
OTP Mobile Ltd.

Financial settlement documentation and
recommendations for our partners

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1 General information

1.1 Services by OTP Mobile Ltd.

SimplePay, developed and operated by OTP Mobil Kft., provides online card acceptance and instant payment solutions to webshop operators and service providers. With its latest products, the company is now also present in the physical environment.

1.2 Definitions

Frequently used concepts in the documentation:

Activation: after successful transactional tests the live account will be activated for the partner. Active accounts will be able to receive genuine online payments through the live system.

Chargeback: process carried out in case of cardholder complaints in which the acquiring bank charges the bank account of OTP Mobile Ltd. – without its consent – with the disputed amount of the transaction. In case of a customer complaint, the process is carried out according to the international card companies' chargeback regulation. Simplepay may enforce the financial losses arising from the chargeback against the partner.

Commission: commission rate determined in the Individual Contract, charged by OTP Mobile Ltd. as consideration for SimplePay services.

Individual Contract: partner contract concluded between OTP Mobile Ltd. and the partner on SimplePay services.

Live system: system, which can be used for live transactions. It is only available after the test system has been developed and successfully tested. From a technical perspective, it is similar to the sandbox system. SimplePay commission fee is calculated on all successful transactions in the live (production) system

Partner Back Office Interface: interface operated by OTP Mobile Ltd. available via browser – equipped by partner website, more particularly by payment acceptance site – which is only available for the partner and contains transactional status and data, the partner's balance, commission and other important information and functions relating to card acceptance.

Partner balance: a registration account created for each payment acceptance site, which records all successful incoming transactions and refunds in case of each website.

Payment method: payment type, which allows the product or service to be paid by the customer. Methods may be credit card or wire transfer in the SimplePay system.

Refund: remission of the total or partial amount of the original transaction to the cardholder based on the partner's request.

Sandbox system: test system, which has the same technical functions as the live system but it only contains test transactions. Only transactions necessary for development can be carried out in this system

Settlement currency: currency of the partner's payout (financial settlement) according to the conditions defined in the Individual Contract, which can be HUF, EUR, USD. Settlement currency may vary by partner account (acceptance site) and can be different from the turnover currency.

Settlement period: period (determined in the Individual Contract based on the parties' agreement) after which OTP Mobile Ltd. transfers and reports the appropriate amount

of transactions executed via SimplePay system to the partner. SimplePay may also define a minimum settlement amount in the Individual Contract for settlements in currencies other than HUF.

Settlement report, analytics: electronic financial report - compiled by SimplePay -, containing the completed transactions in the settlement period. The analytics includes the payment method, individual transaction ID/reference number, amount, currency, date, commission along with vendor and customer data.

Transaction: a payment made for the purchase of a product or the use of a service made by the customer through the SimplePay system by bank card or bank transfer, depending on the payment method.

Turnover currency: currency of the transaction, which can be HUF, EUR, USD. Acceptance currency may vary by partner account (acceptance site).

1.3 Payment methods

OTP Mobile Ltd. provides the following payment methods in the framework of SimplePay services:

- **Online bank card payment**
 - **Unique bank card payment via link**
 - **OneClick and recurring card payment**
- **SZÉP card payment**
- **Instant Transfer (wire transfer) payment**
- **SimpleBusiness physical (SoftPOS) card payment**
- **Payment Request (Request To Pay) sending**

The actual payment methods used by the partner and the commission charged for these services are included in the Individual Contract.

OTP Mobile Ltd. receives the amount of all card, Instant bank transfer and Payment request transactions and after the settlement period the calculated amount (according to the contract) is transferred to the partner entitled to the payout (unless the partner's balance is negative).

1.3.1 Online card payment

Online card payment is ensured by SimplePay in which the customer may initiate the online payment process by entering the necessary card data.

SimplePay reserves the right to unilaterally determine the range of accepted card types. SimplePay currently accepts the following card types during online acceptance: **VISA, VISA Electron, Mastercard, Maestro, American Express, OTP SZÉP card.**

The partner may perform a **full or partial refund on bank card transactions** by sending IRN to our system or by requesting it through the Partner Back Office Interface (additional information on the function of IRN is specified in the technical documentation). The refund process and the credit of the amount on the cardholder's card is carried out automatically through SimplePay's system. As long as the crediting is unsuccessful, OTP Mobile Ltd. staff is doing its utmost to credit the card successfully.

