

Pursuant to Article 73, paragraph 1, item 5 of the Law on Banks (“Official Gazette of the Republic of Serbia”, Nos. 107/2005, 91/2010, 14/2015 and 19/2025), in accordance with the provisions of the Law on Payment Services (“Official Gazette of the Republic of Serbia”, Nos. 139/2014, 44/2018 and 64/2024), as well as Article 36 of the Statute of ADRIATIC BANK A.D. BELGRADE (hereinafter: the Bank), the Management Board of the Bank hereby adopts:

GENERAL TERMS AND CONDITIONS FOR THE PROVISION OF PAYMENT SERVICES TO NATURAL PERSONS AND ENTREPRENEURS

I. INTRODUCTORY PROVISIONS

Basic Information about the Bank:

Business name: ADRIATIC BANK A.D. BELGRADE

Registered seat: Municipality: Belgrade – Palilula, Dalmatinska Street No. 22, 11000
Belgrade

Tax Identification Number (PIB): 100003148

Company Registration Number (MB): 07534183

Account number with the National Bank of Serbia: 908-14501-28

Bank’s website: www.adriaticbank.rs

E-mail addresses: client.service@adriaticbank.rs; office@adriaticbank.rs

Contact center: +381 11 33 06 300

The operating license was issued by the National Bank of Yugoslavia by Decision No. 269 dated November 12, 1990.

Supervision and oversight of the Bank’s operations, as well as supervision of the Bank’s activities related to the provision of payment services in the Republic of Serbia, are performed by the National Bank of Serbia (hereinafter: NBS), with its registered seat in Belgrade, at 12 Kralja Petra Street and 17 Nemanjina Street, in accordance with the laws and regulations governing banking operations.

The Bank, as a payment service provider, by means of these General Terms and Conditions for the Provision of Payment Services to Natural Persons and Entrepreneurs (hereinafter: the General Terms), in accordance with the Law on Payment Services (hereinafter: the Law), provides information to clients regarding the use of payment services and regulates the mutual rights and obligations of the Bank and natural persons and entrepreneurs (hereinafter: the Client), in connection with the provision of payment services in accordance with the Law, which include in particular:

- Types of payment services and conditions for their use
- Information on communication methods and means
- Opening, maintenance, and closure of payment accounts
- Rights and obligations of the Bank and the Client as the account holder / Client
- Execution of payment transactions, time of receipt, and deadlines for the execution of payment orders,
- Information and data on fees, interest rates, and currency exchange rates
- Notifications and other protective measures related to the execution of payment transactions,
- Conditions and procedures for amendments, supplements, termination, and cessation of the framework agreement,
- Information regarding international payment transactions and transactions in third-country currencies
- Switching of payment accounts
- Payment account with basic services

- Protection of the rights and interests of the Client
- Other matters of importance for the Bank's operations in accordance with the Law on Payment Services.

The General Terms and Conditions shall be deemed an integral part of the individual Agreement on the opening and maintenance of a dinar account, the Agreement on the opening and maintenance of a foreign currency account, the Agreement on the issuance and use of a payment card, other payment service agreements with ongoing performance, as well as other accounts regardless of their designation, which, in accordance with the provisions of the Law, are defined as payment accounts, and together with the following documents:

- the Bank's Fee Schedule for Payment Services (hereinafter: **the Fee Schedule**)
- the Execution Schedule
- individual General Terms and Conditions for specific Bank services/products, whether forming an integral part of a specific agreement or made available to Clients on the Bank's website and/or in the Bank's premises accessible to payment service users,

which are agreed upon by the Bank and the Client, constitute the Framework Agreement on Payment Services (hereinafter: the Framework Agreement), as a single whole within the meaning of the Law, and are considered concluded for an indefinite period.

The Client is deemed to have concluded the Framework Agreement by signing the Agreement on the opening and maintenance of a payment account with the Bank, which contains a provision on the acceptance and application of these General Terms and Conditions, which form an integral part thereof. These General Terms and Conditions shall apply from the date of signing the Account Opening and Maintenance Agreement, unless otherwise specified in the Agreement itself. The effective date of the General Terms and Conditions shall be the same as the effective date of the Agreement.

When opening a payment account and/or concluding any payment service agreement, the Bank shall, together with the information contained in these General Terms and Conditions, also provide the Client with other Bank acts regulating specific payment services requested or agreed upon by the Client with the Bank (for example: General Terms and Conditions for specific services/products, General Terms and Conditions of Business with Natural Persons and Entrepreneurs, Execution Schedule, etc.).

The Bank shall make the General Terms and Conditions, the List of Representative Services linked to the payment account, the Overview of Services and Fees related to the payment account, as well as other documents within the meaning of the Law, available in a visible place in all Bank premises accessible to payment service users, as well as on the Bank's website at www.adriaticbank.rs, in the Serbian language, in order to enable Clients to familiarize themselves with the conditions for the provision of the Bank's payment services. For all matters not regulated by these General Terms and Conditions, the applicable General Terms and Conditions and business rules of Adriatic Bank a.d. Belgrade, as well as applicable regulations, shall apply.

The individual application of these General Terms and Conditions to Clients is ensured by concluding a written agreement between the Bank and the Client. The Bank is obliged to apply these General Terms and Conditions, as well as the specific General Terms and Conditions for individual services/products, to existing business relationships between the Bank and the Client arising from other forms of business cooperation related to the provision of payment services, established under the applicable regulations and the Bank's acts in force at the time, even without a separately concluded agreement.

