

ČSOB CEB SERVICE SETTINGS MANUAL

This manual provides a practical and structured guide to the setup and administration of the ČSOB CEB service. It explains individual procedures, available permission options, and methods of authorizing changes depending on the user's role. The setup of the service is available for the users possessing role Acting under the law/statutory body, Authorization for legal acts or Authorization for service administration (as defined in the contractual documentation or Terms and Conditions of the CEB service). Individual chapters clearly define which role may perform each setting, whether it is carried out in the Settings section or in the Virtual Branch, and how the change is subsequently authorized.

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GLOSSARY

Term	Description
ČSOB CEB service	service-banking for business clients enabling comprehensive management of accounts, products, and users, including electronic signing of documents, integration with accounting systems, secure online access and much more.
Virtual Branch (VB)	Online environment for contracting or modifying banking products and services, digitally signing documents, and submitting them to the bank without the need to visit it physically.
User role in CEB	Defines user permissions, and the ability to authorize changes and perform legal acts. User roles (Authorizations) are defined in the ČSOB CEB service agreement and its annexes.
Acting by Law/ Statutory body (Statutory)	A person authorized to act on behalf of the client by law, in accordance with the Statutes of each company (usually available in Commercial register or similar. This role represents the highest level of authority, allowing the user to independently or jointly (depending on the method of representation) conclude and amend agreements, grant or revoke authorization for legal acts to other users, and optionally also hold the role of Service Administrator.
Authorized Person	A person authorized to act on behalf of the client based on authorization granted by the Statutory body, within a scope defined in the ČSOB CEB agreement or its annex Authorization for legal acts. The user may sign documents and submit requests only within the granted authorization and cannot grant further authorizations or assign the role of Service Administrator.
Service Administration (Administrator)	A person authorized to administer the ČSOB CEB service, in particular to manage users, accounts, signing classes, limits, authorization rules. This role does not include authorization for legal acts within the Virtual Branch unless explicitly assigned.
Service settings	Section of the ČSOB CEB service dedicated to managing the agreement, users, accounts, limits, signing classes, authorization rules, and other service parameters.
Change authorization	The process of confirming implemented changes, either in Service Administration or within the Virtual Branch.
Signing class	A setting within the payment part of the ČSOB CEB service defining the scope of a user's signing rights to authorise payment transactions.

**CEB Info
(notifications)**

Automated notification service providing information on payment processing, configuration changes, account events, or the status of requests within the Virtual Branch, delivered via CEB Mobile (push messages), SMS, or e mail according to the configuration.

1 HOW DO I FIND OUT MY ROLE IN THE ČSOB CEB SERVICE

- The method of service administration, the scope of user permissions, and the authorization of changes depend on the role in the ČSOB CEB service.
- Before configuring CEB, we recommend verifying which CEB role you hold in the User roles section. You can find it as follows:

Menu CEB → Settings → My permissions → User roles

User Permission	CEB Role
Acting by Law / Statutory Body	Acting by Law (Statutory)
Authorization for Legal Acts	Authorized Person
Service Management authorization	Service Administrator (Administrator)

2 OVERVIEW OF ROLES BY PERMISSIONS, ADMINISTRATION, AND CHANGE AUTHORIZATION

Role	Permissions	Administration path	Change authorization
Acting by Law (Statutory)	Highest level of rights – may perform setup of other users to the maximum extent	CEB Menu › Virtual Branch (VB)	Authorization in the VB – according to statutory signing method
Authorized Person	Limited scope of permissions in user settings see table Overview of CEB settings options	CEB Menu › Virtual Branch (VB)	Authorization in the VB – according to signing method set by the Statutory
Service Administration (Administrator)	Limited scope of permissions in user settings see table Overview of CEB settings options	CEB Menu › Settings › Service Management	Authorization in Settings (not in the VB) – according to the signing method agreed in the CEB agreement (individual/jointly)