Please be advised that SimplePay has no control over the rapidity of the crediting process. In every case, this process depends on the accounting system of the cardholder's card issuing bank.

1.3.2 Instant Transfer (wire transfer) payment

Description of the instant wire transfer process:

1. Customer selects instant wire transfer payment option on the payment acceptance site;
2. partner's system transfers the necessary transactional data to SimplePay's system;
3. customer – within the days pre-determined by the partner – pays his/her debts by bank transfer;
4. SimplePay's bank account receives the amount transferred by the customer and informs the partner about the successful wire transfer payment;
5. the partner payout and reporting is carried out according to the conditions defined in the Individual Contract.

In the framework of the present payment method, SimplePay provides the following services to the partner:

- follows up the transaction and makes every endeavor to ensure that the payment of the customer is completed successfully (contacts the customer via e-mail)
- displays the transactions effected through wire transfer in the financial analytics along with the payments from other payment channels;
- settles the appropriate amount to the partner after the settlement period;
- handles any **refund claims** that might arise;
- informs the partner, if the amount of the transaction has been credited to SimplePay's bank account;
- in case of false or insufficient payment (less/more remittance, deficient or inadequate notice, etc.) SimplePay's customer service representatives will contact the customer for clarification of the circumstances.

Please be informed that **full and partial refunds for wire transfer** transactions may be requested only if the transactions have already been confirmed, meaning that the customer had transferred the amount to OTP Mobile Ltd. and the transfer had been successfully identified. The automatic completion of wire transfer refunds to the customers are performed through SimplePay system.

1.3.3 SimpleBusiness physical (SoftPOS) card payment

SimpleBusiness is a smartphone application developed by OTP Mobil Ltd., which is available for both Android and iOS devices. The application is a bank-independent service that can be used with any bank account.

All partners and service providers who want to provide electronic payment to their customers under the legal changes due in January 2021 can do so using the SimpleBusiness app. In addition, partners who do not operate a webshop or do not have a contract with any physical POS terminal can provide their customers with card payments.

Importantly, SimpleBusiness is NOT the same as a POS terminal. SimpleBusiness is a mobile application that the partner must download to their smartphone, sign a contract through the partner interface on the SimpleBusiness page, and then access the downloaded application using the information received there. You can then use the app almost immediately to provide a cashless payment option.

When using the SimpleBusiness service, we do not install a POS terminal, as the smartphone itself essentially acts as a terminal.

The SimpleBusiness application has also been supplemented with the option of physical card payment. This is a physical (so-called SoftPOS) card acceptance method provided by SimplePay, in which the customer taps the credit card to the partner's phone (or tablet where the SimpleBusiness application is running).

In case of SoftPOS transactions, only **HUF transactions can be interpreted when accepting MasterCard and VISA cards.**

1.3.4 Payment request (Request To Pay) sending

The **payment request is actually a message** that does not involve a money movement in itself.

With a payment request submitted by a partner through the Admin interface of the SimplePay system, a transaction can be initiated that does not require the use of a bank card, because **the transaction can be approved on the customer's internet banking interface or banking application and are completed as an instant wire transfer.**

In addition, it is possible to submit mass payment requests by uploading an import file on the SimplePay Admin interface.

The payment request must include

- customer's name, email address,
- customer's bank account number (this is optional),
- requested HUF amount, up to HUF 10 million,
- payment deadline, validity of up to 60 days can be set,
- individual transaction ID and
- individual package ID.

The payment request transaction **can also be started from Webshop via API connection** using a method very similar to online bank card payments, where the SimplePay payment page requests the customer's bank account number instead of the bank card data.

The recipient of the payment request can freely decide whether to initiate the requested transfer by accepting the request. After receiving the payment request, the recipient of the request can

- accept it immediately or later, but within the payment deadline, or
- reject it, or
- ignore it.

In addition to the above, SimplePay also provides the same services to the partner in case of this payment method as in case of the Instant Transfer service, which is [detailed in section 1.3.2.](#)

1.4 Payment obligations

The following payment obligations may arise in connection with SimplePay services:

- **Joining fee**
- **Contract transfer fee**
- **Contract amendment fee**
- **Monthly fee (optional)**
- **Deposit (optional)**
- **Transaction commission**
- **Bank costs**

The previously agreed cost types and rates are included in the Individual Contract.