II. MEANING OF INDIVIDUAL TERMS:

Certain terms used in these General Terms and Conditions shall have the following meanings:

Payment account means an account opened by the Bank for the Client on the basis of the Agreement and these General Terms and Conditions, which is used for the execution of payment transactions and for other purposes related to the services provided by the Bank to payment service users. The Bank maintains accounts in the domestic currency or in certain foreign currencies, separately for each account currency.

Maintenance of a payment account means that the Bank maintains the Client's payment account in accordance with the concluded Agreement in order to enable the Client to use funds held in that payment account and services related to the payment account.

The Client means a natural person (resident or non-resident), entrepreneur, or farmer who has an opened payment account with the Bank and concludes an Account Opening and Maintenance Agreement with the Bank, or has approached the Bank for the use of its payment services.

Consumer means a natural person who concludes a payment services agreement for purposes other than those related to their business or other commercial activity.

Entrepreneur means a natural person who is not a consumer, i.e. a legally capable natural person who performs an activity for the purpose of generating income.

Payer means a natural or legal person who issues a payment order from their payment account or gives consent for the execution of a payment transaction based on a payment order issued by the payee, or, if there is no payment account, a natural or legal person who issues a payment order.

Payee means a natural or legal person designated as the recipient of funds that are the subject of a payment transaction.

Payment transaction means a deposit, transfer, or withdrawal of funds initiated by the payer or the payee, or on behalf of the payer, and carried out regardless of the legal relationship between the payer and the payee.

Payment order means an instruction from the payer or payee to the Bank requesting the execution of a payment transaction.

Payment instrument means any personalized device and/or set of procedures agreed between the payment service user and the payment service provider, used to issue a payment order or to initiate a payment transaction. This may include, for example, payment cards, the use of a personal identification number (PIN), user codes and passwords (in electronic banking), etc.

Authentication means a procedure that allows a payment service provider to verify the identity of a payment service user or the validity of the use of a specific payment instrument, including the use of personalized security credentials of the user.

Strong Customer Authentication means authentication based on the use of two or more elements categorized as knowledge (something only the user knows), possession (something only the user possesses), and inherence (something the user is), which are mutually independent in that the compromise of one does not reduce the reliability of the others, and which is designed to protect the confidentiality of authentication data.

Personalized security elements mean personalized data and features assigned by the payment service provider to the payment service user for the purpose of authentication.

Account servicing payment service provider means a payment service provider that opens and maintains a payment account for the payer.

Payment initiation is a service whereby, at the request of the payment service user, a payment order is issued from a payment account of the payer held with another payment service provider.

Payment initiation service provider means a payment service provider that performs payment initiation activities.

Payment transaction initiation means the performance of actions that are a prerequisite for starting the execution of a payment transaction, including the issuance of a payment order and authentication.

Sensitive payment data means any data, including personalized security credentials, that can be used to perform fraudulent activities; however, in the case of payment initiation service providers and account information service providers, the name of the account holder and the account number do not constitute sensitive payment data.

Domestic non-cash transfer of funds in dinars in the Republic of Serbia means a transfer initiated by the payer with their payment service provider to transfer funds in dinars from their payment account to the payee's payment account.

Non-cash transfer of funds in euros from a foreign currency current account in euros means a transfer initiated by the payer with their payment service provider to transfer funds in euros from their euro foreign currency current account to the payee's payment account.

Receipt of funds from abroad to a euro foreign currency current account means a payment service whereby the payment service provider credits the Client's euro foreign currency current account with funds in euros based on a payment transaction initiated by a payer from abroad.

Direct debit means a payment service whereby the payee initiates a transfer of funds from the Client's account to their own account on the basis of consent given by the Client to that payee, to the Client's payment service provider, or to the payment service provider of the payee. Based on such initiated payment transaction, the Client's payment service provider transfers the funds to the payee on the date(s) agreed between the Client and the payee, where the transferred funds are most often of a variable amount.

Payment card or Card means a payment instrument that enables the Client to pay for goods or services either at a point of sale or remotely and/or to withdraw and/or deposit cash and/or use other services at an ATM or other device, in accordance with the card issuance and use agreement. The card is the property of the Bank and is non-transferable.

PIN (Personal Identification Number) means a personal identification number, a numeric code known only to the Client, which enables Client identification when using the card at ATMs and POS terminals and is strictly confidential.

ATM is an electronic device which, depending on its functionality, may be used for cash withdrawal, balance inquiry, and other possible services.

IBAN is an international standard for numbering bank accounts. The IBAN is a unique identifier of the Client's account issued by the Bank, providing precise identification of the country, the Bank, and the Client's account number within the Bank for international payments.

Statement means a summary of information on individual executed payment transactions prepared for a specified period and delivered to the Client.

Terms for specific services/products are the Bank's terms relating to the use of a specific product/service linked to a current account, which the Bank provides to Clients. These individual terms may be defined in a separate document, i.e. an individual agreement for such products/services, or be part of the General Terms and Conditions (for example: electronic banking services, standing orders, SMS service, etc.).

Electronic banking means a service whereby the payment service provider enables the Client to use services related to a payment account through appropriate application software on a computer and/or other similar device via the internet.

Business day means a day, or part of a day, on which the Bank operates in such a way that it receives payment orders for execution of payment transactions.

Execution schedule means a separate Bank act defining the time of receipt of payment orders and the time of execution of payment orders, as well as the conditions and manner of executing domestic and international payment transactions and other payment services. The Execution Schedule is available in the Bank's branches and on the Bank's website at www.adriaticbank.rs.

Fee schedule means a separate Bank act defining all types and amounts of fees charged by the Bank to the Client for the execution of payment transactions and provision of payment services.