COMBINATION OF ROLES

Role	Permissions	Administration path	Change authorization
Acting by Law (Statutory) + Service Administrator	Scope of rights depends on the selected administration path (as Service Administrator, permissions are limited)	A) Settings › Service Management B) Virtual Branch – role selection upon entry the VB (see below)	A) Authorization in Settings B) Authorization in the VB as Statutory
Authorized Person + Service Administrator	Same scope of rights	A) Settings › Service Management B) Virtual Branch – role selection upon entry the VB (see below)	A) Authorization in Settings B) Authorization in the VB

When roles are combined and administration is entered via the Virtual Branch, the user can select the role under which the settings will be performed. This selection also determines the scope of permissions available.

2.1 The path and method of role selection in case of combinations

Role	Role selection when entering the Setting up CSOB CEB service in Virtual Branch request.
Acting by Law (Statutory) + Service Administrator If a user with the Statutory role selects the Service Administrator (Administrator) role, then the user has a limited scope of authorization to make changes.	User Permissions In the CEB Service, you can continue either as a Service Administrator and make authorized changes independently. or act as a Legal Representative / Statutory Body and approve actions in accordance with Virtual Branch processes. Which role would you like to continue in? Service Administrator Legal Representative / Statutory Body

Authorized Person + Service Administrator (Administrator)

Selecting a role in the VB: Service Administrator or Authorized Person.

User Permissions

In the CEB service, you can continue either as a Service Administrator and make authorized changes independently, or act as a Legal Representative and approve actions in accordance with Virtual Branch processes.

Which role would you like to continue in?

Service Administrator

Authorised Person

3 PROCEDURE FOR SETTING UP THE ČSOB CEB SERVICE FOR A NEW USER

Proceed according to your role in the ČSOB CEB service:

	Acting by Law (Statutory) + Authorized Person	Service Administrator (Administrator)
1	In the CEB menu, select Virtual Branch (VP) › New request .	In the CEB menu, select Settings , then Service Administration , and subsequently Users and accounts .
2	In the Virtual Branch, you can either use the quick option ČSOB CEB service settings or proceed via Other › ČSOB CEB service settings › Set up yourself .	
3	For user setup, select the role Acting under the law or Authorization for legal acts .	
4	In Management of agreement, switch to the Users tab .	In Management of agreement, switch to the Users tab .
5	Select Add new user and enter the user's details, including the Identification number of the new user from their ČSOB Identity Agreement or from the ČSOB Smart application.	Select Add new user and enter the user's details, including the Identification number of the new user from their ČSOB Identity Agreement.
6	In User settings , assign individual permissions to the user according to Overview of available CEB service configuration options (see Chapter 5), including permissions for the Virtual Branch in line with Authorization for legal acts within the Virtual Branch (see Chapter 6).	In User settings , assign individual permissions to the user according to Overview of available CEB service configuration options (see Chapter 5).
7	Confirm the user setup by selecting Save request for change .	Confirm the user setup by selecting Save request for change .
8	Select Confirm changes .	After saving the request, you are returned to Management of agreement, where the saved change must be authorized by selecting Confirm changes .
9	In the Authorization of changes step, documents reflecting the user setup changes are prepared for signing. After verification, authorize them using Sign button , either with a certificate or via the Smart Key application.	In the Authorization step, updated documents reflecting the user setup changes are prepared for signing. Select Authorize and, after verification, Sign the documents using your certificate or the Smart Key application.
10	After signing, select Save and send to bank .	After authorization, the user setup is immediately ready for use.

4 PROCEDURE FOR DELETING/BLOCKING/EDITING A USER IN THE ČSOB CEB SERVICE

	Acting under the law (Statutory) + Authorized Person	Service administration (Administrator)
1	In the CEB menu, select Virtual Branch (VB) › New request .	In the CEB menu, select Settings , then Service Administration , and subsequently Users and accounts .
2	In the VB select ČSOB CEB service settings , or proceed via Other › ČSOB CEB service settings › Set up yourself .	
3	Select the role Acting under the Law / Authorization for legal acts.	
4	In Management of agreement, switch to the Users tab .	In Management of agreement, switch to the Users tab .

