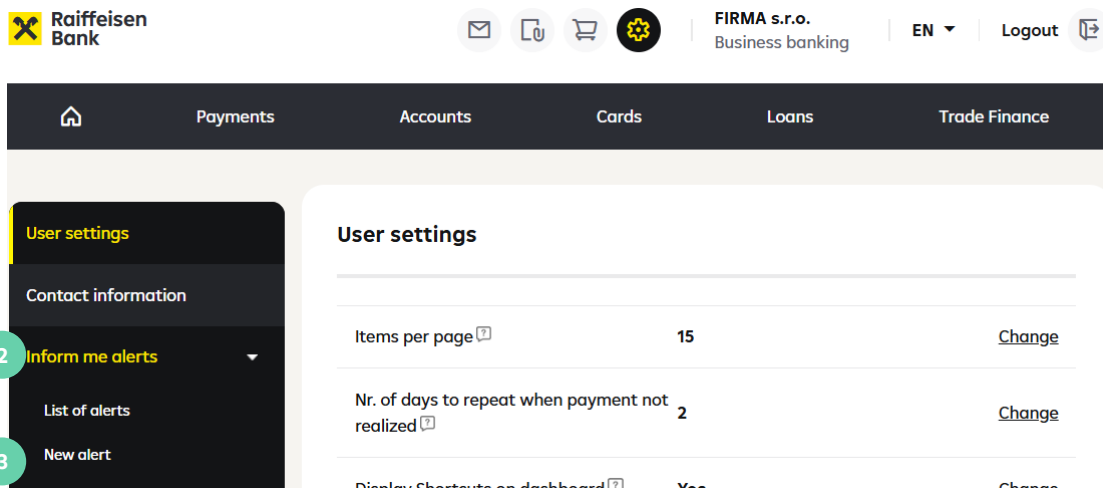
Pending items

For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing payments

1 First, click the gearwheel icon to open **Settings**.



Raiffeisen Bank | **FIRMA s.r.o.** Business banking | EN | Logout

Home | Payments | Accounts | Cards | Loans | Trade Finance

User settings

Contact information

Inform me alerts

- List of alerts
- New alert**

User settings

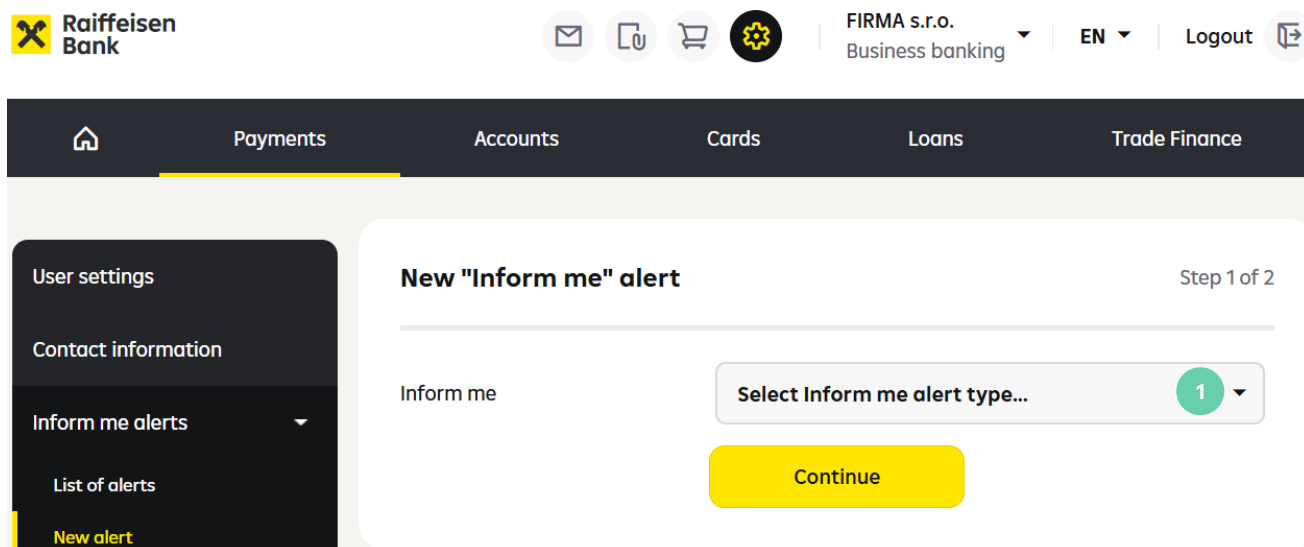
Items per page	15	Change
Nr. of days to repeat when payment not realized	2	Change
Display Shortcuts on dashboard	Yes	Change

2 Next, expand the **Inform me alerts** menu.

3 In the third step, click **New alert** to create a new Inform me alert.

10.3.4 New alert

Inform me alerts can be configured to notify you of changes in your account balance, account transactions, failed payments, payments waiting to be signed or card transactions.



Raiffeisen Bank

FIRMA s.r.o.
Business banking

EN

Logout

Home Payments Accounts Cards Loans Trade Finance

User settings

Contact information

Inform me alerts

List of alerts

New alert

New "Inform me" alert Step 1 of 2

Inform me

Select Inform me alert type...


1





Continue

- 1 First, select the type of the alert you want to set up. Choose from **alerts about changed account balance, account transactions, debit card transactions, unsuccessful payments, and payments for signing**. For detailed settings of the particular alerts, please refer to the following pages.

10.3.4.1 New alert about changed account balance

Alerts to changes in your account balance will be sent to you if the balance falls below or exceeds a certain amount. For example, you can configure it to receive an alert if the account balance falls below 100,000 CZK.



**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

User settings
 Contact information
 Inform me alerts

- List of alerts
- New alert**

 Mobile banking
 RB Key
 Bank identity RB
 Open banking
 Permission management
 Certificate management

New "Inform me" alert

Step 1 of 2

Inform me

about changed account balance

1 Account
 Current corporate account
 11223344

CZK

2 Available balance
 falls below
 exceeds

3 Amount*

CZK

4 Sending method

☒ E-mail
 ☐ SMS
 ☐ Push notification to Mobile eKonto

5 Contact
 jiri.banka@rb.cz FIRMA s.r.o.

[Enter a new e-mail address](#)

6 Send notification


☐ Immediately
 ☒ between
 08:00 and 23:59





7 Continue

- 1 **Account** - Select the account for which you want to receive alerts about changes in the account balance.
- 2 **Available balance falls below/exceeds** - Choose when you want to receive the alert. For example, you can set it to inform you if the account balance falls below 100,000 CZK, or if it exceeds 100,000 CZK.
- 3 **Amount** - Enter the amount that will trigger the alert.
- 4 **Sending method** - Set the manner how you would like to receive the alert: via **email**, **SMS**, or as a **notification in mobile banking**. Please note that SMS notifications are subject to charges according to the [Price list of product and services for corporates](#).
- 5 **Contact** - When choosing the sending method, you can also choose a specific contact. For example, if you select email as the sending method, you will be able to choose from the email addresses associated with the account. You can also enter a new contact.
- 6 **Send notification** - You can choose when you want the alert to be sent: **immediately** or **between specific times**.
- 7 Click **Continue** to proceed to the second step of creating a new alert, where you will authorize the operation using your selected authentication method.

10.3.4.2 New alert about account transaction

Alerts to account transactions will be sent to you in respect of specific transactions made on the account. For example, if an outgoing payment exceeds 1,000 CZK, you will receive a notification.


**Raiffeisen
Bank**





FIRMA s.r.o.
 Business banking
 EN
Logout

Home
Payments
Accounts
Cards
Loans
Trade Finance

User settings
 Contact information
 Inform me alerts

- List of alerts
- New alert**

 Mobile banking
 RB Key
 Bank identity RB
 Open banking
 Permission management
 Certificate management

New "Inform me" alert Step 1 of 2

Inform me

about account transaction

1 Account

Current corporate account

11223344

CZK

2 Transaction direction

All

Incomming

Outgoing

3 Amount from*

10

CZK

Amount to

CZK

4 Transaction category

All

Selected only

5 Send balance

☐ In a SMS or e-mail message there will be information about the available balance after the transaction.

6 Sending method

☒ **E-mail**
☐ SMS
☐ Push notification to Mobile eKonto

7 Contact

jiri.bank@rb.cz FIRMA s.r.o.

Enter a new e-mail address

8 Send notification

☐ Immediately
☒ **between**

08:00 and 23:59

9

+

Advanced settings (Counterparty account number, variable symbol...)


10






Continue

- 1 **Account** - Select the account for which you want to receive alerts about account transactions.
- 2 **Transaction direction** - You can choose from the following options: **All / Incoming / Outgoing**.
- 3 **Amount from and to** - Select the amount range for which you want to receive transaction alerts. When choosing **email notifications**, the minimum is 0 CZK, while for **SMS notifications**, the minimum is 10 CZK.
- 4 **Transaction category** - The options available are **All** or **Selected only** (for example, account-to-account transfers, card payments, cash transactions, etc.).
- 5 **Send balance** - Check the box if you want to include information about the available account balance in the transaction notification.
- 6 **Sending method** - Choose how you would like to receive the alert: via **email, SMS, or as a push notification to mobile banking**. Please note that SMS notifications are subject to charges according to the [Price list of product and services for corporates](#).
- 7 **Contact** - When choosing the sending method, you can also choose a specific contact. For example, if you select **email** as the sending method, you will be able to choose from the email addresses associated with the account. You can also enter a new contact.
- 8 **Send notification** - You can choose when you want the alert to be sent: **immediately** or **between specific times**.
- 9 **Advanced settings** - In the advanced settings, you can set up the counterparty account or specific symbols for which you want to receive alerts.
- 10 Click **Continue** to proceed to the second step of creating a new alert, where you will authorize the operation using your selected authentication method.

10.3.4.3 New alert about debit card transactions

A new alert about a debit card transaction sends a notification for card transactions on all cards linked to the given account, or only for selected cards.


**Raiffeisen
Bank**





FIRMA s.r.o.
Business banking
 EN
Logout


Home
Payments
Accounts
Cards
Loans
Trade Finance

User settings
 Client information
 Inform me alerts
 List of alerts
New alert
 Mobile banking
 RB Key
 Bank identity RB
 Open banking
 Certificate management

New "Inform me" alert Step 1 of 2

Inform me

about debit card transactions

1 Account

Corporate current account 11223344

2 Debit card

All

3 Amount from*

0

CZK

4 Send balance

☐ In a SMS or e-mail message there will be information about the available balance after the transaction.

☒ E-mail
 ☐ SMS
 ☐ Push notification to Mobile eKonto

5 Sending method

jiri.banka@rb.cz FIRMA s.r.o.

Enter a new e-mail address

6 Contact


For security reasons, information about authorization holds is sent immediately when created.





7 Continue

- 1 **Account** - Select the account for which you want to receive alerts about debit card transactions.
- 2 **Debit card** - You choose whether to receive information about debit card transactions for all cards on the given account or only for selected cards.
- 3 **Amount from** - Select the amount from which you want to receive alerts.
- 4 **Send balance** - Check the box if you want to include information about the available account balance in the transaction notification.
- 5 **Sending method** - Choose how you would like to receive the alert: via **email, SMS, or as a push notification to mobile banking**. Please note that SMS notifications are subject to charges according to the [Price list of product and services for corporates](#).
- 6 **Contact** - When choosing the sending method, you can also choose a specific contact. For example, if you select **email** as the sending method, you will be able to choose from the email addresses associated with the account. You can also enter a new contact.
- 7 Click **Continue** to proceed to the second step of creating a new alert, where you will authorize the operation using your selected authentication method.

10.3.4.4 New alert about unsuccessful payment


Alerts about unsuccessful payments will notify you if a payment was not realized for any reason (e.g. insufficient available balance).


**Raiffeisen
Bank**





FIRMA s.r.o.
Business banking

EN

Logout


Payments

Accounts

Cards

Loans

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User settings

Contact information

Inform me alerts

List of alerts

New alert

Mobile banking

RB Key

Bank identity RB

Open banking

Permission management

Certificate management

New "Inform me" alert

Step 1 of 2

Inform me

about unsuccessful payment

1 Account

Current corporate account
11223344

CZK

2 Amount from

CZK

Amount to

CZK

3 Payment type

All

Selected only

4 Sending method

☒ E-mail

☐ SMS

☐ Push notification to Mobile eKonto

5 Contact

jiri.banka@rb.cz FIRMA s.r.o.

Enter a new e-mail address

6 Send notification

☐ Immediately

☒ between

08:00 and 23:59

7


+ Advanced settings (Counterparty account number, variable symbol...)





8 Continue

- 1 **Account** - Select the account for which you want to receive alerts about unsuccessful payments.
- 2 **Amount from** and **to** - Select the amount range for which you want to receive transaction alerts.
- 3 **Payment type** - The options available are **All** or **Selected only**.
- 4 **Sending method** - Choose how you would like to receive the alert: via **email**, **SMS**, or as **a push notification to mobile banking**. Please note that SMS notifications are subject to charges according to the [Price list of product and services for corporates](#).
- 5 **Contact** - When choosing the sending method, you can also choose a specific contact. For example, if you select **email** as the sending method, you will be able to choose from the email addresses associated with the account. You can also enter a new contact.
- 6 **Send notification** - You can choose when you want the alert to be sent: **immediately** or **between specific times**.
- 7 **Advanced settings** - In the advanced settings, you can set up the counterparty account or specific symbols for which you want to receive alerts.
- 8 Click **Continue** to proceed to the second step of creating a new alert, where you will authorize the operation using your selected authentication method.

10.3.4.5 New alert about payment for signing


Alerts to payments for signing will notify you of any payments waiting for your approval.


**Raiffeisen
Bank**





FIRMA s.r.o.
Business banking

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Logout


Payments

Accounts

Cards

Loans

Trade Finance

User settings

Contact information

Inform me alerts

List of alerts

New alert

Mobile banking

RB Key

Bank identity RB

Open banking

Permission management

Certificate management

New "Inform me" alert

Step 1 of 2

Inform me

about payment for sign

1 Account

Corporate current account
11223344

2 Sending method

☒ E-mail

☐ SMS

☐ Push notification to Mobile eKonto

3 Contact

jiri.banka@rb.cz FIRMA s.r.o.

4 Send notification

☐ Immediately

☒ between

08:00 and 23:59

5 Continue

- 1 **Account** - Select the account for which you want to receive alerts about payments for signing.
- 2 **Sending method** - Choose how you would like to receive the alert: via **email**, **SMS**, or as a **push notification to mobile banking**. Please note that SMS notifications are subject to charges according to the [Price list of product and services for corporates](#).
- 3 **Contact** - When choosing the sending method, you can also choose a specific contact. For example, if you select **email** as the sending method, you will be able to choose from the email addresses associated with the account. You can also enter a new contact.
- 4 **Send notification** - You can choose when you want the alert to be sent: **immediately** or **between specific times**.
- 5 Click **Continue** to proceed to the second step of creating a new alert, where you will authorize the operation using your selected authentication method.

10.4 Mobile banking

Raiffeisenbank's internet banking lets you check the particular devices with activated mobile banking to your account and activate mobile banking, if necessary. Raiffeisen's mobile banking gives you access to similar functions as those available in internet banking, and it also includes RB key. For more information, please visit [Mobile banking | Raiffeisenbank](#).

10.4.1 Accessing the Mobile banking section

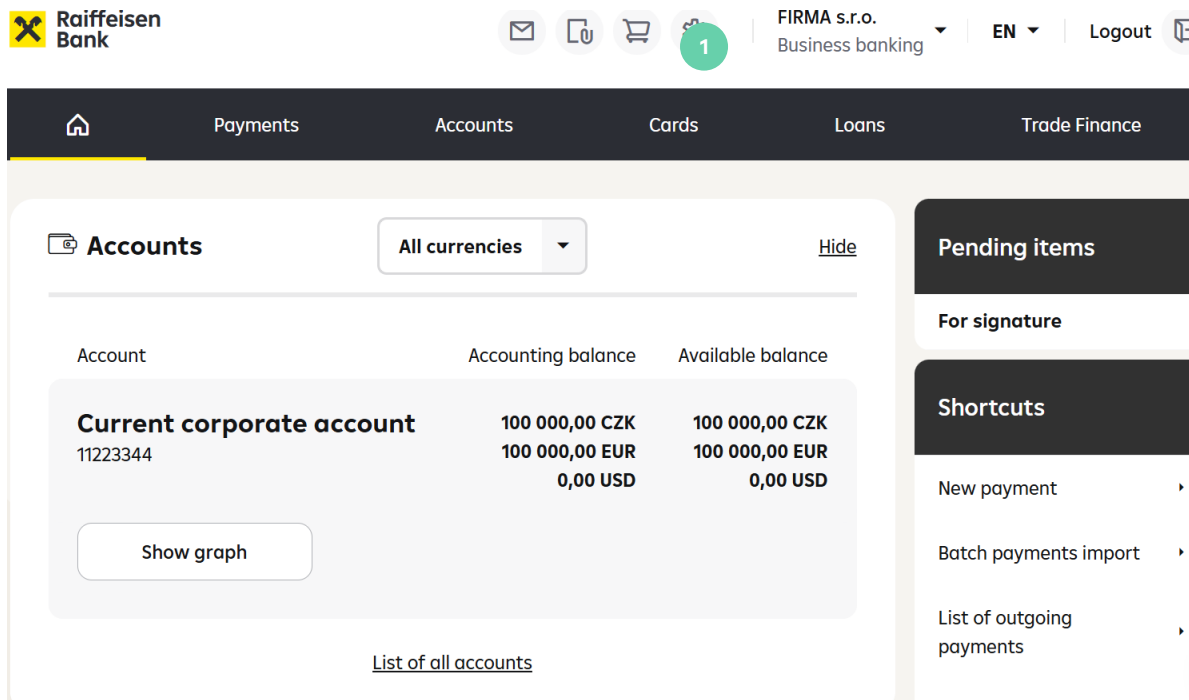
10.4.2 List of activations

10.4.3 New activation

10.4.4 Activation of another device

10.4.5 Device deactivation

10.4.1 Accessing the Mobile banking section



Raiffeisen Bank | FIRMA s.r.o. Business banking | EN | Logout

Home | Payments | Accounts | Cards | Loans | Trade Finance

Accounts | All currencies | Hide

Account	Accounting balance	Available balance
Current corporate account 11223344	100 000,00 CZK 100 000,00 EUR 0,00 USD	100 000,00 CZK 100 000,00 EUR 0,00 USD

Show graph

[List of all accounts](#)

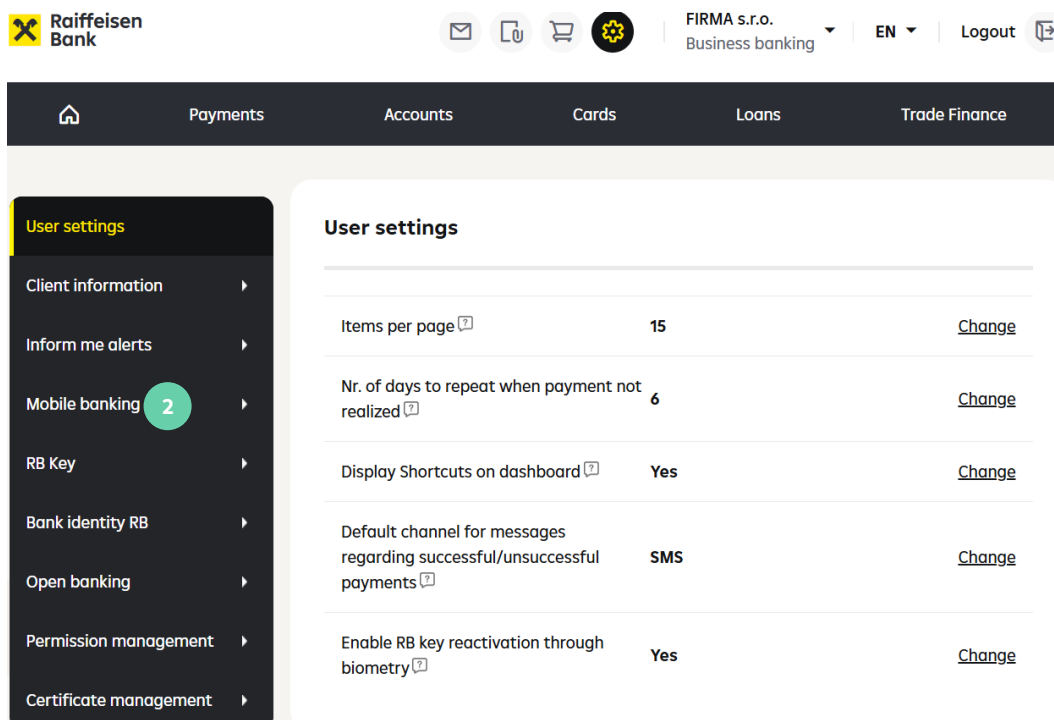
Pending items

For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing payments

1 First, click the gearwheel icon for **Settings**.



Raiffeisen Bank | FIRMA s.r.o. Business banking | EN | Logout

Home | Payments | Accounts | Cards | Loans | Trade Finance

User settings


- Client information
- Inform me alerts
- Mobile banking** 2
- RB Key
- Bank identity RB
- Open banking
- Permission management
- Certificate management





User settings		
Items per page ^(?)	15	Change
Nr. of days to repeat when payment not realized ^(?)	6	Change
Display Shortcuts on dashboard ^(?)	Yes	Change
Default channel for messages regarding successful/unsuccessful payments ^(?)	SMS	Change
Enable RB key reactivation through biometry ^(?)	Yes	Change

2 In the second step, click **Mobile banking** in the left menu.

10.4.2 List of activations

The list of mobile banking activations shows your devices that have mobile banking activated.



**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

User settings
 Client information
 Inform me alerts
Mobile banking
 List of activations
 New activation
 RB Key
 Bank identity RB
 Open banking
 Certificate management

Mobile banking activation

Name	Identification number	Status	Last change	
Phone 1	1111-1111-11	Aktivní	01.01.2017 17:00:00	1
Phone 2	2222-2222-22	Aktivní	01.05.2017 16:00:00	
Phone 3	11111111	Aktivní	02.12.2023 15:00:00	
Phone 4	22222222	Aktivní	01.12.2022 14:00:00	

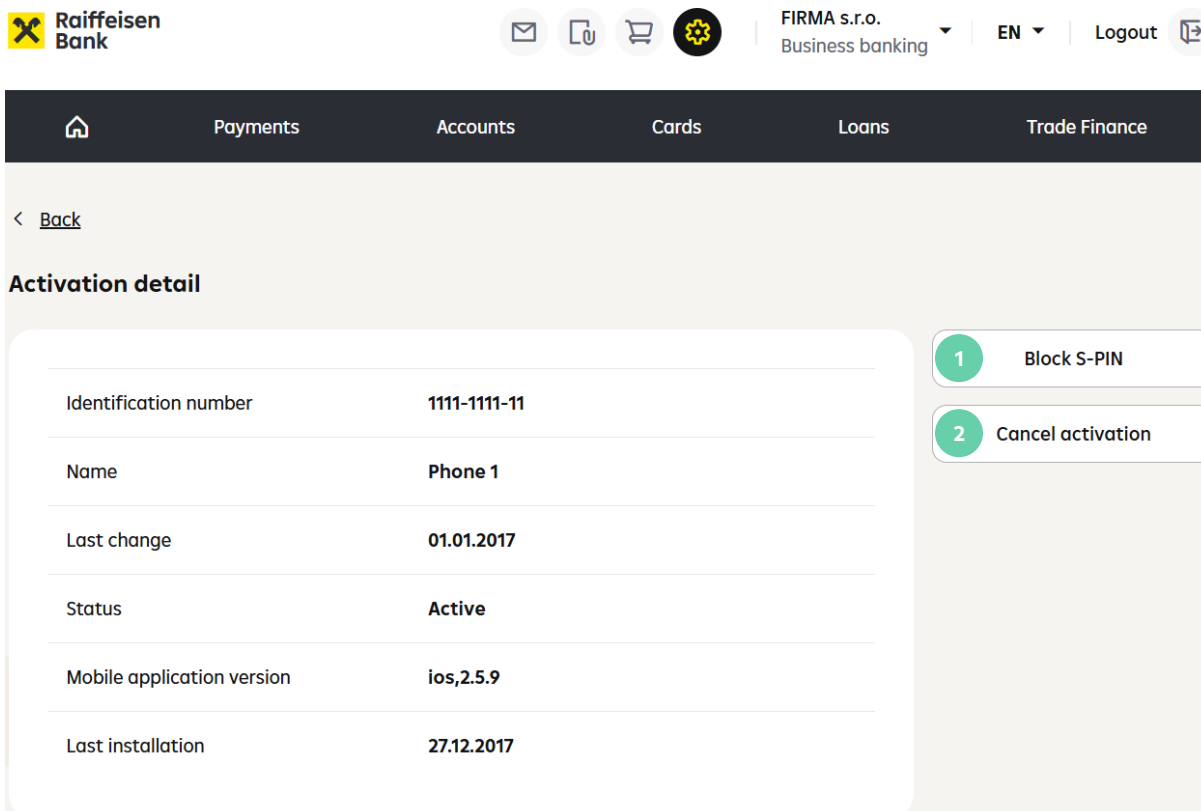
1 Click the active field or the arrow to open the **Activation detail**. For more information, please refer to chapter [Activation detail](#).






Activation detail

In the activation detail, you will find the identification number of the mobile banking activation, title, last change, status, version of the mobile application and last installation of the application.

You can also **block the S-PIN** and **cancel the mobile banking activation** on this screen. The S-PIN is your code set for signing in and authorizing payments in mobile banking.

If you **block the S-PIN**, you will need to perform a new activation to use mobile banking again. For more details, please refer to the following chapters of this manual.



Raiffeisen Bank |     | **FIRMA s.r.o.** Business banking | **EN** | Logout 

[Home](#) | [Payments](#) | [Accounts](#) | [Cards](#) | [Loans](#) | [Trade Finance](#)

< [Back](#)

Activation detail

Identification number	1111-1111-11
Name	Phone 1
Last change	01.01.2017
Status	Active
Mobile application version	ios,2.5.9
Last installation	27.12.2017

1 Block S-PIN

2 Cancel activation

1

Block S-PIN – Click to **block the S-PIN**.

2

Cancel activation – Click to **cancel the mobile banking activation**.

10.4.3 New activation

If you do not have an active application available, please contact your banker. To successfully activate mobile banking, you need to go through the activation process in cooperation with a Raiffeisenbank employee.

It is not necessary to visit a branch in person to activate RB key; you can arrange this remotely with your corporate advisor. Once agreed with the corporate advisor, please follow the instructions below.

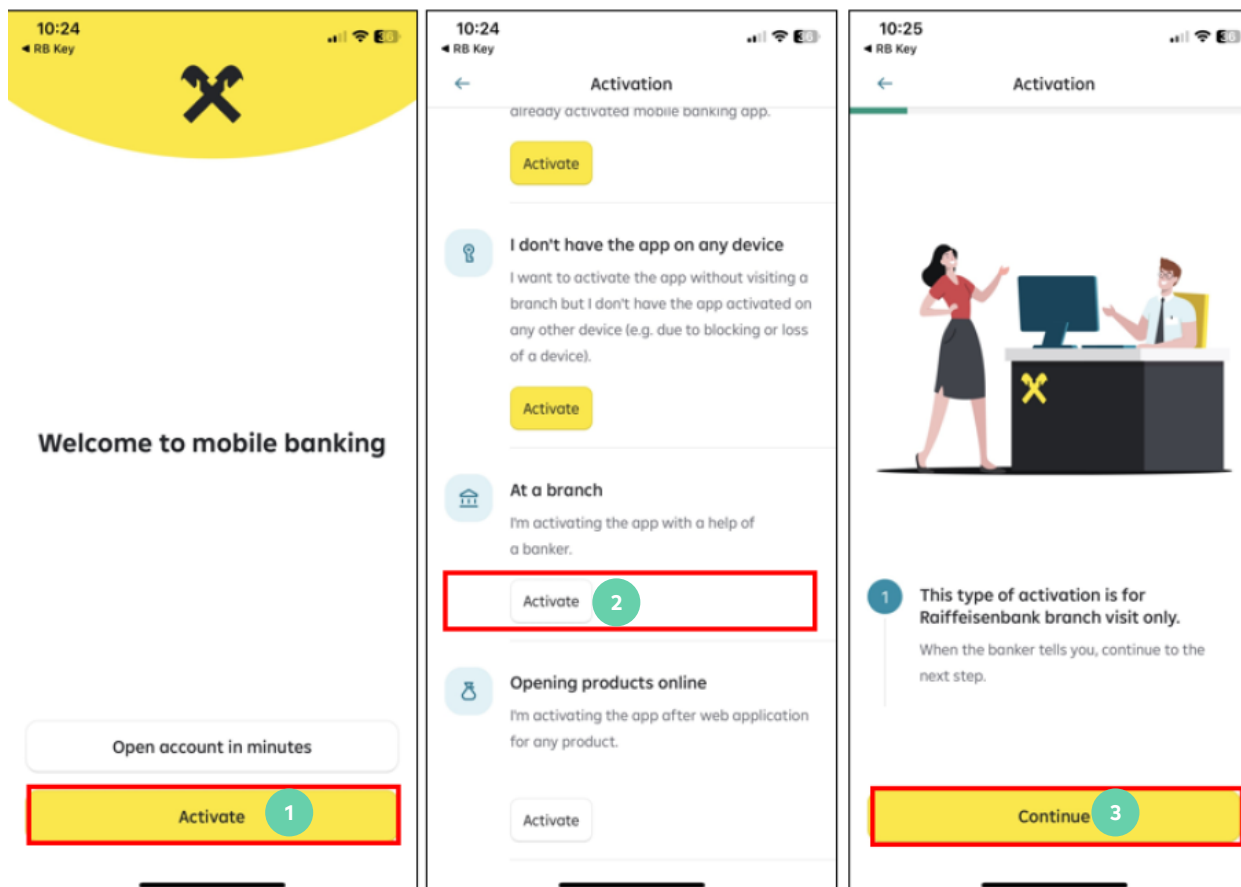
Step 1

Depending on the operating system of your mobile device, scan one of the three QR codes displayed below to download Mobile Banking to your mobile device.



Step 2

After downloading and installing the app on your phone, please follow the instructions below.



- 1 In the Mobile Banking app, first click **Activate**.
- 2 On the Activation page, in the subsection **At a branch**, press **Activate**.
- 3 Then click **Continue**.

Step 3

You will receive an email from an RB employee with a PDF attachment containing a QR code and registration code to activate your RB key.

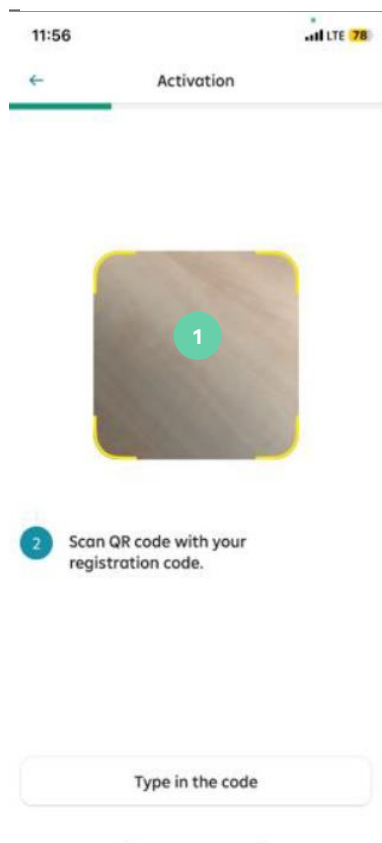
Naskenujte s klientem QR kód, nebo jej klientovi sdělte.

