

A2A PAYMENTS |



**INVESTEȘTE
ÎN TINE**



ROPAY | NEW PAYMENT SCHEME - ACCOUNT TO ACCOUNT PAYMENTS

ROPAY – P2M, E-COMMERCE, DEEP-LINK & E-COMMERCE, QR CODE PAYMENT SOLUTIONS

RoPay is an innovative alternative payment scheme that facilitates account-to-account (A2A) transfers without relying on traditional card networks.

The solution enables instant payments between bank customers—whether individuals or legal entities/merchants—via mobile banking applications. Payments are processed and settled within a maximum of 10 seconds, ensuring swift and seamless transactions.

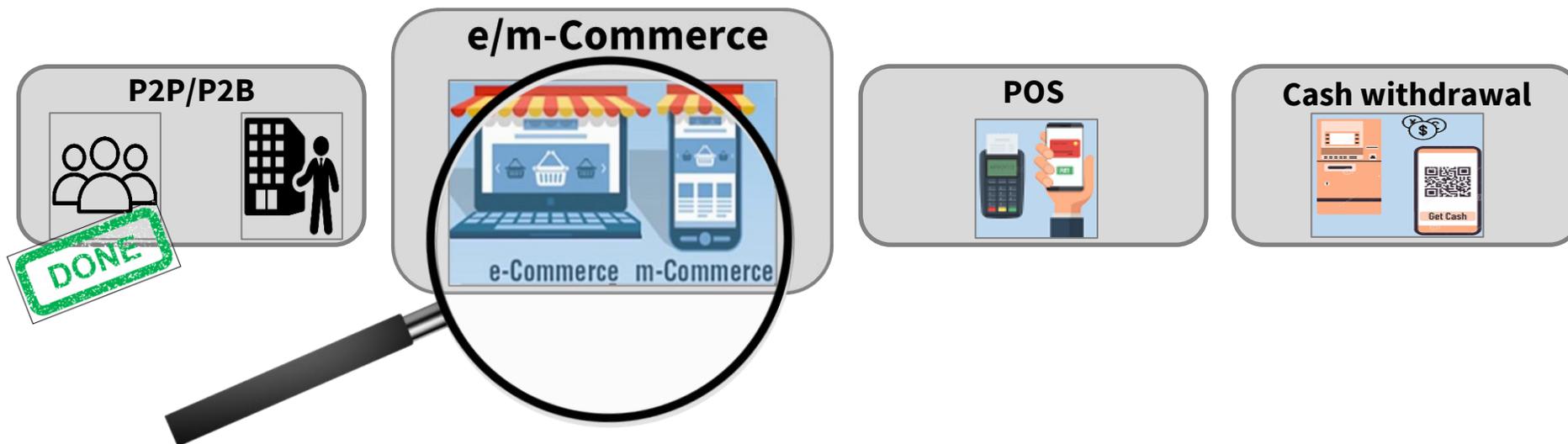
Before utilizing RoPay for e-commerce, Deep Link, or QR code payments, merchants must implement a specific integration with their chosen payment processor. Concurrently, the bank must also be integrated with the same processor to enable full functionality.

KEY ADVANTAGES OF ROPAY

- Simplified process for sending and requesting payments
- Instantaneous account-to-account transfers, processed and settled 24/7/365
- Real-time online control and visibility of funds, including at the beneficiary level
- Access to daily transaction reports via BRD@ffice and Multix applications
- Reduced operational risks and enhanced fraud prevention
- Streamlined merchant enrollment within the RoPay ecosystem
- Elimination of dependency on international card schemes, avoiding associated fees and pressures
- Accelerated reconciliation process for improved operational efficiency

ROPAY | ROMANIAN PAYMENT VISION

RoPay is an account-to-account (A2A) payment scheme developed by Transfond in collaboration with Romanian banks, operating under the supervision of the National Bank of Romania (BNR) and the Romanian Banking Association (ARB). It provides customers with innovative payment services that address a wide range of use cases:



BRD currently supports all merchant e-Commerce and m-Commerce use cases

ROPAY | BRD – E-COMMERCE IMPLEMENTED USE CASES

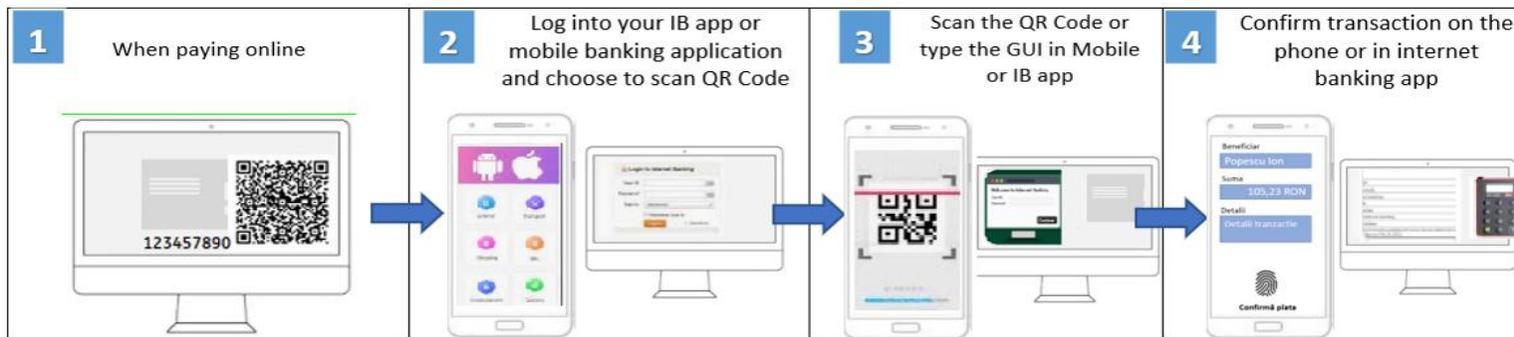
P2M (PERSON TO MERCHANT), M-COMMERCE & E-COMMERCE PAYMENT SCENARIOS

▪ DEEP - LINK - THE PAYER ACCESSES A PAYMENT LINK (M - COMMERCE)

Mihai accesses an e-commerce website on his mobile device, adds the products to his cart, selects RoPay as payment method and the bank from which he is going to pay. The online store generates a deep-link which (when it's tapped) automatically opens Mihai's mobile banking application, allowing him to authenticate himself and authorize the payment seamlessly.

▪ E-COMMERCE - STANDARD INTERACTION - PAYER SCANS QR CODE (E - COMMERCE)

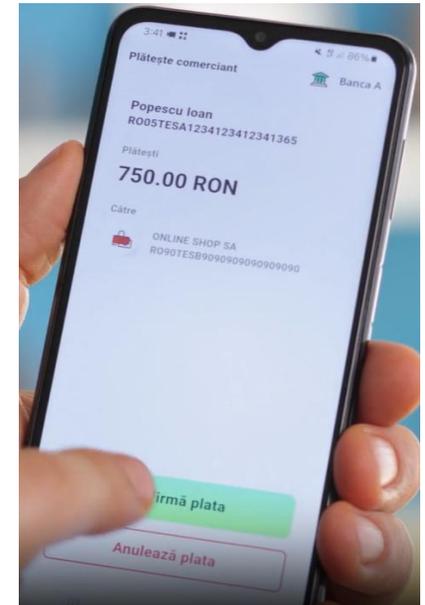
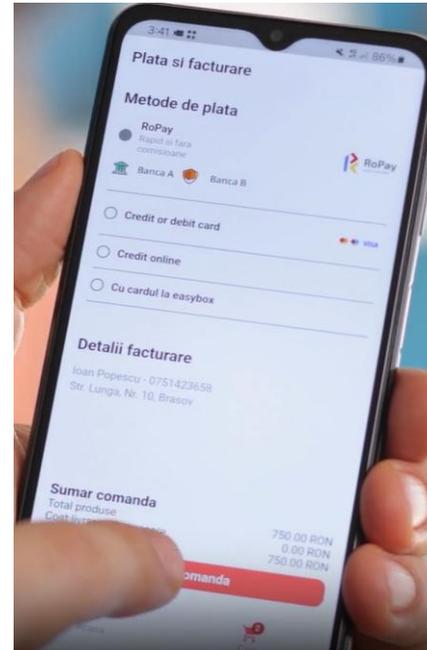
Mihai accesses an e-commerce website using his laptop or tablet, adds the products to his cart and chooses to pay them by using RoPay QR code method. The online shop generates a QR code, Mihai authenticates himself within his mobile application, **scans the QR Code (STRICTLY) from his mobile banking application** (and NOT by using his phone's camera!) and completes the payment by authorizing it within his mobile banking application.



