

Corporate **NEWS**

in Payments



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IMPROVEMENTS AND NOVELTIES

■ 5 New features in Mobilní banka Business – plus 1 challenge

Our Mobilní banka application won the 1st place in the TOP APP AWARD 2020 competition organized by Byzkids. We plan to repeat our success this year. We are therefore introducing a set of new features, mostly related to account handling and security.

■ Using connected devices

In the past, you had to connect a new device via MojeBanka internet banking or with an assistance of your relationship manager to start using it fully. Now you can do it in this application. All you have to do is take a device set up for active use.

■ Renaming accounts

We are *mobile first*, which means that we put mobile devices at least on par with customary computers. In addition to internet banking, we are introducing another feature in the app: the ability to rename accounts.

■ Changing the card delivery address

The option of setting any address for the delivery of a new card has been added to the app. You can have it sent at your home or business address, for example. The delivery address can be changed in the card details section.

■ Two new features of the security dashboard

We added the security dashboard relatively recently: it lists all the security features that protect your application. At the same time it is designed to help you secure your device even more perfectly. For example, you can set a screen lock. And since we respond flexibly to everything that is happening on the internet, we are coming out with the Google Play Protect function. It protects you from malicious applications you might accidentally download from Google Play. The new security feature will remove malicious apps straight away and alert you to suspicious ones. The second function, Google TalkBack, prevents anyone from misusing the voice assistant in your device. Otherwise such a person might use the assistant and secretly try to read what is on your screen.

■ We support iOS 12 and above

Please update your iOS system. We are discontinuing support for iOS 9.x, 10.x and 11 as of 01 June 2021.

■ Logos in the transaction history – give us your consent

Our clients can see the logo of the merchant to whom they have paid – it is displayed in their payment history and payment details. Please give us your consent so that we can display also your logo to the clients. You can contact your relationship manager who will register your consent. It is a simple step towards making your business a little more visible.

■ Switching an airport lounge service provider brings 4 free admissions per year

Are you looking forward to meeting your business partners again on your travels abroad? While we all wait for those better times, the Gold Corporate Card brings you free lounge access four times a year along with the new DragonPass programme.

As of 01 April 2021, we have switched to a new airport lounge service provider, DragonPass. For Gold Corporate Card holders this means 4 extra free entries into airport lounges per year.

A simple DragonPass mobile application is another advantage. The cardholders will no longer need a plastic

card to enter a lounge – they just need to show a QR code generated directly in the application.

Thanks to the application, the cardholder also has a clear overview of the number of available free entries. In case s/he has already used up all the free entries, s/he can simply buy additional entries directly via the app. The price for lounge access is EUR 26 per person. In addition, the DragonPass programme includes also other benefits, such as discounts at airport shops and restaurants, an airport pickup, and a limousine service. For more information on the DragonPass programme, please visit www.kb.cz/dragonpass.

IMPROVEMENTS AND NOVELTIES

■ Komerční banka and Direct Fidoo help companies optimize cash handling and digitize their business processes

fidoo
by Direct

Digitisation has now, perhaps more than ever before, moved to the top of the agenda of all companies and all sectors of human activity. Digital identity, digital documents exchange, digital sales – and we could continue on an on. These topics and processes are extremely visible on the outside. Yet there are many other corporate processes under the surface that are entirely paper-based and that burden and annoy large numbers of people.

All client segments, from small and medium-sized enterprises to large corporate companies, have to address the billing issue, whether it is travel costs accounting, clearing of advance payments or settling credit card transactions. Such procedures are usually very time-consuming and administratively demanding, as they involve handing over or sending “papers” such as receipts, bills and other accounting documents.

Direct Fidoo has focused on eliminating the paper-based routine from the corporate environment by digitizing it and making it easier for companies to process the accounting documents. As a result, you can easily bill any expense, speed up the approval process, use smart credit cards and/or also a user-friendly cash wallet.