Reference exchange rate means the exchange rate used for currency conversion, made available to Clients through the Bank's published exchange rate list, unless otherwise agreed in the Account Opening and Maintenance Agreement, or derived from a publicly available source.

Unique identification code means a combination of letters, numbers and/or symbols assigned by the Bank to the Client and used in a payment transaction for the unambiguous identification of the Client and/or their payment account (e.g. Client's account number, card number, IBAN used in international and cross-border payment transactions as a mandatory identifier of the payee in SEPA credit transfers, BBAN used in domestic payment transactions, etc.).

Single Euro Payments Area (SEPA) means a territorial area comprising the Member States of the European Union and other countries or territories that have met the criteria for accession to the SEPA area, as well as European Union regulations, rules, practices, standards and guidelines contained in SEPA rules for the execution of payment transactions, within which payment transactions are executed in a harmonized manner, under equal conditions and with equal rights and obligations.

SEPA payment schemes means a unified set of rules, practices, standards and/or operational guidelines for the execution of payment transactions agreed upon by payment service providers for the processing of payment transactions.

SEPA credit transfer means a domestic and international payment transaction executed via a credit transfer in euros within the SEPA area. A credit transfer is a payment service whereby the payer initiates, with their payment service provider, one or more payment transactions by debiting their payment account, after which the payee's payment account is credited with the amount of the payment transaction(s).

Agreement means the agreement on the opening and maintenance of a specific payment account.

Law means the Law on Payment Services, including its amendments and supplements, as well as by-laws adopted on the basis of the Law.

Credit transfer means a payment service whereby the payer initiates, with their payment service provider, the execution of one or more payment transactions, whether initiated in paper or electronic form, including the issuance of a standing order.

RTGS NBS system (Real-Time Gross Settlement system) means a payment system regulated by the Rules of Operation of the RTGS payment system of the National Bank of Serbia.

NBS Clearing system means a payment system regulated by the Rules of Operation of the Clearing payment system of the National Bank of Serbia.

IPS NBS system means a payment system regulated by the Rules of Operation of the IPS payment system of the National Bank of Serbia.

Instant credit transfer means a domestic payment transaction in dinars executed through the National Bank of Serbia's instant payment system (IPS), whereby the credit transfer may be initiated by the payer at any time of the day, on any day of the year, and the transfer of funds to the payee's payment account is executed in the manner and within the time limits defined by the Decision on General Rules for Executing Instant Credit Transfers.

Passive interest rate means the interest rate paid to the Client on funds held in the payment account.

Standing order means an instruction from the Client for the Bank to execute regular periodic transfers of predetermined/determinable amounts of funds from the Client's account to another account.

Unauthorized overdraft has the meaning defined by the law governing the protection of financial service users.

Authorized overdraft means that, based on an overdraft agreement, the Bank makes available to the Client on their payment account an agreed amount of funds which the Client may use when their own funds on the account are no longer available. The overdraft agreement defines the maximum amount of funds available to the Client, as well as fees and interest, if applicable.

Cash withdrawal from the account by submitting a withdrawal order means that the entrepreneur withdraws cash from their payment account with the Bank by submitting a withdrawal order to the Bank.

Cash deposit to the account by submitting a deposit order means that the entrepreneur deposits cash into their payment account by submitting a deposit order to the payment service provider with which the payment account is held.

Acceptance of payment cards at a point of sale means a payment service for accepting payment transactions based on a payment card and executing such payment transactions for the purpose of transferring funds to the merchant (payee), whereby the Bank enables the acceptance of payment cards at the merchant's physical point of sale and/or online sales point (e-commerce), as well as the transfer of the value of goods and services paid by payment card to the merchant's account.

Acceptance of instant credit transfers at a point of sale means a payment service for accepting payment transactions based on a payment instrument used to execute an instant credit transfer at the merchant's physical point of sale and/or online sales point (e-commerce), for the purpose of transferring funds to the merchant (payee).

Lawful residence in the Republic of Serbia means the residence of a natural person in the Republic of Serbia in accordance with regulations governing the residence and domicile of citizens, or the residence of foreigners in accordance with the law governing foreigners, including foreigners residing in the Republic of Serbia under laws governing asylum and refugees or on the basis of an international agreement.

Basic payment account means a payment account for the execution of payment transactions in dinars that the Bank, in accordance with the provisions of the Law, opens for the Client under these General Terms and Conditions.

Account switching means a service provided by the Bank to the Client in accordance with the provisions of these General Terms and Conditions.

Overview of services and fees related to the payment account (hereinafter: the overview of services and fees) means a document containing a list of services from the list of representative services offered by the Bank, together with information on the individual fee for each such service.

List of representative services linked to a payment account means a list prescribed by the National Bank of Serbia of at least ten and at most twenty representative services related to a payment account for which payment service users pay fees, which are offered by at least one payment service provider in the Republic of Serbia, and which contains

standardized terms for each individual service and the definition of each such service, and is regularly updated and published on the website of the National Bank of Serbia.