5 Available actions for the selected user: ● Delete* – the user is deleted immediately upon confirmation. ● Block – the user is blocked immediately upon confirmation. ● Edit – user settings can be modified according to the scope of your role and you continue with the next step. <i>* The Authorized Person role may delete a user who has only payment permissions, limited payment permissions, or view-only account permissions.</i>	Available actions for the selected user: ● Delete* – the user is deleted immediately upon confirmation. ● Block – the user is blocked immediately upon confirmation. ● Edit – user settings can be modified according to the scope of your role and you continue with the next step. <i>* The Service Administrator role may delete a user under the same conditions. Subsequent steps and authorization follow the same process as user setup.</i>
6 Confirm the user changes by selecting Save request for change .	Confirm the new user settings by selecting Save request for change .
7 Select Confirm changes .	After saving the request, return to Management of agreement, where the saved change must be authorized by selecting Confirm changes .
8 In the Authorization step, documentation reflecting the user changes is prepared for signing. After verification, authorize it using Sign , either with a certificate or via the Smart Key application.	In the Authorization step, updated documentation reflecting the user changes is prepared for signing. Select Authorize and, after verification, Sign the documents using your certificate or the Smart Key application.
9 After signing, select Save and send to bank .	After authorization, the user setup is immediately ready for use.

5 OVERVIEW OF ČSOB CEB SERVICE SETTINGS OPTIONS

CEB service settings Service administration /Agreement management	Acting under the law (Statutory)	Service administration (Administrator) Authorized Person
Agreement		
Fee account settings for CEB agreement	✓	✓
Service settings (CEB Plus only):		
● Four-eyes check	✓	✓
● Possibility to change batches	✓	✓
● Enable/disable SMS notifications (CEB Info)	✓	✓
● Change Business Connector settings	✓	✓
Edit Signature classes (CEB Plus only)	✓	✓
Change CEB login method Change CEB authorization method Change agreement name	To apply these changes, it is necessary to request the bank as follows: in the VB select Other › ČSOB CEB service settings › Request the bank .	✗
Accounts		
Add/remove accounts	✓	✓
Account settings for selected account	✓	✓
● Edit and set Account limit	✓	✓
● Edit and set Authorization rules	✓	✓
● Change Cards management	✓	✓
Users		
Add user	✓	✓
Payment access and authorization	✓	✓
● Set scope of Payments authorizations	✓	✓
● Set Signature classes for user	✓	✓
● Set User limit (CEB Plus only)	✓	✓
User authorization		
● Enable access to the CEB service via mobile app	✓	✓

● Authorization for service administration (Administrator)	✓	✗
● Authorization to view credit limits	✓	✗
● Authorization to conclude/confirm FM trades	✓	✗
● Authorization to securities account statements	✓	✗
● Authorization to Custody services/view Custody accounts/corporate actions	✓	✗
● Authorization for legal acts (for the Virtual Branch)	✓	✗
Block user	✓	✓
Delete user	✓	Under certain conditions*
Add accounts for user	✓	✓
ČSOB CEB service settings Account groups		
Create Account groups (CEB Plus only)	✓	✓

* The user can be deleted if they have only full-payment authorization, limited payment authorization, or read only access.

6 SETUP OF AUTHORIZATION FOR LEGAL ACTS WITHIN THE VIRTUAL BRANCH

Authorization for legal acts within the Virtual Branch can be configured only by a user with the role Acting under the law (Statutory body).