“In the current circumstances of the coronavirus pandemic, the need to digitise and operate remotely has become apparent in almost all areas of our corporate clients’ activities. The demand for cashless payments, whether for hygiene or operational reasons, has also increased when it comes to paying corporate expenses. I am happy to say that this new functionality provides companies a secure and efficient tool for managing their expenses,” says Radka Turková, Manager of Corporate and Municipal Banking of Komerční banka.

A study by Fidoo has proved that:



■ Application as a solution

Fidoo comes with an online application and prepaid payment cards to which money can be loaded on, thus giving every employee a tool to pay with company funds. Thanks to the fact that the cards are automatically linked with the online application, the entire process – from a card payment to the clearing process and transfer to the accounting system – can be digitized.

It relieves the employees of the burden of reporting their travel expenses and filling in journey logs, and the accounting department staff of spending hours over piles of paper receipts, tracking them down and matching them with reports.



With the pandemic and the reduced ability to meet in person, the need in companies for cashless advances, payments and billing has increased even more. This has resulted into greater pressure for efficiency and for the implementation of digital solutions.

Digitization is a way to get rid of the unnecessary costs associated with paperwork. Obviously, digitisation goes hand in hand with financial savings, which the clients can directly calculate on the Fidoo website. It is therefore no wonder that, e.g., according to a survey made by Komerční banka and AMSP, 24% of companies have included digitalisation in their strategic investment plans.

If you are interested in what Fidoo offers and enables, you can watch a short video: [HERE](#), or visit the KB website for more information on what we can offer to our clients due to this cooperation: www.kb.cz/cs/firmy-a-institute/produkty/digitalni-sluzby/fidoo

IMPROVEMENTS AND NOVELTIES

■ Corporate account cards viewing

We have introduced a new feature in the field of corporate card managing, thanks to which individual cardholders can view and handle their cards via their Mobile Bank application starting from this April. The cardholders will not be able to view the account balances or transaction history in their Mobile Bank app, but they can, e.g., lock their card or view

their PIN at any time, which was hitherto allowed to account holders only.

We believe that you employees will be able to handle the cards more easily due to this innovation.

■ We.trade – A safe trading online portal

Since the middle of last year, Komerční banka has been offering its corporate clients the we.trade digital platform designed for secure and transparent trading, which helps eliminate the risk of non-payment or non-delivery of goods.

Within the Czech Republic and Europe, most small and medium-sized companies settle their liabilities and receivables through open account payments. However, these can pose a significant business risk, particularly at present. In such situations, either traditional trade finance instruments can be used, or there are **new electronic products on the we.trade portal available.**

Remarkably enough, all three largest banks in the Czech Republic are involved in we.trade. Thanks to this fact, we.trade can be widely used in domestic trading.

We.trade helps clients address their specific business requirements and gives them greater certainty and comfort in monitoring contract performance and due dates. Such trading is secure and the risk of unreliability of the trading partner or non-payment is eliminated.

More information can be found on the website of Komerční banka: www.kb.cz/en/corporations-and-institutions/products/loans-and-financing/trade-and-export-services/we-trade

If you are interested in we.trade, please contact your relationship manager or the **Trade Sales specialists:** we.trade@kb.cz



In February 2021, a moderated online conference was held on the topic of we.trade with the aim of spreading awareness of the opportunities and new products that we.trade offers to companies.

Representatives of KB, ČS and ČSOB presented the we.trade platform and answered numerous questions from the audience. If you missed the conference and would like to learn more about we.trade, a footage^(*) of the conference can be viewed at: www.wetradekonference.cz

^(*) The presentation (about 30 min.) is followed by questions and answers

TIPS/HINTS/GADGETS

■ Make payments easier for your clients by using QR payments

Clients of Komerční banka made more than 2.3 million QR payments in a volume exceeding CZK 10.1 billion in 2020. The QR payments are on the rise: take advantage of their potential. You can put a QR code with your payment details on your invoice.