SAMPLE



Registrační kód

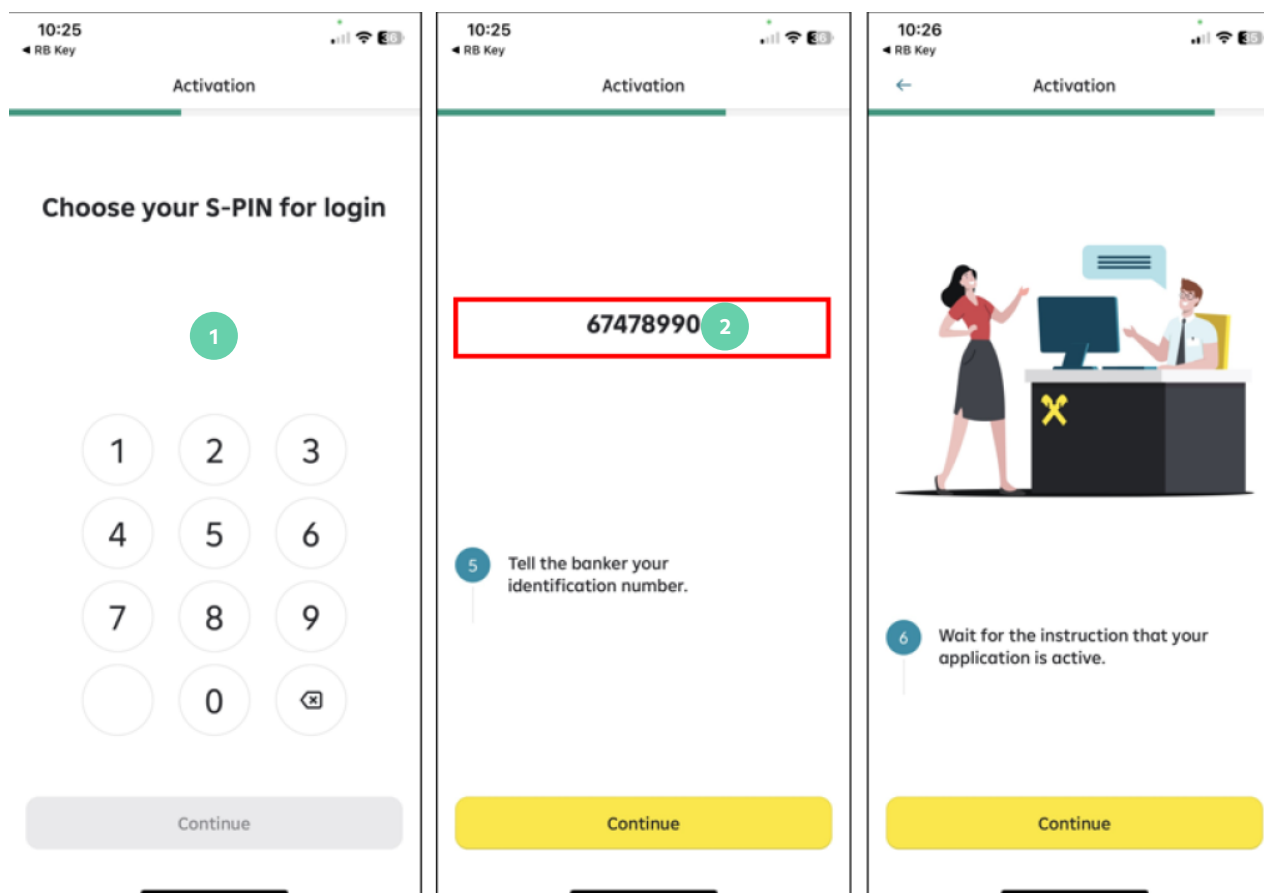
SEUQX-6H3RX-IDJZX-5FZLQ



1

On your phone, either scan the QR code from the email attachment or select **Type in the code** and retype the 20-digit code from the email attachment. Then press **Confirm**.

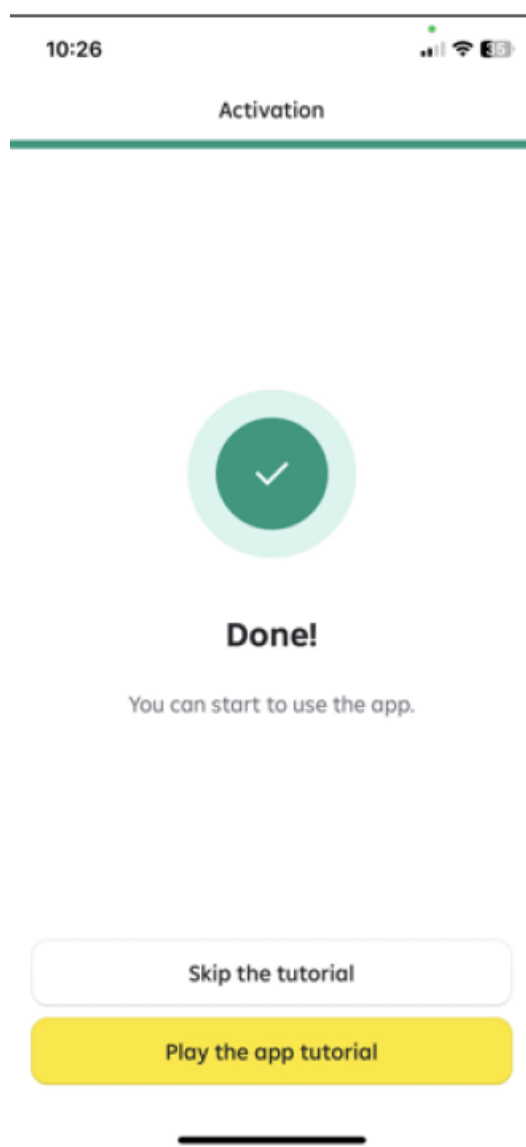
Step 4



- 1 Now, set your S-PIN. You will need the code for future use of the application; make sure you remember it.
- 2 After entering the S-PIN, an 8-digit identification number will be displayed. Please send the number immediately as a reply to the email containing the QR code that you have received from Raiffeisenbank. A Raiffeisenbank employee will enter the identification number into the system to pair the application.

Step 5

The process is now complete. Mobile banking is active and you can start using the app. You will also receive a text message confirming the successful activation. As a final step, you will receive an **activation report** from the RB employee via email; please **sign it** and return a scanned copy by **email**. Additionally, you will need to **send** the signed original **by mail** to the address provided by your corporate advisor or another Raiffeisenbank employee.



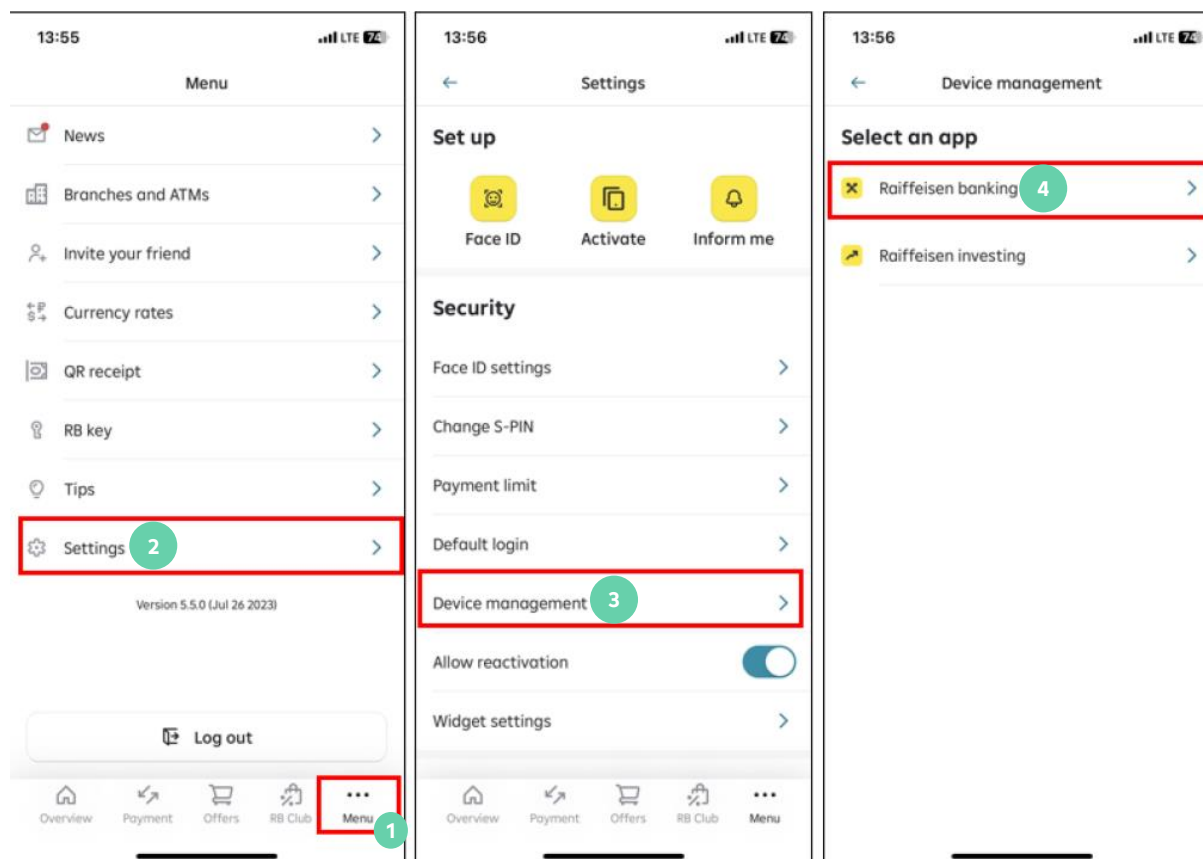
10.4.4 Activation of another device

The mobile banking application can no longer be activated through internet banking.

If you have active mobile banking on another device, perform the activation on the new phone where you want to activate mobile banking using the existing mobile application.

To activate another device, you must have the Raiffeisen mobilní bankovníctví application downloaded on the original device. Mobile banking can be activated on up to five devices. However, **RB key can only be active on one of such devices at a time.** The tool can be transferred among the activated devices as needed.

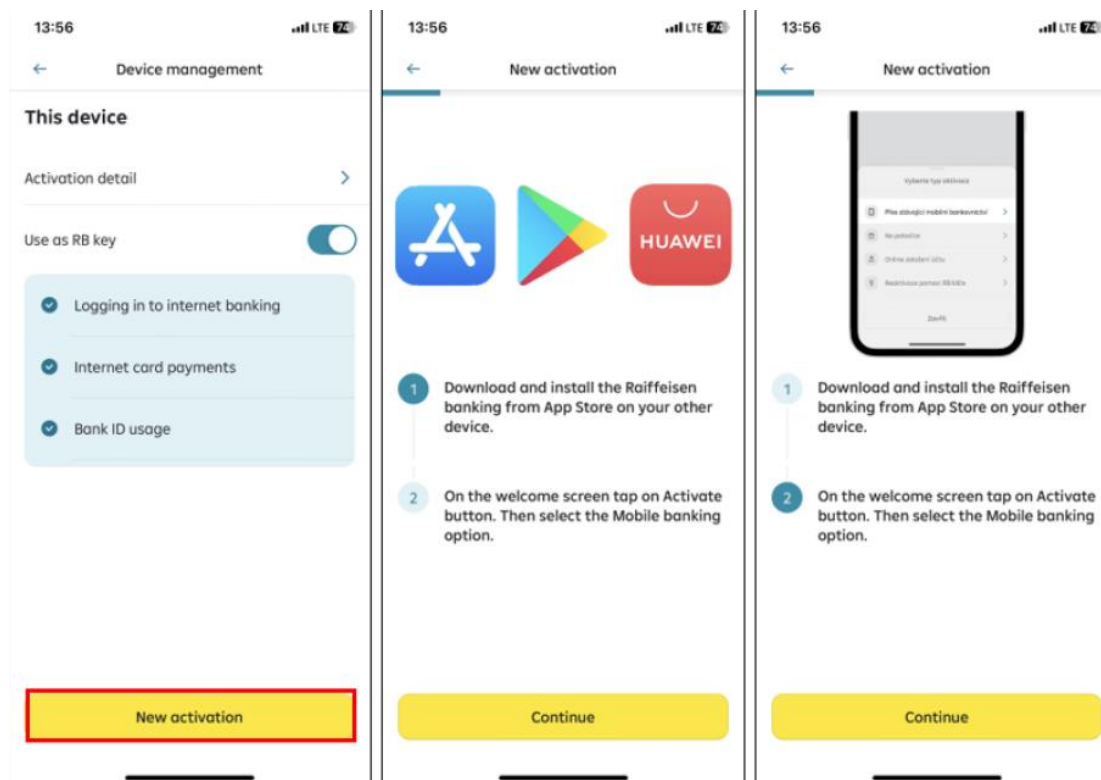
Activation of another device can be done in mobile banking without having to involve a Raiffeisenbank employee (unlike the first activation of Mobile Banking, where cooperation from a Raiffeisenbank employee is required).



On the original device:

- 1 Open the **Menu**.
- 2 In **Menu**, go to **Settings**.
- 3 In **Settings**, go to **Device management**.
- 4 In the **Device management** section, select **Raiffeisen banking**.

Follow the instructions shown on your mobile device.

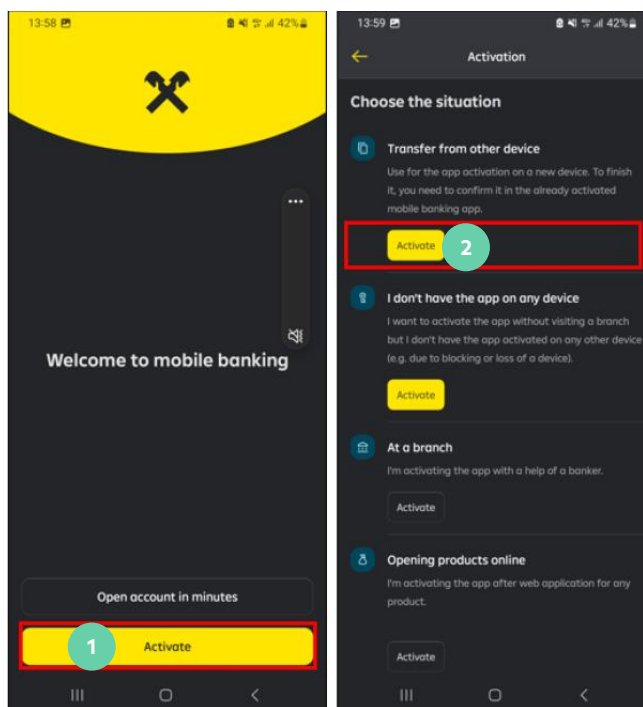


Please install the Raiffeisen mobilní bankovníctví app on your new device.

Depending on the operating system of your mobile device, scan one of the three QR codes displayed below to download the mobile banking app to your mobile device.

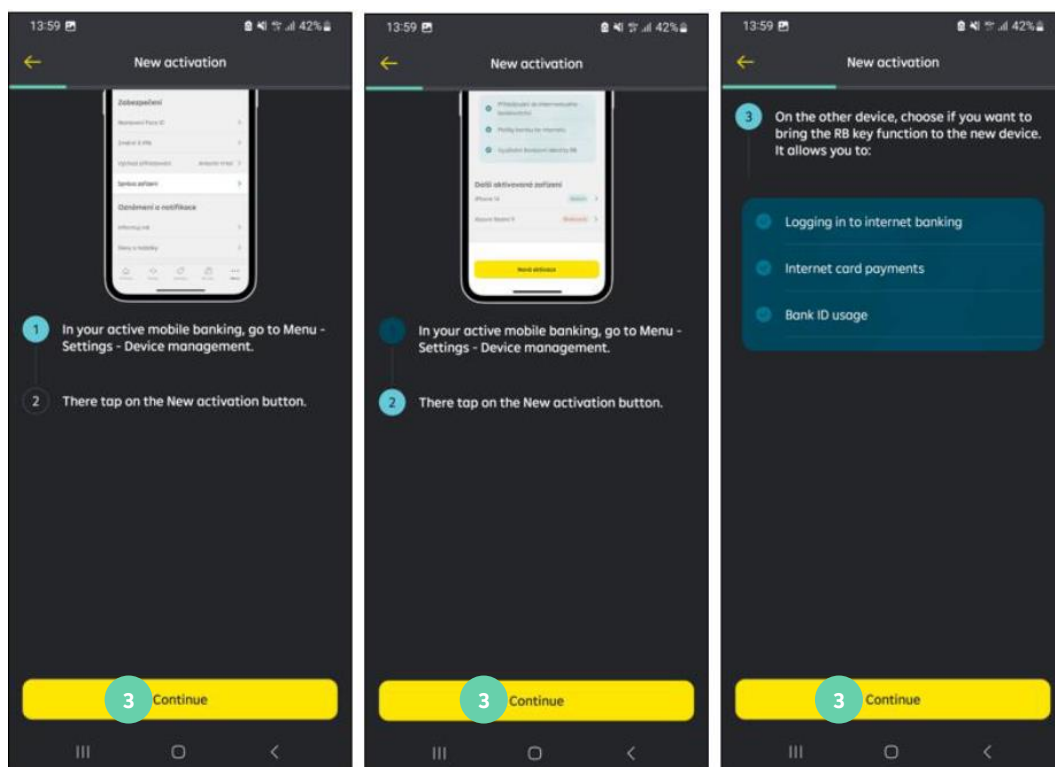


After downloading and installing the application on your mobile device, please follow the on-screen instructions.



1 Click **Activate**.

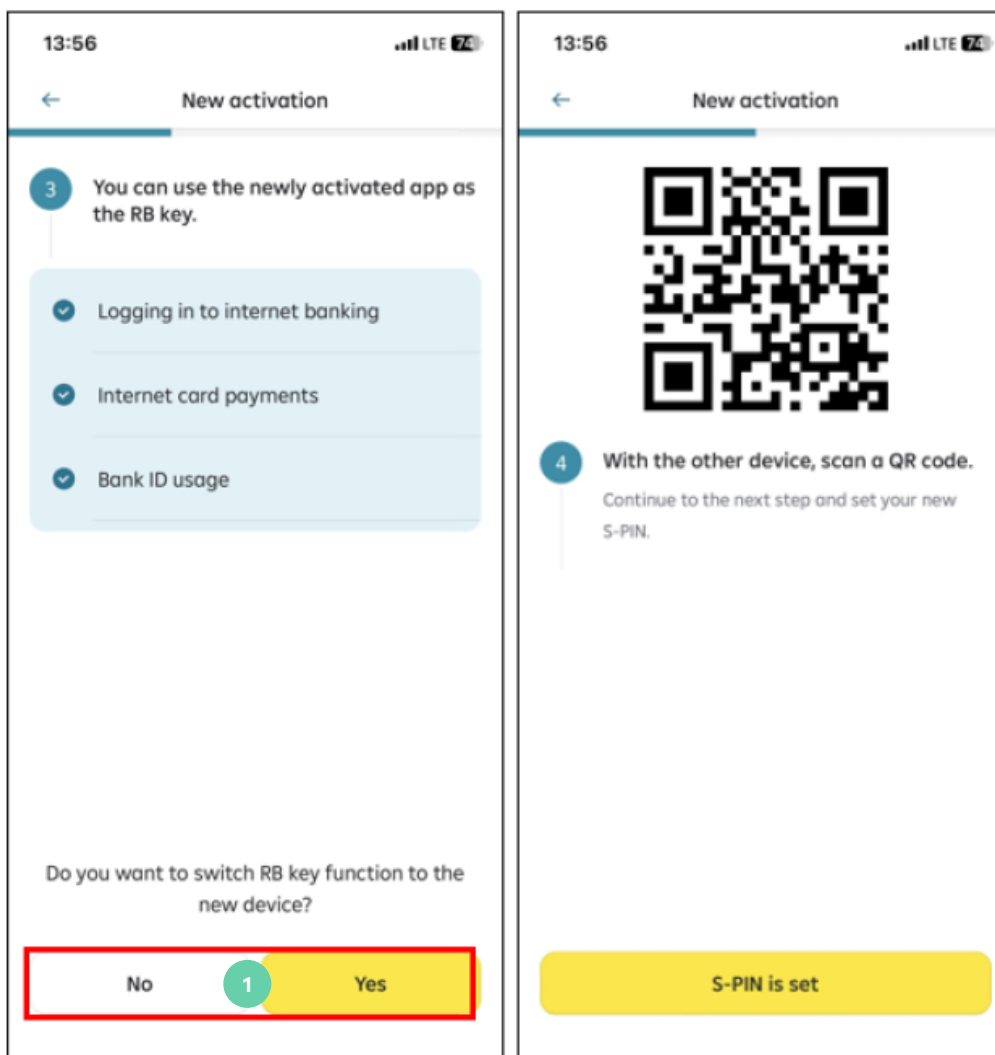
2 In the **Transfer from other device** section, click **Activate**.



3 Then, click **Continue**, three times.

Original device

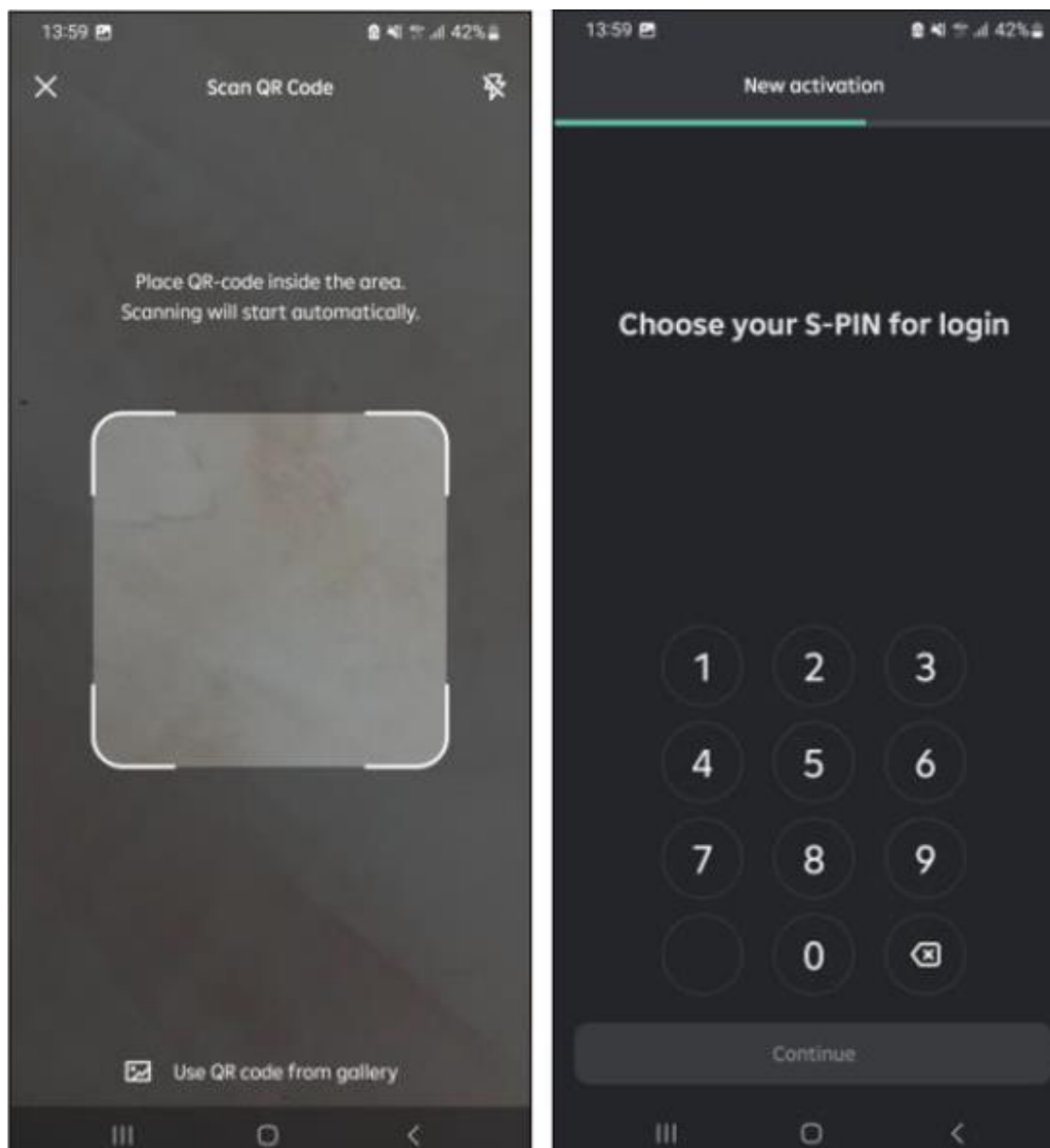
Choose whether you wish to transfer the RB key function to the new device from the original device right away (RB key can only be active on one device at a time; however, you can also transfer the functionality later). The next screen will display an activation QR code to be scanned with the new device.



- 1 Choose whether you want to **switch the RB key function to the new device**.

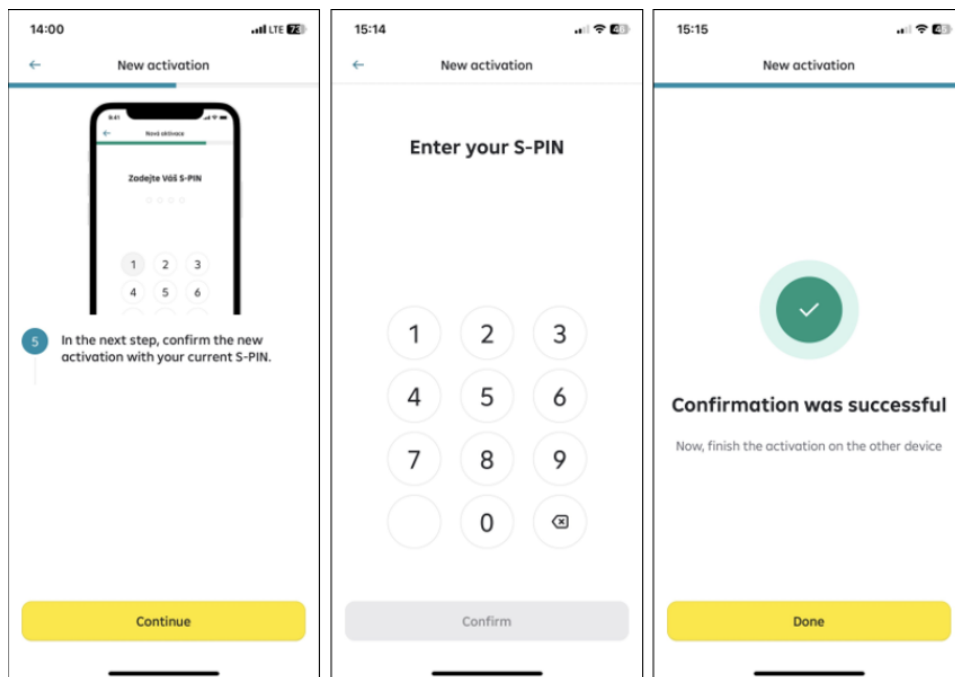
New device

Scan the QR code displayed on the original device with the new device. Then, set your S-PIN as a code required for certain steps in the application.



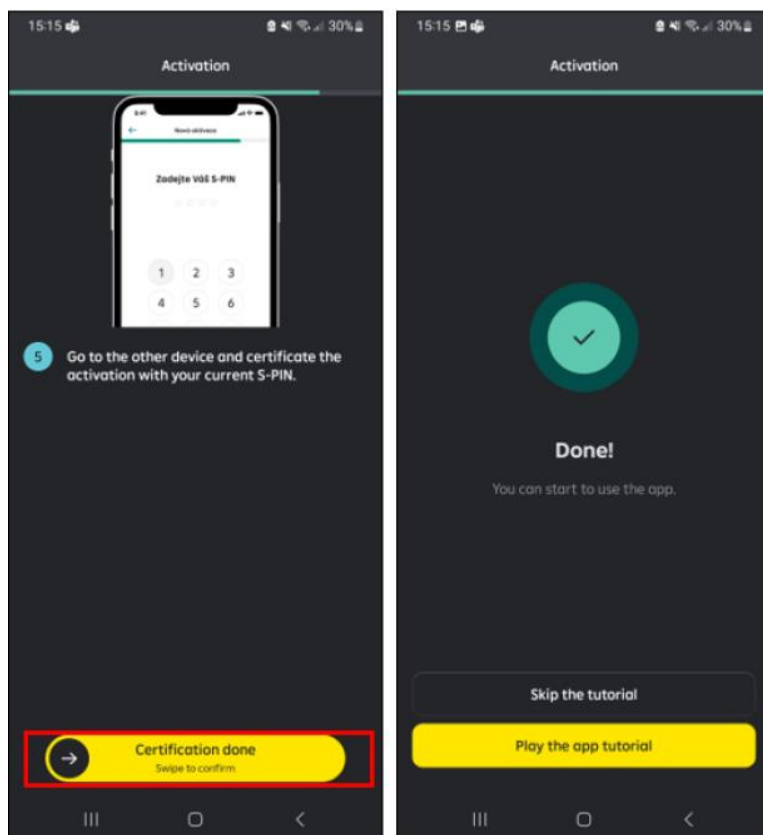
Original device

To confirm the activation, enter the S-PIN you have set for this device.