III. TYPES OF PAYMENT SERVICES AND CONDITIONS FOR USE

The payment services provided by the Bank to payment service users are as follows:

- Services enabling cash deposits into a payment account, as well as all services necessary for opening, maintaining, and closing such an account;
- Services enabling cash withdrawals from a payment account, as well as all services necessary for opening, maintaining, and closing such an account;
- Services for transferring funds to and from a payment account, namely:
 - Credit transfers,
 - Use of a payment card or similar instrument, as regulated by the General Terms and Conditions for specific services;
- Services for executing payment transactions where funds are provided through credit granted to the Client;
- Services for issuing payment instruments, under which the Bank, based on an agreement, issues to the payer a payment instrument for initiating and processing the payer's payment transactions with the Bank;
- Services for accepting payment transactions, under which the Bank, based on an agreement with the payee for acceptance and processing of payment transactions, transfers funds to the payee;
- Services for executing money remittances whereby the Bank receives the payer's funds without opening a payment account for the consumer (payer or payee), solely for the purpose of making those funds available to the payee, or transferring them to the payee's payment service provider, which then makes them available to the payee;
- Services for executing money remittances received via Western Union or other similar services, without opening an account for the consumer – payee;
- SEPA credit transfers.

The Bank also provides the following services to Clients:

- Services for executing payment transactions between residents and non-residents in dinars and in foreign currencies, as well as payment transactions between residents in foreign currencies, in accordance with the restrictions established by foreign exchange regulations;
- Opening and maintaining payment accounts for residents and non-residents in the Republic of Serbia, in accordance with the restrictions established by foreign exchange regulations.

The payment services provided by the Bank to Clients under these General Terms and Conditions relate to domestic payment transactions executed in dinars, domestic payment transactions in foreign currencies, as well as international payment transactions, regardless of the currency of payment, in accordance with the Foreign Exchange Operations Law. Until the accession of the Republic of Serbia to the European Union, payment transactions in dinars between residents and non-residents, or between non-residents, are considered international payment transactions in accordance with foreign exchange regulations.

IV. ONE-OFF PAYMENT TRANSACTIONS

Execution of a single payment transaction that is not covered by a framework agreement constitutes a Single Payment Transaction Agreement and is deemed concluded upon receipt of the payment order and funds for its execution. Preliminary information on a single payment transaction, in accordance with the Law, is made easily available by the Bank in its business premises.

Information for the payer after receipt of the payment order, as well as information for the payee after execution, shall be made easily available by the Bank, in accordance with the Law, immediately after receipt of the payment order for execution or after execution of the single payment transaction.

Upon the Client's request, the Bank shall provide this information on paper or another durable medium.

V. INFORMATION ON THE METHODS AND MEANS OF COMMUNICATION BETWEEN CLIENTS AND THE BANK

Communication between Clients and the Bank is carried out orally and in writing (through informational and promotional materials available at the Bank's counters, the Bank's website, telephone contact, via the Customer Service Center, direct oral and written communication, as well as through other electronic forms of communication, including advertising via mass media).

If the Client submits any information to the Bank, it shall be considered received by the Bank only after the Bank's receipt stamp has been affixed to the Client's copy of the document or after a written confirmation of receipt has been issued.

In the case of submission of documents to the Bank, or sending of documents by the Bank in accordance with the Client's instructions, the Bank shall exercise reasonable care in reviewing the documents in order to determine whether they comply with the instructions and legal provisions.

In accordance with regulations, the nature and content of the act delivered to the Client, as well as the Framework Agreement concluded with the Client, the Bank shall determine in each individual case the method of delivery or making information available to the Client, including by registered mail, with or without acknowledgment of receipt, delivery to an email address, SMS message, publication on the Bank's website, inclusion of a notice in the Client's account statement, or by other appropriate means. The Bank may also deliver documents to the Client through a third party with whom it has concluded a service agreement for delivery, with a contractual obligation of the third party to ensure confidentiality and protection of business data and personal data relating to the Client.

For a delivery to be considered valid in terms of proper execution, the Bank and the entity acting on behalf of the Bank for delivery purposes are obliged to ensure proof that the shipment has been sent to the Client, as well as to ensure the retention of such proof for the required period of time.

Written communication from the Bank to the Client shall be sent to the last known address of the registered seat/residence/temporary residence or the address registered with the Bank for receiving mail. The Bank shall not bear legal or material liability for any damage that may arise for the Client or third parties due to the Client's failure to receive any notification or correspondence sent by the Bank to the last provided address given by the Client to the Bank.

The Bank may communicate with the Client in writing by sending notifications via SMS, fax, email, or electronic banking, provided that the Bank has the relevant contact details, using the last known email address or telephone/fax number, and such notification shall be deemed delivered by the Bank as follows:

- if sent via SMS – on the day the SMS is sent to the Client, evidenced by a message delivery confirmation;
- if sent via fax – on the day the fax is sent to the Client, evidenced by a transmission confirmation from the fax machine;
- if sent via email – on the day the electronic message is sent, evidenced by the sent email containing data on the date, time, and recipient;
- if sent via electronic banking – upon delivery of the notification to the Client's registered account within the electronic banking application;
- if sent via courier service – upon expiry of the usual delivery time required for courier delivery, evidenced by the courier service's confirmation of delivery or attempted delivery;
- if sent by post – upon delivery of the registered item to the postal service, evidenced by appropriate postal documentation (receipt list, return receipt, delivery note, tracking record, etc.).

If the Client communicates with the Bank electronically, the Client is obliged to provide an email address and to meet the minimum technical requirements for the use of electronic mail, which include the ability to access and reproduce all notifications sent by the Bank in this manner.

If the Client communicates with the Bank via electronic banking, the Client is obliged to meet the minimum technical requirements for the use of the specific application, namely: possession of a computer/mobile phone, an adequate operating system, hardware infrastructure supporting the relevant application, and an internet browser, whereby the conditions of use are regulated in detail by the individual General Terms and Conditions for the use of electronic banking.

