



Payment guidelines

Version CP-L-CO-M-001.9

1. Payment types & transaction limits

Payment types

SEPA: Payments are available for sending and receiving funds. All EU banks (and many more) support SEPA transfers. SEPA is the fastest and cheapest way to send and receive funds, most SEPA transactions clear the same day. SEPA participant countries can be found [here](#).

Cross-border payments: Inbound and outbound cross-border transfers are available. Certain conditions might apply, depending on the industry or currency. For more information, kindly contact our Customer Support team at support@connectpay.com.

Transaction limits

General transaction limits are set by default during your account opening process.

Maximum transaction limit can be established by the client. Limits exceeding maximum allowed transaction limit is a separate service provided at the clients' request and clients' own risk. The service may be provided when client wants to initiate payments exceeding maximum transaction limits. All limits are specified in the Price List.

2. Receiving funds

SEPA: Receiving funds

In order to receive funds to your ConnectPay account, please provide the sender with the below information:

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Beneficiary name: < Insert name and surname or company name that holds the ConnectPay account >

Beneficiary account: < Insert your ConnectPay IBAN account number >

Bank name: UAB ConnectPay

Bank SWIFT/BIC code: CNUALT21XXX

Bank address: Gedimino Ave. 20, 01103, Vilnius, Lithuania

Important - for SEPA payments the below instructions/conditions must be met:

- Choose Standard priority type and SHA (shared) commission type
- Make sure the remitting bank is a SEPA participant.

Note: please make sure you don't choose Urgent/Very Urgent priority type or Our/Beneficiary commission type as those options are not supported on SEPA. Your payment might be rejected and not reach your ConnectPay account.

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CROSS-BORDER PAYMENTS: Receiving funds

Inbound non-SEPA cross-border payments are available under certain conditions. For more information, kindly contact our Customer Support team.

2. Sending funds

SEPA: Sending funds

Currently SEPA (Single Euro Payments Area) transfers can only be executed:

- In EUR currency
- To a bank which is a SEPA-participant
- If the payment is issued to a bank which is based in a SEPA country. Please see the list of SEPA countries [here](#).

Cross-border payments: Sending funds

Outbound non-SEPA cross-border payments are available under certain conditions. For more information, kindly contact our Customer Support team at support@connectpay.com.

Currently cross-border payments can be executed:

- In any supported currency. Please see the list of supported currencies for cross-border payments below¹.
- To banks which are not SEPA participant or in countries outside the EU/EEA region.

¹ The supported currencies for cross-border payments are: CAD, CHF, CNY, CZK, EUR, GBP, JPY, PLN and RUB.

3. Payment processing schedule

SEPA payment processing schedule

Time of payment submission through online banking	Preliminary payment receipt time during the business day
9:10 AM EEST	Same day 11:20 AM EEST
9:11 AM EEST – 11:40 AM EEST	Same day 13:45 PM EEST
11:41 AM EEST – 14:10 PM EEST	Same day 16:15 PM EEST
14:11 PM EEST – 16:10 PM EEST	Same day 17:45 PM EEST
16:11 PM EEST	Next business day 11:20 AM EEST

Please note that business days exclude weekends, Good Friday and [Public Holidays in Lithuania](#). Preliminary payment receipt times will be affected on non-business days.

Cross-border payment processing schedule

For all supported currencies:

Time of payment submission through online banking	Preliminary payment receipt time during the business day
8:00 AM EEST – 14:30 PM EEST	up to 3 business days
14:31 PM EEST	up to 4 business days

When sending cross-border payments, please note that business days exclude weekends and Public Holidays in [Lithuania](#). Preliminary payment receipt times will be affected on non-business days. Moreover, kindly take into account that the payment processing schedule might be affected if other third-party banks are involved.

4. Rules and guidelines

Payments are credited to your IBAN account only on business days.

Kindly notice, that ConnectPay cannot execute a payment in the following cases:

- The IBAN given is incorrect or incomplete.
- The balance in the account is insufficient to cover the payment and related fees.
- The required documents or other information necessary for the execution have not been provided.
- There are available national and/or international sanctions against organizations, institutions, individuals or countries linked to the specific payment order.
- Restrictions exist under the applicable law and/or the relevant regulations on the payment transaction and/or contractual terms under which the account is held.

Disclaimer: ConnectPay isn't liable for third-party banks or payment systems which refuse to carry out/accept specific payment orders.

Restricted countries and industries

Currently ConnectPay **does not** execute any payments related to the following countries: Afghanistan, Burundi, Central African Rep, Congo DR, Cuba, Guinea, Guinea Bissau, Iran, Iraq, Lebanon, Libya, Mali, Myanmar, Nicaragua, North Korea, Palestine, Somalia, South Sudan, Sudan, Syria, Tunisia, Ukraine Regions of Crimean and Sevastopol, Venezuela, Yemen, Zimbabwe.

Payments are not available for the following industries:

- Intellectual property or proprietary rights infringement
- Counterfeit or unauthorized goods
- Weapons and munitions
- Get rich quick schemes
- Mug shot publication or pay-to-remove sites
- No-value-added services
- Drugs and Drug Paraphernalia
- Unlicensed Businesses
- Hate and Violence
- Pornography
- Prostitution
- Body parts
- Animals

The information contained here is for general information only and is provided on an "as is" basis without warranty of any kind and may be changed at any time without prior notice. The above payment schedule is for reference only. ConnectPay reserves the rights to revise the payment schedule from time to time.