1.4.1 Joining, contract transfer and contract amendment fee

The partner shall pay a joining fee defined in the Individual Contract for SimplePay services. The Individual Contract comes into force upon the fulfillment of the joining or the contract transfer fee. The contract amendment fee can be asked for the subsequent amendment of contracts already in force.

Proper fee transfer to OTP Mobile Ltd. is required to activate the payment acceptance sites in SimplePay system. The joining or contract transfer fee must be directed to the bank account stated on the proforma invoice. The fee transfer should be initiated from the partner's bank account marked in the Individual Contract and the contract number must be entered in the notice. Afterwards OTP Mobile Ltd. issues an invoice to the partner with the amount of the fee.

1.4.2 Monthly fee

The monthly fee is payable on a monthly basis for SimplePay by the Partner for the operation of the SimplePay services. The amount can be determined in the Specific Contract.

1.4.3 Deposit

The deposit is the amount of money paid and deposited by the partner when signing the Specific Contract or after that for the unilateral request of SimplePay which serves for – including but not limited to - the payment of obligations relating to any costs, damages or amount arising from the partner's, customer's abuse or misuse of card data or other abuses and from the card holder's complaints at SimplePay if the partner's balance is negative i.e. it shows debt during the contract for more than 60 days and if the Partner's balance is negative i.e. it shows debt upon termination of the contract. The exact amount of the deposit and its payment method shall be determined in the Specific Contract relating to SimplePay services or in case of unilateral deposit request by SimplePay. The deposit shall be deemed as Security Deposit.

SimplePay will transfer back the part of deposit not used for settling its claims to the partner within 180 days following the termination of the Specific Contract.

If a deposit was established at the time of signing the contract, its transfer is a prerequisite for activation. The partner is obliged to transfer the deposit to the payment

bank account specified in the SimplePay Individual Agreement within 5 working days from the date of signature of the Individual Agreement by the parties.

1.4.3.1 Deposit bank cost

The partner shall bear all costs related to the payment, bank transfer of the deposit to the SimplePay's escrow bank account; including all bank and other costs arising from the payment or international bank transfer of The deposit in currencies other than HUF (for example SEPA or SWIFT bank transfer) including all bank and other costs which any of the financial institutions taking part in the bank transfer process enforces directly against the partner or the OTP Mobile Ltd. related to the payment or bank transfer of the deposit on the SimplePay's escrow bank account.

If the financial institution participating in the bank transfer enforces the bank costs or other costs related to the aforementioned payment and bank transfer of the deposit against the OTP Mobile Ltd., SimplePay will pass them on the partner and will invoice them to the partner. SimplePay's system deducts the bank costs enforced against them directly from the deposit, the amount of the deposit will be reduced with this amount. SimplePay notifies the partner about the deduction of the bank costs from the deposit by sending the invoice about the bank costs to the partner.

If the deposit does not cover the bank costs enforced against SimplePay related to the payment/bank transfer of the deposit to the escrow bank account of SimplePay, the partner is obliged to pay the not covered bank costs to the payment bank account of SimplePay in the deadline indicated on the invoice via bank transfer.

1.4.4 Transaction commission

SimplePay will charge the partner a commission for each successfully processed transaction, with the specified amount in the Individual Contract.

In case of a so-called **broken IC ++ pricing**, the additional elements of the cost (the amount of interchange and system fees) are included in the Announcement on card acceptance fees on the website <https://www.otpbank.hu/portal/en/Retail>.

Broken (IC ++) pricing, in accordance with Regulation 2015/751 of the European Parliament and of the Council of the European Union on card-based payment transactions (in particular Articles 9 and 12 thereof), consists of the following elements:

Interchange fee	Card scheme fee (system fee)	SimplePay Merchant fee
Fee depending on card companies and bank card type. The rates in force at any given time are published by the card companies in their announcements	Fee depending on the card accepting financial institution and bankcard type. The rates in force at any given time are published by the card-accepting financial institutions	Fee charged for SimplePay services specified in the Individual Contract

SimplePay deducts the commission from the full amount of the partner's turnover, and OTP Mobile Ltd. settles the amount with the partner after the expiration of the settlement period. By signing the Individual Contract, the partner accepts that the commission is paid by offsetting.

SimplePay issues an electronic invoice after the previous month's accumulated transaction commission within 15 days of the following month.

1.4.5 Bank costs

For partners, where SimplePay executes a payment after the expiration of the settlement period in foreign currency (not in HUF) or to a bank account managed by a foreign financial institution, the amount to be paid shall be received after the decrease of the applicable costs (bank transfer fee) by the partner's bank. The partner may inquire about the amount and conditions at its bank.