The Framework Agreement is concluded in the Serbian language, and all communication and additional documentation exchanged between the Client and the Bank during the contractual relationship shall be in the Serbian language. Upon the explicit written request of a non-resident Client and/or foreign national, the Framework Agreement may be bilingual, in Serbian and English, whereby in the event of any dispute, the Serbian language version shall prevail.

Communication and exchange of information and notifications between the Bank and the Client shall be conducted in the Serbian language.

If the Client submits documentation to the Bank in a foreign language, the Client is obliged to provide and submit to the Bank a certified translation of such documents performed by an authorized court interpreter for the respective language.

If the Client fails to provide such translation, the Bank may, at its sole discretion:

- Not to perform its obligation towards the Client;
- To invite the Client to submit, within a reasonable period of time, the document in a certified translation into the Serbian language performed by an authorized court interpreter.

The Bank is obliged, during the term of the contractual relationship, upon the Client's written request, to provide the Client with a copy of the Framework Agreement and all information related to the contractual relationship between the Bank and the Client, on paper or another durable medium.

In its business operations with the Bank, and in particular during the term of the contractual relationship, the Client is obliged to notify the Bank without delay in writing of any changes to their personal data, data of authorized representatives, i.e. persons authorized to dispose of funds on the account, as well as other data related to accounts and communication between the Client and the Bank. Otherwise,

the Bank reserves the right not to conclude the Framework Agreement, or to terminate an existing account opening and maintenance agreement.

During the term of the contractual relationship, the Bank shall update data on status and other changes of entrepreneurs related to current accounts, which are registered with the authority responsible for maintaining the register of business entities, within 3 (three) business days from the date of obtaining such data. The Bank retrieves this data electronically and internally blocks the accounts of Clients whose (retrieved) status changes cause invalidity of payment orders or other irregularities, until the Client updates the relevant documentation regarding the status change.

Entrepreneurs, as well as other persons who are not registered with the competent register of business entities but with other authorities and organizations (e.g. farmers), are obliged to notify the Bank of any status-related or other changes registered with such authorities and organizations, and to undertake the legal actions necessary to align the data related to their current accounts with such changes, within 3 (three) days from the date of receipt of the decision on the registration of such change, in writing and in the agreed manner. Otherwise, the Bank reserves the right not to conclude the Framework Agreement, or to terminate an existing account opening and maintenance agreement.

The Bank informs the Client about executed payment transactions, as well as changes on accounts, via account statements once a month, by email if the Client has registered an email address with the Bank, free of charge, except for entrepreneurs where it is agreed that the statement is delivered on a daily basis or upon each change, or in another manner defined by the concluded agreements. If the technical requirements for this method of notification are not met, the Bank shall attempt to deliver the information by one of the following methods, depending on the available technical conditions:

- By email or via electronic banking services;
- By postal mail to the address specified in the Agreement or to the last known address;

- At the Bank's counter, upon the Client's explicit request.

A notification shall be deemed properly delivered if sent by any of the above-mentioned methods.

Any additional notifications, or notifications sent more frequently than specified in the preceding paragraph and/or in an individual agreement at the Client's request, shall be subject to an appropriate fee in accordance with the Bank's Tariff.

The Bank shall not bear legal or material liability for any damage that may arise for the Client or third parties due to the Client's failure to receive a notification or correspondence sent by the Bank to the last address/email address provided by the Client to the Bank.

VI. OPENING AND MAINTENANCE OF PAYMENT ACCOUNTS

A payment account may be a current account or another type of payment account that enables the execution of payments, i.e. payment transactions. Clients may have more than one account with the Bank.

Before the Client becomes bound by an offer or a Framework Agreement, the Bank shall provide the Client with the information necessary to compare different offers of banks in order to make a decision on concluding an agreement, in particular information about the Bank, conditions for using payment services, all fees, interest rates, exchange rates, methods of communication, protective and corrective measures, methods of amendment and termination of the Framework Agreement, as well as legal protection, on paper or another durable medium, sufficiently in advance to allow the Client time to make a decision on concluding the agreement.

The Bank shall be deemed to have fulfilled its information obligation by providing the Client with a draft Framework Agreement and/or an offer, as well as the Overview of Services and Fees related to the payment account containing the information referred to in this paragraph. Upon the Client's request, the Bank shall provide the Overview of Services and Fees related to the payment account, as well as the List of Representative Services related to the payment account, free of charge, on paper or another durable medium.

When opening an account and after opening an account, during the execution of payment transactions throughout the business relationship, the Bank shall have the right to:

- based on the assessment of the competent departments of the Bank and decisions of its governing bodies, freely select the Clients with whom it will establish a business relationship by opening an account and/or providing any other payment service, including the discretionary right to refuse to conclude an agreement, i.e. to provide a service to a Client, and consequently to reject a request for account opening, without providing specific justification, except in cases provided by law;
- request from the Client the data necessary for the fulfillment of its statutory obligations in the prevention of money laundering and terrorist financing. If the Client fails to provide data that would enable the Bank to carry out customer due diligence and/or execute a specific payment transaction in accordance with anti-money laundering and counter-terrorist financing regulations, the Bank shall not establish a business relationship or shall refuse to execute the specific payment transaction on behalf of and/or for the account of the Client, and where prescribed by regulations and/or the Bank's internal policies, shall terminate an already established business relationship;
- refuse to open an account if it determines that the Client is listed on official embargo and sanctions lists in accordance with local and/or international regulations related to the prevention of money laundering and terrorist financing, as well as in cases where opening an account for such Client would pose a reputational risk for the Bank;
- without the Client's consent, block the use of services and products related to the account, partially or in full, for reasons prescribed by regulations governing the prevention of money laundering and terrorist financing, or due to compliance with international sanctions against certain countries, in accordance with applicable regulations and the Bank's policies.