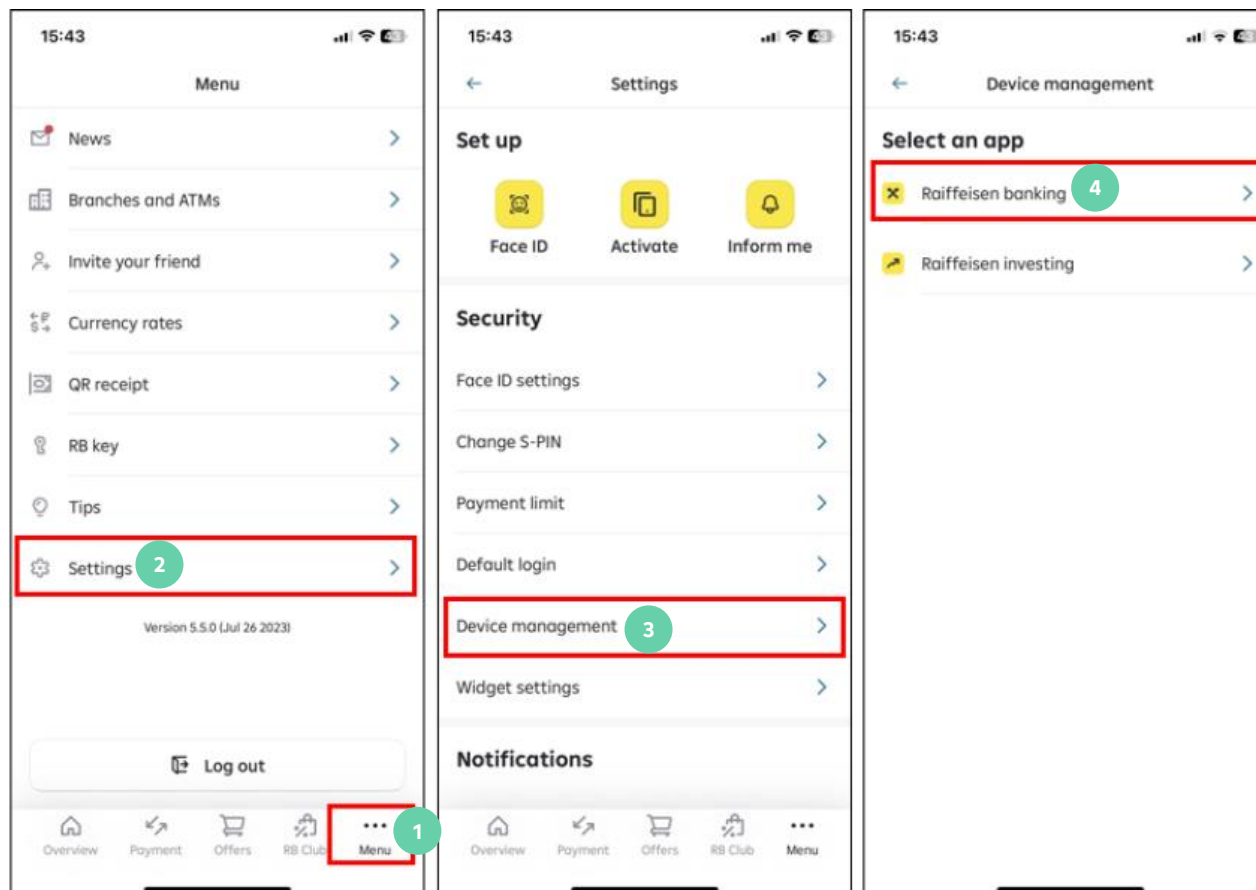


New device

Just swipe from left to right. You will be informed about the successful activation via text message and email.

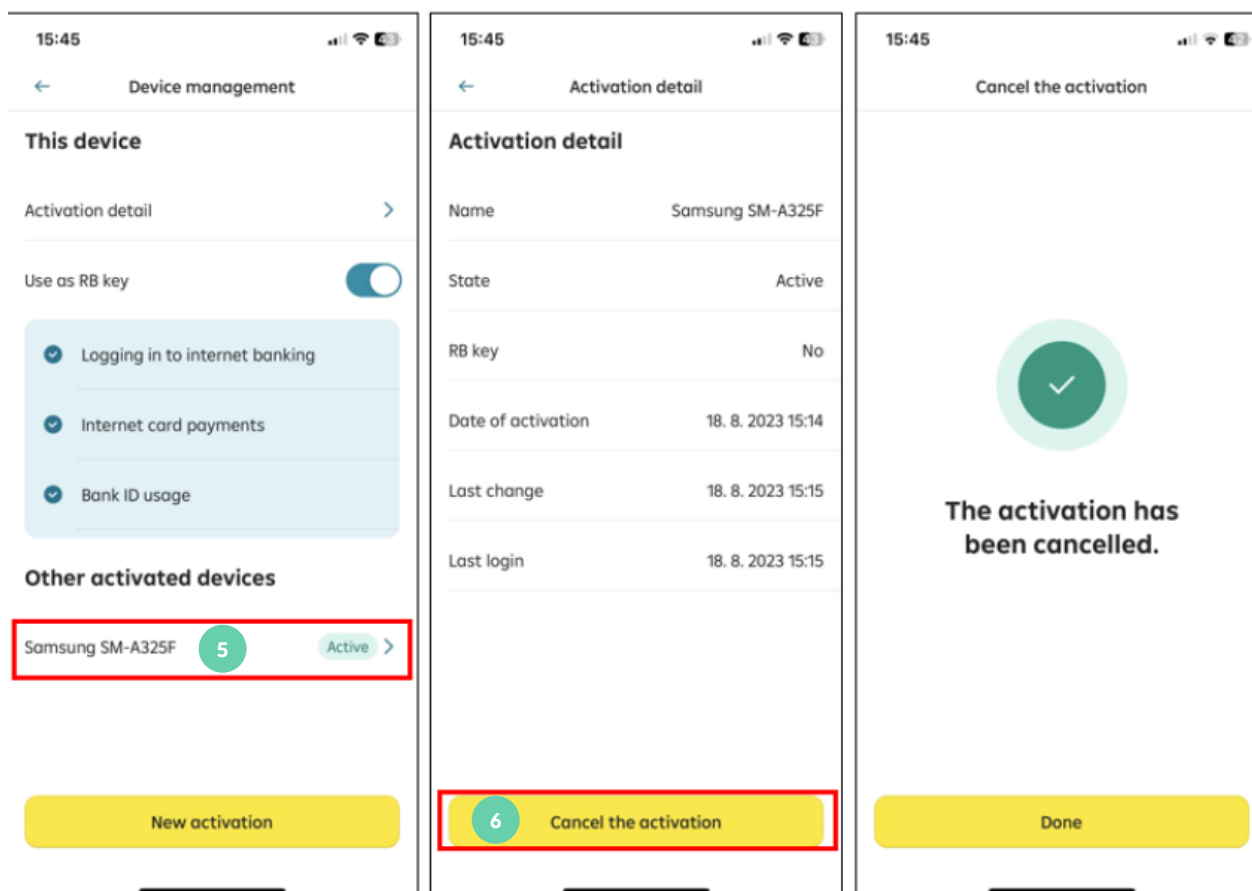


10.4.5 Device deactivation



Sign in to Raiffeisen mobile banking on the device you use to authorize transactions and operations (the device used as RB key).

- 1 Open **Menu** on this device.
- 2 In Menu, open **Settings**.
- 3 In Settings, open **Device management**.
- 4 In Device management, select the **Raiffeisen banking** application.



5

Select the device for which you want to cancel the mobile banking activation.

6

Click **Cancel the activation** to remove the activation from the specified device.

10.5 RB Key

Raiffeisenbank's internet banking lets you easily check the particular devices that have RB key activated to your account. RB key is used to authorize transactions and operations in internet banking, approve online card transactions or make withdrawals at a branch. It is also used to authenticate calls with Raiffeisenbank's call centre and to confirm your banking identity. For more information about the RB key app, please read [RB Key | Raiffeisenbank](#).

[10.5.1 Accessing the RB key section](#)

[10.5.2 List of activations](#)

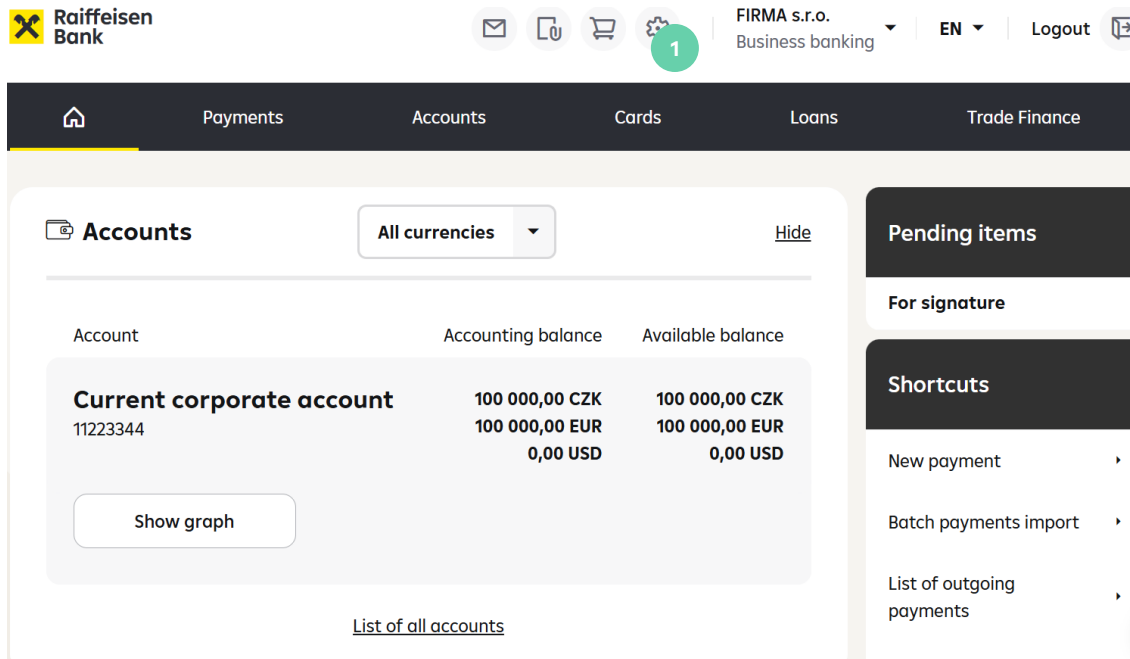
[10.5.3 New activation](#)






[10.5.4 Activation of another device](#)

[10.5.5 RB key transfer among your devices](#)

[10.5.6 Device deactivation](#)

10.5.1 Accessing the RB key section



Raiffeisen Bank |     1 | **FIRMA s.r.o.** Business banking | **EN** | Logout 

Accounts | All currencies | [Hide](#)

Account	Accounting balance	Available balance
Current corporate account 11223344	100 000,00 CZK 100 000,00 EUR 0,00 USD	100 000,00 CZK 100 000,00 EUR 0,00 USD

[Show graph](#)

[List of all accounts](#)

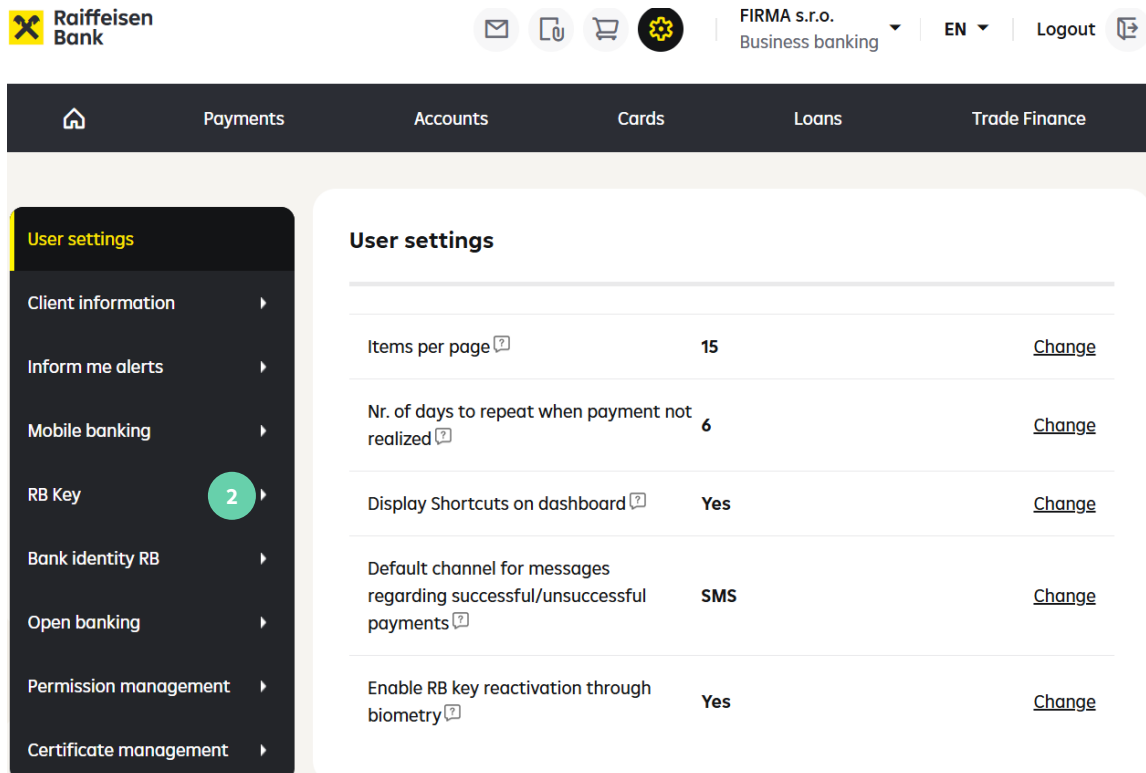
Pending items






For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing payments

1 First, click the gearwheel icon to open **Settings**.



Raiffeisen Bank |     | **FIRMA s.r.o.** Business banking | **EN** | Logout 

User settings

Items per page ^(?)	15	Change
Nr. of days to repeat when payment not realized ^(?)	6	Change
Display Shortcuts on dashboard ^(?)	Yes	Change
Default channel for messages regarding successful/unsuccessful payments ^(?)	SMS	Change
Enable RB key reactivation through biometry ^(?)	Yes	Change

User settings

- Client information
- Inform me alerts
- Mobile banking
- RB Key** 2
- Bank identity RB
- Open banking
- Permission management
- Certificate management

2 Then, click **RB Key** in the left menu.

10.5.2 List of activations

The List of RB key activations shows a detailed list of all devices on which the key is activated. You can also view the activation details.



FIRMA s.r.o.
Business banking

EN

Logout



Payments
Accounts
Cards
Loans
Trade Finance

User settings
Client information
Inform me alerts
Mobile banking
RB Key
List of activations
New activation

Activation overview

Title	Identification number	State	Last change	Type	Preferred RB key
Phone 1	11111111	Active	01.11.2023 14:00	RB Key - Mobile eKonto	Yes
Phone 2	22222222	Active	01.01.2021 14:00	RB Key - Mobile eKonto	No


1





Click the active field or arrow to open the RB key **activation detail**. For more information, please refer to chapter [Activation detail](#).

Activation detail

The RB key activation detail shows information about the particular RB key settings, such as the name, identification number, last change, status, type, activation date, date of last use, and whether it is the preferred RB key.

You can also **Cancel the activation** on this screen.



**Raiffeisen
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FIRMA s.r.o.
 Business banking

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Logout


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

[Back to activation list](#)

Activation detail

Title	Phone 1
Identification number	11111111
Last change	16.11.2023 14:43
State	Active
Type	RB Key - Mobile eKonto
Activation date	01.11.2023 14:00
Date of last use	10.05.2025 10:07
Preferred RB key	Yes

Cancel activation
 1

1 Cancel activation - Click **Cancel activation** to cancel the activation of the specified active RB key.

10.5.3 New activation

If you do not have an active RB key app available, please contact your corporate advisor. To successfully activate RB key, you must go through the activation process in cooperation with a Raiffeisenbank employee.

It is not necessary to visit a branch in person to activate RB key; you can arrange this remotely with your corporate advisor. Once agreed with the corporate advisor, please follow the instructions below.

The RB key app is only available for devices with Android or iOS operating systems.

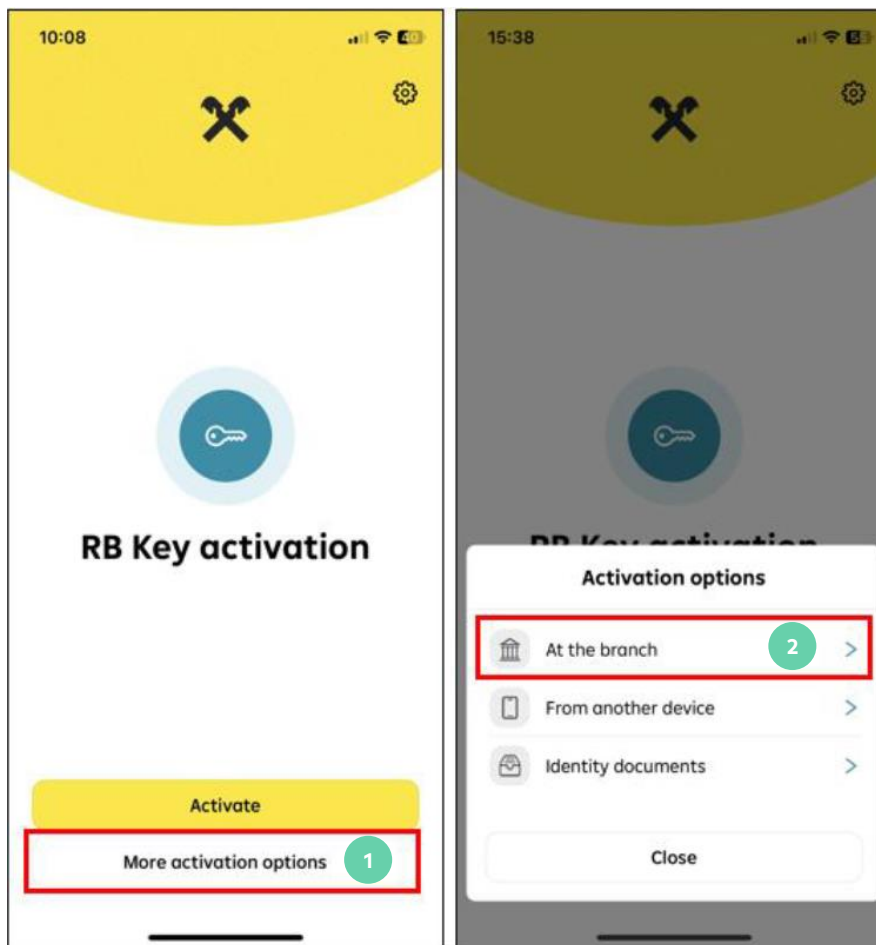
Step 1

Depending on your operating system, scan one of the two QR codes below to download the RB key app to your mobile device.



Step 2

After downloading and installing the app on your mobile device, please follow the instructions below.



- 1 After downloading the RB key app, choose **More activation options**.
- 2 Then, under **Activation options**, please select **At the branch**.

Step 3

You will receive an e-mail from a Raiffeisenbank employee with an attachment in PDF format containing a QR code and a registration code to activate RB key.

Naskenujte s klientem QR kód, nebo jej klientovi sdělte.

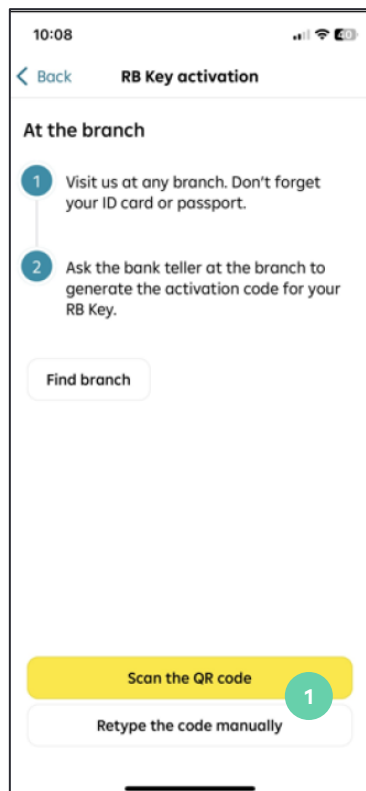
SAMPLE



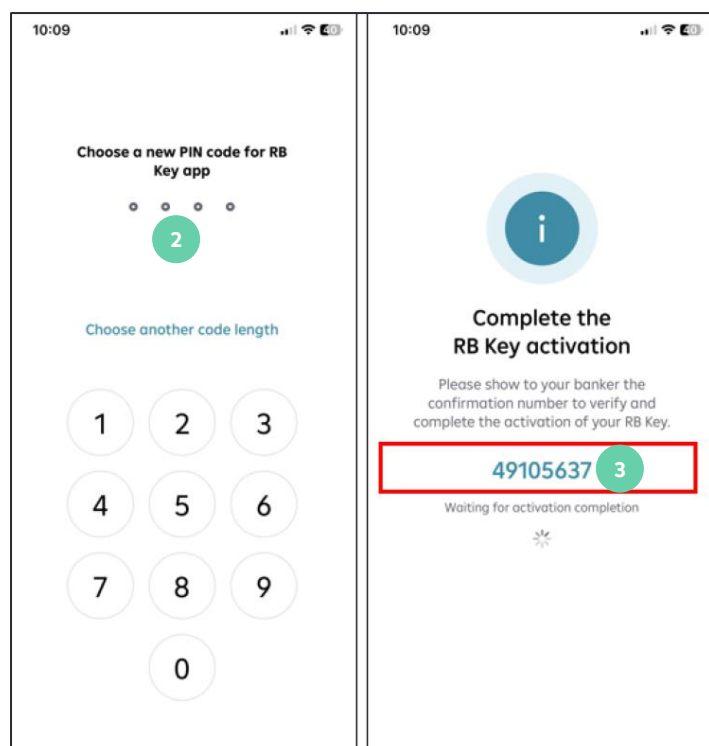
Registrační kód

SEUQX-6H3RX-IDJZX-5FZLQ

Step 4



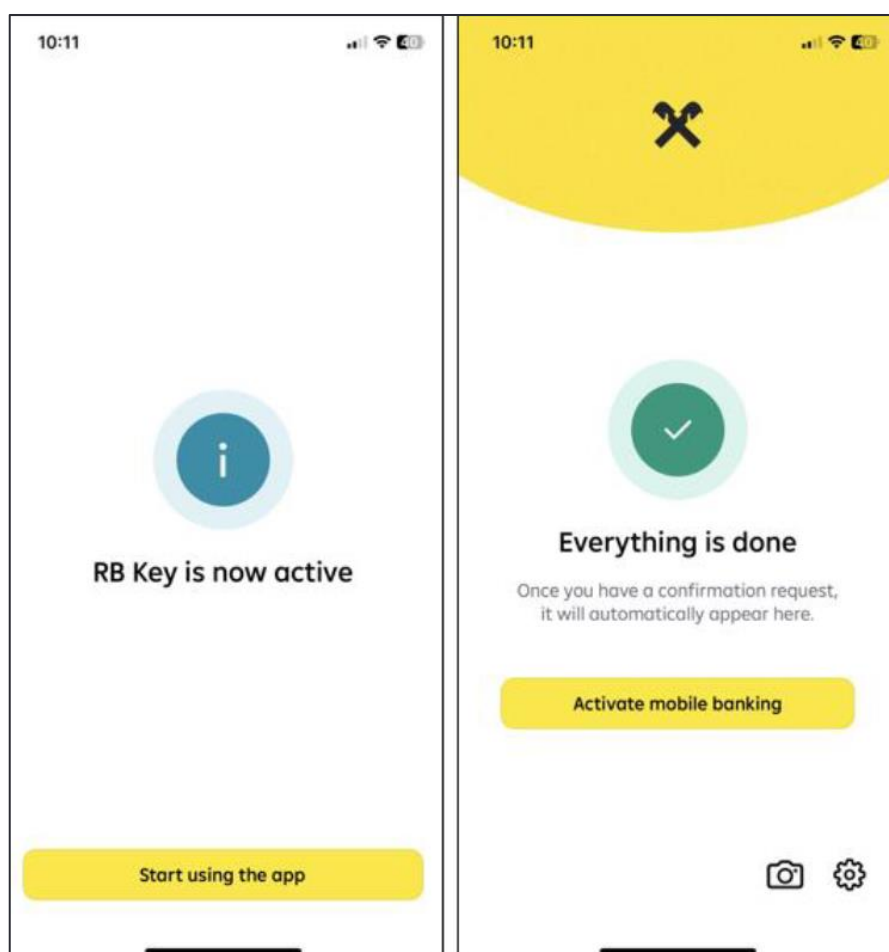
- 1 On your mobile device, either select **Scan the QR code** and scan the QR code from the email attachment, or choose **Retype the code manually** and then type in the 20-digit registration code from the email attachment. After that, click **Confirm**.



- 2 In the next step, choose a new PIN code for the RB key app. You will need the code for future use of the app, so make sure you remember it.
- 3 Once you enter the PIN, an 8-digit code will be generated. Please send this code immediately as a reply to the email with the QR code that you have received from Raiffeisenbank. The Raiffeisenbank employee will enter this code into the system to pair the app.

Step 5

The activation process is now complete. Your RB key is active and you can start using it. You will also be notified of the successful activation via a text message. As a **final step**, the Raiffeisenbank employee will send you an **activation report** via email; please **sign it** and return a scanned copy by **email**. Additionally, you will need to **send** the signed original **by mail** to the address provided by your corporate advisor or another Raiffeisenbank employee.

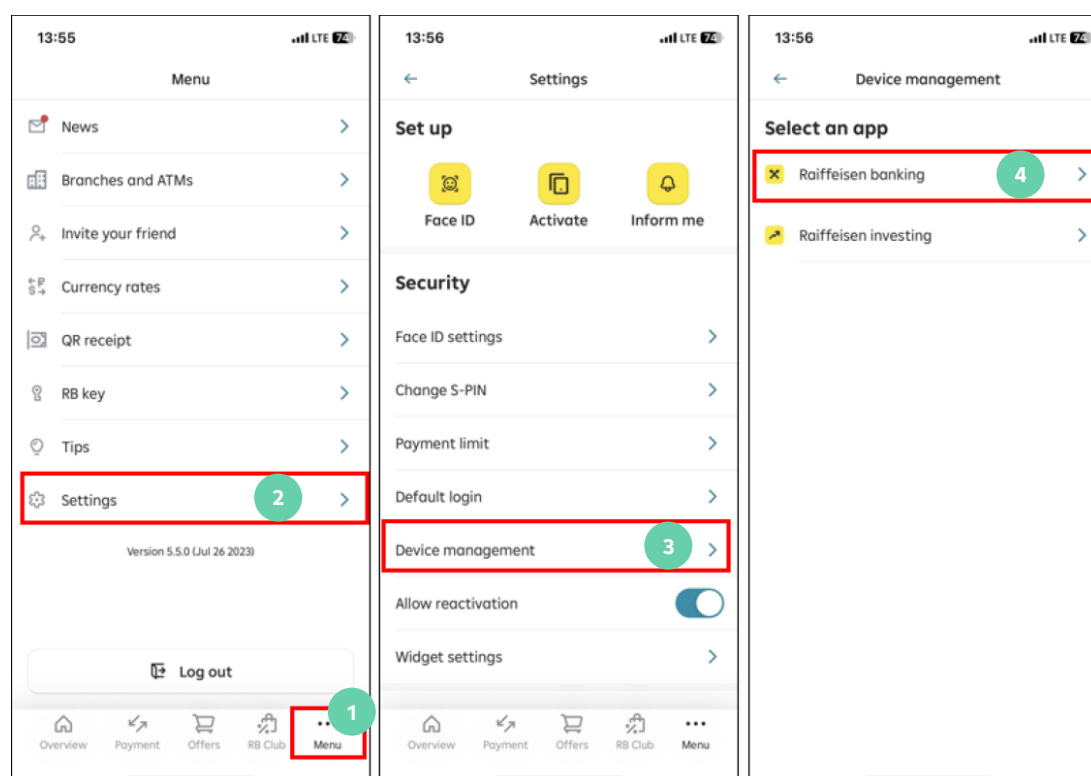


10.5.4 Activation of another device

The RB key app can no longer be activated via internet banking. If you have active mobile banking or RB key on another device, perform the activation using such existing mobile app.

To activate another device, you must have Raiffeisen mobilní bankovníctví downloaded on the original device. Mobile banking can be activated on up to five devices simultaneously. However, **RB key can only be active on one of those devices at a time**. The tool can be freely transferred among the activated devices.

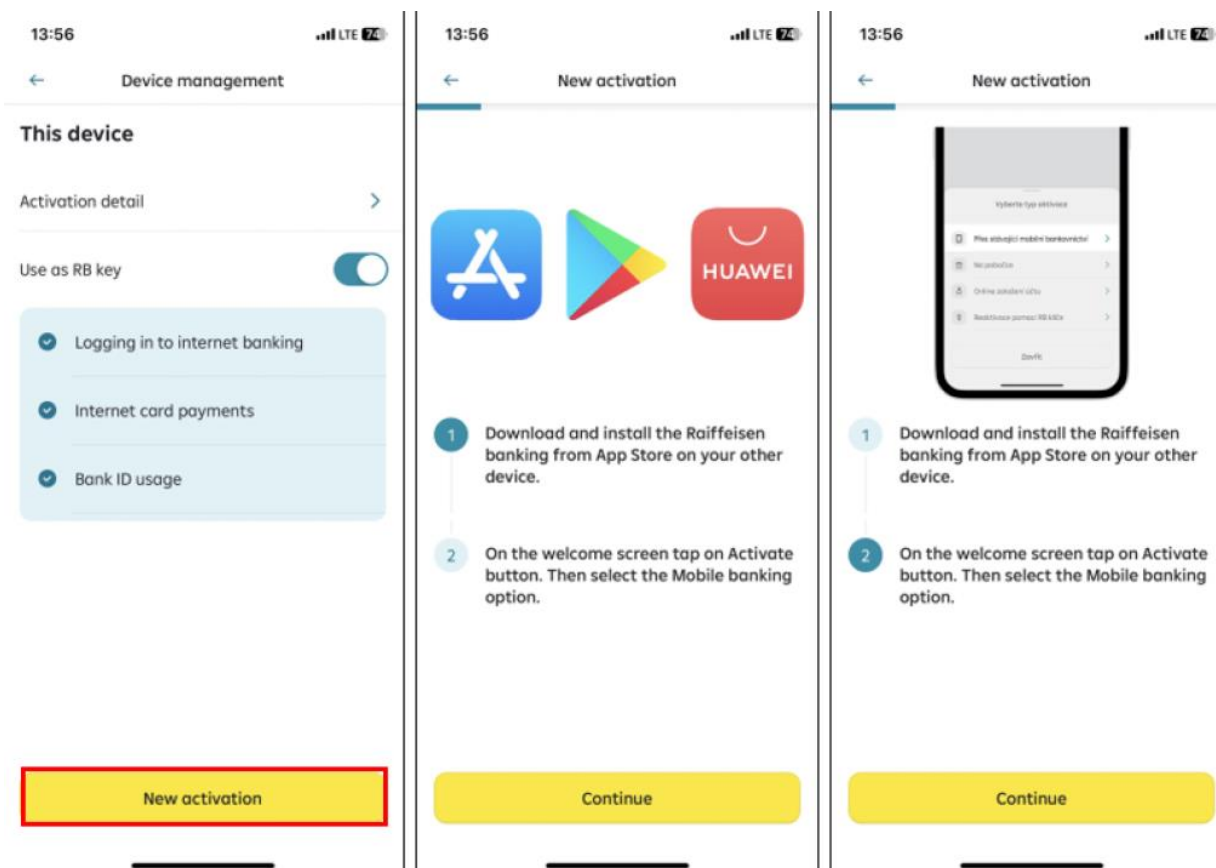
Activation of another device can be done in mobile banking without having to involve a Raiffeisenbank employee (unlike the initial activation of mobile banking, which requires cooperation from a Raiffeisenbank employee).



On the original device:

- 1 Click **Menu**.
- 2 In **Menu**, go to **Settings**.
- 3 In **Settings**, navigate to **Device management**.
- 4 In the **Device management** section, select **Raiffeisen banking**.

