



## Frequently Asked Questions

### Which payments are affected?

VoP is mandatory for euro transfers sent electronically via eligible channels or requested in person at the bank's premises.

VoP is mandatory for euro transfers between payment accounts of banks in the eurozone from 9 October 2025 and of all banks in the EU from 9 July 2027.

### Are there any exemptions from VoP checks?

VoP is a service that banks are required to provide. Exemptions are only possible in the following two cases:

- Business and institutional customers may opt out of VoP for multiple transfers sent by file.
- Paper-based payments, where the customer is not present when the transfer is received.

### Are electronic transfers instructed with a future date also affected?

Yes, when the transfer is entered.

### Is a VoP opt-out possible?

Yes, but the VoP opt-out is reserved for professional and institutional customers and is only possible in the case of multiple transfers sent by file.

### Are there any recommendations for payers (transfer initiators)?

Yes, check that the name of the beneficiary you enter matches the name associated with the beneficiary account.

The authoritative name is the one on the beneficiary account's bank account details (RIB). If there is no RIB, refer to the name indicated next to the IBAN account number on the invoice. If in doubt, ask the beneficiary for the name to be entered.

To avoid transfer alert messages, remember to update the names on your list of registered beneficiaries today!

### What is my risk as a professional issuing invoices?

If you do not provide your customers with the precise and exact name of the account to be credited, you run the risk of payments not reaching you, as the customer may abandon the payment instruction in the event of a discrepancy.

### What is my risk as a professional initiating transfers?

If you initiate transfers, make sure that the name of the beneficiary you enter matches the name on the beneficiary's bank account. Use the name on the bank account details (RIB) for the account. If this is not available, use the name indicated next to the IBAN on the invoice or payment request. If in doubt, ask the beneficiary for the correct name to enter. To avoid transfer alert messages, remember to update your list of registered beneficiaries.

**I am a business or institutional customer, and I want to opt out of the VoP. How do I do this?  
Can I opt in after opting out?**

By default, VoP applies. An opt-out is possible for multiple transfers sent by file. Please contact your advisor to set up the opt-out. You can request to opt in at any time.

**As a private individual, can I opt out of VoP?**

No, EU Regulation 2024/886 is designed to protect consumers and requires banks to carry out mandatory VoP checks for transfers initiated by private individuals.

**I don't know the name of my account. What should I do?**

Check your account's bank details (RIB). The name of the beneficiary to be entered when making the payment must match the name on the beneficiary account's RIB.

**Does VoP guarantee that my payment will reach the correct recipient?**

No, VoP is an information or decision-making tool that checks whether the data entered matches the data held by the beneficiary bank. The system alerts the payer in the event of a discrepancy. The payer must then verify the data entered. They can modify the transfer instruction, which will be subject to VoP again, or assume the risk that a payment will reach the wrong recipient by executing the initial instruction.

**Does VoP also apply to my payments to other countries?**

Yes, VoP is mandatory between banks in the eurozone from 9 October 2025 and between all banks in the EU from 9 July 2027. Potentially, any other non-EU bank located in the SEPA zone (e.g. the United Kingdom or Switzerland) may also offer the VoP service.

**Are standing orders affected by VoP?**

VoP applies to the creation of new standing orders and the modification of existing standing orders. Existing standing orders are not affected unless they are modified.

**Any further questions?**

Your Raiffeisen advisor is here to assist you. You can contact them directly via your R-Net online banking.