This is how it works

A brief guide to international payments using a UBS Multimat

Insert your UBS Customer Card or UBS Debit Card (V PAY/Maestro), enter your PIN discretely and confirm by pressing “OK”. Choose the **Enter payment/standing order** function in the menu.

1. If you’ve made payments to the beneficiary before, their name will be listed together with their relevant account details.
2. To enter the payment, click on the beneficiary’s line in the list.
3. If the beneficiary is not shown on the list, enter the foreign IBAN in this field. Select **New payment** to confirm. This will automatically take you to the correct payment template.

   Complete the empty fields by typing in the input field. A keyboard will appear so that you can enter text. You can hide the keyboard again with “X” or “Close”.

   You can use your finger to move up and down on the screen.
4. **Debit**
   You can change the account to be debited as required.
5. **Beneficiary**
   Where possible, these fields are completed automatically by reference to the IBAN already entered. Missing details need to be entered manually.

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**Please turn over →**
Payment details
• Amount and currency
If the chosen currency is not the local currency of the beneficiary’s bank, you can choose from the following options:
  – Debit the payment in the chosen currency and credit the beneficiary in their local currency
  – Make the payment in the chosen currency
• Reason for payment (optional)
• Single payment (one-off payment) or standing order (recurring payment)
• Execution date
• Payment reference (for SEPA payment orders only – unique payment identification between you and the beneficiary)

Costs and instructions
The “Automatic” standard option will ensure optimal execution of your payment order. You can get more information via the Help button.

Booking
If necessary, you can make changes here and order a debit advice (this may be subject to a fee).

Press the Next button to continue to the verification page.

The top bar shows you the type of order (SEPA, Extra or International) and the costs of your payment order. You’ll also see suggestions for optimized, more cost-effective alternatives. You can find a detailed description of the various options via the Help button.

Pressing Cancel will delete the order. You can make corrections by pressing Previous. The order will be completed if you select Submit.

A confirmation screen will appear once the order has been submitted. You can also print out the information.

Select Pending payments from the menu to modify, delete, or print out payments that have been entered but not yet executed.

If you get stuck, press the Help button for answers to your questions. You can call our Multimat helpline if you need more information.