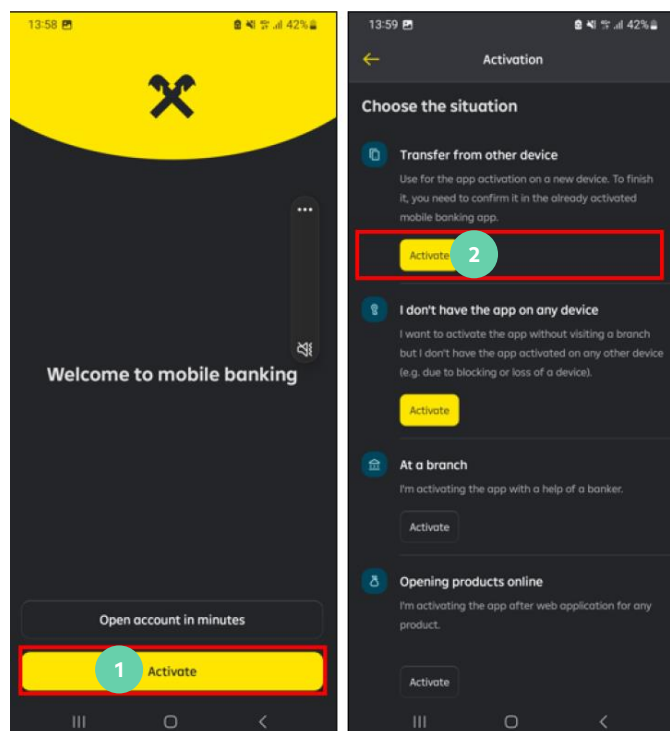
Follow the instructions displayed on your mobile device.



Please install Raiffeisen mobilní bankovníctví on the new device. Depending on your mobile device's operating system, scan one of the three QR codes below to download the mobile banking app to your device.

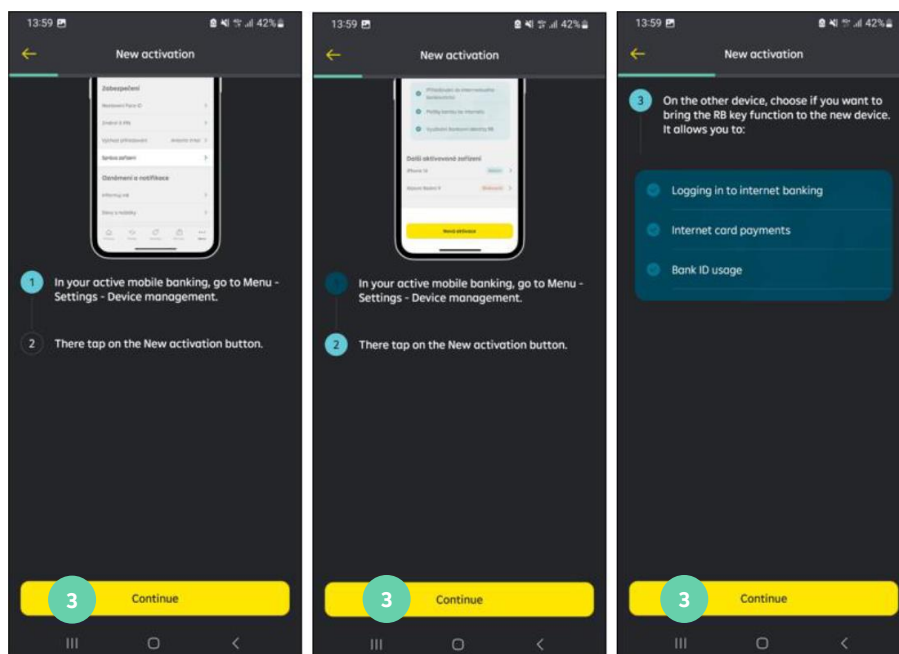


After downloading and installing the app on your mobile device, please follow the on-screen instructions.



1 Click **Activate**.

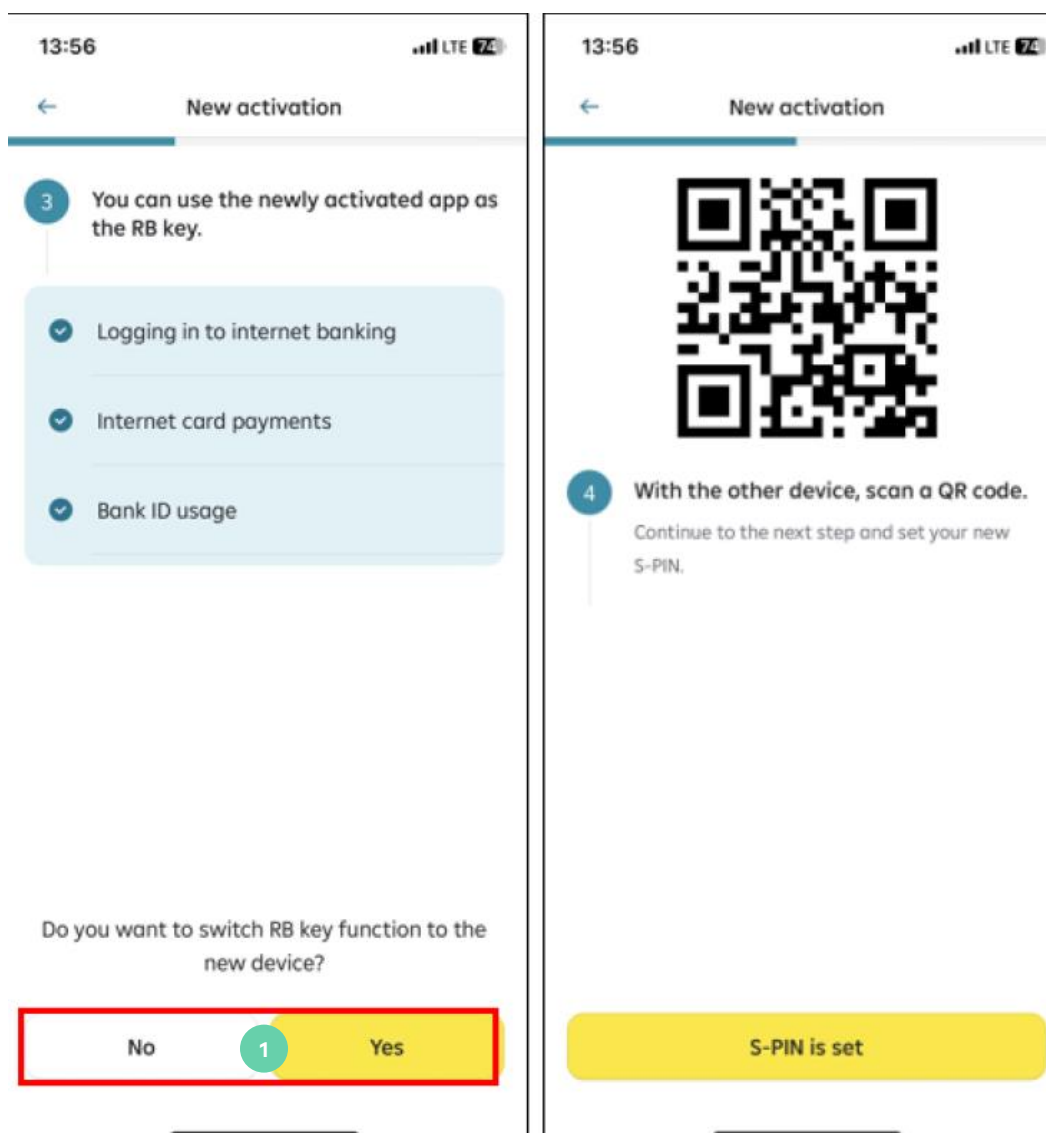
2 In the **Transfer from other device** section, click **Activate**.



3 Then, click **Continue**, three times.

Original device

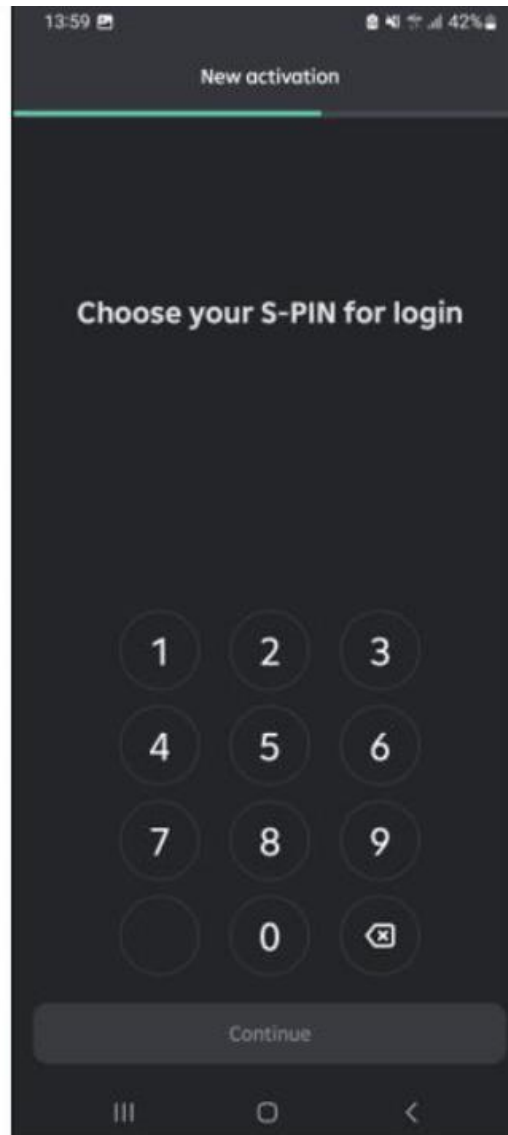
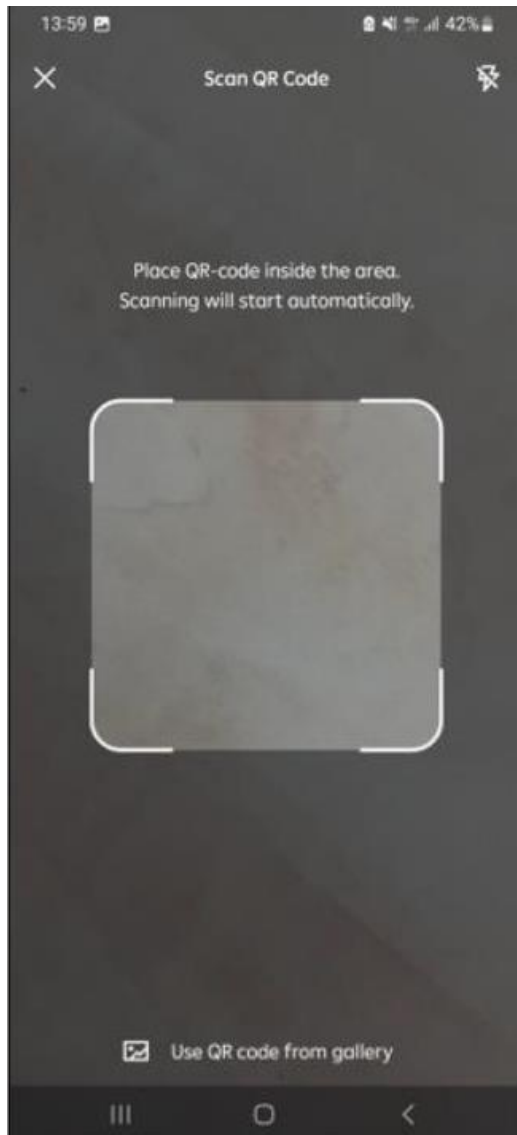
Select whether you want to switch the RB key function to the new device (it can only be active on one device at a time, but RB key can be freely transferred among your devices). Once selected, an activation QR code will be displayed.



- 1 Choose whether you want to **switch** the **RB key** function **to the new device**.

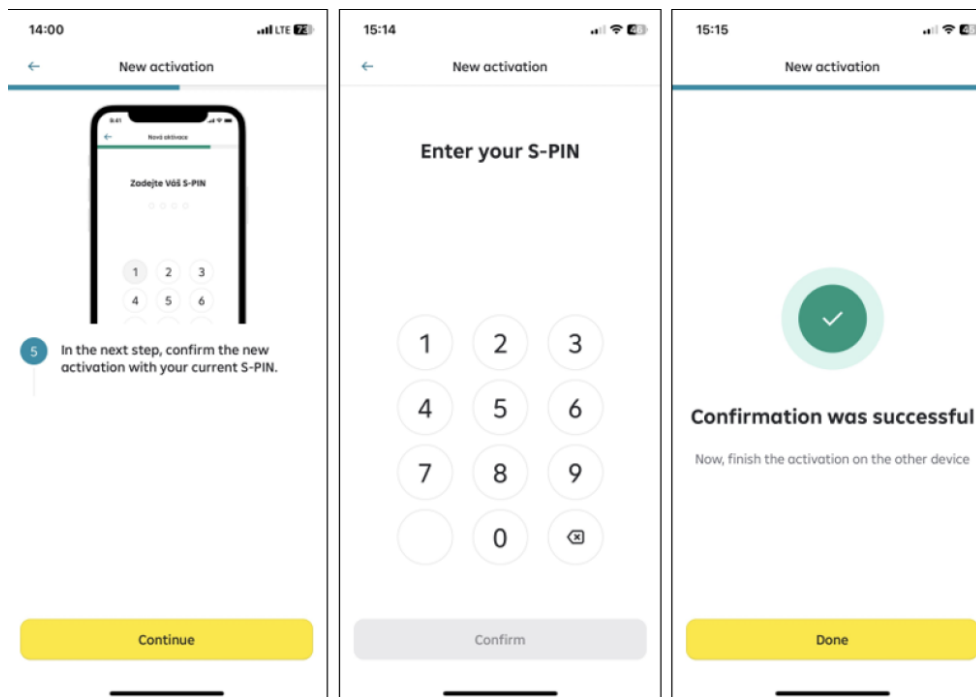
New device

Scan the QR code displayed on the original device with the new device. Then, set your S-PIN code. The S-PIN will be required for certain steps in the app.



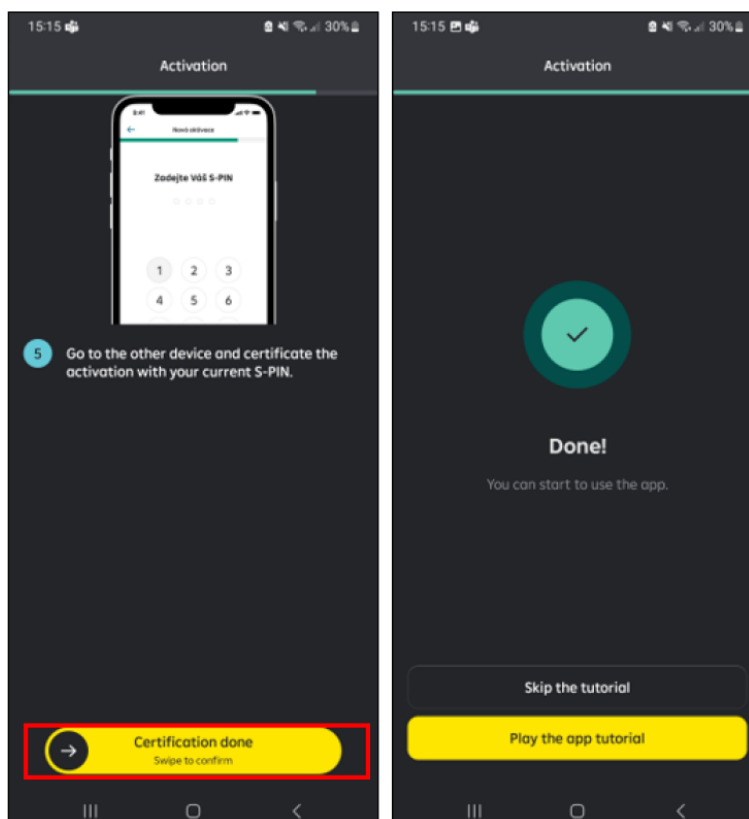
Original device

Enter your S-PIN to confirm the activation.



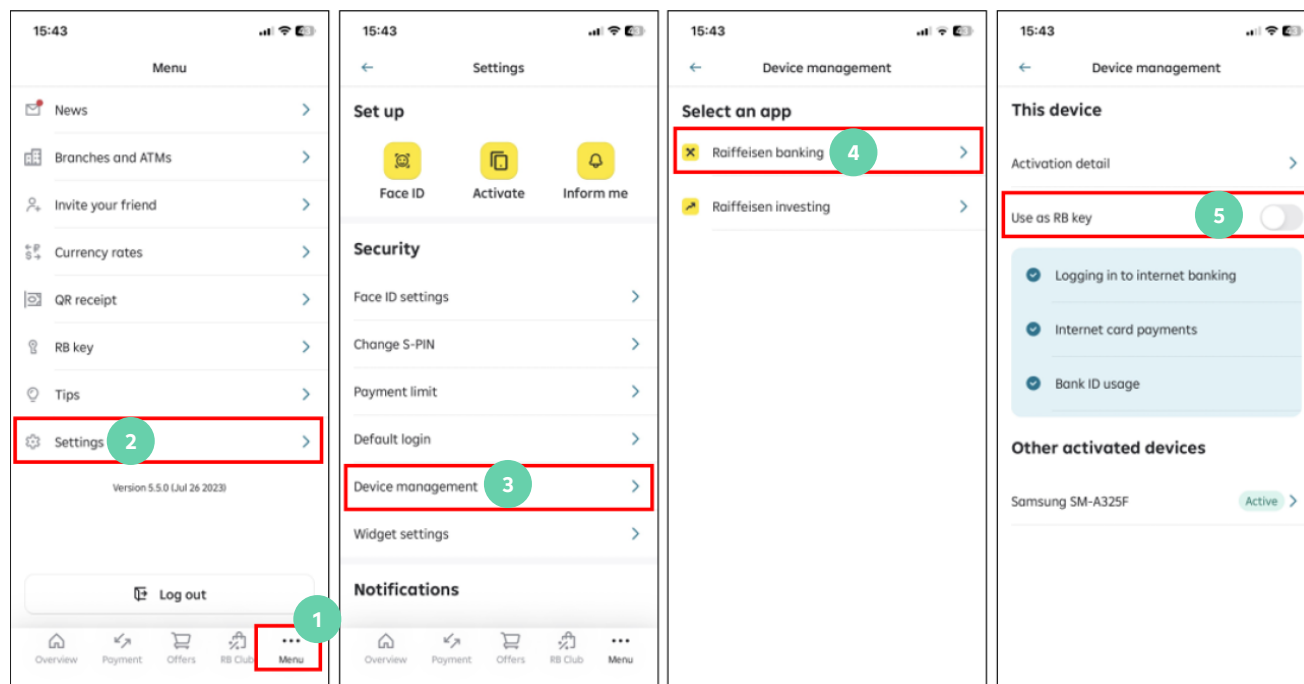
New device

Just swipe from left to right. You will be notified of the successful activation in a text message and by email.



10.5.5 RB key transfer among your devices

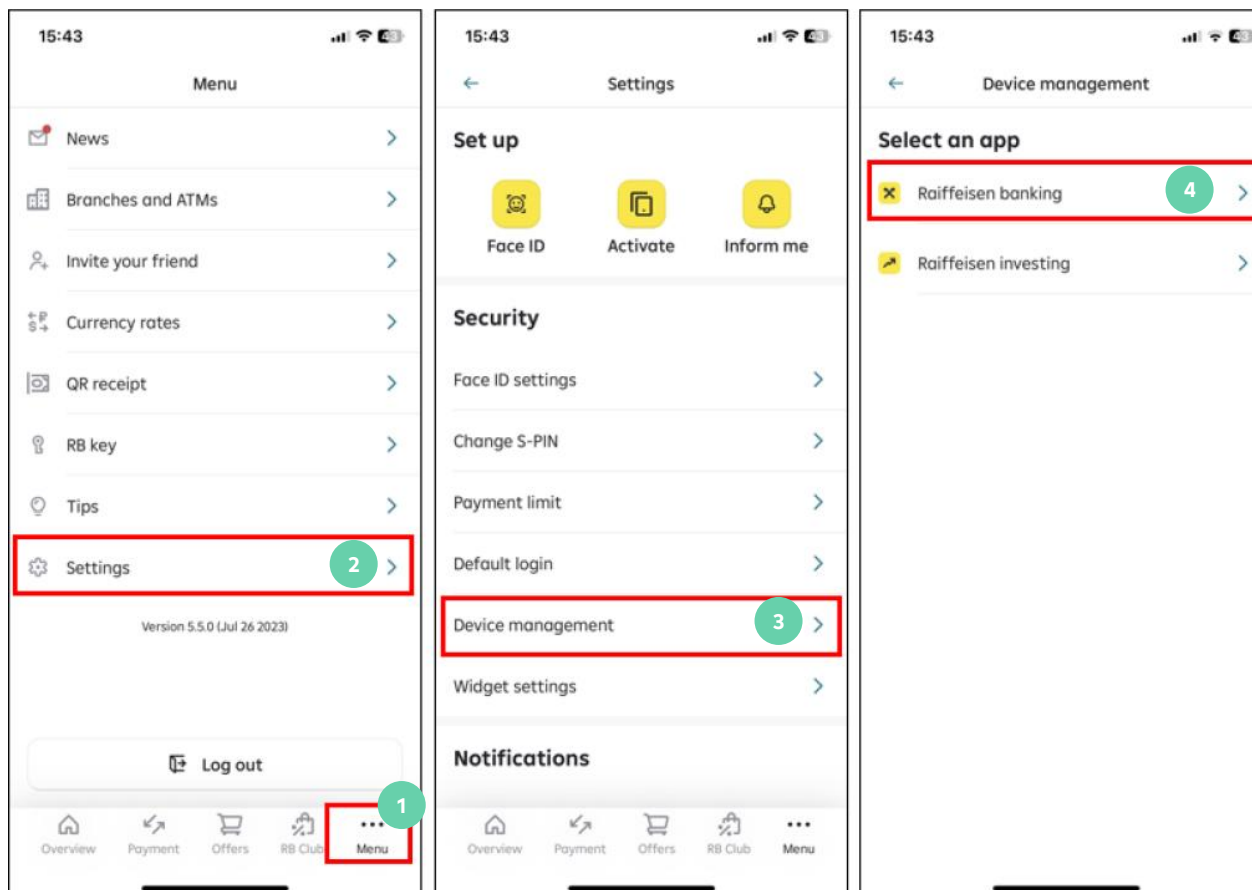
The device with the active RB key will be used to authorize transactions/operations in internet banking, authorize online card transactions, and for other functions.



- 1 After signing in to mobile banking on the device where you want to have the active RB key, open the **Menu** section.
- 2 In the Menu section, click **Settings**.
- 3 In Settings, select **Device management**.
- 4 In Device management, select **Raiffeisen banking**.
- 5 And check **Use as RB key**.

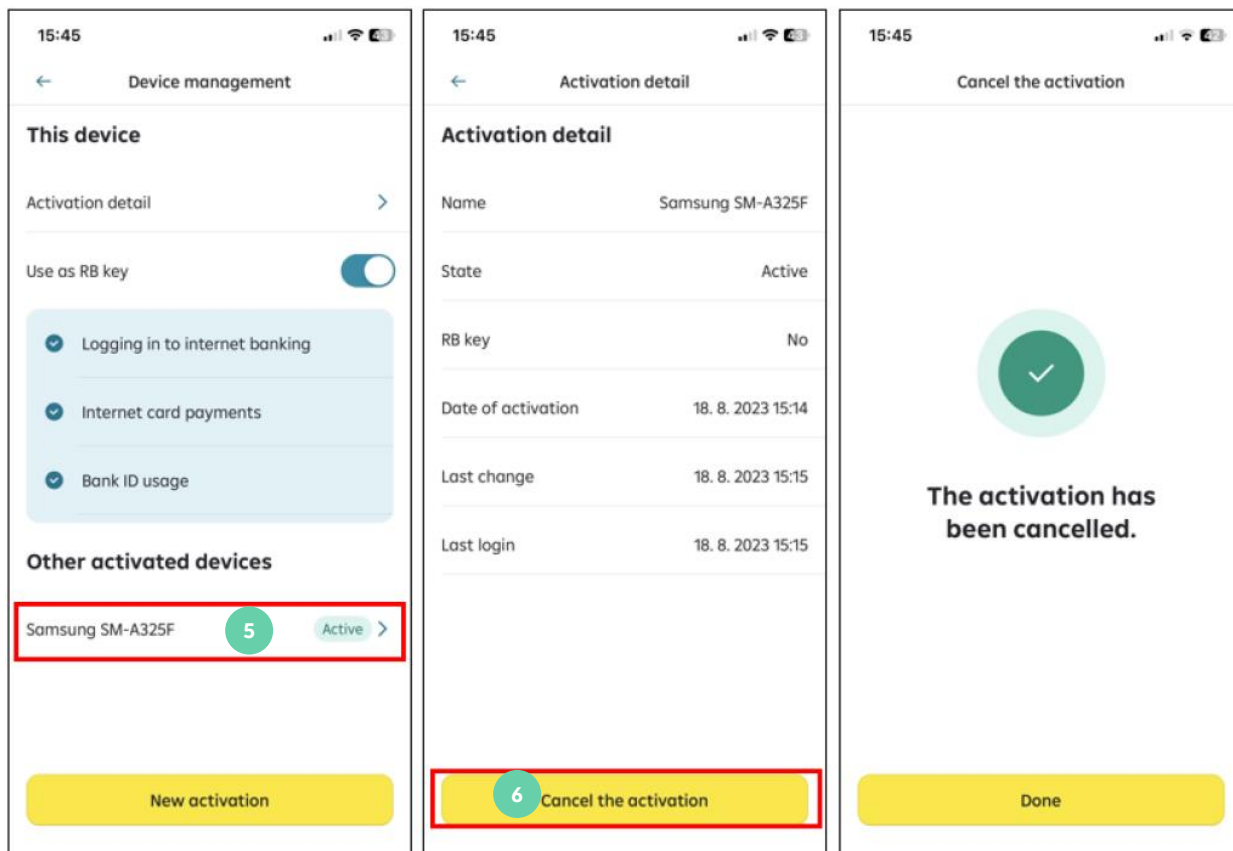
Authorize the operation by entering your PIN. You will be notified of this change via email.

10.5.6 Device deactivation



Sign in to Raiffeisen mobilní bankovníctví on the device you use to authorize transactions and operations (the device used as RB key).

- 1 On this device, open **Menu**.
- 2 In Menu, open **Settings**.
- 3 In the Settings section, open **Device management**.
- 4 In Device management, select the **Raiffeisen banking** app.



5 Select the device for which you want to cancel the mobile banking activation.

6 Click **Cancel the activation** to cancel the activation for the specified device.

10.6 Bank identity RB

Banking identity is a unique method of verifying your identity in the digital world. It lets you securely sign in to online portals run by diverse companies, institutions and authorities, all as easily as signing in to your internet banking.

