

SEPA direct debit procedure for payers

European standards for collection in euros

What does SEPA mean?

SEPA (Single Euro Payments Area) refers to uniform new harmonized procedures and standards for European electronic and card-based payment transactions. In recent years, these have been introduced by various banks in 34 countries. SEPA was launched in January 2008 with the standard for cross-border and domestic euro transfers in the SEPA zone (SEPA Credit Transfer) and the regulations on interbank data formats as well as pan-European automated processing centers for bulk euro payments. SEPA Direct Debit, which enables cross-border collections in euros, followed one year later.

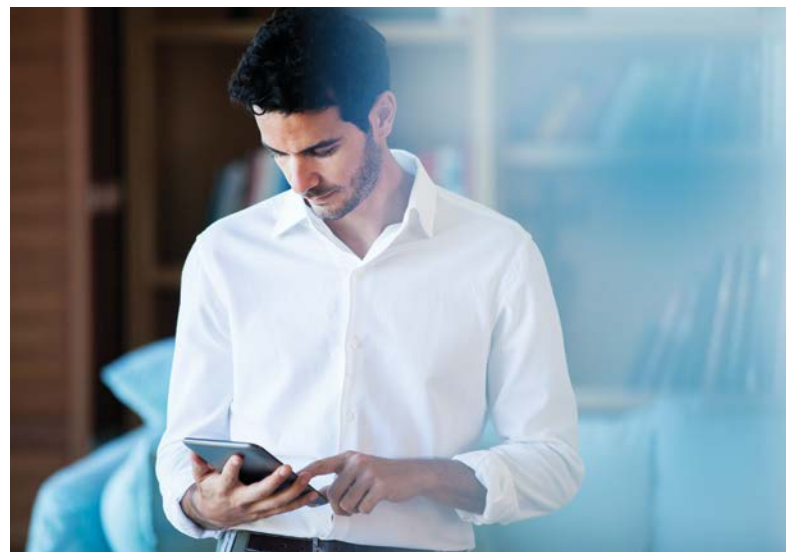
With SEPA Direct Debit, you can easily and conveniently settle your receivables in euros.

SEPA Direct Debit exists in two forms:

- SEPA Core Direct Debit – with right of objection
- SEPA B2B Direct Debit – with no right of objection, only authorized for companies

Facts at a glance

- Convenient Europe-wide payment for your products or services in euros in the SEPA zone.
- One-off or recurring collections possible.
- For SEPA Core Direct Debit, you have a right of objection of eight weeks, with no justification.
- For SEPA B2B Direct Debit, you do not have a right of objection, but you can reject the collection prior to the value date, following the preliminary notification.
- For both procedures, you can initiate reimbursement in case of a missing or invalid mandate, and thus unjustified collection, up to 13 months after the debit.



Requirements

In order to be debited with SEPA Direct Debit, the following requirements must be met:

- Account with Credit Suisse (Switzerland) Ltd., preferably in euros.
- Signature of the declaration of participation for SEPA Core Direct Debit or SEPA B2B Direct Debit; in case of a missing declaration of participation, the collection order is rejected.
- Signed mandate (SEPA B2B Direct Debit Mandate) must be registered with Credit Suisse (Switzerland) Ltd. prior to the first collection.

How it works

As payer, you sign the corresponding mandate from the payee and send it back to the collecting party.

For SEPA B2B Direct Debit, you must submit the mandate to Credit Suisse for registration. The mandate will then be reviewed for each collection. If the mandate data is missing or does not match the collection data, the collection is rejected. For SEPA Core Direct Debit, no registration of the mandate at the financial institution is required.

In the event of an unauthorized debit, for both SEPA Core Direct Debit and SEPA B2B Direct Debit, the amount can be reclaimed up to 13 months following the due date of the amount.

In the event of suspected or actual fraud or if you have any security risks, Credit Suisse will contact you via the usual communication channels.

The current price list can be obtained from your client advisor or viewed on the internet at:

- Private clients: [credit-suisse.com/privateconditions](https://www.credit-suisse.com/privateconditions)
- Corporate clients: [credit-suisse.com/companiesconditions](https://www.credit-suisse.com/companiesconditions)

The current cut-off times for SEPA payments can be found at: [credit-suisse.com/cutoffdeadlines](https://www.credit-suisse.com/cutoffdeadlines).

Contact us

Retail and Private Banking: Call us at 0848 880 840*, Monday to Friday, 8:00 a.m. to 8:00 p.m.

Corporate clients: Call us at 0800 881 188*, Monday to Friday, 7:30 a.m. to 5:30 p.m.

For more information, visit our website at:

[credit-suisse.com/sepa](https://www.credit-suisse.com/sepa)

* Please note that calls to this number may be recorded. We assume that, by calling us, you accept this business practice.

CREDIT SUISSE (Switzerland) Ltd.

CH-8070 Zurich

[credit-suisse.com](https://www.credit-suisse.com)

If you are not satisfied with our service, we want to hear from you immediately. We will resolve your problem as quickly as possible. To the extent possible, we will also take steps to prevent the problem from happening again.

Contact Your Client Advisor

Ideally, please contact your client advisor or your usual contact to state your grievance.

Please give these people the first opportunity to answer your concerns and put matters right.

Write to the Swiss Banking Ombudsman

We will make every effort to find a solution for your concerns. However, if you are unsatisfied with our final decision, you may present the case to the Swiss Banking Ombudsman.

Swiss Banking Ombudsman
Bahnhofplatz 9
P.O. Box
CH-8021 Zurich

Telephone (8:30 a.m. to 11:30 a.m.)
+41 43 266 14 14 (German/English)
+41 21 311 29 83 (French/Italian)

Furthermore, ordinary legal recourse (including conciliation proceedings) is available to you.

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