

## SEPA Instant Credit Transfer (Eurozone)

| Event  | Description  | Timings (up to)  |
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| <b>Payment creation deadline</b>                     | Last opportunity for you to create a Payment Order via the GoCardless dashboard or API   | Not relevant as this is a real time scheme   |
| <b>Cancellation of a payment prior to submission</b> | Last opportunity for you or the Customer to cancel either the Payment Scheme Mandate, or a Payment Order made against the Payment Scheme Mandate | <p>Not relevant. Once a payment is initiated successfully it cannot be cancelled with GoCardless.</p> <p>Utilises the same level of security as online banking and is in many ways similar to a bank transfer.</p> <p>A Customer may be able to cancel a payment with their bank, but this is outside GoCardless' control.</p> |

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| <b>Payment submission new Payment Scheme Mandate</b>      | Day on which a Payment Order against a new Payment Scheme Mandate is submitted to the Payment Scheme by GoCardless       | D  |
| <b>Payment submission existing Payment Scheme Mandate</b> | Day on which a Payment Order against an existing Payment Scheme Mandate is submitted to the Payment Scheme by GoCardless | D  |
| <b>Funds taken from the Customer's bank account</b>       | Day on which funds are deducted from the Customer's account and paid via the Payment Scheme by the Customer's bank       | D  |
| <b>Funds received into GoCardless Bank Account</b>        | Day on which funds are paid via the Payment Scheme into the GoCardless Bank Account (a segregated account)               | D (up to 10 seconds following the successful execution of a Payment Order) |

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| <p><b>GoCardless<br/>Fees<br/>transferred to<br/>GoCardless</b></p> | <p>Point in time when Fees become due and payable by you to GoCardless, and are transferred from the GoCardless Bank Account to GoCardless' own business account (this is only applicable where your Fees are payable to GoCardless out of collections, in accordance with the contract in place between GoCardless and the Merchant)</p> | <p>If funds are received before 11:00 GMT on D, Fees shall generally be transferred shortly after 11:00 GMT on D.</p> <p>If funds are received after 11:00 GMT on D, Fees shall generally be transferred shortly after 11:00 GMT on D+1.</p> |
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| <b>Funds sent from GoCardless to you</b>          | <p>Day when GoCardless transfers any funds from the GoCardless Bank Account to your Nominated Account</p> | <p>If funds are received before 10:30 GMT on D, then the funds shall generally be paid out on that same Business Day.</p> <p>If funds are received after 10:30 GMT on D, then the funds shall generally be paid out on the following Business Day. The funds may take an additional 1-3 Business Days to reach the Merchant's Nominated Account.</p> |
| <b>Funds received into your Nominated Account</b> | <p>Day when you should receive funds into your Nominated Account</p>                                      | <p>As above</p>  |

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| <p><b>Authorised Deductions timing (can happen any time from D)</b></p> | <p>Time taken, from when Authorised Deductions become due and payable by you to GoCardless, to make the Authorised Deductions payment from the GoCardless Bank Account to GoCardless' own business account</p> | <p>Within 2 Business Days (any Authorised Deductions that GoCardless is aware of before 11:00 GMT on a Business Day shall generally be transferred on that same Business Day. Any Authorised Deductions that GoCardless is not aware of until after 11:00 GMT on a Business Day shall generally be transferred on the following Business Day).</p> |
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| <p><b>Refund timing<br/>(can happen<br/>any time from<br/>D)</b></p> | <p>Time taken, from when GoCardless receives a refund request, to make a Refund payment from the GoCardless Bank Account to the Customer's bank account</p> | <p>Within 2 Business Days (any refund request that GoCardless is aware of before 11:00 GMT on a Business Day shall generally be transferred on that same Business Day. Any refund request that GoCardless is not aware of until after 11:00 GMT on a Business Day shall generally be transferred on the following Business Day).</p> |
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