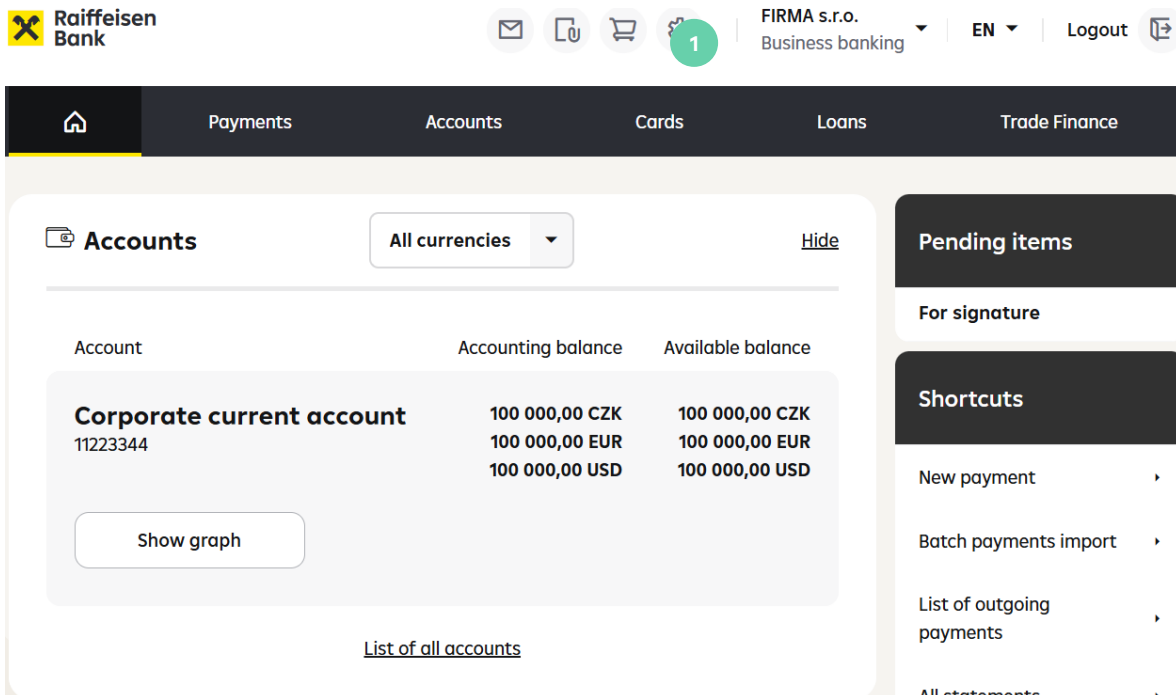
10.6.1 Accessing the Bank identity RB section






10.6.2 Bank identity RB

10.6.2 List of granted consents

10.6.3 Activity list

10.6.1 Accessing the Bank identity RB section



Raiffeisen Bank |     1 | **FIRMA s.r.o.** Business banking | **EN** | Logout 

Accounts | All currencies | [Hide](#)

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK	100 000,00 CZK
	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

[Show graph](#)

[List of all accounts](#)

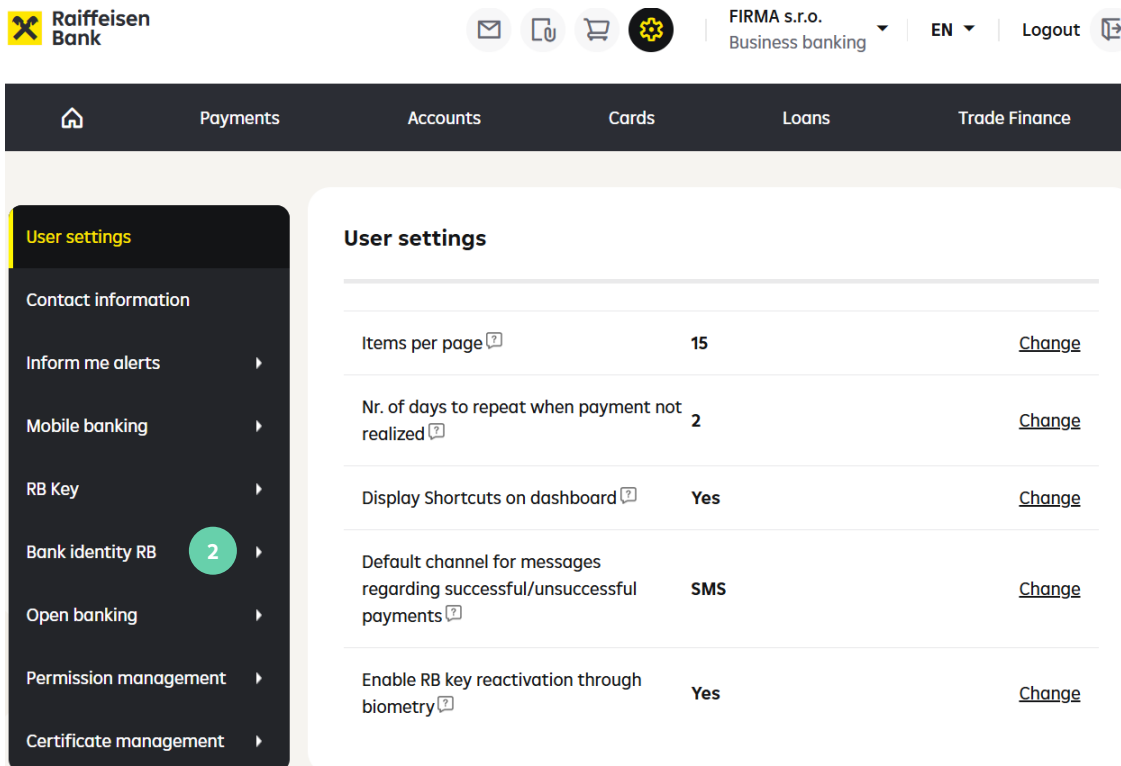
Pending items






For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing payments
- All statements

1 First, click the gearwheel icon for **Settings**.



Raiffeisen Bank |     | **FIRMA s.r.o.** Business banking | **EN** | Logout 

User settings

Items per page ^(?)	15	Change
Nr. of days to repeat when payment not realized ^(?)	2	Change
Display Shortcuts on dashboard ^(?)	Yes	Change
Default channel for messages regarding successful/unsuccessful payments ^(?)	SMS	Change
Enable RB key reactivation through biometry ^(?)	Yes	Change

User settings

- Contact information
- Inform me alerts
- Mobile banking
- RB Key
- Bank identity RB** 2
- Open banking
- Permission management
- Certificate management

2 Second, click the **Bank identity RB** section in the left menu.

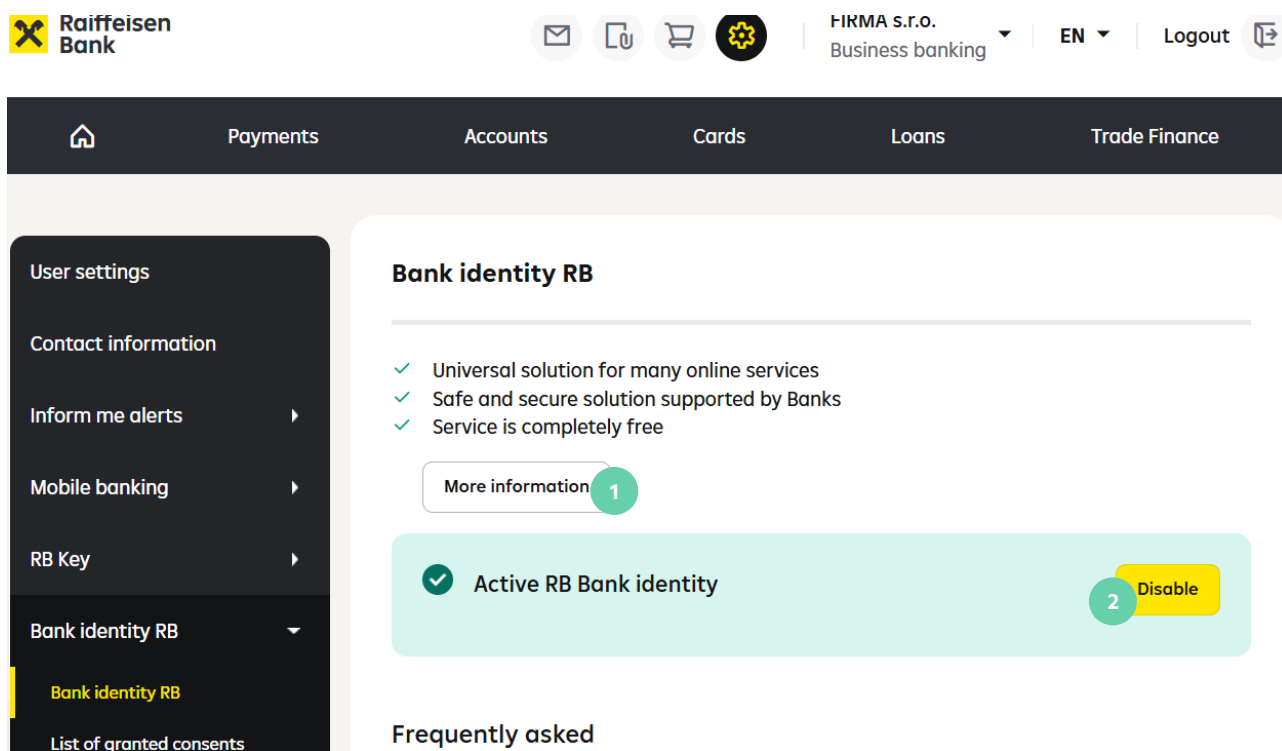
10.6.2 Bank identity RB

In this section, you can grant consent to use Bank identity RB.

To use the Bank identity, you must meet the following conditions:

- Aged 15 years or more
- Czech citizenship, or foreign citizenship with proof of residence in the Czech Republic issued by one of the Czech authorities
- Identity previously verified in person at one of our branches

Please note that the banking identity is available exclusively through authorization using RB key.

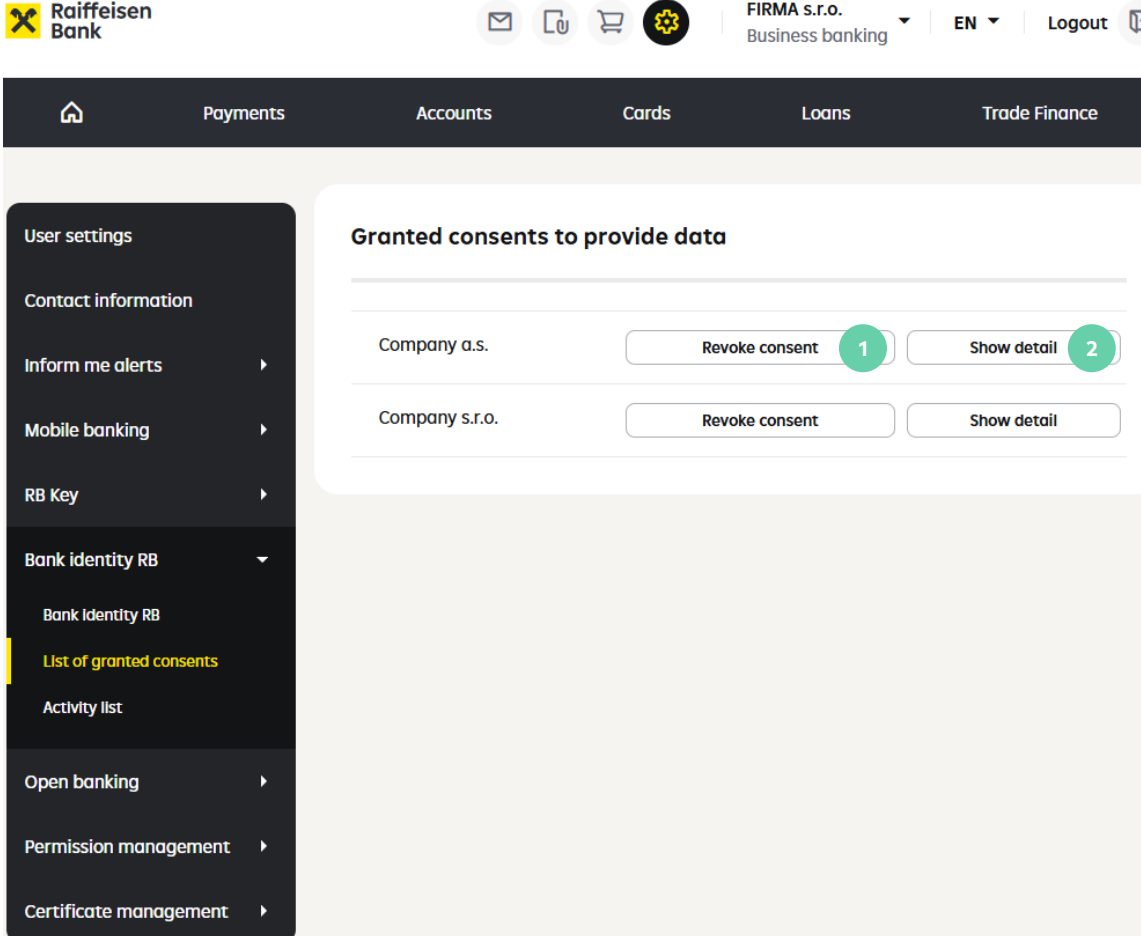


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a user profile icon, and a dropdown menu for 'HIRMA S.R.O. Business banking'. Below this is a dark navigation bar with links for Home, Payments, Accounts, Cards, Loans, and Trade Finance. On the left, a sidebar menu lists various settings: User settings, Contact information, Inform me alerts, Mobile banking, RB Key, Bank identity RB (highlighted), Bank identity RB, and List of granted consents. The main content area is titled 'Bank identity RB' and contains three bullet points: 'Universal solution for many online services', 'Safe and secure solution supported by Banks', and 'Service is completely free'. Below these points is a 'More information' button with a green circle containing the number 1. Further down, there is a light blue box with a green checkmark and the text 'Active RB Bank identity', followed by a yellow 'Disable' button with a green circle containing the number 2.

- 1 Click **More information** to be directed to a page with detailed information about Bank identity RB.
- 2 Click **Enable** / **Disable** and authorize the operation to enable or disable your RB Bank identity.

10.6.3 List of granted consents

The list of granted BankID consents includes a list of all companies to which you have granted consent to be provided with your bank identity data via Raiffeisenbank's internet banking.



Granted consents to provide data


Company a.s.	Revoke consent 1	Show detail 2
Company s.r.o.	Revoke consent	Show detail





1 Revoke consent – Click to revoke your consent to release your data to the particular company.

2 Show detail – Click to view the details of the consent to the release of data. For more information, please refer to chapter [Data release consent detail](#).

Data release consent detail

The detail displays information such as the date of granting the consent, expiration date, and the data being provided. You can also **revoke the consent**.


**Raiffeisen
Bank**

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Logout

[Home](#)
[Payments](#)
[Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)

[Back to consent list](#)

Consent detail

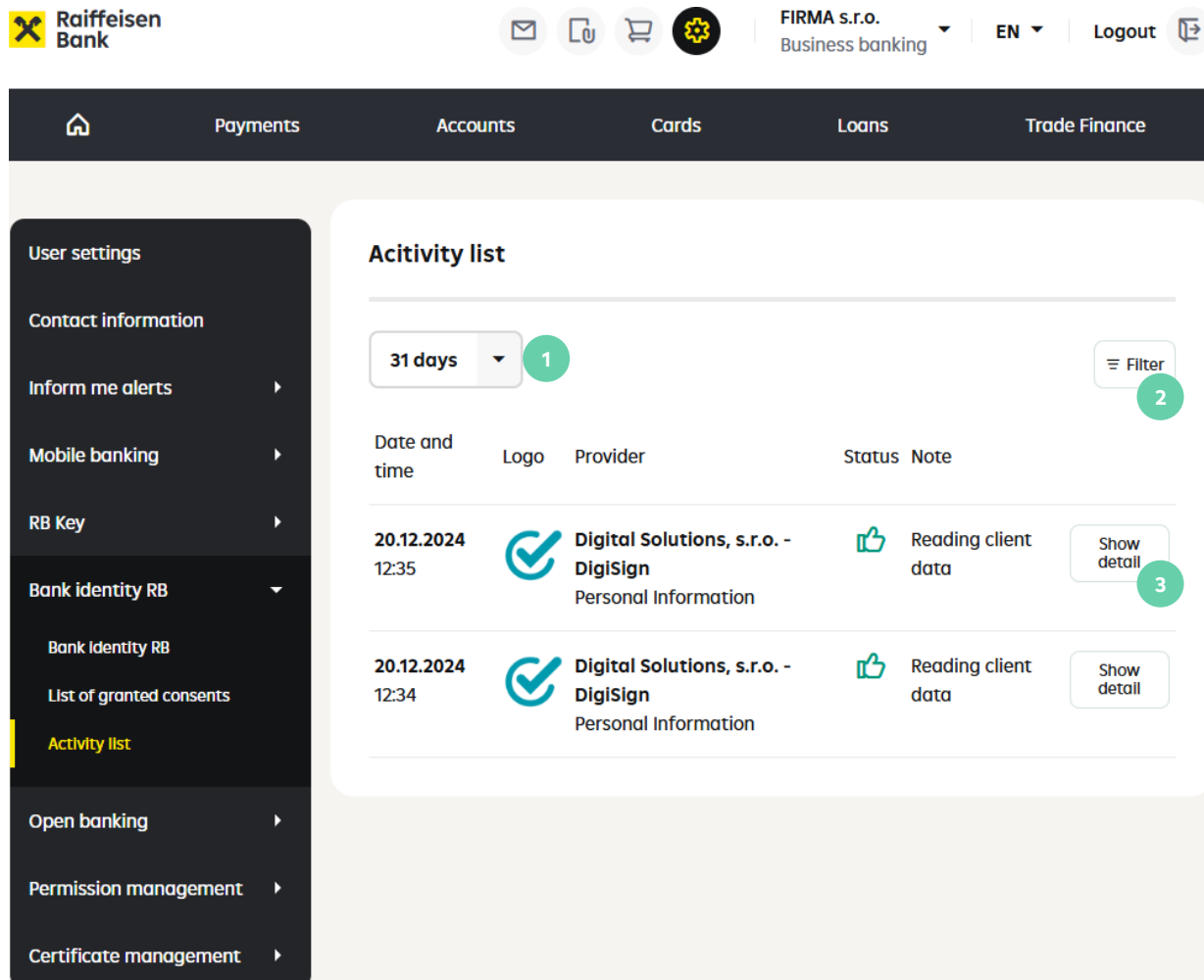
Consent	20.12.2024
Consent expiration	Permanent consent
Provided data	legal status, email, addresses, titles, birth information, name&surname

Revoke consent
1

1 Revoke consent – Click to revoke your consent to the release of your data to the particular company.





10.6.4 Activity list

The Activity list displays activities related to your banking identity.



Activity list

31 days 1 Filter 2

Date and time	Logo	Provider	Status	Note
20.12.2024 12:35		Digital Solutions, s.r.o. - DigiSign Personal Information		Reading client data Show detail 3
20.12.2024 12:34		Digital Solutions, s.r.o. - DigiSign Personal Information		Reading client data Show detail

- 1 **Period** – Choose 7 days, 31 days (default value) or 1 year.
- 2 **Filter** – Use the filter to specify a particular period of time.
- 3 **Show detail** – Click to view the detail of the particular activity. For more information, please refer to chapter [Activity detail](#).

Activity detail

The detail displays information about the particular activity.



FIRMA s.r.o.
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Logout



Payments

Accounts

Cards

Loans

Trade Finance

< [Back to activity list](#)

Activity detail



Event date and time	20.12.2024 12:35
Application name	DigiSign
Service Provider Name	Digital Solutions, s.r.o.
Action	Reading client data
Data range	legal status, email, addresses, titles, birth information, name&surname
Result	ok

10.7 Open banking

[10.7.1 Accessing the Open banking section](#)

[10.7.2 List of services](#)

[10.7.3 List of consents](#)


[10.7.4 List of activities](#)





[10.7.5 Connect accounts from another bank](#)

[10.7.6 Connected accounts settings](#)

[10.7.7 List of accounts from other banks](#)

10.7.1 Accessing the Open banking section


**Raiffeisen
Bank**







FIRMA s.r.o.
Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance


Accounts

All currencies

[Hide](#)

Account	Accounting balance	Available balance
Corporate current account	100 000,00 CZK	100 000,00 CZK
11223344	100 000,00 EUR	100 000,00 EUR
	100 000,00 USD	100 000,00 USD

Show graph

[List of all accounts](#)

Pending items

For signature


Shortcuts





New payment

Batch payments import

List of outgoing payments

1 First, click the gearwheel icon to open **Settings**.


**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout

Home
 Payments
 Accounts
 Cards
 Loans
 Trade Finance

User settings

Client information

Inform me alerts

Mobile banking

RB Key

Bank identity RB

Open banking

Permission management

Certificate management


User settings





Items per page	15	Change
Nr. of days to repeat when payment not realized	6	Change
Display Shortcuts on dashboard	Yes	Change
Default channel for messages regarding successful/unsuccessful payments	SMS	Change
Enable RB key reactivation through biometry	Yes	Change

2 Second, click **Open banking** in the left menu.

10.7.2 List of services

This section lists the consents that can be granted to third parties as part of the open banking service, such as consent to account preview, consent to execute payment orders, and consent to check account balance.



**Raiffeisen
Bank**

FIRMA s.r.o.
 Business banking

EN

Logout


 Payments
 Accounts
 Cards
 Loans
 Trade Finance

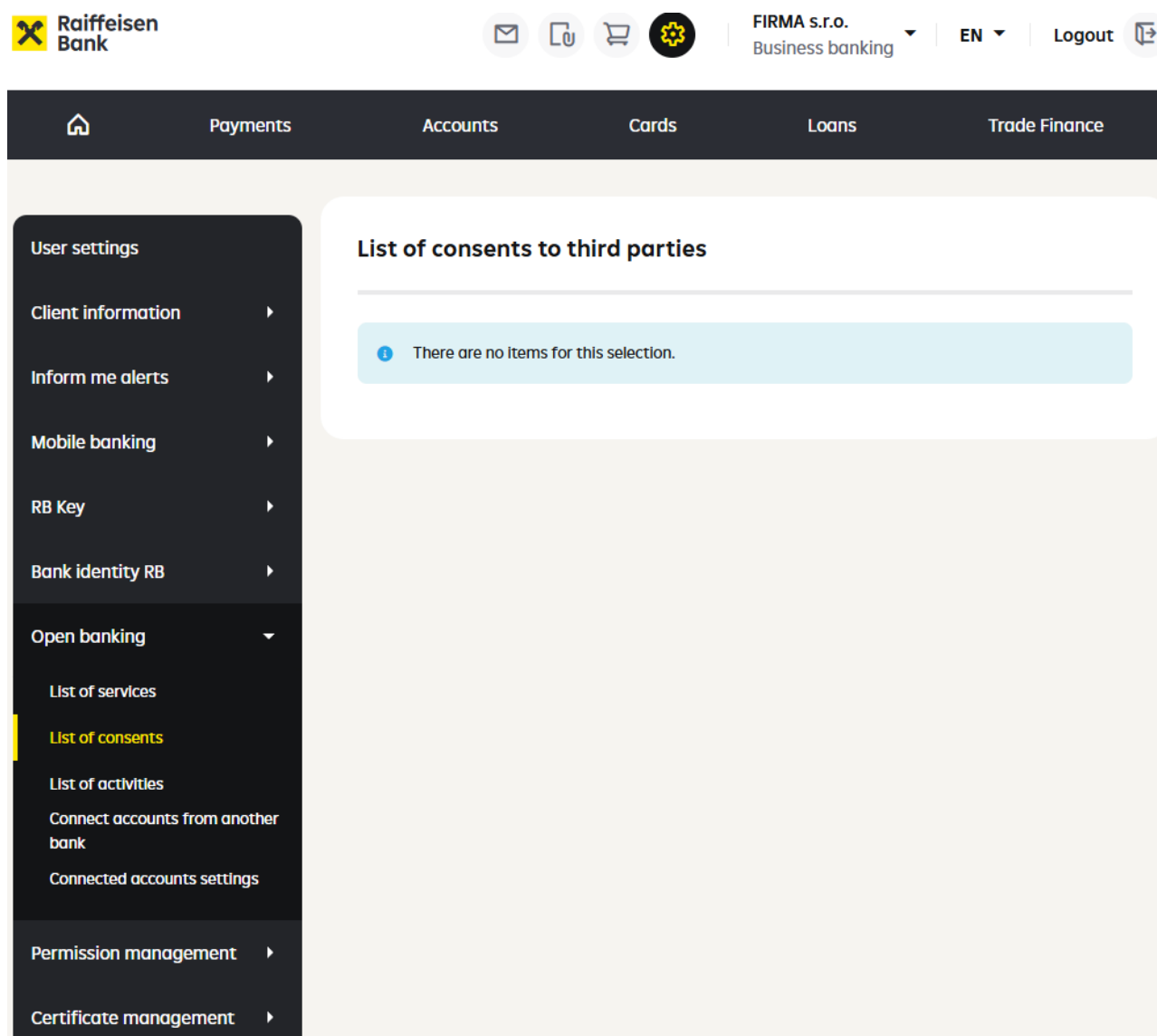
User settings
 Client information
 Inform me alerts
 Mobile banking
 RB Key
 Bank identity RB
Open banking
 List of services
 List of consents
 List of activities
 Connect accounts from another bank
 Connected accounts settings
 Permission management
 Certificate management

List of services

Account preview	Allowed
Accounts for preview	FIRMA s.r.o. 11223344/5500
Account Preview - Based on the client's consent, a third party provides information about the payment account and transactions that are made on the client's account in the bank. For example, if a client has accounts in multiple banks, a third party can see transaction history, or even balances on all of these accounts, at one place at a time.	
Payment order	Allowed
Accounts for Payment order	FIRMA s.r.o. 11223344/5500
Payment order - Based on the client's consent, the third party initiates a payment order from the client's payment account held at the bank. For example, when shopping in an e-shop, the client chooses not to pay with a card, but uses an alternative method of payment for goods by initiating a payment directly from an account. The payment order will be pre-filled in by a third party (it will enter payee details, amount, payment symbols or payment description), the client will review the order and confirm your consent by confirming the transaction.	
Balance check	Allowed
Accounts for Balance check	FIRMA s.r.o. 11223344/5500
Balance check - Third party provider is allowed to request information about sufficient funds on the bank account based on the client's consent. For example when the third party issued payment card that is connected to the client's bank account and third party needs to block certain amount on the card. The third party receives the answer from the bank whether there is sufficient funds on the account	

10.7.3 List of consents

The **List of consents** shows all the specific consents that have been granted.



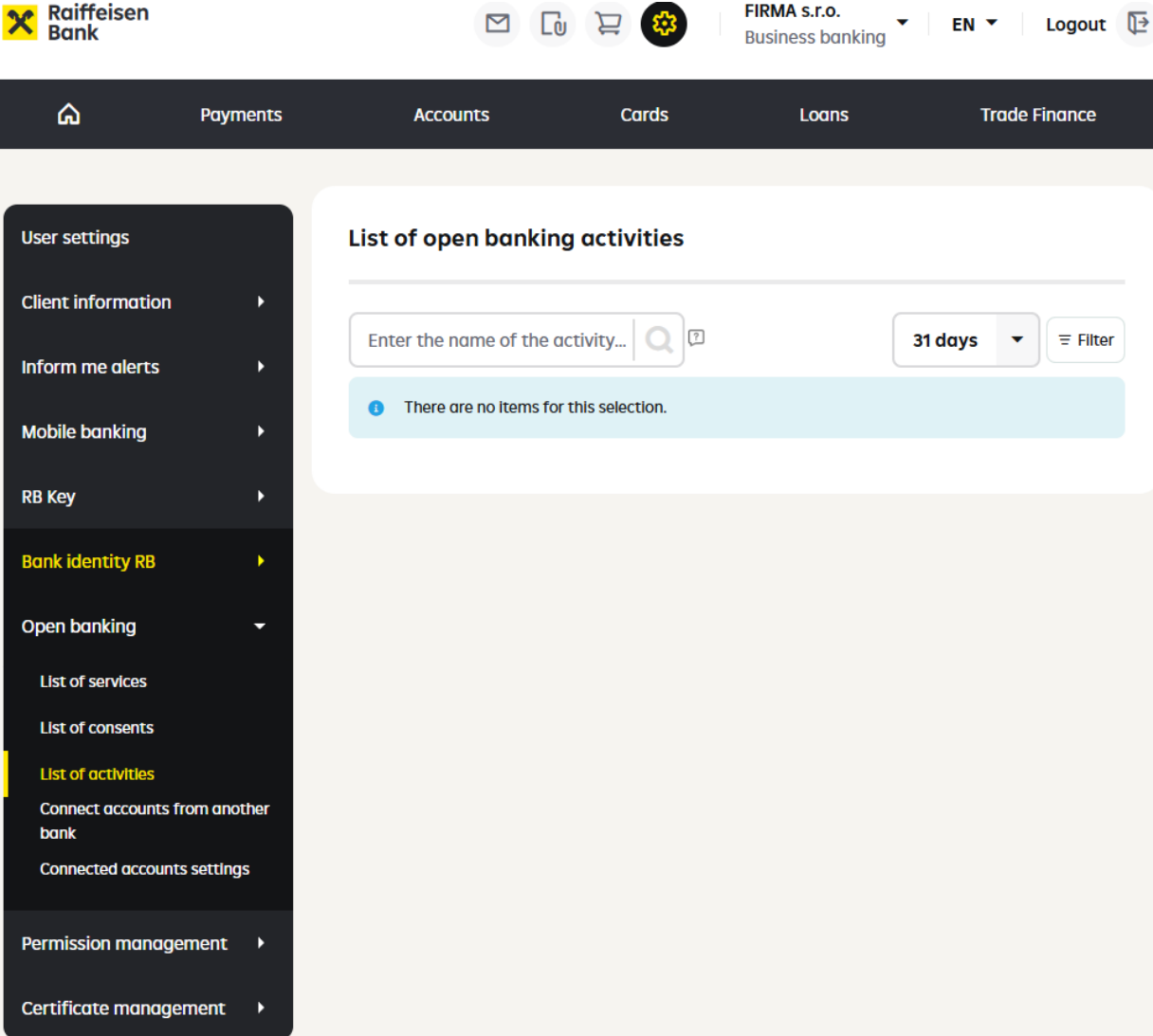
The screenshot displays the Raiffeisen Bank Corporate Banking interface. At the top, the Raiffeisen Bank logo is on the left, and navigation icons (mail, document, shopping cart, settings) are in the center. To the right of the icons, the user is identified as 'FIRMA s.r.o. Business banking', with a language dropdown set to 'EN' and a 'Logout' button.

Below the header is a dark navigation bar with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. On the left side of the main content area is a dark sidebar menu. The 'Open banking' section is expanded, showing options like 'List of services', 'List of consents' (which is highlighted with a yellow bar), 'List of activities', 'Connect accounts from another bank', and 'Connected accounts settings'. Other menu items include 'User settings', 'Client information', 'Inform me alerts', 'Mobile banking', 'RB Key', 'Bank identity RB', 'Permission management', and 'Certificate management'.

The main content area is titled 'List of consents to third parties'. Below the title, a light blue message box with an information icon states: 'There are no items for this selection.'

10.7.4 List of activities

The **List of activities** displays all activities related to open banking.

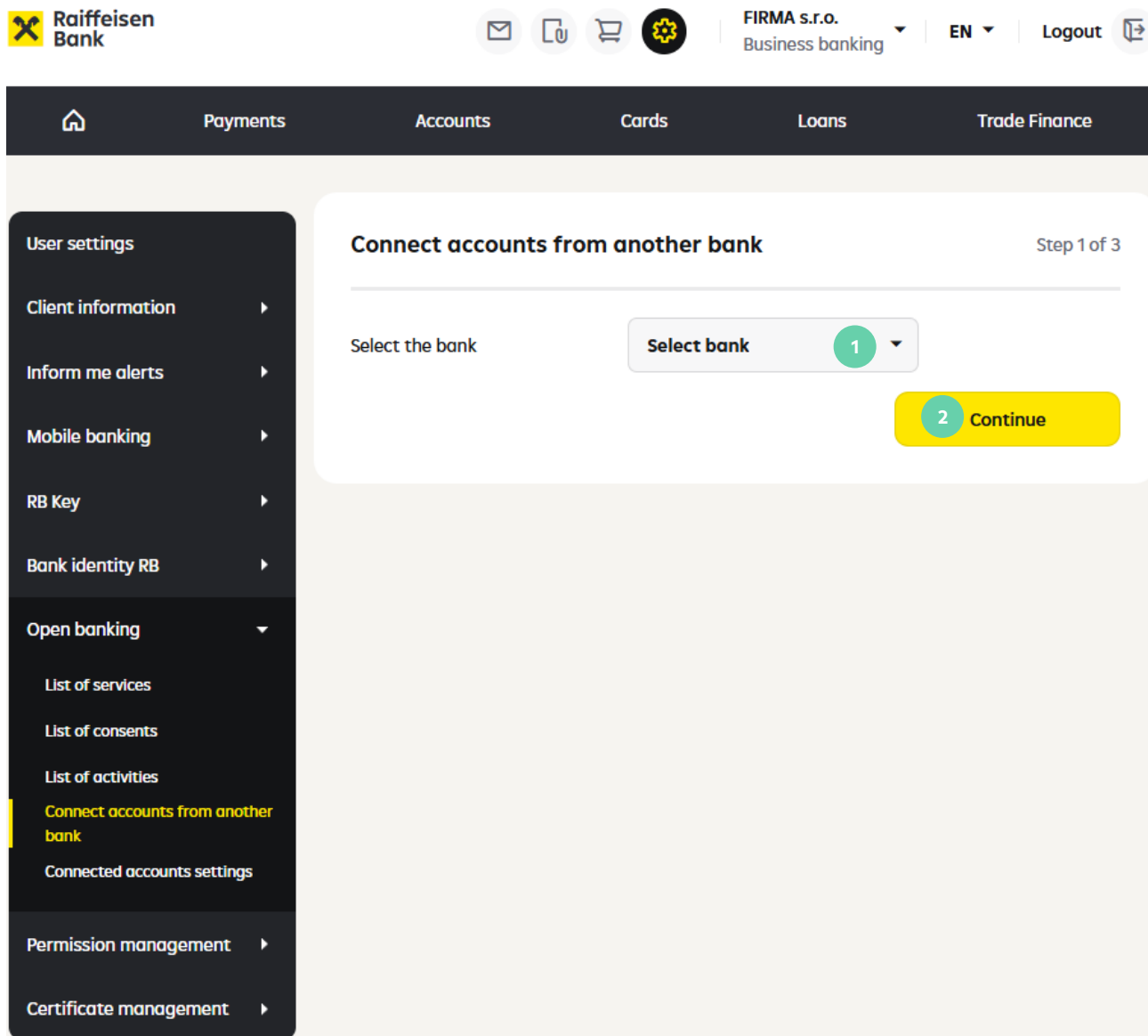


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a user profile icon, and a 'Logout' button. Below the navigation bar, there is a main menu with options: Home, Payments, Accounts, Cards, Loans, and Trade Finance. The 'List of open banking activities' page is displayed, featuring a search bar with the placeholder text 'Enter the name of the activity...', a date range selector set to '31 days', and a 'Filter' button. A message box indicates 'There are no items for this selection.' The left sidebar contains a list of settings and management options, including 'User settings', 'Client information', 'Inform me alerts', 'Mobile banking', 'RB Key', 'Bank identity RB', 'Open banking' (which is expanded to show 'List of services', 'List of consents', 'List of activities' (highlighted), 'Connect accounts from another bank', and 'Connected accounts settings'), 'Permission management', and 'Certificate management'.