In opening an account for a consumer who has lawful residence in the Republic of Serbia, any discrimination, whether direct or indirect, on any grounds is prohibited, in particular on the grounds of race, gender, genetic characteristics,

nationality, social origin, birth, religion, political or other beliefs, property status, place of residence, culture, language, age, sexual orientation, or disability.

A Client (non-resident) is obliged, when using tax benefits in accordance with a double taxation avoidance agreement, to provide the Bank with proof that they are the beneficial owner (formal owner) of the income earned in the Republic of Serbia and, where necessary, to provide the Bank with a certificate of tax residency status issued by the state with which the Republic of Serbia has concluded a double taxation avoidance agreement, in accordance with the tax regulations of the Republic of Serbia, exclusively on the form prescribed by the Ministry of Finance of the Republic of Serbia.

1. Opening and Maintenance of Payment Accounts

The Bank opens a current account or another payment account for the Client based on a submitted application. The Client may open one or more accounts. Each payment account has its own number, which serves as a unique identifier used when issuing or executing payment orders for the purpose of unambiguous identification of the Client, i.e. the account. The account number is determined by the Agreement on the opening and maintenance of that account.

The Bank may also open an account for the Client on the basis of a law or by-law, to which the Client refers in the account opening application, i.e. the Client shall state the legal basis for opening the account or submit an extract from the regulation and/or act establishing the basis for opening such account, as well as the purpose of the use of funds from that account.

1.1. Opening of a dinar current account for Clients

Natural persons – By signing the Agreement on the opening and maintenance of a payment account in written form (hereinafter: the Agreement) with a natural person, the Bank concludes a Framework Agreement on payment services based on the person's application, which contains: first and last name, address of permanent residence or temporary residence (if no permanent residence), and the unique master citizen number (JMBG), or another identification number for a natural person who is not a citizen of the Republic of Serbia, who, upon conclusion of the Agreement and opening of the account, becomes a Client of the Bank.

A natural person, together with the application for opening a current account with the Bank, deposits specimen signatures of persons authorized to dispose of funds from the account, which shall be used to verify payment order forms.

Entrepreneurs – The Bank opens a current account or another payment account for the Client based on a submitted application.

The Client is responsible for the accuracy of the data on the basis of which the Bank has opened the Account and is obliged to compensate the Bank for any damage, loss, or cost incurred as a result of submitting false and/or incomplete data.

The Client is obliged to notify the Bank of any changes to the data submitted to the Bank as described above without delay, and no later than within 3 (three) business days from the date the change occurred, in writing and with the submission of appropriate documentation.

The Framework Agreement for the Client is concluded and signed by a person authorized to represent the Client.

The Bank undertakes to provide payment services to the Client via the Account within the limits of available funds in the Account. The Client may designate one or more natural persons authorized to dispose of funds in the Account (hereinafter: the Authorized Person). The Client shall submit to the Bank duly completed Bank forms regarding authorization to dispose of funds in the Account, or other authorizations related to payment services.

For the purpose of exercising authorization to dispose of funds in the Account through payment orders issued in paper form, the Client shall submit a specimen signature card of the Authorized Person, which will be used by the Authorized Person to verify payment orders submitted in paper form on payment transaction forms. The Client may also register a company seal with the Bank or decide to use a seal in its business with the Bank when issuing payment orders in paper form. The Client is obliged to ensure the consistency of the signature of the Authorized Person registered with the Bank and, if a seal has been registered, the use of the registered seal.

The Client is obliged to inform authorized persons of their rights and obligations in relation to the authorizations granted for the Account, as well as to monitor the authorizations granted to such authorized persons. The Client shall be liable for any damage caused to the Bank by an authorized person. The Client shall immediately submit a new authorization to the Bank if changing existing authorizations, whether in scope or in relation to the authorized persons, together with the revocation of the previous authorization, all in written form. The new authorization shall become effective for the Bank upon its receipt in written form.

Authorizations for disposal of funds in the Account shall apply to all funds held in the Account, regardless of currency.

In accordance with the Law on Personal Data Protection, the Client shall provide the Bank with the necessary consents and authorizations for the purpose of verification and further processing of all data specified in the account opening application, relating to legal representatives and/or other persons authorized to represent the Client and/or attorneys-in-fact.

1.2. Opening of foreign currency accounts

The Bank may open a foreign currency account, in accordance with its business policy, only in currencies traded on the foreign exchange market, in accordance with the decision regulating the types of foreign currencies and effective foreign cash that may be bought and sold on the foreign exchange market.

The Bank maintains a foreign currency account only in the currency in which funds are deposited, i.e. in the type of effective foreign cash deposited into that account.

The Bank shall open a special foreign currency account for a resident entrepreneur who has authorization from the Tax Administration to perform foreign exchange operations, for such purposes.

If the Bank opens a foreign currency current account for a natural person, it shall issue an account record card to that person.

If amounts in different currencies are paid into a natural person's foreign currency account, or if different types of effective foreign cash are deposited, the Bank shall maintain each currency separately and record them on the account record card by specifying the currency code.

The Bank independently determines the form and content of the account record card and shall include therein the Bank's name, data on the holder of the foreign currency account, the account number, and other necessary data.

A. Power of Attorney

The Client in whose name the account is opened and whose signature is deposited with the Bank, as the account holder, is the only person authorized to manage the account. The Client may authorize one or more persons (attorneys-in-fact) to conclude the Framework Agreement on their behalf and for their account, i.e. to open an account or to dispose of funds in their account. The authorization of the attorney-in-fact for opening an account, i.e. concluding the Framework Agreement, must be notarized by a public notary or another competent authority and must not be older than six months at the time of submission. Such authorization must precisely specify all products and services that the attorney-in-fact may activate when opening the account.

