

Dynamic Currency Conversion on POS-terminals (DCC – Dynamic Currency Conversion)

A predictable payment solution for foreign customers

Dynamic Currency Conversion (DCC) allows foreign customers to decide whether they want to pay **in HUF or in the original currency of their bank card**. Upon selecting DCC, the **amount converted at the exchange rate specified by OTP Bank will be debited from the customer's account**.

The DCC service is available for **VISA and Mastercard** cards.

Why do customers benefit from Dynamic Currency Conversion (DCC)?



Transparent

The customer can see immediately **the amount to be debited from their account in their own currency**. This amount is shown **on the terminal display and on the receipt**.



Predictable

On the receipt, the customer can see the amount in HUF, the exchange rate and **the amount of the purchase in their own currency (EUR, USD)**. There is no additional cost for the service.



Optional

The customer decides whether to pay the amount of the purchase in HUF or in their own currency.

Why is DCC beneficial for merchants?



Improves customer experience

It provides foreign customers with a convenient and transparent payment option.



Increases revenue

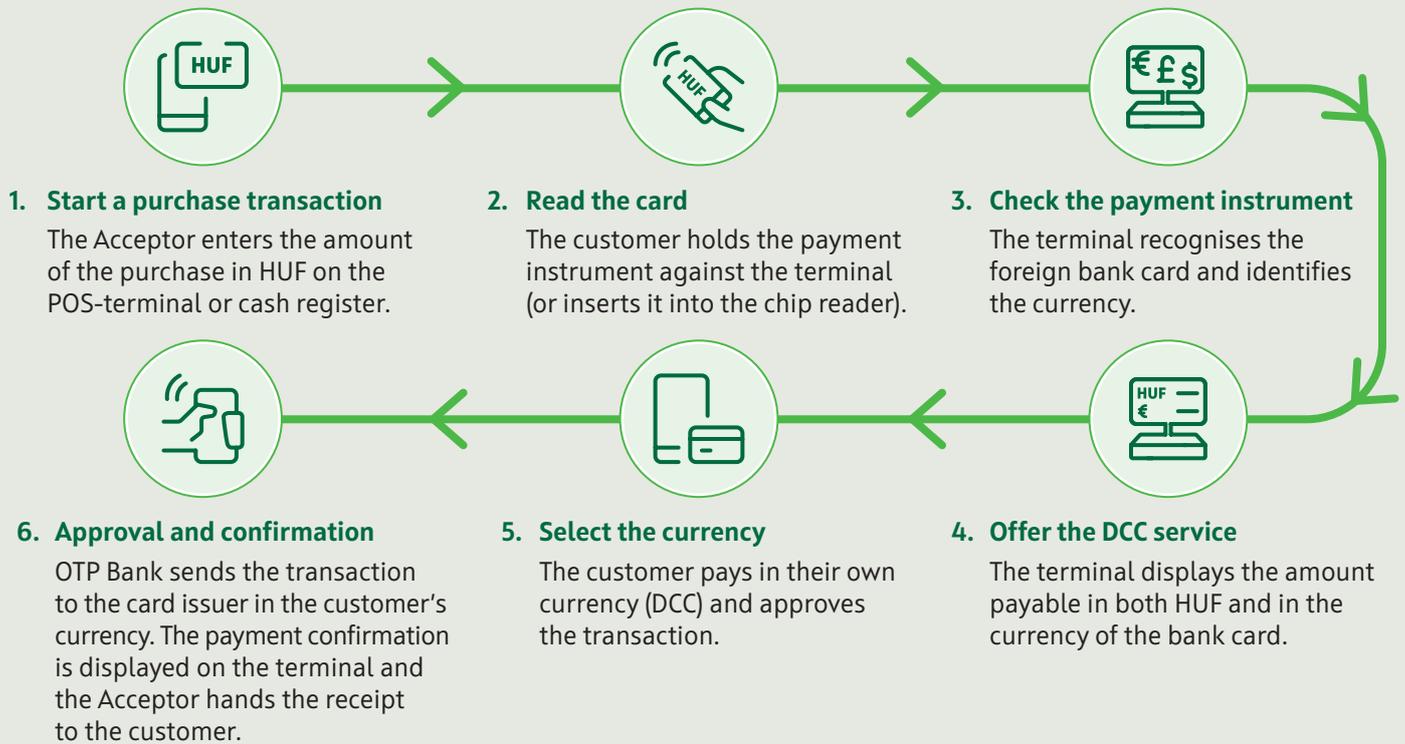
The merchant **receives a refund on DCC transactions** at the rate set out in their contract, reducing the commission payable.



Simple

The HUF **POS-terminal automatically detects the currency of the bank card and offers the DCC option** if the currency of the customer's bank card allows it.

How does it work?



What should you always pay attention to?

If the terminal offers the DCC, the customer **must always be informed of the possibility** to use the service and of the customer's **rights** with regard to the service:

- **DCC is an optional service, it is not compulsory to use it.** If the customer does not make use of this option, the transaction is settled in HUF.
- **It is always the customer's choice** whether to settle the purchase in HUF or using DCC. The customer **cannot be influenced** in any way **in their decision and it is forbidden to select** the DCC on the POS-terminal **for them**.
- **The customer has the right to withdraw from the DCC service at any time during or following the transaction.** In this case, they may request cancellation or crediting of the purchase.
- The DCC does not affect the customer's right to claim a refund under the rules prescribed by the card companies.
- For dynamic currency exchange, the POS-terminal prints a receipt in all cases. **The cardholder's copy of the receipt (copy 2) must be given to the customer** because it contains important information for them.
- **The goods return transaction is always made in the currency of the original purchase transaction.** If you, as the merchant accepting the card, are unable to determine whether the purchase was made in HUF or using the DCC service, the goods return transaction must be settled in HUF.

The **amount of the DCC transaction will be credited** to your payment account in **HUF, minus the merchant commission**. DCC transactions are indicated by the letter 'D' in the Itemised Settlement List.