10.7.4. Connect accounts from another bank

Open banking lets you connect accounts from other banks to Raiffeisenbank internet banking.


Connecting accounts from another bank through the **Settings** section:







The screenshot shows the Raiffeisen Bank internet banking interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, a settings icon, and user information (FIRMA s.r.o. Business banking, EN, Logout). Below this is a main navigation bar with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. On the left, a sidebar menu is open, showing options like User settings, Client information, Inform me alerts, Mobile banking, RB Key, Bank identity RB, Open banking (highlighted), List of services, List of consents, List of activities, Connect accounts from another bank (highlighted), Connected accounts settings, Permission management, and Certificate management. The main content area displays the 'Connect accounts from another bank' screen, which is Step 1 of 3. It features a 'Select the bank' label, a dropdown menu labeled 'Select bank' with a green circle containing the number 1, and a yellow 'Continue' button with a green circle containing the number 2.

- 1 First, from the dropdown list, **select** the bank holding your account you wish to connect with your internet banking at Raiffeisenbank.
- 2 Next, click **Continue** to be redirected to the website of the selected banking institution.

You can also connect an account from another bank **directly on** the Raiffeisenbank internet banking **dashboard**.


**Raiffeisen
Bank**







FIRMA s.r.o.
 Business banking

EN

Logout

[Home](#)
[Payments](#)
[Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)


Accounts


All currencies

[Hide](#)

Account	Accounting balance	Available balance
Corporate current account 11223344	100 000,00 CZK 100 000,00 EUR 100 000,00 USD	100 000,00 CZK 100 000,00 EUR 100 000,00 USD


Show graph

[List of all accounts](#)


Loans

[Hide](#)

There are no items for this selection.


Accounts from other banks

[Hide](#)

My accounts with other banks

Connect accounts from Air Bank, Ceska sporitelna, Moneta Money Bank, CSOB, Komerčni banka or Fio banka and manage them through your favorite internet banking.

1 **Connect account**

Pending items

For signature

Shortcuts

- New payment
- Batch payments import
- List of outgoing payments
- All statements
- Upload document
- Uploaded documents
- New financing application
- Financing applications overview

Requests & offers

Draft applications

- Debit card request
- Debit card request

1

Click **Connect account** to be redirected to the first step of section 10.7.4 Connect accounts from another bank.

In the second step of connecting an account from another bank to Raiffeisenbank internet banking, you will fill in your details with the respective banking institution.

Please note that the process of connecting an account from another bank may vary, depending on the particular bank. The procedure shown below is that for connecting an account held with Moneta Bank.

**The company Raiffeisenbank a.s.
is requesting access to your account**


By logging in you authorize "Raiffeisenbank a.s." to:

- access information about the account including your payment history

MONETA Money Bank, a.s. does not bear any responsibility for the use of shared data by "Raiffeisenbank a.s."

Login with QR code

Scan the QR code
and confirm your login in Smart Bank



or

ID (login name to IB)

1

Day and Month of your birth

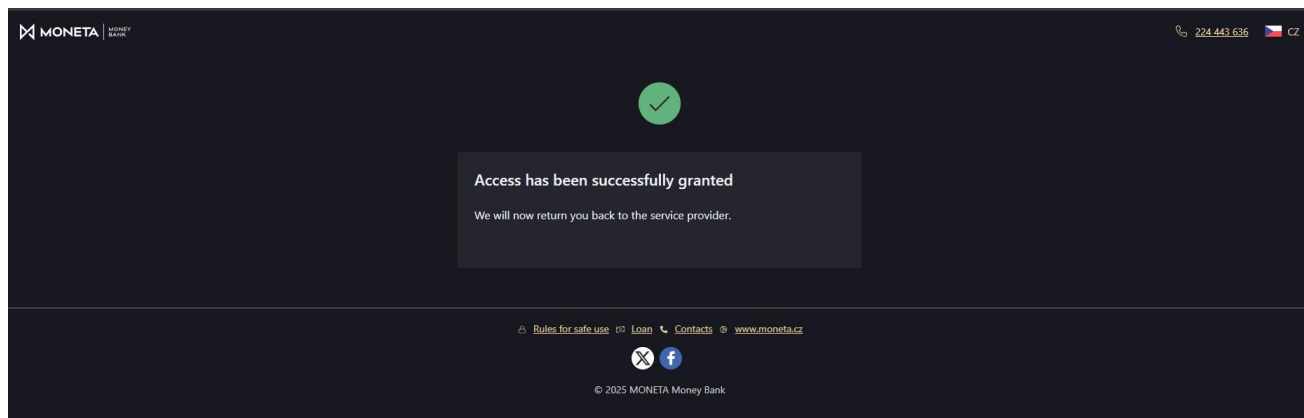
Day Month

☐ Remember me

2 Continue

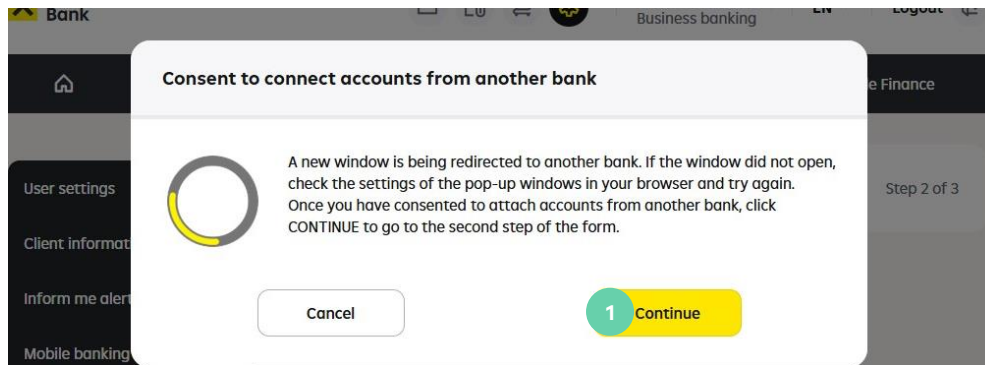
× [Return back](#)

- 1 After being redirected to the website of the other banking institution, sign in using the login details you have with that institution.
- 2 Then, click **Continue**.

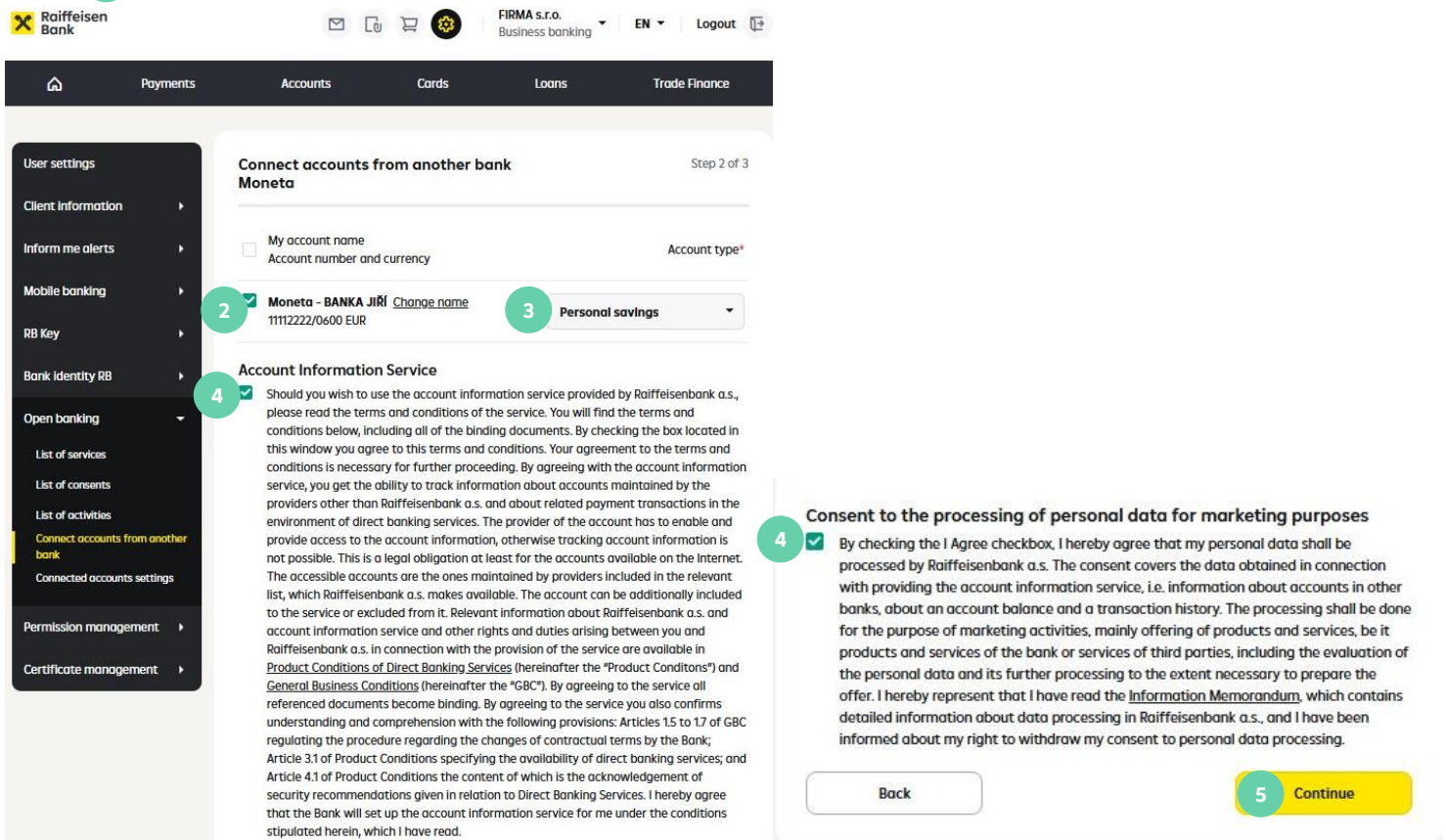


Once you select and confirm the account, you will first be informed about the successfully granted access and then you will be automatically redirected to the Raiffeisenbank website.

After being redirected to Raiffeisenbank internet banking, a pop-up window will appear asking for consent to connect accounts from another bank.



1 Click **Continue**.



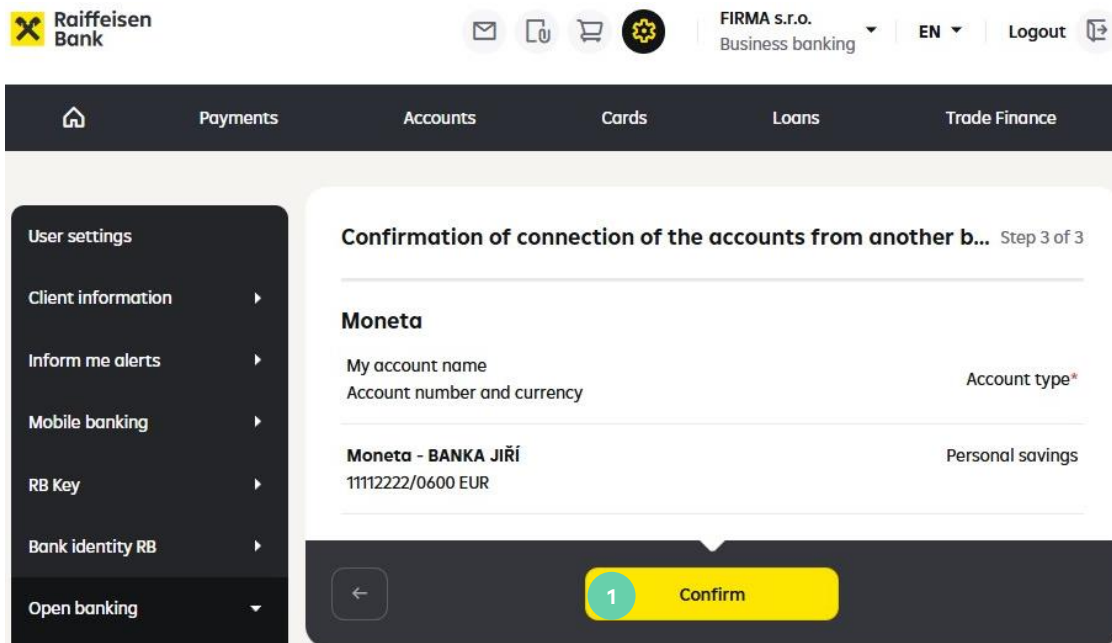
2 **Select** the accounts you want to link to your internet banking at Raiffeisenbank.

3 From the list, **choose** the account type: **Corporate current** / **Personal current** / **Personal savings** / **Corporate savings**.

4 **Check the box** for the **Account Information Service** and for **Consent to the processing of personal data for marketing purposes**.

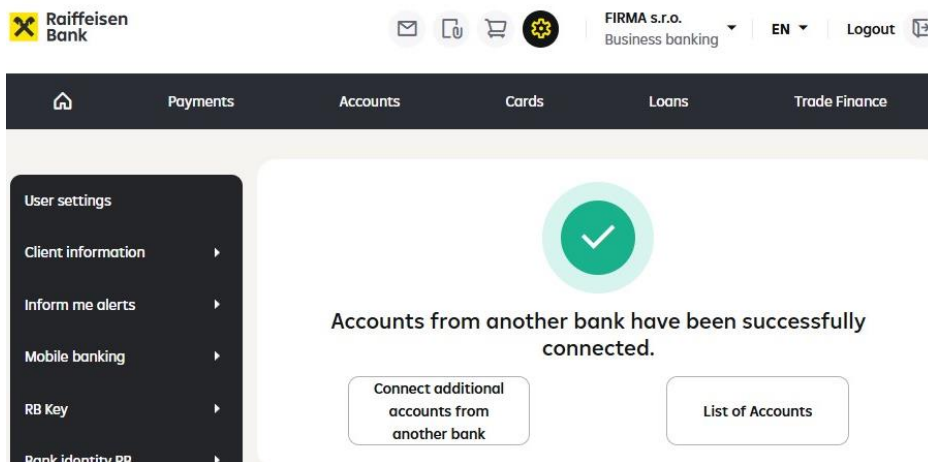
5 Click **Continue**.

In the final step, confirm the connection of the account from the other bank.



The screenshot shows the Raiffeisen Bank internet banking interface. The top navigation bar includes the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. The main navigation bar includes links for Payments, Accounts, Cards, Loans, and Trade Finance. The left sidebar contains links for User settings, Client information, Inform me alerts, Mobile banking, RB Key, Bank identity RB, and Open banking. The main content area displays the 'Confirmation of connection of the accounts from another bank' screen, which is Step 3 of 3. The screen shows the account details for 'Moneta' and a 'Confirm' button.

- 1 Click **Confirm** to connect the account from the other bank to Raiffeisenbank internet banking.

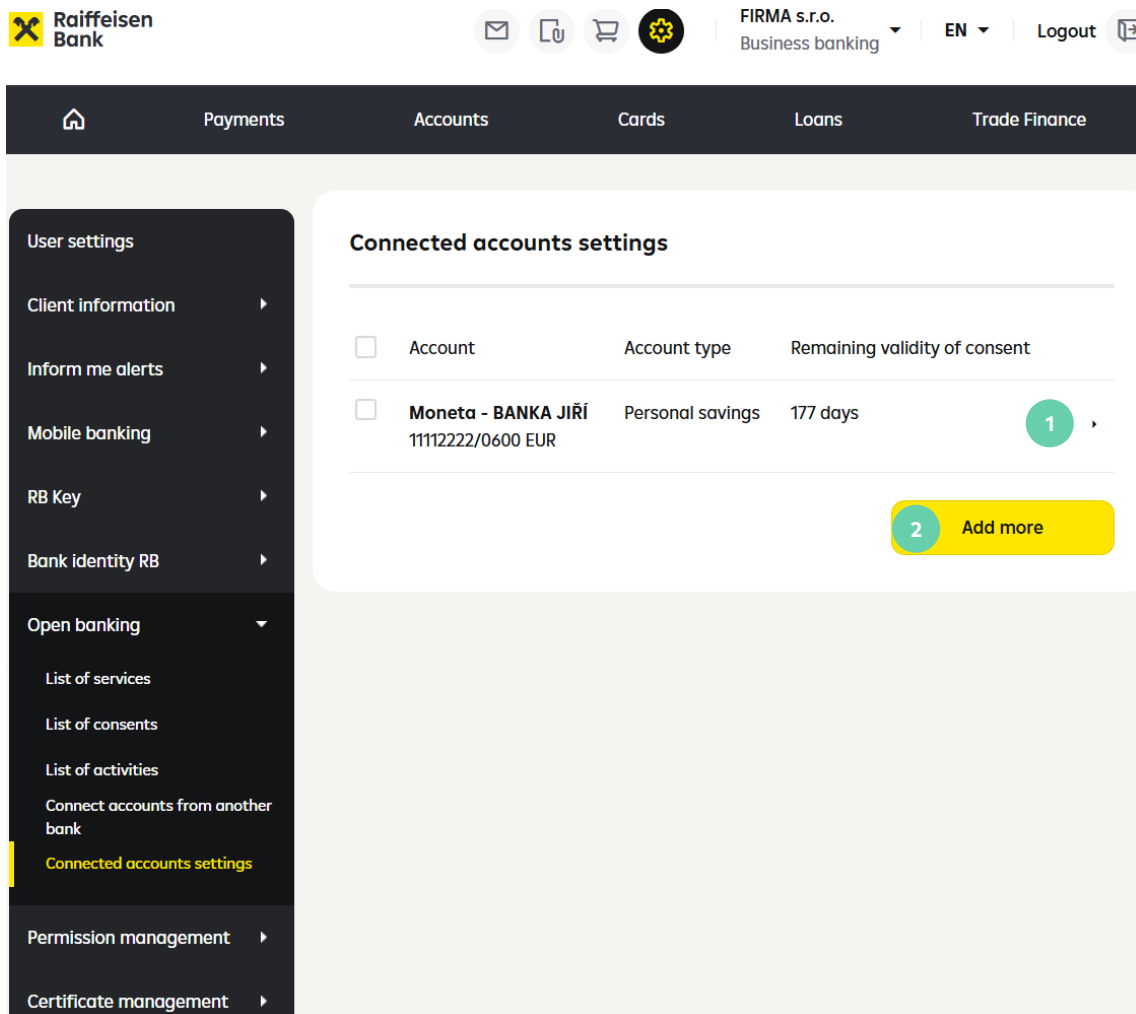


The screenshot shows the Raiffeisen Bank internet banking interface after successful connection. The top navigation bar includes the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. The main navigation bar includes links for Payments, Accounts, Cards, Loans, and Trade Finance. The left sidebar contains links for User settings, Client information, Inform me alerts, Mobile banking, RB Key, Bank identity RB, and Open banking. The main content area displays a confirmation screen with a green checkmark and the message 'Accounts from another bank have been successfully connected.' Below the message are two buttons: 'Connect additional accounts from another bank' and 'List of Accounts'.

Once the account has been connected successfully, a confirmation screen appears with the option to **Connect additional accounts from another bank** and a link to the **List of Accounts**.

10.7.6 Connected accounts settings

The Connected accounts settings lets you manage your connected accounts in Raiffeisenbank internet banking.



Connected accounts settings


<input type="checkbox"/>	Account	Account type	Remaining validity of consent
<input type="checkbox"/>	Moneta - BANKA JIŘÍ 11112222/0600 EUR	Personal savings	177 days





2 Add more

- 1 Click the active field to display the **Connected account detail**. For more information, please refer to chapter [Detail of connected account](#).
- 2 Click **Add more** to connect additional accounts to your internet banking at Raiffeisenbank. For more information, please refer to chapter [10.7.4 Connect accounts from another bank](#).

Detail of connected account

The Detail of connected account shows **more detailed information about your connected account**, such as the account number, IBAN, SWIFT, etc. You can **change My account name** and **Account type** on this screen. Also, you can **Remove** the connected account.


**Raiffeisen
Bank**

FIRMA s.r.o.
Business banking

EN

Logout

[Home](#)
[Payments](#)
[Accounts](#)
[Cards](#)
[Loans](#)
[Trade Finance](#)

[Back to connected accounts settings](#)

Detail of connected account

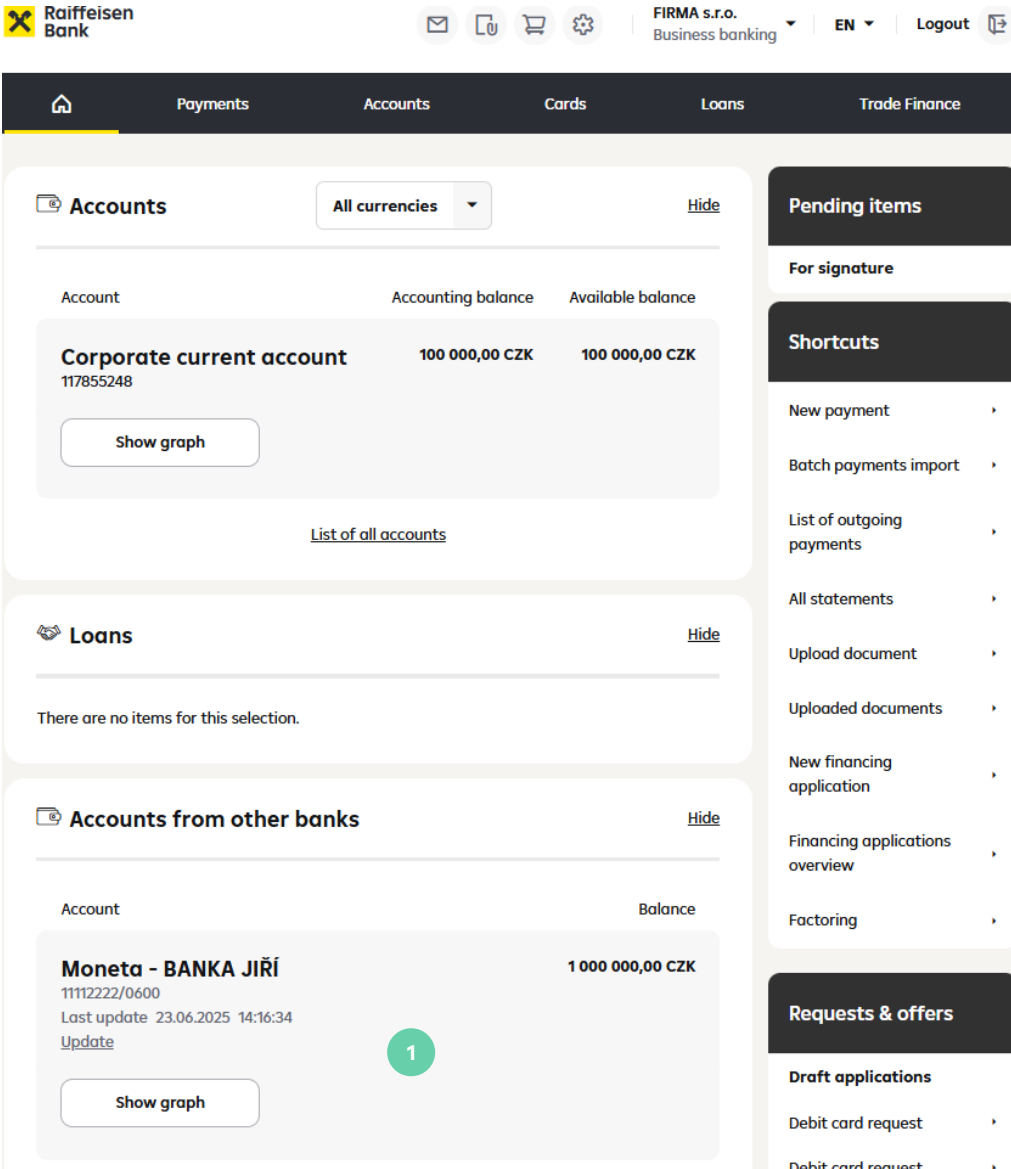
Remaining validity of consent	177 days	
Account name ⓘ	Jiří Banka	
My account name ⓘ	Moneta - BANKA JIŘÍ	Change 1
Account type	Personal savings	Change 2
Account number and currency	11112222/0600 EUR	
IBAN ⓘ	CZ2746000000000222222222	
SWIFT ⓘ	AGBACZPP	

3 Remove

- Click **Change** to modify the account nickname - **My account name**. The changed account name will be visible to you only and will not appear in statements or other official documents.
- Click **Change** to change the **Account type**. You can choose from the following: **Corporate current** / **Personal current** / **Personal savings** / **Corporate savings**.
- Click **Remove** and consequently authorize the action to remove the account from your connected accounts.

10.7.7 List of accounts from other banks

Your connected accounts are shown either on the **dashboard** or in the **Accounts** section.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, user information (FIRMA s.r.o. Business banking), language (EN), and a Logout button. The main navigation bar has tabs for Home, Payments, Accounts, Cards, Loans, and Trade Finance. The 'Accounts' section is active, displaying a list of accounts. The 'Accounts from other banks' section is highlighted, showing a table with one account: 'Moneta - BANKA JIŘÍ' with a balance of 1 000 000,00 CZK. A green circle with the number 1 is placed over the account name. The right sidebar contains sections for Pending items, Shortcuts, and Requests & offers.

Account	Accounting balance	Available balance
Corporate current account 117855248	100 000,00 CZK	100 000,00 CZK

[List of all accounts](#)

Account	Balance
Moneta - BANKA JIŘÍ 11112222/0600 Last update 23.06.2025 14:16:34 Update	1 000 000,00 CZK

1 The connected accounts are displayed in the **Accounts from other banks** section on the dashboard. Click the **active field** of the particular account to view its **Transaction history**.

10.8 Permission management

Raiffeisenbank internet banking gives you unlimited access to manage your authorization settings. You can easily modify or remove access rights for individual users without any paperwork. Requests for changes in rights are processed within 2 business days at maximum.

10.8.1 Accessing Permission management via Settings

10.8.2 Accessing Permission management via Accounts

10.8.3 User list

10.8.3.1 User list – Individual signing rules

10.8.3.2 User list – Joint signing rules

10.8.3.3 User list – Account authorizations

10.8.3.4 User list – General rules

10.8.4 List of requests

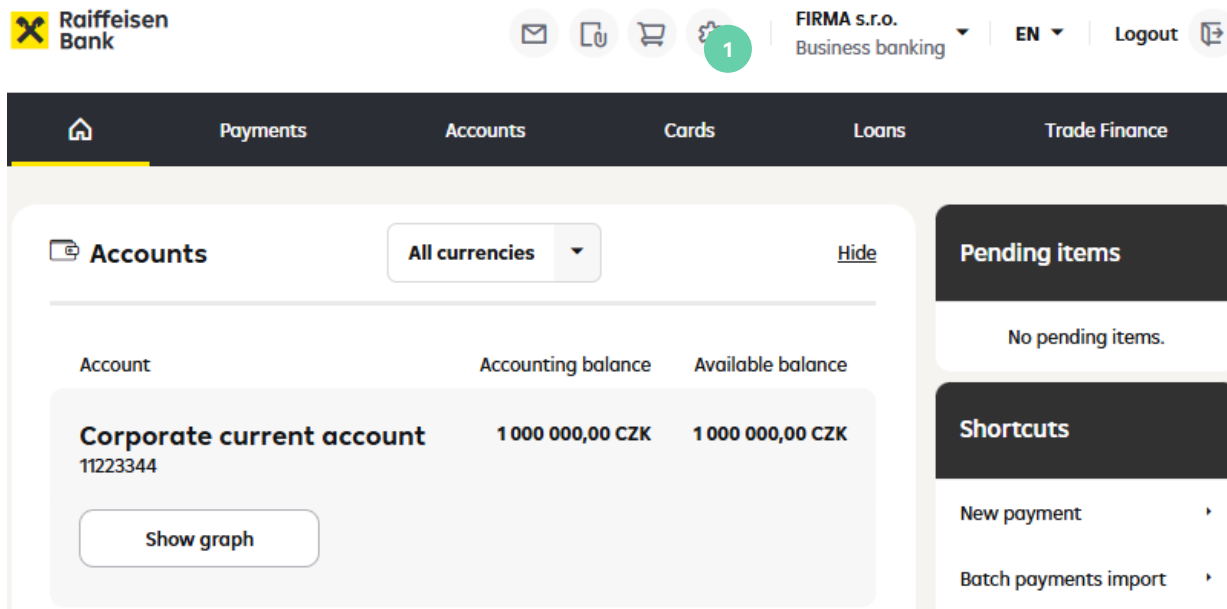
10.8.5 Individual rights request

10.8.6 Types of requests for individual rights

10.8.7 Joint rights request

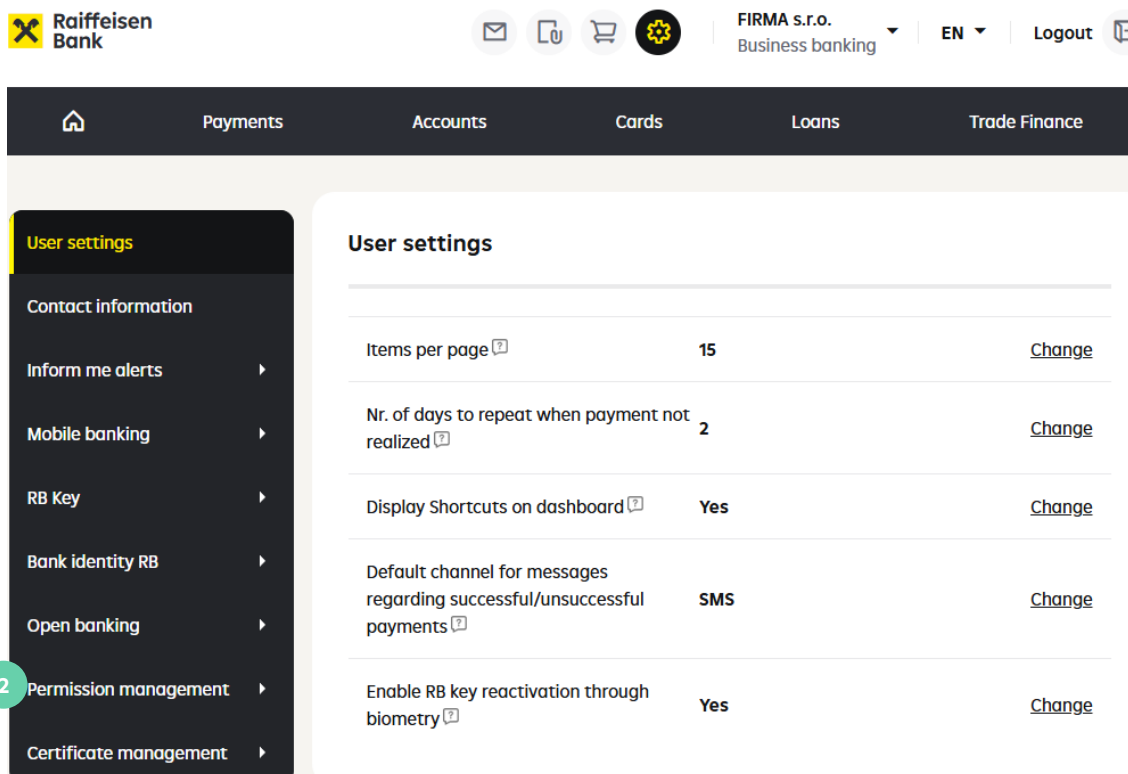
10.8.8 Request to remove rights

Accessing Permission management via Settings



1

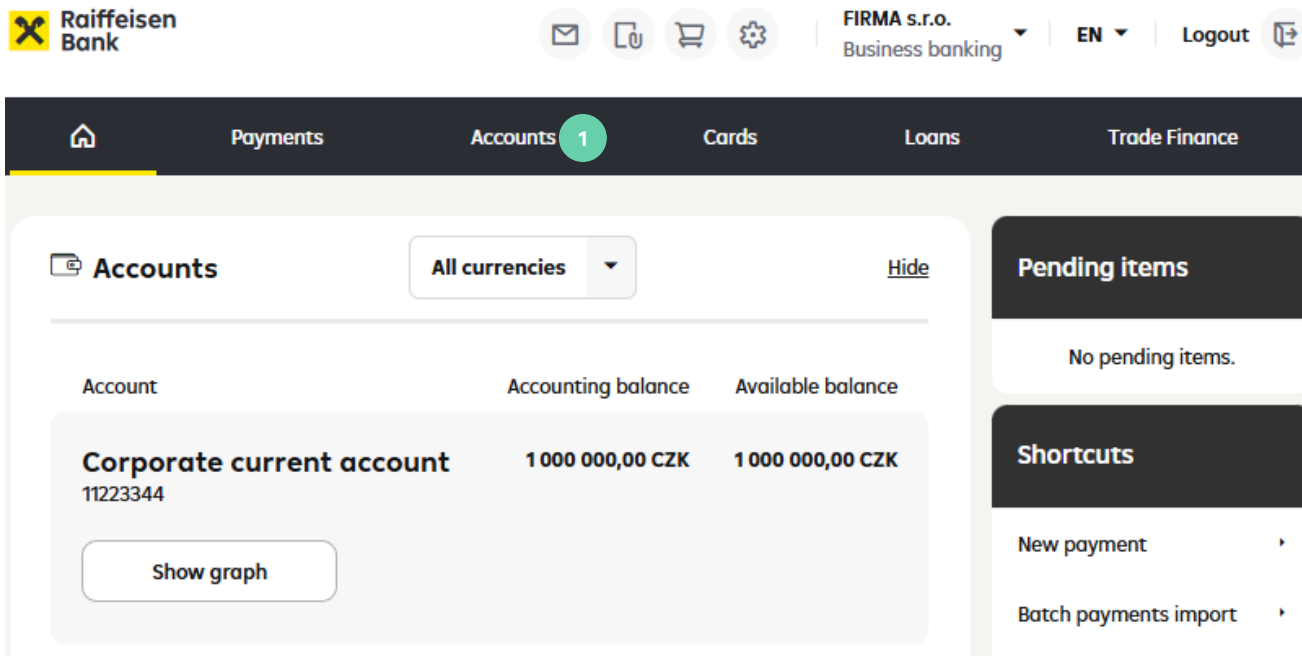
1 First, click the **gearwheel icon** in the header of your internet banking to open **Settings**.