2 OTP Discount Program

From 1st of March 2016 OTP Bank Plc. provides a **Discount Program** to its retail customers. In the Program, retail customers of OTP Bank Plc. may have a discount on the total sum of purchases paid with card to specific partners. The OTP Discount Program Rules contain the conditions of customer participation in the Program, and the rules of the Program's operation. The primary aim of the program is to encourage purchases at the partner and the use of OTP cards. The partner shall conclude an agreement with OTP Bank regarding the participation in the Program.

SimplePay concluded a Payment Integrator Agreement with OTP Bank in which SimplePay undertakes to deduct the sum of discounts from the partners who contracted for participation in the Program.

During the settlement process SimplePay enrolls the discounts into the financial reports and settles the amount deducted with the commission and the discounts to the partner's bank account. Please note that the discounts do not reduce the basis of commission SimplePay is entitled to.

3 Financial settlement

Detailed information, report specifications and sample files related to the settlement of transactions conducted through OTP Mobil Kft are published at the following link: [OTP Mobile Ltd report format description \(English\)](#)

4 Support

For further information or financial support, please do not hesitate to contact OTP Mobile Ltd. on the email address: settlement@otpmobil.com. For more efficient administration, please indicate the necessary data, so that SimplePay staff can identify the problem or question.

Transactions

For transaction related inquiries, please provide the SimplePay payment ID. The ID is an nine-digit number.

Partner payouts

For partner payout or settlement related inquiries, please provide the partner's company name, the exact card acceptance site(s) and also the problematic payout or settlement period.

Settlement report, analytics

For partner report related inquiries, please provide the partner's company name, the exact card acceptance site(s) and also the problematic settlement period or the financial report.

Commission invoices

For invoice and commission related inquiries, please provide the partner's company name, the exact card acceptance site(s) and also the problematic settlement period or the invoice number.

Invoice reports

For invoice report related inquiries, please provide the partner's company name, the exact card acceptance site(s) and also the problematic settlement period or the invoice number.

5 Recommendations and Frequently Asked Questions

The following section is intended to provide non-binding, but useful recommendations for efficient, cost effective and secure course of business. With regard to the recommendations, OTP Mobile Ltd. does not assume any responsibility, they are not part of either the General Terms and Conditions or the Individual Contract between the partner and OTP Mobile Ltd.

5.1 Credit card frauds and chargebacks

Possible issue	Suggested response and procedure
What does bank card fraud mean?	Credit card fraud is the collective name for credit card data abuse. It can mean data theft, trading with data or illegal usage of data. In connection with SimplePay the most frequent case is the attempt of purchasing with stolen card data, which pose a risk for the partners. For the purpose of protection, both SimplePay and the acquiring bank are operating a fraud prevention system.
Is it possible that somebody will pay with a stolen card on my website?	Stolen card data abusers do not make a substantive difference between partners, it is possible to attempt misuse for all online card acceptance sites. SimplePay sophisticated security system seeks to prevent these abuses.
What happens in case somebody pays at my site with a stolen card?	For the purpose of protection, both SimplePay and the acquiring bank are operating a fraud prevention system. However, if an online card fraud is still carried out on the partner's site and the order has already been completed, the partner has to face the following process:
What does it mean for me if complaints were received for a transaction?	<ul style="list-style-type: none">• If the original cardholder detects an abuse, a chargeback (complaint) will be submitted about the fraudulent transaction to the card issuer bank.• OTP Mobile Ltd. will send a letter requesting the necessary data in order to verify that the partner has already completed the order for the customer.• OTP Mobile Ltd. forwards all the information to the acquiring bank, who will verify the eligibility of the claim or will be able to reject it based on the International Card Companies' Regulation
What is the process if I completed the order but later somebody initiates a complaint for the transaction?	Once OTP Mobile Ltd. (and the acquiring bank) has managed to reject the chargeback, no further action is required. If the claim is considered valid by the bank, the following process is carried out: <ul style="list-style-type: none">• The original cardholder is credited with the amount of the claim• The partner must bear the costs of the online card fraud under the applicable General Terms and Conditions and the Individual Contract.
Why am I the one bearing the costs of credit card fraud?	Based on the current card company regulations, in case of a misuse, the cardholder's compensation is primary, reimbursement of other parties can only come after that.
Who is reimbursing me if a credit card fraud has taken place on my site?	In case of any financial loss the parties can report it to the police and all information has to be provided for the investigation. It is important that the partner replies as soon as possible to the letter sent by OTP Mobile Ltd. In reply the