ROPAY | M-COMMERCE, DEEP-LINK USE CASE

The M-commerce Deep - Link scenario is a RoPay e-commerce use case designed for a single-device experience, where the customer (Payer) uses his mobile device to complete the payment process:

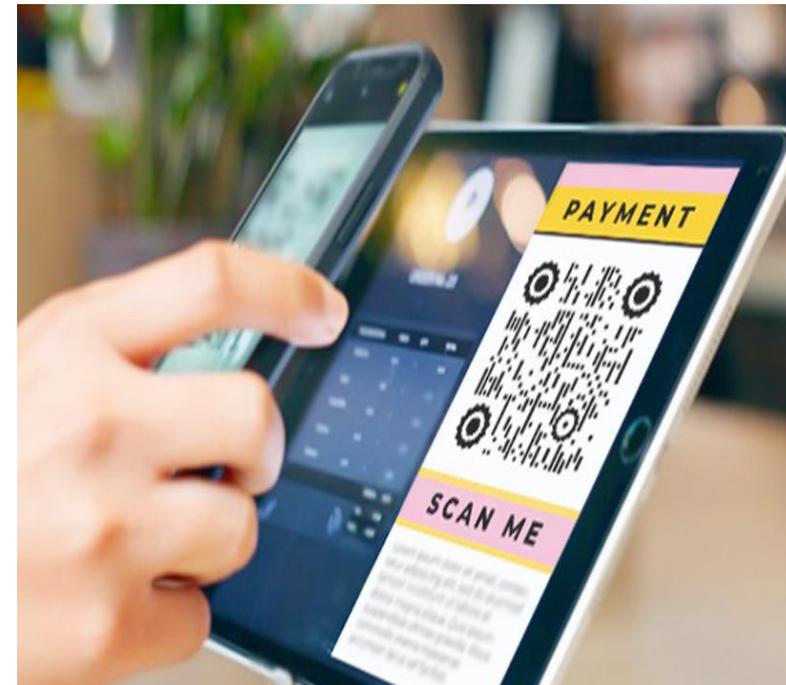
- The customer browses the Merchant's online store on his mobile device
- The customer initiates the order checkout process
- The customer selects RoPay as the payment method and the bank from where he is going to pay
- The Merchant displays a deep-link which (when it's tapped) redirects the customer to his mobile banking application and automatically opens it
- The customer authenticates himself within his mobile banking application and authorizes the payment (all the payment details are prefilled automatically)
- The Merchant is accordingly notified (via Processor) of the RoPay status transaction
- The Merchant delivers the goods and services only after getting of the successful payment confirmation



ROPAY | E-COMMERCE, QR CODE USE CASE

The E-commerce QR code scenario is a RoPay use case designed for a two-device experience, where the customer (Payer) uses a laptop or tablet for browsing on Merchant's online shop and also, his mobile device to complete the payment process:

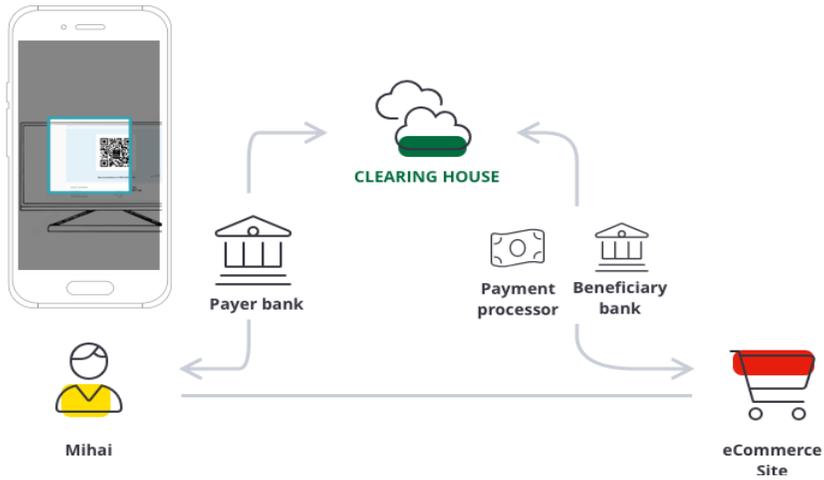
- The customer browses the merchant's online store on a laptop or tablet (**first device**)
- The customer initiates the order checkout process
- The customer selects RoPay QR Code as the payment method
- The customer opens and authenticates himself within his mobile banking application (mobile phone being the **second device**, which will be used to complete the payment)
- The customer scans (strictly from his mobile banking application) the QR Code displayed by the Merchant and authorizes the payment (all payment details automatically prefilled)
- The Merchant is accordingly notified (via Processor) of the RoPay status transaction
- The Merchant delivers the goods and services only after getting of the successful payment confirmation