2

2 Second, click **Permission management** in the left menu. If **Permission management** is not shown in the menu, please contact your banker.

Accessing Permission management via Accounts



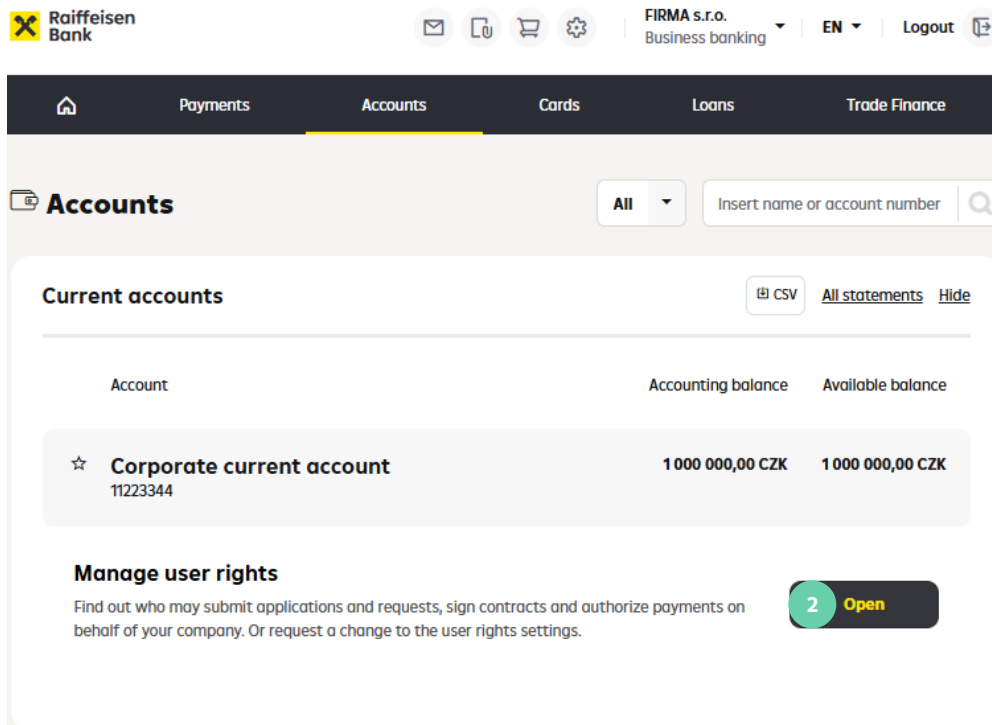
The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there's a navigation bar with icons for mail, documents, shopping cart, and settings. The user is logged in as "FIRMA s.r.o. Business banking" in "EN" language. The main navigation menu includes "Payments", "Accounts" (highlighted with a green circle and the number 1), "Cards", "Loans", and "Trade Finance".

Under the "Accounts" section, there's a sub-header "Accounts" with a dropdown menu set to "All currencies" and a "Hide" link. Below this is a table with the following data:

Account	Accounting balance	Available balance
Corporate current account 11223344	1 000 000,00 CZK	1 000 000,00 CZK

Below the table is a "Show graph" button. To the right of the table, there are two sidebars: "Pending items" (showing "No pending items.") and "Shortcuts" (listing "New payment" and "Batch payments import").

- 1 To access the **Permission management** section through the **Accounts** section, first click the **Accounts** section on the homepage.



The screenshot shows the Raiffeisen Bank Corporate Banking interface with the "Accounts" section selected. The navigation bar is the same as in the previous screenshot. The "Accounts" section now shows a search bar with "All" selected and a search input field. Below the search bar, there's a sub-header "Current accounts" with links for "CSV", "All statements", and "Hide".

Below this is a table with the following data:

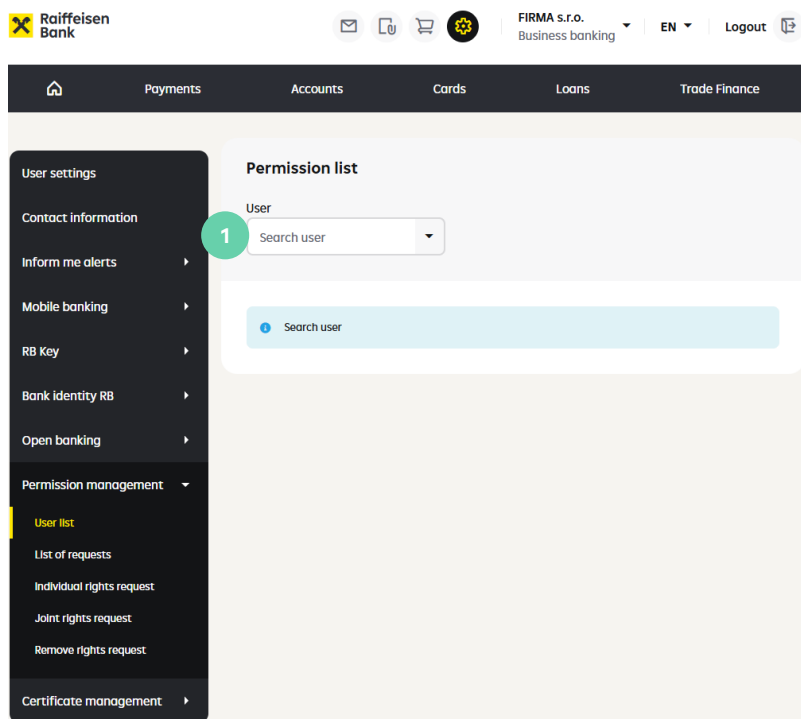
Account	Accounting balance	Available balance
☆ Corporate current account 11223344	1 000 000,00 CZK	1 000 000,00 CZK

Below the table, there's a section titled "Manage user rights" with a description: "Find out who may submit applications and requests, sign contracts and authorize payments on behalf of your company. Or request a change to the user rights settings." To the right of this section is a green button labeled "2 Open".

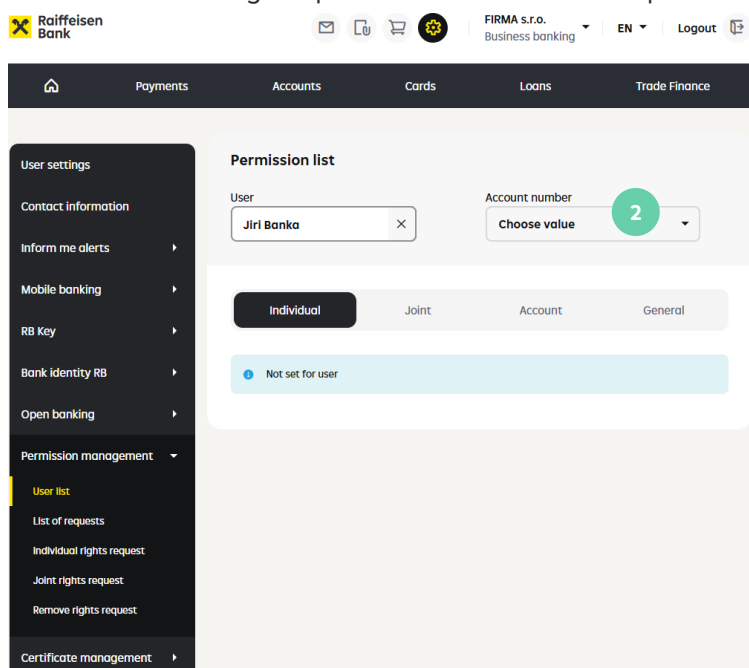
- 2 Next, you should see the **Permission management** section below a list of your accounts. Click the **Open** button to open it.

10.8.3 User list

The permissions as currently set for the users can be viewed online and free of charge. This allows you to continuously maintain the list of user limits and authorizations.



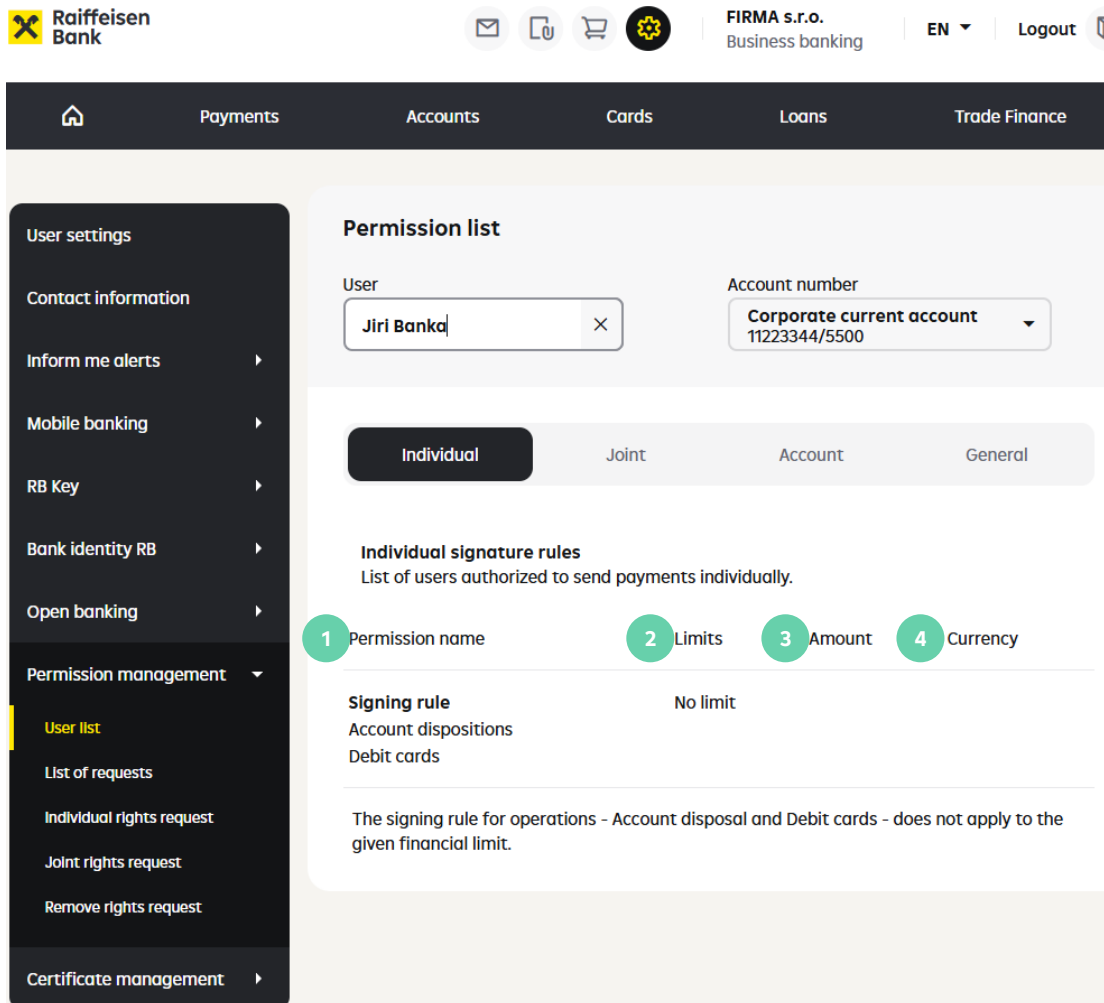
- 1 In the list, you can search for users of your internet banking either by typing their name or by clicking the arrow and selecting the particular user from the dropdown menu.



- 2 After selecting the internet banking user, open the dropdown menu to select the number of the account, for which you wish to display the list of permissions.

10.8.3.1 User list – Individual signing rules

In the individual permissions section, you can view the user's signature rules applicable to individual sending of payments and management of cards.

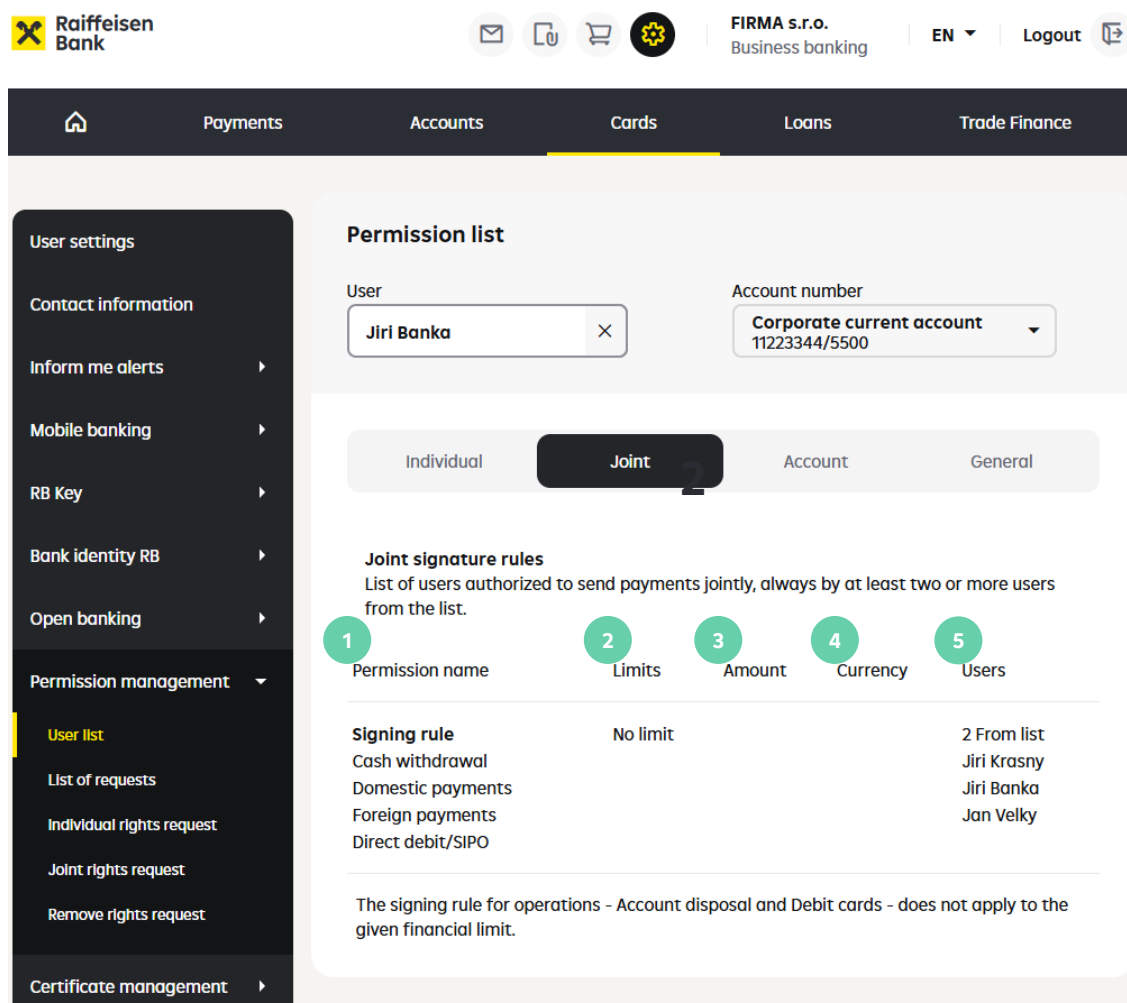


The screenshot shows the Raiffeisen Bank Corporate Banking interface. At the top, there is a header with the Raiffeisen Bank logo, navigation icons (mail, copy, cart, settings), and user information (FIRMA s.r.o. Business banking, EN, Logout). Below the header is a navigation bar with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. The main content area is titled 'Permission list' and includes a search bar for 'User' (Jiri Banka) and 'Account number' (Corporate current account 11223344/5500). Below this is a tabbed interface with 'Individual', 'Joint', 'Account', and 'General' tabs. The 'Individual' tab is selected, showing 'Individual signature rules' and a list of users authorized to send payments individually. The list has four columns: 1. Permission name, 2. Limits, 3. Amount, and 4. Currency. The first row shows 'Account dispositions' and 'Debit cards' with a 'No limit' value. A note at the bottom states: 'The signing rule for operations - Account disposal and Debit cards - does not apply to the given financial limit.'

- 1 Individual signature rules for the particular user
- 2 Limits applicable to the specified user. If **No Limit** is set, no limit applies to the user.
- 3 Limit amount. If no limit is set for the user, the Amount field will be empty.
- 4 Currency in which the limit is set. The limit is **always set in CZK**. If you have a different currency folder selected, the limits will be converted according to the exchange rate (middle rate) applicable at the time of the payment transaction and listed in the Exchange Rates List.

10.8.3.2 User list – Joint signing rules

In the joint rules section, you can view a list of the user's joint signing rules applicable to joint sending of payments (i.e. where at least two users are involved jointly).



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, user profile (FIRMA s.r.o. Business banking), language (EN), and Logout. The main navigation bar has tabs for Payments, Accounts, Cards, Loans, and Trade Finance. The left sidebar contains various settings and management options, with 'Permission management' expanded to show 'User list'.

The 'Permission list' section displays filters for User (Jiri Banka) and Account number (Corporate current account 11223344/5500). Below the filters, there are tabs for Individual, Joint, Account, and General. The 'Joint' tab is selected, showing 'Joint signature rules'.

Joint signature rules
List of users authorized to send payments jointly, always by at least two or more users from the list.

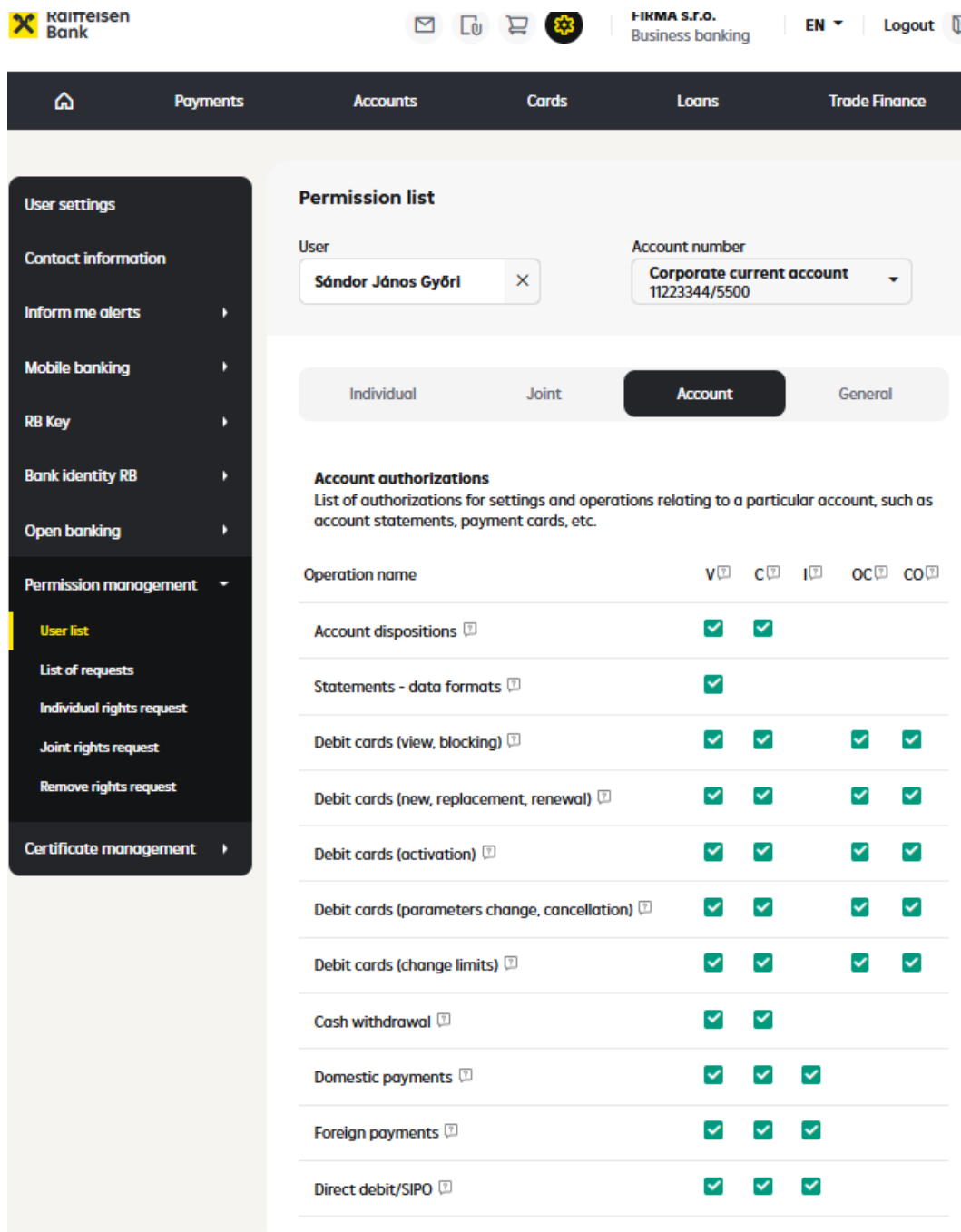
1 Permission name	2 Limits	3 Amount	4 Currency	5 Users
Signing rule	No limit			2 From list
Cash withdrawal				Jiri Krasny
Domestic payments				Jiri Banka
Foreign payments				Jan Velky
Direct debit/SIPO				

The signing rule for operations - Account disposal and Debit cards - does not apply to the given financial limit.

- 1 The **Permission name** column lists the operations that require joint authorization.
- 2 Limits applicable to the particular user. If **No Limit** is set, no limit applies to the user.
- 3 Limit amount. If no limit is set for the user, the Amount field will be empty.
- 4 Currency in which the limit is set. The limit is **always set in CZK**. If you have a different currency folder selected, the limits will be converted according to the exchange rate (middle rate) applicable at the time of the payment transaction and listed in the Exchange Rates List.
- 5 Users with joint signing authorizations for the particular signing rules.

10.8.3.3 User list – Account authorizations

This page displays a list of the permissions set for the selected account (e.g. batch payments, statement export, operations related to debit cards, etc.).



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes icons for email, documents, chat, settings, and user profile, along with the text 'HKBMA S.r.o. Business banking', 'EN', and 'Logout'. The main navigation menu on the left includes 'Payments', 'Accounts', 'Cards', 'Loans', and 'Trade Finance'. The 'User settings' sidebar on the left lists various options, with 'Permission management' expanded to show 'User list' (highlighted in yellow), 'List of requests', 'Individual rights request', 'Joint rights request', 'Remove rights request', and 'Certificate management'.

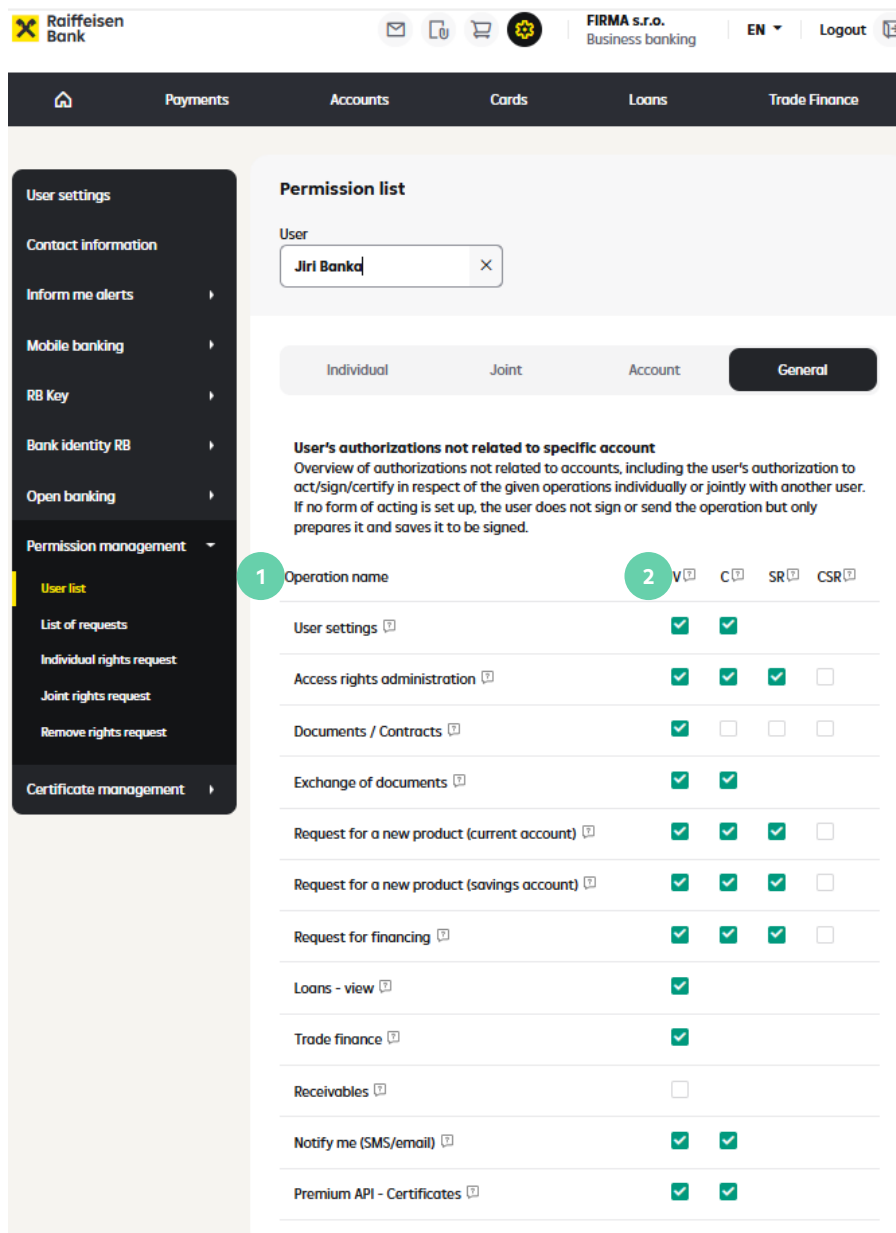
The 'Permission list' section displays the selected user 'Sándor János Györi' and the account number 'Corporate current account 11223344/5500'. Below this, there are tabs for 'Individual', 'Joint', 'Account' (selected), and 'General'. The 'Account authorizations' section provides a list of permissions for the selected account, with a description: 'List of authorizations for settings and operations relating to a particular account, such as account statements, payment cards, etc.'

Operation name	V ^(?)	C ^(?)	I ^(?)	OC ^(?)	CO ^(?)
Account dispositions ^(?)	✓	✓			
Statements - data formats ^(?)	✓				
Debit cards (view, blocking) ^(?)	✓	✓		✓	✓
Debit cards (new, replacement, renewal) ^(?)	✓	✓		✓	✓
Debit cards (activation) ^(?)	✓	✓		✓	✓
Debit cards (parameters change, cancellation) ^(?)	✓	✓		✓	✓
Debit cards (change limits) ^(?)	✓	✓		✓	✓
Cash withdrawal ^(?)	✓	✓			
Domestic payments ^(?)	✓	✓	✓		
Foreign payments ^(?)	✓	✓	✓		
Direct debit/SIPO ^(?)	✓	✓	✓		

- 1 List of permissions related to settings and operations for the particular account
- 2 Operations assigned to the specified user (marked with a green checkmark). **V** = View, **C** = Create, **I** = Import batch payments, **OC** = Own card, **CO** = Card of others

10.8.3.4 User list – General rules

This list shows permissions that are not linked to specific accounts (e.g. Financing, Document exchange, etc.), **including** signing rules, i.e. who can sign/send a specific operation to the bank. This tab remains the same regardless of the selected account.



Permission list

User:

Individual Joint Account **General**

User's authorizations not related to specific account
Overview of authorizations not related to accounts, including the user's authorization to act/sign/certify in respect of the given operations individually or jointly with another user. If no form of acting is set up, the user does not sign or send the operation but only prepares it and saves it to be signed.


1 Operation name	2 V ^[?]	C ^[?]	SR ^[?]	CSR ^[?]
User settings ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Access rights administration ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Documents / Contracts ^[?]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchange of documents ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Request for a new product (current account) ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Request for a new product (savings account) ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Request for financing ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loans - view ^[?]	<input checked="" type="checkbox"/>			
Trade finance ^[?]	<input checked="" type="checkbox"/>			
Receivables ^[?]	<input type="checkbox"/>			
Notify me (SMS/email) ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Premium API - Certificates ^[?]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		





1 List of general rules

2 Operations assigned to the specified user (marked with a green checkmark). V = View, C = Create, SR = Individual rights, CSR = Joint rights

10.8.4 List of requests

The List of requests shows requests for changes to the access rights of individual users, such as to add or remove rights, or change limits. Requests for changes in rights are processed within 2 business days at maximum.



