



# STEP2 Entry Point

## Reliable and competitive

Sydbank has been a direct participant of STEP2 since its launch in April 2003. We were the first Danish bank in STEP2 and the first bank outside Euroland acting as Entry Point. Today we act as Entry Point for Denmark for many financial institutions.

In November 2000, Sydbank was among the first 18 financial institutions to join STEP1. As a pilot bank in STEP2, we have been a member of the Pilot Bank Steering Group, the Operation Working Group, the Technical Working Group and the Business Practice Group. Today Sydbank continues to be an active member of the EBA organisation.

As a result of EU regulation and our participation in STEP2, we have developed a new payment system which can receive and automatically process an unlimited number of payments.

### Your advantages when selecting Sydbank

The STEP2 Business Practices define a set of strongly recommended guidelines which we naturally endorse. Within individual areas our services outperform the recommendations of the Business Practices. For instance we guarantee a reply to inquiries within 24 hours and we guarantee a fixed low fee for inquiries, returns and cancellations.

The EBA team is highly competent within the field of commercial payments. All business partners are provided with the contact details of several investigation officers who will deliver competent, personal and prompt services.

### Sydbank's profile

One of Denmark's largest banks  
Publicly listed, full-service bank  
10 Danish regions  
Approx 100 branches, including  
5 branches in Germany  
2,100 employees  
432,000 clients  
135,000 shareholders  
6-9% market share – depending  
on customer segment  
Moody's ratings: Baa1; P-2; C-



### Contacts

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# Sydbank

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## Execution

Payments will be routed to the Danish domestic EUR clearing system on the day of receipt from STEP2 – free of charge to the STEP2 participant and the beneficiary.

We guarantee that the beneficiary's account will be credited one banking day after we have received payment instructions via STEP2.

## Inquiries

We will clear your inquiry within 24 hours (Business days and operating hours).

Reference numbers and contact details about the investigating officer concerning a specific inquiry will appear from our confirmation of your inquiry. You will receive communication via SWIFT MT196/199/999 or email.

## Returns

Any payment which cannot be settled will be returned on the day of receipt from STEP2 or on the same day we receive the amount from the beneficiary's bank. Returns will be executed by MT103 including the original reference number and with /RETN/ in field 72 as well as the reason for the return.

## Cancellations

Payments cannot be cancelled. However we will make every effort to assist you by contacting the beneficiary or the beneficiary's bank. Subject to the beneficiary's acceptance the payment will be returned without delay.

## Charges

Inquiries, returns and cancellations are subject to a fee of EUR 20 plus any fees charged by the beneficiary's bank. Charges will be deducted from the amount returned or charged individually per transaction.

## Contacts

We will provide you with full contact details of the investigation officers handling your STEP2 payments.