Authorization setup manual:

1	In the CEB menu select Virtual Branch (VB), than New Request . ● Use quick access and continue to the ČSOB CEB service setting. ● Alternatively, go to the Other tab, select the tile ČSOB CEB service settings, and choose Set up yourself.
2	In the menu, go to the Users section and select Edit for the selected user to enter User Settings .
3	In the User Permissions section, select the Legal Act Authorization option. ● If there is a newer version of authorization for particular area, we recommend to up-date it.
4	In the following section, the Scope of user's legal acts settings is displayed, which opens the list of categories that can be assigned to the user.
5	Select the required category of legal acts and choose Assign to open the category settings.
6	Within the category settings, select the signing method (single / joint) and set the validity of the authorization.
7	Confirm the selection using the Save button.

6.1 Basic overview of user roles and permissions in the Virtual Branch

	Authorization for the Virtual Branch	Scope of permissions in Virtual Branch
Statutory	Highest level of authorization without any limitation of scope	● May create any request. ● Can view all requests within the agreement. ● Signs documents related to all requests. ● Has access to the Document archive for all documents.
Authorized Person	According to the selected product area (see Chapter 6.2 Scope of legal acts in the Virtual Branch)	● May create any request. ● Can view all requests within their product area. ● Signs documents related to requests within their area. ● Has access to the Document archive for documents within their area.
Authorization for legal acts (Management of documents)	● Document management ● Can be combined with another product area	● May create any request. ● Can view all requests within the agreement. ● Does not sign documents. ● Has access to the Document archive for all documents.

If no scope of legal acts is defined for a user with the role Authorization for legal acts, the user will have access to the Virtual Branch with no way to perform legal acts towards the bank.

6.2 Scope of legal acts in the Virtual Branch

Detailed description of authorization is available via the (i) icon for each category in the Virtual Branch.

Category	Brief description of authorization
Credits and collaterals – agreements	Authorization to conclude, amend, and terminate agreements related to loans, guarantees, letters of credit, documentary collections, and collateral (excluding real estate).
Credits and collaterals – requests	Authorization to submit requests related to drawdowns, limit adjustments, guarantees, letters of credit, and documentary collections.
Credits and collaterals – documentation	Authorization to submit documents and lists related to credit collateral and other credit documentation.
Accounts, e-banking – agreements	Authorization to conclude, amend, and terminate agreements related to accounts and electronic banking, including management of account powers of attorney and ČSOB CEB service settings.
Term deposits	Authorization to conclude, amend, and terminate fixed-term deposits, including transfers between accounts and deposits.
Accounts, e-banking – other	Authorization to submit requests related to account statements, archived documents, and other non-contractual account and e-banking changes.
Payment services – agreements	Authorization to conclude, amend, and terminate agreements related to payment services (cash).
Payment services – other	Authorization to submit requests for cash withdrawals, including FlexiCash Plus and secured cash withdrawals.
Payment cards	Authorization to conclude and amend agreements related to the issuance of payment cards.
Payment cards – other	Authorization to manage agreements related to the ČSOB KontrolKa service.
Acceptance of payment cards	Authorization to conclude, amend, and terminate agreements related to payment terminals and payment gateways.
Change of client data, confirmations	Authorization to submit requests for changes to client data and requests for bank confirmations.
Securities – Custody	Authorization to submit Custody instructions and requests related to securities custody.
Financial markets	Authorization to conclude and amend agreements related to financial market trading and to manage authorized traders.
Management of documents	Authorization to view documentation available within the ČSOB CEB service (both document archive and active requests).
ČSOB Leasing	Authorization to view ČSOB Leasing products and services.
ČSOB Pojišťovna	Authorization to view ČSOB Insurance products and services.

7 CEB INFO SETUP

You do not need to be online to stay informed. Simply set up automatic notifications for selected events in CEB via the **Settings** menu under **CEB Info**. Notifications can be received, for example, after transaction posting, for selected overviews such as balances, statements, exchange rates, or regarding completed requests in the Virtual Branch.



#HowTo

Need help setting up or using the ČSOB CEB service? On the #HowTo page you will find additional clear online guides, procedures, and useful tips for everyday work. More information is available on our website www.csob.cz/jaknatopfirmu or via the QR code.