Authorization to dispose of funds in the account may be granted at the Bank's premises, personally by the account holder, whereby the account holder authorizes the attorney-in-fact to perform payment transactions on the account for which the authorization is granted (deposits, withdrawals, transfer orders, etc.). Exceptionally, the attorney-in-fact may submit to the Bank an authorization for disposal of funds in the account certified by a public notary or another competent authority, not older than six months at the time of submission, in which case the attorney-in-fact may undertake all actions related to the account as specified in such authorization. The signature of the attorney-in-fact must be deposited with the Bank. The Client is obliged to familiarize the authorized person with the General Terms and Conditions and the entire documentation constituting the Framework Agreement.

The Client, as the account holder, is responsible for any disposal of funds from the account and for any payment executed by the attorney-in-fact, which does not exclude the liability of the attorney-in-fact. Restrictions applicable to the Client shall also apply to the attorney-in-fact.

The Bank reserves the right to limit the number of attorneys-in-fact or to refuse a request for a power of attorney if the authorized person fails to provide the required personal and other data in accordance with applicable regulations, particularly those governing the prevention of money laundering and terrorist financing.

The attorney-in-fact is not authorized to grant new authorizations or revoke existing ones, nor to terminate the Agreement or close the Client's account, unless explicitly stated in the power of attorney. The specimen signatures of the attorney-in-fact shall remain valid until revoked in writing in a form acceptable to the Bank.

In the event of any change in the personal data of the Client or the attorney-in-fact (e.g. due to marriage, change of residence, or any other fact relevant to the relationship between the Client and the Bank), the Client must notify the Bank without delay by visiting the Bank in person, where the relevant data will be updated and, if necessary (e.g. in case of a change of surname), the signature will be re-deposited.

B. Representation

The Bank opens an account for a minor (resident or non-resident) on the basis of a Framework Agreement, which is signed on behalf and for the account of the minor by their legal representative, whose identity is verified by the Bank. Disposal of funds in a minor's account is possible in accordance with the applicable regulations of the Republic of Serbia governing legal age, legal capacity, and the social protection of minors.

The Bank may also open an account for a natural person on the basis of a court or administrative act (e.g. for a person under guardianship, based on a final and enforceable court decision on inheritance, etc.), in which case the account opening agreement is signed by the person authorized under such act, and the Bank verifies the identity of that person.

Upon submission to the Bank of written notification, together with appropriate proof, of the death of a natural person in whose name the account is held, or upon receipt of reliable and verifiable information about such death, any authorizations and powers of attorney for managing the account shall cease to be valid, and all payment cards linked to the account shall be blocked for any further transactions, i.e. shall cease to be valid. Until that moment, the powers of attorney submitted to the Bank shall remain valid, and the Bank shall not be liable for any damage that may occur to third parties due to the management and disposal of funds from the Client's account by an attorney-in-fact.

Upon receipt of the notification/information referred to in the previous paragraph, the Bank shall allow management of the account only on the basis of a final and enforceable decision of a competent court or other authority, or a valid and binding decision on guardianship over the estate, or another decision of a competent authority, in accordance with applicable legal regulations.

VII. AMENDMENTS, TERMINATION AND EXPIRY OF THE FRAMEWORK AGREEMENT

1. Amendments to the Framework Agreement Proposed by the Bank

If the Bank proposes amendments to the provisions of the Framework Agreement, i.e. these General Terms and Conditions or other documents forming an integral part of the Framework Agreement, it shall deliver to the Client a proposal of such amendments no later than two months prior to the proposed date of their application.

Upon receipt of the proposal, the Client may agree that the proposed amendments take legal effect before the proposed date of their application, or may accept or reject the amendments to the provisions of the Framework Agreement prior to that date.

In accordance with these General Terms and Conditions, it shall be deemed that the Client has accepted the proposal for amendments to the Framework Agreement, even without giving explicit consent, if the Client has not notified the Bank in writing before the date of application of the proposed amendments that they do not agree with the proposal. The Bank is obliged to inform the Client thereof simultaneously with the delivery of the proposal, as well as of the Client's right to terminate the Framework Agreement free of charge and without any additional costs before the date of application of the

proposed amendments if the Client does not accept the proposal, and to determine the date prior to the application of the proposed amendments on which such termination shall take effect.

The Bank may, without prior notice to the Client, change the interest rate and the currency exchange rate if such changes are based on amendments to the agreed reference interest rate and reference exchange rate, as well as in the case of changes to the interest rate or exchange rate that are more favorable to the Client. The Bank shall subsequently notify the Client of such changes via SMS, provided that the Client has registered an appropriate phone number with the Bank. If the technical conditions for this method of notification are not met, the Bank shall attempt to deliver the notification using one of the following methods, depending on the available technical conditions:

- via email, if the Client has registered an email address with the Bank
- via electronic banking services in accordance with the agreement concluded between the Client and the Bank
- via post to the address specified in the agreement or to the last known address.

Sending a notification by any of the above means shall be deemed proper delivery.

The Bank reserves the right to amend and supplement the General Terms and Conditions and other acts of the Bank in accordance with the Law, by-laws, and internal regulations of the Bank.

Exceptionally, if the Bank proposes a change in fees for payment services in favor of the Client, or introduces a new service or functionality free of charge, such change may be applied immediately without prior delivery to the Client of the proposed amendments to the provisions of the Framework Agreement relating to that change.

