

Service hours for payments (cut-off times)

A payment order is considered to have been issued when the payer's bank has received it in a bank branch or through the Electronic service channel in a manner approved by the bank. A payment order cannot be issued as a customer message in an electronic service channel.

The determination of the commencement date is given in the table below. The information is also available to customers at bank branches.

The commencement date of an order accepted on a business day by the cut-off deadline for a payment order/delivery of payment data stated in the table is the current business day and the commencement date of an order accepted after the dead-line is the following business day. Business day is a day on which the payer's or the payee's bank is open for business and thus able to execute a payment order for its part.

The commencement date of an order accepted on a non-business day is the following business day in case the payment goes to a financial institution outside of OP Financial Group or the payment is denominated in a currency other than the euro.

The cut-off times within the parentheses in the table above shall apply on Maundy Thursday, New Year's Eve or on other days with exceptional business hours separately announced.

Service	Cut-off times
OP eServices	
OP Financial Group's internal, real-time credit transfer	12 midnight
SEPA payments to other financial institutions with the same value date	2.00 pm
SEPA credit transfers	9.00 pm
International payments	4.50 pm (12.00 noon)
Service at branches, according to teller services opening hours, but no later than	
SEPA credit transfers	9.00 pm
International payments	4.00 pm (11.50 am)
Real-time urgent transfer	4.00 pm (1.30 pm)
Corporate banking connection (Web Services) channel and OP eServices data transfer channel:	
SEPA payments to other financial institutions with the same value date	2.00 pm
SEPA credit transfers and recurring payments (C2B)	6.00 pm
Outgoing international payments (C2B)	5.00 pm (12.00 noon)
OP Finance Company Services, factoring invoices	1.00 pm
Real-time urgent payment	4.30 pm (1.30 pm)
Urgent payment in file format	3.30 pm (12.30 pm)
Cash management service	
OP Financial Group's internal, real-time credit transfer	12 midnight
SEPA payments to other financial institutions with the same value date	2.00 pm
SEPA credit transfers	8.50 pm
International payments	4.50 pm (11.50 am)
Real-time urgent transfer	3.45 pm (1.15 pm)

Response messages for processed payments (in camt format) are generated at 12 noon, 3 pm, 6 pm and 9.30 pm for successful payments processed by that cut-off time.

We report payments that lack sufficient funds using a 3rd phase 'Pain' payment report, available for retrieval in the Web Services channel or in the OP eServices data transfer channel approximately 30 minutes after the processing of the payload.