P2M | PERSON TO MERCHANT

RoPay , e-commerce, deep - link based on automatic redirect to mobile banking app

VIDEO DEMO - m-commerce, Deep Link - one device



MANAGEMENT OF COMMERCIAL DISPUTES AND FRAUD

- The handling of commercial disputes and fraud cases follows procedures aligned with those established for other payment methods. The process is initiated by the Payer through their bank, while corrections or refunds are processed by the Beneficiary Bank (the Merchant's bank).



The Payer submits the dispute to their Paying Bank



The Paying Bank initiates the dispute or chargeback with the Beneficiary Bank



The Beneficiary Bank reviews the dispute request and forwards it to the Merchant for evidence and explanations



If the dispute/chargeback is accepted

The Merchant sends the Refund request to the Bank (through the Processor which is integrated with), their account being debited for the disputed amount and The Payer's account credited accordingly

If the dispute/chargeback is rejected

The Merchant provides supporting evidence to substantiate their position

The dispute resolution process consists of three key stages:

- Chargeback Initiation
- Chargeback Refusal (if the claim is rejected)
- Arbitration (initiated by the Payer's bank and conducted by representatives from Transfond)

Disputes may be initiated for the following reasons:

- Commercial issues
- Technical processing errors
- Suspicion of fraud

DISPUTES – GENERAL PRINCIPLES

- Merchants have the possibility to reverse payments—either partially or in full—for RoPay transactions (e.g., returned merchandise) within the P2M, M-commerce (Deep-Link), and e-commerce (QR code) use cases.
- A dispute within the RoPay dispute management framework can only be initiated if prior conciliation between the Payer and the Merchant has failed. This prior conciliation requirement does not apply in cases involving suspected fraud.
- Upon review of the dispute, the Beneficiary Bank will take one of the following actions:
 - If the Payer’s claim is **deemed justified**, the Beneficiary Bank will refund the disputed amount to the Payer.
 - If evidence supports the Merchant’s position, **the Beneficiary Bank will reject the dispute request from the Payer’s Bank** and provide all supporting documentation collected from the Merchant.
- Should the Payer’s Bank consider the rejection unjustified, it may escalate the dispute to the co-administrator of the RoPay scheme, Transfond, for **an impartial review**.
- Throughout the dispute resolution process, financial liability for the disputed transaction rests with the party unable to demonstrate compliance with the RoPay transaction execution conditions within the established deadlines.

TERMS REGARDING DISPUTES / CHARGEBACK

Dispute initiation	Dispute acceptance/rejection	Transfond Analysis and Resolution
Disputes must be initiated within 60 days from the transaction date, delivery date, goods return date, or service cancellation date, but no later than 120 days from the transaction processing date.	The Beneficiary Bank has 30 days from the date of dispute initiation to accept or reject the dispute.	If escalated, Transfond will analyze and resolve the dispute within 15 days from the receipt of the rejection notice.

If the Dispute is Accepted:

The Payer's Bank must immediately credit the Payer's account with the recovered amount from the Beneficiary Bank.

The Beneficiary Bank must process the necessary corrections within a maximum of 5 days from dispute acceptance, resulting in a total maximum of 35 days from the original refund request date.

If the Dispute is Rejected:

The Payer's Bank has 15 days from the receipt of the dispute rejection to submit an Analysis and Resolution request to Transfond for impartial review.

REFUNDS

- RoPay includes a refund feature applicable to all P2B (Person-to-Business) and P2M (Person-to-Merchant) use cases, enabling businesses to initiate a reverse payment for either part or the full amount of the original RoPay transaction, such as in cases of returned merchandise.
- Refunds will be offered free of charge to both merchants and payers for a period of 30 days following the initial payment.

**INVESTEȘTE
ÎN TINE**



BRD

GRUPE SOCIETE GENERALE