■ Use QR codes on your invoices or orders

If you put the prepared QR code on an invoice or order, the clients can easily pay you. They take a picture of the code with their mobile phone or retrieve it from a PDF file or a photo, and the application pre-fills the payment order. Alternatively, the QR code can also be used in KB internet banking. The same convenience can be provided to clients with subscriptions. The QR code can also include data for creating a standing order or authorising a direct debit. The service is free of charge.

As a rule, QR codes can be generated by accounting systems. Start using them to make payments easier for your clients!

■ KB reports 4.5 times more QR payments than in 2018

By December 2020, the volume of payments made in Komerční banka using the QR codes increased threefold



year-on-year, i.e. by CZK 1 billion. The clients made 250,000 QR payments worth nearly CZK 1.5 billion, with strong growth continuing this year. In January 2021, we have already recorded 266 thousand payments.

The number of payments increased 4.5 times last year compared to December 2018, and the volume increased 7.5 times. Our survey has shown that QR payments are very popular with our clients. It is because they cannot make a mistake when filling out the order and they save their time.

■ Withdrawing cash via closed packages

Komerční banka is always looking for ways to increase the comfort and quality of cash services offered to its clients. Some time ago, it introduced a service enabling withdrawals of cash via closed packages. In recent years, this service has been gaining in popularity, especially where clients want to withdraw larger amounts of money, coins, foreign currency or have specific requests (e.g. a withdrawal of banknotes of different values, etc.).

In order to use this service, the client only needs to enter into a contract with Komerční banka. Based on the client's request delivered in a specified manner and by an agreed

deadline, the cash will be prepared, put and secured in an closed package/s, under official supervision, directly at one of Komerční banka's Cash Centers. The client can also choose whether s/he wants to collect the cash at a Cash Centre (there are seven such centers in the Czech Republic), or whether s/he chooses one of nearly 140 branches where cash can be withdrawn. The unquestionable advantage of withdrawing cash via closed packages is the high quality and easy execution of the transaction: the clients save their time as they do not have to count the cash at the cash counter, place it in a briefcase, etc.

TIPS/HINTS/GADGETS

■ Drive-up ATMs – A modern service tool available to KB clients

In mid-summer 2018, KB in cooperation with Benzina decided to expand its ATM fleet by introducing a completely new type of a deposit ATM designed to serve clients at petrol stations – a so-called drive-up ATM. The device soon became popular and, consequently, KB installed more ATMs of this type to expand the already largest network of deposit ATMs in the Czech Republic. The bank's clients can now handle basic cash transactions conveniently from the window of their cars at four locations: in Prague, Brno, Hradec Králové and Ostrava. **In May, the fifth drive-up ATM will be by KB opened for motorist clients in Plzeň.**

Moreover, the current pandemic has also shown the other advantages of the four existing drive-up ATMs operated by Komerční banka – convenience, privacy and, above all, safety. Drive-up ATMs are designed so that the clients can operate them from the window of their car without being in close contact with other people at the ATM. In addition to cash withdrawals, deposits can also be made through the drive-up ATMs, which is especially appreciated by business persons who no longer have to deposit their takings at bank's branches or look for another deposit ATM. **In 2020, a total of CZK 800 million flowed through the drive-up ATMs of Komerční banka, of which CZK 424 million were withdrawals and nearly CZK 450 million deposits.**

Komerční banka's ATM network now totals more than **830 ATMs** across the Czech Republic, of which nearly **460 are deposit ATMs**, making Komerční banka the market leader in the number of deposit ATMs in the Czech Republic – and the number will continue to grow.



Do you seek more information? Do you have an idea for improvement or for what you would like to see here next time? Everything is welcome! Please communicate with us through your relationship manager.

You may also contact us through the KB infoline **+420 800 521 521** or **mojebanka@kb.cz**.