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 Business banking

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 Mobile banking
 RB Key
 Bank identity RB
 Open banking
 Permission management
 User list
List of requests
 Individual rights request
 Joint rights request
 Remove rights request
 Certificate management


List of requests





Date	1 User and type of rules	2 To account	Status	3 Detail
✓ 24. 02. 2025	Jiri Banka Add/change access rights individually	FIRMA s.r.o. 11223344/5500	Sent	Detail
✓ 17. 07. 2024	Jaroslav Nový Add/change access rights individually		Sent	Detail
✓ 12. 07. 2024	Jan Siroky Full Rights	FIRMA s.r.o. 11223344/5500	Sent	Detail
✓ 10. 07. 2024	Jiri Banka Add/change access rights individually	FIRMA s.r.o. 11223344/5500	Sent	Detail
✓ 08. 07. 2024	Lubomir Novak Add/change access rights individually		Sent	Detail
✓ 08. 07. 2024	Jarmila Novotna Add/change access rights individually	FIRMA s.r.o. 11223344/5500	Sent	Detail
✓ 22. 06. 2024	Alexandra Stastna Limited Access Rights	FIRMA s.r.o. 11223344/5500	Sent	Detail

- 1 User and type of changed rules
- 2 **To Account** – the account for which the rights have been changed. If the **To Account** field is empty, it indicates a change in general rules.
- 3 Click to view the **Rights request detail**. For more information, please refer to chapter [Rights request detail](#).

Rights request detail

The Rights request detail displays the specific changes made as part of the request.



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[Trade Finance](#)

User settings
Contact information
Inform me alerts ▶
Mobile banking ▶
RB Key ▶
Bank identity RB ▶
Open banking ▶
Permission management ▼
 User list
List of requests
 Individual rights request
 Joint rights request
 Remove rights request
Certificate management ▶

Rights request detail

Date submitted	24.02.2025
Status	✓ Sent
Users	Novy Jaroslav
Account	FIRMA s.r.o. 11223344/5500
Type of request	Add/change access rights individually
Optional permissions	
Authorizations NOT related to account	To make a request for a new product (current account) Active rights
Authorizations RELATED to account	Payment transactions on the account Active rights
Payment transaction limit	No limit
Limit for cash withdrawals at branch	Not set

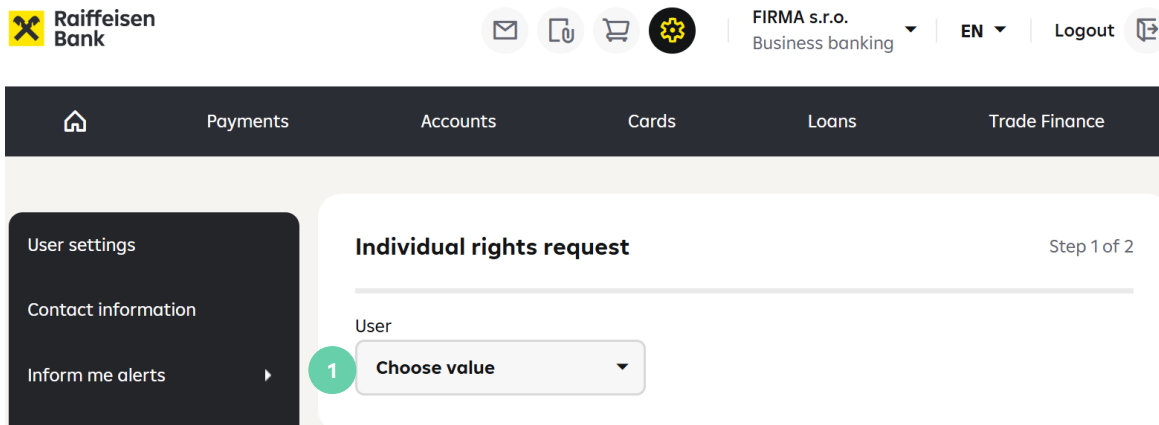
Complete record on setting the access rights protocol

1
[Show](#)

- Click **Show** to see the description of the particular optional permissions. To see the rights currently set for the user, open the User list tab.

10.8.5 Individual rights request

Raiffeisenbank's internet banking lets you request individual permissions to be applied, such as signing rules to allow a user independently process payments and manage debit cards.

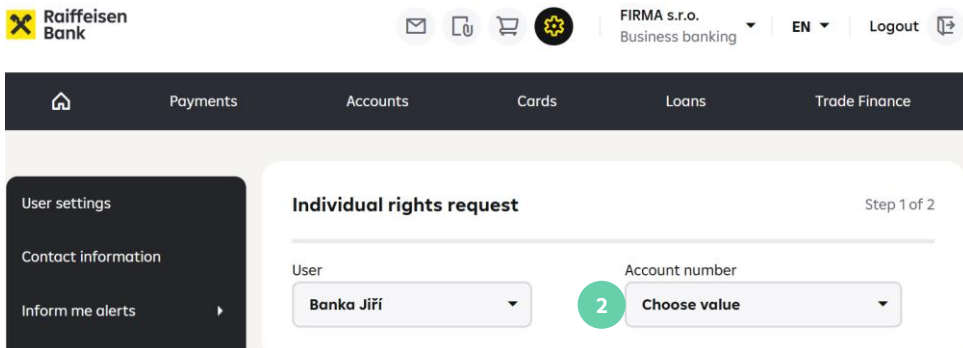


Individual rights request Step 1 of 2

User

1 Choose value

1 First, select the **User** for whom you are requesting individual rights.



Individual rights request Step 1 of 2

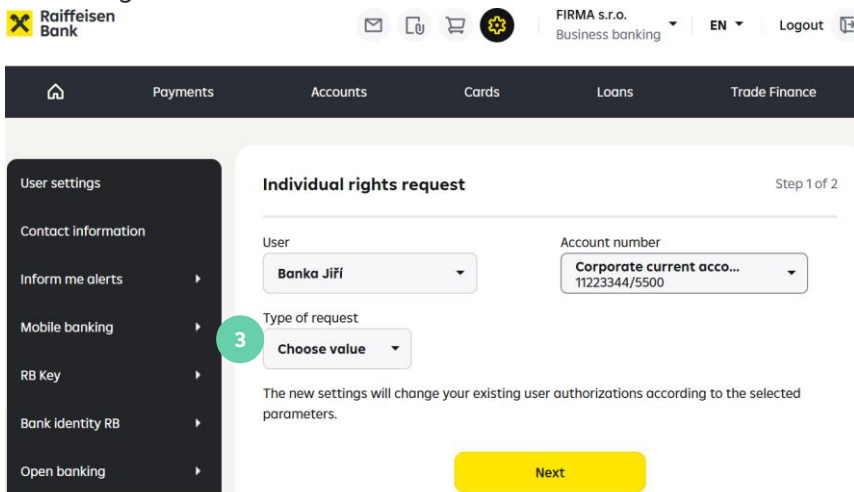
User

Banka Jiří

Account number

2 Choose value

2 After selecting the user, choose the **number of the account** for which you are requesting the individual rights.



Individual rights request Step 1 of 2

User

Banka Jiří

Account number

Corporate current acco... 11223344/5500

Type of request

3 Choose value

The new settings will change your existing user authorizations according to the selected parameters.

Next

3 Third, select the **Type of Request** (Full, Limited Access, Passive Access and Add/change access rights individually). A description of the types of rights is provided on the next page (see Types of requests for individual rights).

10.8.6 Types of requests for individual rights

Passive Access rights

Passive rights are basic user permissions that allow the entry of payment orders in Raiffeisenbank's internet banking, however without the ability to authorize them.

If a user with passive rights is issued a corporate payment card, he or she will be able to view the statement of completed transactions, block the card, if necessary, and view the PIN in internet banking. However, the user cannot change the limits applicable to card payments. Users with passive rights can be granted permissions to export account statements in data formats or to enter batch payments.

Limited Access rights

A user with Limited rights has access to all the features available under the Passive rights profile. Additionally, he or she can change card payment limits, make transfers between currency folders of the account without limitations, and initiate transfers from term deposits to a current account. Furthermore, the user can be granted permission to individually authorize payment orders (with or without limits for a specified period), withdraw cash (also with optional limits), and manage payment cards for other holders. Users with these rights can also be allowed to export account statements in data formats or enter batch payments.

Full rights

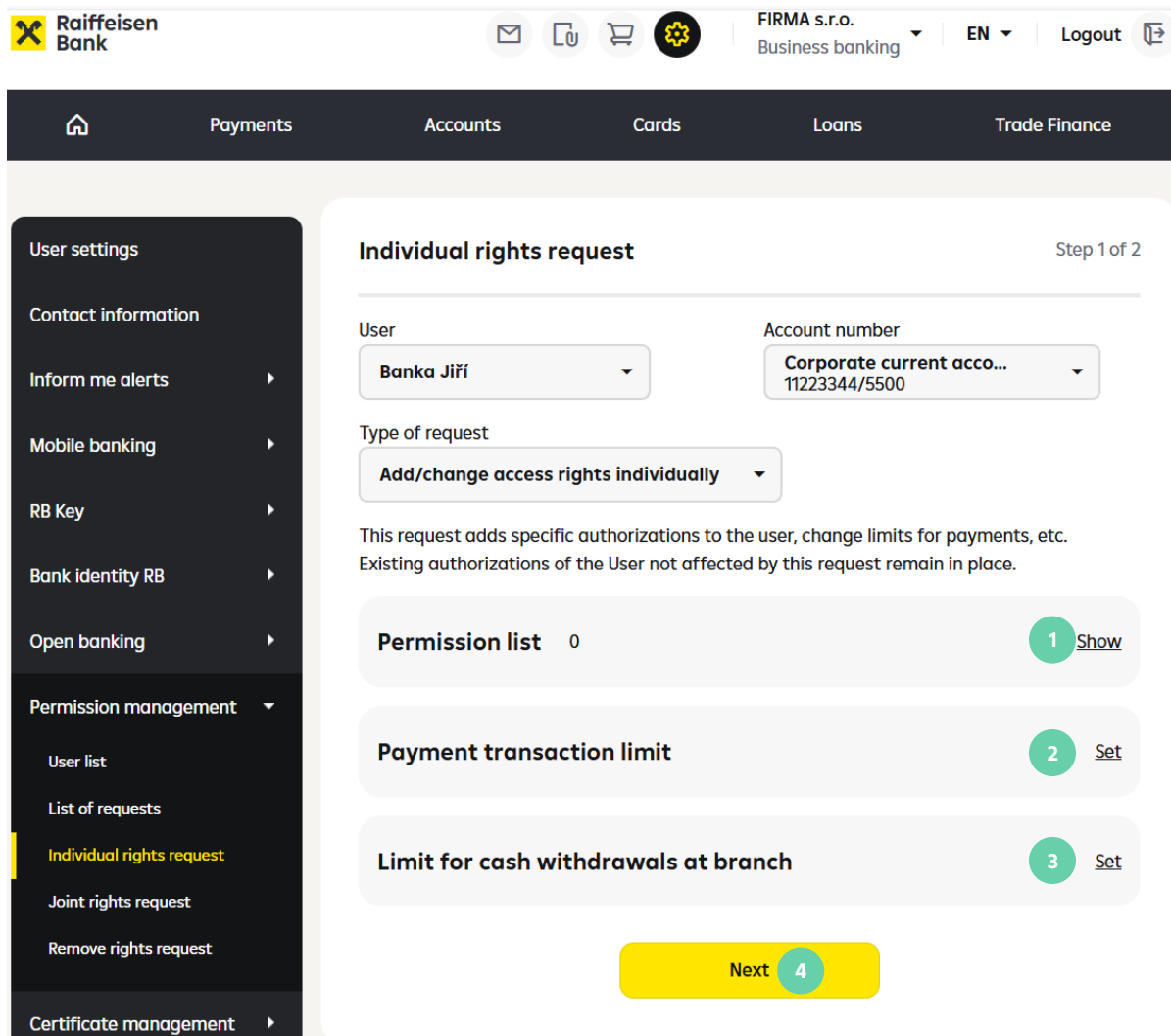
A user with full rights can access all features of internet banking for corporate clients. Additionally, he or she can be given permissions for individual authorization of payment orders (with or without limits for a specified period), import batch payments, and export account statements in data formats.

Add/change rights individually

This feature lets you choose from a range of permissions to set up the proper authorizations for a specific user. Also, you specify whether the user's rights are Passive (view documents, prepare payments for authorization), or Active (send financing requests, submit applications requests for new products, or authorize payments in line with defined limits). Users with these rights can also be granted permission to export account statements in data formats or enter batch payments.

If you are adding **Batch payment import** or setting up a **Payment transaction limit**, you **need to** check the **Payment transactions on the account** option. When setting up a **Limit for cash withdrawals**, you must check the **Cash withdrawal** option.

After selecting the Type of request, you can view the Permissions list, Set limits for payment transactions, and Set limits for cash withdrawals at a branch.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, a settings icon, and user information: FIRMA s.r.o., Business banking, EN, and Logout. Below this is a main navigation bar with links to Payments, Accounts, Cards, Loans, and Trade Finance. On the left, a sidebar menu lists various settings: User settings, Contact information, Inform me alerts, Mobile banking, RB Key, Bank identity RB, Open banking, Permission management (selected), and Certificate management. The 'Permission management' section is expanded, showing options like User list, List of requests, Individual rights request (highlighted), Joint rights request, and Remove rights request. The main content area is titled 'Individual rights request' and is labeled 'Step 1 of 2'. It contains a form with the following fields: 'User' (Banka Jiří), 'Account number' (Corporate current acco... 11223344/5500), and 'Type of request' (Add/change access rights individually). Below these fields, a text block explains: 'This request adds specific authorizations to the user, change limits for payments, etc. Existing authorizations of the User not affected by this request remain in place.' There are three numbered steps in the form: 1. 'Permission list 0' with a 'Show' link; 2. 'Payment transaction limit' with a 'Set' link; 3. 'Limit for cash withdrawals at branch' with a 'Set' link. At the bottom, there is a yellow 'Next 4' button.

- 1 Click **Show** to see the list of permissions related to the selected type of request. You can also add additional permissions, if needed.
- 2 Click **Set** to set up a Payment transactions limit. For details, please refer to the next page.
- 3 Click **Set** to set up a Limit for cash withdrawals at a branch. For details, please refer to the next page.
- 4 Click **Next** to proceed to the next step of the Request for individual rights.

Setting up limits for payment transactions or for cash withdrawals at a branch

Permission list 0
 [Show](#)

Payment transaction limit
[Remove](#)

Limits for domestic and foreign payment transactions, direct debits and SIPO direct debits.

Limit settings

☒ **No limit**
☐ With limit for period

Limit for cash withdrawals at branch
[Remove](#)

Limit settings

☒ **No limit**
☐ With limit for period
☐ Limit per withdrawal

Next

If you do not want to set up a limit, select **No limit** and confirm your choice by clicking **Next**.

Limit for cash withdrawals at branch
[Remove](#)

Limit settings

☐ No limit
☐ With limit for period
☒ **Limit per withdrawal**

CZK

Next

If you are setting up a **Limit per withdrawal** (the limit per withdrawal is **only** available for **cash withdrawal limits at a branch**), enter the limit amount and click **Next**.

Payment transaction limit
[Remove](#)

Limits for domestic and foreign payment transactions, direct debits and SIPO direct debits.

Limit settings

☐ No limit
☒ **With limit for period**

1 Choose value
 2 CZK

Limit for cash withdrawals at branch
[Remove](#)

Limit settings

☐ No limit
☒ **With limit for period**
☐ Limit per withdrawal

1 Choose value
 2 CZK

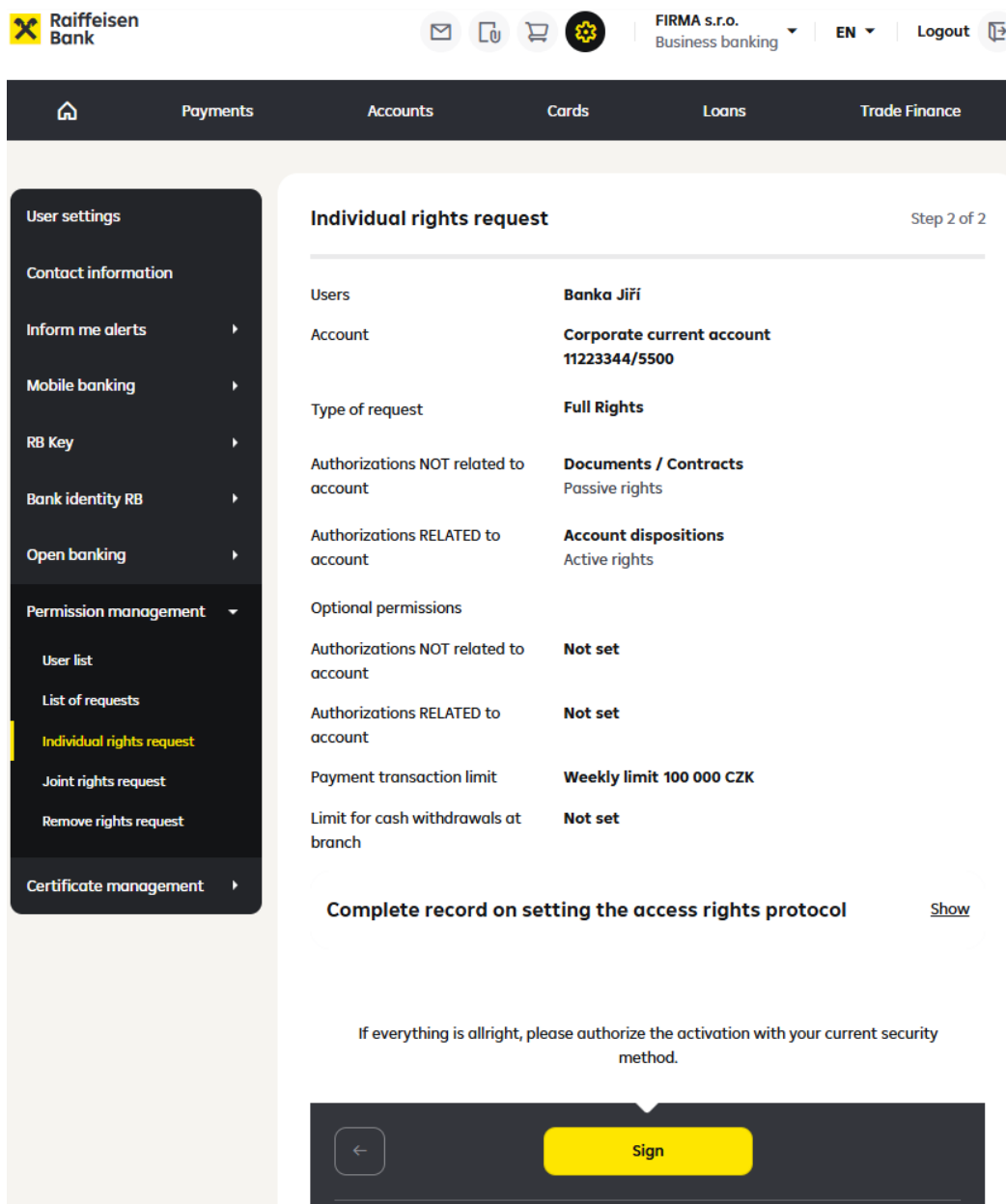
Next

If you are setting up a limit for a period:

- 1 **Daily / Weekly / Monthly / Quarterly / Transaction**
- 2 **Limit amount**

Then, confirm your selection by clicking **Next**.

In the last step of the Request for individual rights, sign the changes you have made.



The screenshot shows the Raiffeisen Bank Corporate Banking interface. The top navigation bar includes the Raiffeisen Bank logo, a menu with icons for mail, document, shopping cart, and settings, and user information: FIRMA s.r.o. Business banking, EN, and Logout. Below the navigation bar is a dark header with links: Home, Payments, Accounts, Cards, Loans, and Trade Finance. The main content area is titled 'Individual rights request' (Step 2 of 2). On the left is a sidebar menu with options: User settings, Contact information, Inform me alerts, Mobile banking, RB Key, Bank identity RB, Open banking, Permission management (expanded), User list, List of requests, Individual rights request (highlighted), Joint rights request, Remove rights request, and Certificate management. The main form contains the following details:

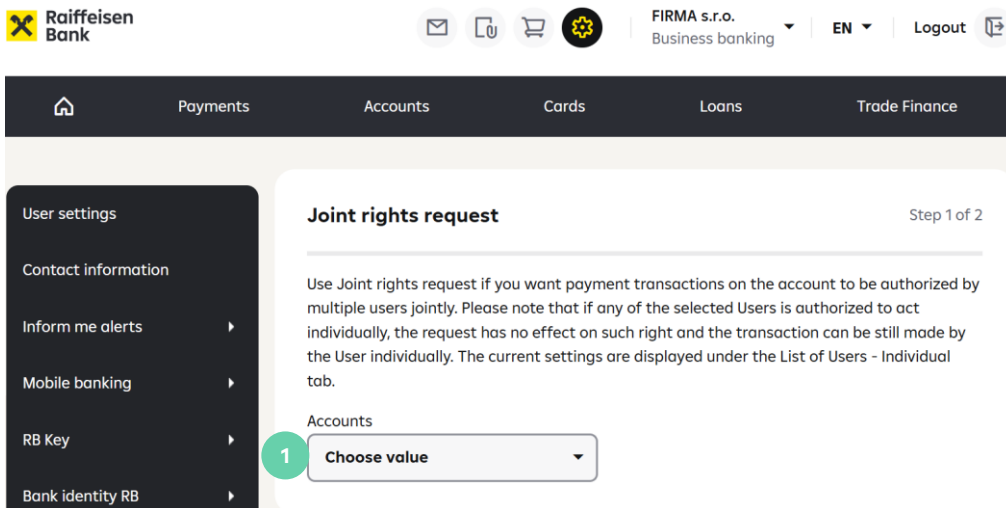
Users	Banka Jiří
Account	Corporate current account 11223344/5500
Type of request	Full Rights
Authorizations NOT related to account	Documents / Contracts Passive rights
Authorizations RELATED to account	Account dispositions Active rights
Optional permissions	
Authorizations NOT related to account	Not set
Authorizations RELATED to account	Not set
Payment transaction limit	Weekly limit 100 000 CZK
Limit for cash withdrawals at branch	Not set

Below the table, there is a link 'Complete record on setting the access rights protocol' with a 'Show' button. At the bottom, a message states: 'If everything is allright, please authorize the activation with your current security method.' A dark bar at the very bottom contains a back arrow and a yellow 'Sign' button.

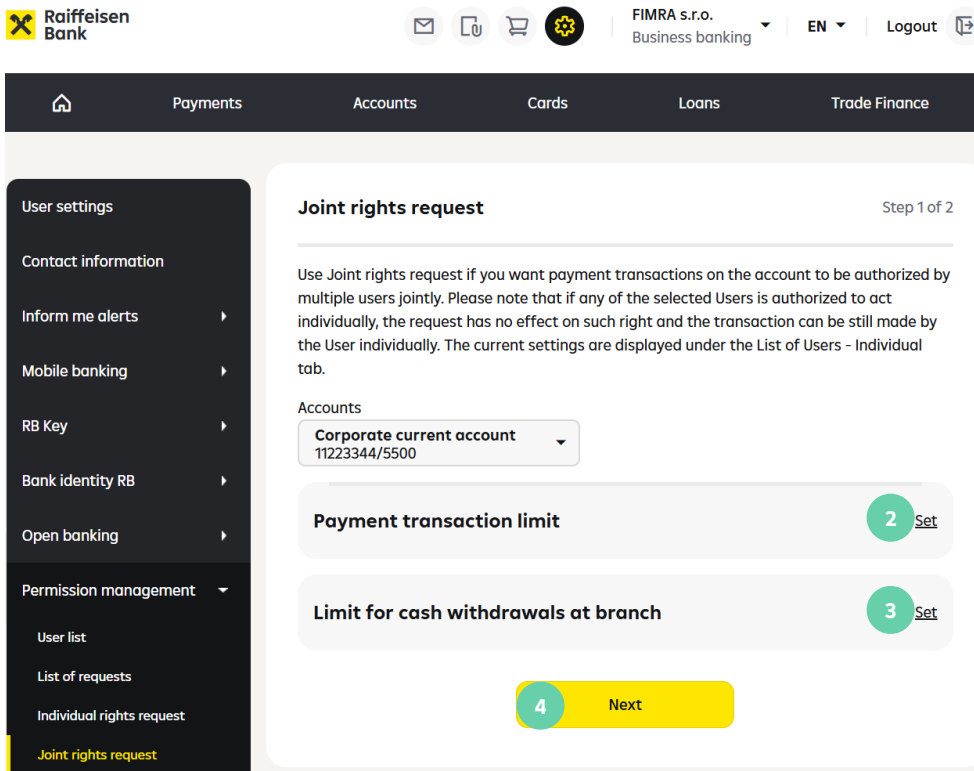
- 1 Click **Show** to see a description of the optional rights. To see the rights currently set for the user, open the User list.
- 2 Click **Sign** to authorize the new Individual rights request.

10.8.7 Joint rights request


Raiffeisenbank's internet banking lets you request joint access rights, allowing you to define limits for payment transactions and cash withdrawals at branches that require joint authorization by two or more users. This is suitable for users without individual rights for payment transactions or cash withdrawals.







- 1 First, select the account for which you want to set up joint signing rights.



- 2 Click **Set** to set up joint rights for signing payment transactions, where you will select the specific internet banking users to be assigned such joint rights (minimum of 2 people).
- 3 Click **Set** to set up joint rights for cash withdrawals at a branch office, where you will select the specific internet banking users to be assigned such joint rights (minimum of 2 people).
- 4 Click **Next** to proceed to the next step of setting up joint rights.


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Joint rights request
 Remove rights request
 Certificate management

Joint rights request

Step 2 of 2


Users	Jiri Banka Jiri Krasny
Co-signers	2 Users
Account	Corporate current account 11223344/5500
Payment transaction limit	Weekly limit 100 000 CZK
Limit for cash withdrawals at branch	Not set

Complete record on setting up the protocol of common access rights [Show](#)

If everything is alright, please authorize the activation with your current security method.

←

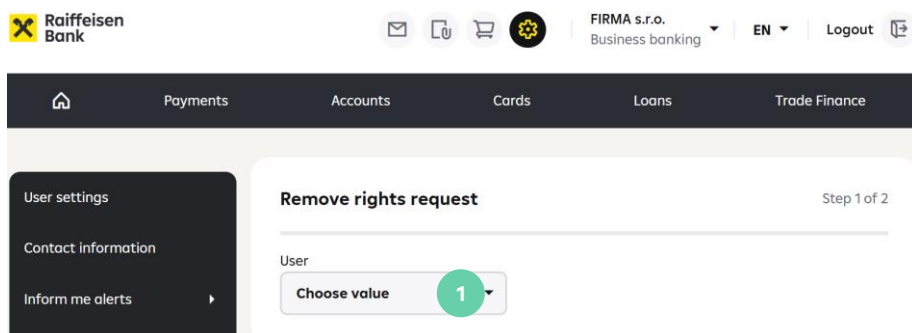
2 Sign


[Mobile device is not online](#)

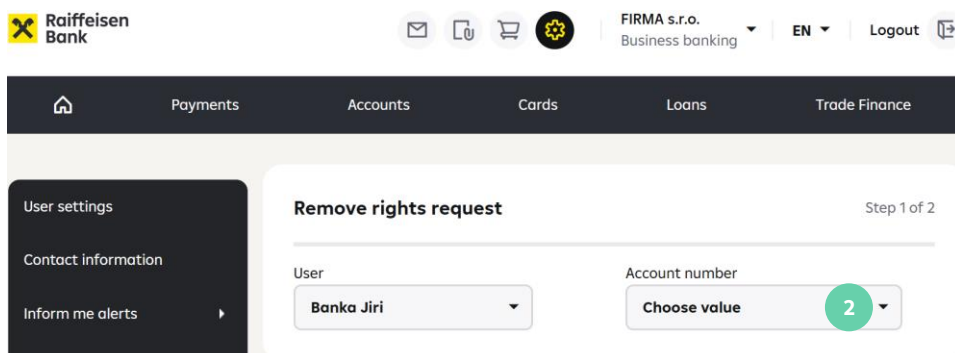
- Click **Show** to see a description of the particular optional rights. To see the rights currently set for the user, open the User list tab.
- Click **Sign** to submit the request for joint rights.

10.8.5 Remove rights request

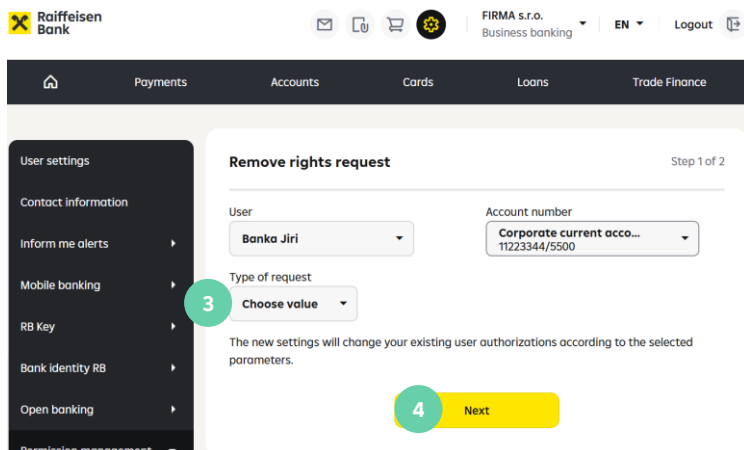
Raiffeisenbank's internet banking also lets you request rights to be removed. You can choose to **Remove the user**, which will remove all the rights for all the accounts the user had access to. Permissions not linked to an account (e.g. sign documents, drawdown orders) will also be removed. However, the user will retain his or her functional payment card, which can be cancelled in the **Cards** section. The other option is **Remove access rights individually**, where you can remove only specific rights for the user, such as import batch payments.



1 First, select the internet banking user whose rights you wish to be removed.








2 Second, select the account in respect of which you want to remove the user's rights. If you choose **Remove the user** in the **Type of request** (next step), it does not matter which account you select, you can also choose "-----".



3 In the third step, select the Type of request, indicating whether you want **Remove the user** (which means removing all rights to all accounts) or **Remove access rights individually** (which means removing only certain rights of the user).

4 After selecting the type of request and the rights to be removed, click **Next** to proceed to the next step.



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 Joint rights request
 Remove rights request
 Certificate management

Remove rights request

Step 2 of 2


Users	Banka Jiri
Account	Corporate current account 11223344/5500
Type of request	Remove access rights individually
Optional permissions	
Authorizations NOT related to account	Not set
Authorizations RELATED to account	Debit card operations Remove Cash withdrawal Remove

Complete record on setting the access rights protocol

[Show](#)

1

If everything is alright, please authorize the activation with your current security method.



2

Sign

Mobile device is not online

- Click **Show** to see a description of the particular optional rights. To see the rights currently set for the user, open the User list tab.
- Click **Sign** to sign the request for the removal of rights.

This manual is valid until 30.4.2025