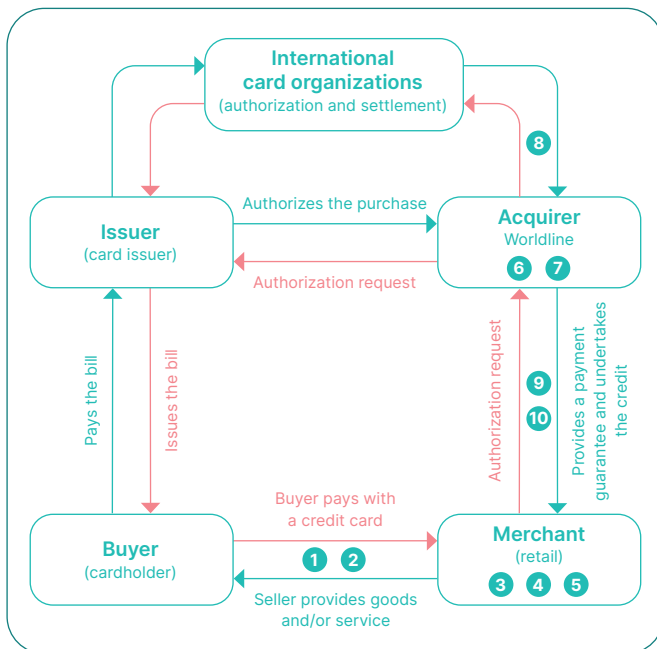


Payment procedure and monetary flow

If a merchant has signed a presence and/or distance contract with Worldline, the monetary flow for cashless payments proceeds as described in the following.

The individual steps match the specifications of the card organizations¹ such as Visa and Mastercard, as well as the rules of the Single European Payment Area (SEPA) and the Payment Service Directive (PSD).

THE 5-PARTY SYSTEM



STEP BY STEP FROM THE TRANSACTION TO THE PAYOUT

- 1 Card payment (transaction)**
The actual card payment procedure in which a cardholder pays for the goods or service with his/her credit or debit card.
- 2 Card payment date (transaction date)**
The date on which the goods or service were purchased.
- 3 Daily closing**
Prerequisite for the submission (see no. 4) is that a daily closing was initiated. This process may vary depending on the terminal: either automatically or by the merchant him/herself.
Important: The daily closing must take place by 11:30 Central European Time (CET).

- 4 Delivery**
The process in which the merchant sends the card payments that he/she has processed to Worldline. Merchants are required to send card payments daily to Worldline.
- 5 Delivery date**
The date on which the merchant submits his/her card payments.² Please note that a maximum of two days may lie between the card payment date and the submission date, since otherwise Worldline will be charged a surcharge by the card schemes. Worldline in turn bills the merchant for this surcharge (late delivery).
- 6 Processing**
The process in which Worldline verifies, processes card payments submitted by the merchant, and thereafter sends them to the card schemes.
- 7 Processing date**
The date on which Worldline verifies and processes card the submitted card payments and then sends them to the card schemes.
- 8 Payment by the card scheme to the acquirer Worldline**
The process in which the card scheme makes the payment to Worldline.
- 9 Payment order from Worldline to the merchant**
The order given by Worldline to its bank to transfer the payment amount to the merchant's bank. The payment is made after the net settlement, which means that the commission fees are not charged separately, but deducted from the payment amount. The date of the payment depends on the contractually agreed payment frequency and payment delay.
- 10 Value date**
The value date is the day on which Worldline' principle bank carries out the payment order or sends the payment order to clearing.

¹ The terms and designations used are listed in a glossary on the reverse side.
² Daily – including Sundays and holidays – until 11:30 pm Central European Time (CET).

GLOSSARY OF TERMS

Acquirer

An organization licensed by a card scheme to recruit merchants to accept payments with their credit and/or debit card; this is Worldline in this case.

Distance business

Secure E-Commerce: The cardholder is not physically present at the point of sale, but instead uses the Internet to conduct the transaction; he/she confirms his/her identity by entering the card date, the CVV/CVC and potentially also a personal password.

Mail-/Phone-Order: The cardholder orders his/her goods and/services by phone, fax or letter and provides his/her card data in the same way.

Card scheme

A card scheme grants licenses to issuers for the issuing of credit and debit cards as well as granting licenses to acquirers for the recruiting of merchants to accept card payments; card schemes include Visa, Mastercard, American Express, Diners Club, JCB and China UnionPay.

Commission fee

The turnover-based commission that a merchant pays to the acquirer Worldline.

Issuer

An organization that is licensed by a card scheme to issue credit and/or debit cards; generally a bank.

Presence business

The cardholder is physically present at the point of sale and confirms his/her identity with his/her signature or by entering his/her personal PIN code.

Your local point of contact can be found at: worldline.com/merchant-services/contacts