One transaction is not settled due to chargeback. When will it be paid?	partner has to provide all necessary data in connection with the purchase.
What is the difference between a fraud report and a chargeback?	A chargeback is when the cardholder does not recognize or acknowledge a transaction executed with one of his/her bank cards or disputes the justification of a debit.
What does it mean if one of my transactions has been reported?	A fraud report is when a cardholder indicates the issuer bank that his/her card is missing/got stolen or that the card data might have been compromised.
Is it worth to report to the police in case of a fraud?	In all cases, it is advisable to report a fraud to the police. If an official police request arrives, OTP Mobile Ltd. provides all necessary data for the purpose of a successful investigation.
What are the steps of a police report?	The partner is recommended to report the fraud to the local police office where the partner will get necessary information for further steps.
The customers are not willing to give their card data on the internet?	In the system of SimplePay all data is protected by the audited security systems compliant to international standards, therefore the card payment is completely secure. Card data provided during the payment process appears only on the customer's screen. Encryption with an SSL certificate is enabled on the SimplePay payment page. In case of genuine institutional websites there is a little lock ikon at the bottom or the top bar of the browser, indicating the established secure connection. Furthermore, when accessing or using these pages, instead of the normal „http://“ connection, a „https://“ secured connection is created between the client's computer and the institution's web server.
How do I know that a payment page is secure?	If you open a site using HTTPS (secure connection), the web server's certificate confirms the site's identity for browsers (such as Chrome). For your online safety, Chrome only accepts certificates from trusted entities through the websites.
When can I start fulfilling the order?	Initiating the order fulfillment is advised only if the partner is certain about the genuineness of the transaction. In addition, we recommend (if possible) commencing the fulfillment of the transaction after one day in order to have sufficient time for notification about a possible misuse.
How soon do I have to respond to letters about a suspicious order?	For agile and efficient course of business, prompt responses are reasonable. Unfortunately, beyond the specified time stated in our Terms and Conditions, SimplePay is not able to accept and process the information.
In case of a suspicious transaction what can I communicate to the customer / abuser?	If a customer inquires, he/she can be informed that the card payment service provider has not yet confirmed the transaction, we appreciate his/her patience.

5.2 Sales and contracting

Possible issue	Suggested response and procedure
Which SimplePay letter shall I respond to?	It is advisable to promptly respond to every letter sent by SimplePay, since it may be a letter requesting necessary data to verify a suspicious transaction.
Why is it important to keep my data updated?	The advantage of keeping all partner data up-to-date is that in case of any contact with OTP Mobile Ltd., the relevant person can be reached in due course.
What is the difference, if I only contract with OTP Mobile Ltd. through számlázz.hu?	<p>In case of contracting through számlázz.hu's system, there is no direct connection between the partner and OTP Mobile Ltd., SimplePay has a contractual relationship with számlázz.hu alone.</p> <p>With the help of this method a proforma invoice link is forwarded to the customer at the time of invoice creation. Using this link, the customer is able to pay the product or service, but this process does not take place on the webshop's interface.</p> <p>If your site is a classic webshop (product selection → shopping cart → payment → shipping, invoicing) then you may contract for SimplePay online payment service, because számlázz.hu's system does not support this process. Choosing this option after contracting you can integrate the service in your webshop, while OTP Mobile Ltd. is providing every essential technical documentation and payment sample codes.</p>
OTP Mobile Ltd. also performs the development in my webshop?	<p>SimplePay colleagues provide ongoing support throughout the development for your webshop's development personnel in order to ensure a quick and high level integration.</p> <p>After connecting the system, SimplePay staff solely carries out testing and supporting functions, it is not possible for them to complete the entire integration.</p> <p>(If no developer is available for integration, please do not hesitate to contact SimplePay's IT support team so that they can recommend a reliable developer from the existing clientele)</p>
Where are the user's manuals and other materials like logo package, technical specifications, etc?	Documents related to SimplePay services can be downloaded from simplepay.hu page.
Who pays the cost of the IT development?	<p>VPOS and other technical development costs are always paid by the partner.</p> <p>SimplePay team provides free IT and operational support for successful integration.</p>