2. The Bank's Right to Terminate the Framework Agreement

The Bank has the right to terminate a Framework Agreement concluded for an indefinite period, with a notice period of two months. The Bank may also terminate the Framework Agreement in cases prescribed by the law governing obligations or other applicable laws, or for reasons specified in these General Terms and Conditions or other terms applicable to specific services/products.

The Bank is obliged to deliver the notice of termination of the Framework Agreement to the Client in writing.

If the Bank terminates the Framework Agreement, the Client shall be obliged to pay fees only for the payment services provided up to the date of termination; if such fees have been paid in advance, the Bank shall refund to the Client a proportional part of the paid fee. The Bank shall not charge the Client any fee for the termination of the Framework Agreement.

The Bank, in addition to the cases provided for by applicable regulations, may unilaterally terminate the Framework Agreement / agreement on opening and maintaining an account in the following cases:

- if the Client breaches the provisions of the concluded Framework Agreement, the account opening and maintenance agreement and/or any other individual agreement governing a specific payment service and/or the provisions of these General Terms and Conditions;
- if the Client, through their conduct in the Bank's business premises, disturbs other clients or employees in their work or disrupts the Bank's business operations;
- when a consumer account remains inactive for a prolonged period (a so-called "dormant account");
- as well as in other cases stipulated by the individual Framework Agreement.

Dormant Accounts: If a Client with consumer status does not use the account over a prolonged period, i.e., if only system transactions are recorded on the account, such as posting of interest, fees, and other Bank charges that are executed automatically, the Bank shall block the account and classify it into a special category of so-called "Dormant Accounts".

The permitted period of inactivity before classification as a Dormant Account is 12 months with an account balance equal to 0 (zero).

If, within a period of 24 (twenty-four) months, the account holder does not reactivate the Dormant Account, the Bank may close such account without additional consent and/or the presence of the Client.

In the event of account closure under this article, the Bank shall, after verifying the Client-consumer's obligations towards the Bank, deliver to the Client a written notice on the account balance and account closure. In the case of a positive balance at the time of closure, the Bank shall transfer the funds from the account to an account determined by applicable regulations and the Bank's business policy – a "non-active funds account".

Exceptionally, the Bank has the right to terminate the agreement unilaterally, with immediate effect and without a notice period, if the Bank determines that the Client, when opening the account and/or during the contractual relationship, has provided the Bank with inaccurate, falsified and/or incorrect personal or other data and/or documentation relevant for the proper and lawful provision of payment services, or if circumstances occur as defined by regulations and procedures on prevention of money laundering and financing of terrorism and compliance with international sanctions against certain countries, under which the Bank has the right or obligation to terminate the business relationship with the Client, such as:

- if the contractual relationship or the continued enabling of transactions by the specific Client represents a reputational risk for the Bank;
- if the Client, upon the Bank's request and within the provided or a reasonable deadline, fails to submit information about themselves, the origin of funds, or the nature/purpose of the business relationship with the Bank and/or of a transaction performed through the Bank;
- if it is determined that the Client is included on official embargo or sanctions lists in accordance with local and international regulations related to the prevention of money laundering and financing of terrorism and/or the Bank's internal acts;

If the Client withdraws consent for the verification and processing of personal data provided in the account opening request, in accordance with the Personal Data Protection Law, this shall be deemed a request for termination of the agreement without a notice period.

3. Termination of the Framework Agreement at the Client's Initiative

The Client has the right to terminate the Framework Agreement with a 30-day notice period, by submitting a written notice to the Bank. The Client is obliged to settle all obligations towards the Bank arising from the Framework Agreement in advance. Exceptionally, a Client for whom the use of a payment account is a prerequisite or condition for using a credit product of the Bank is obliged to fully settle obligations under the credit product agreement prior to termination.

The Client also has the right to terminate the Framework Agreement in other cases provided for by the law governing obligations or by other applicable laws.

If the Client terminates the Framework Agreement, they are obliged to pay fees only for payment services provided up to the date of termination; if such fees have been paid in advance, the Bank is obliged to refund a proportional part of the fee paid. The Bank shall not charge the Client a fee for terminating the Framework Agreement.

4. Termination of the Framework Agreement irrespective of the will of the Bank and the Client

The Framework Agreement shall also cease to be valid on the basis of an enforceable court decision, in the event of the death of a consumer or loss of the status of an entrepreneur, as well as for other reasons prescribed by law, whereby all rights and obligations stipulated under the Framework Agreement shall also cease.

The termination of an agreement on an individual payment service does not automatically result in the termination of the Framework Agreement / account opening and maintenance agreement; however, termination of the Framework Agreement / account opening and maintenance agreement shall constitute grounds for termination of all payment service agreements linked to that account.

The Framework Agreement shall also terminate, and the Bank shall close the accounts, if an entrepreneur loses the status of an entrepreneur by deletion from the register of business entities.

In the event of loss of entrepreneur status, the Bank shall transfer the funds from the account of such entrepreneur to the account of the legal successor, or to the account of a person designated by law or other regulation, and shall close the accounts of that entrepreneur. If no legal successor or other person to whose account the funds are to be transferred is determined by law or other regulation, the Bank shall transfer the funds from the account of such entrepreneur to an account opened with the Bank for non-active funds and close the entrepreneur's accounts.

VIII. SERVICES RELATED TO THE ACCOUNT

The Client may also agree with the Bank on the use of services related to the current account, or other Bank products. The conditions for using such products or services may be defined in a separate document, or in the General Terms and Conditions for individual services/products of the Bank, or in an individual agreement for such products/services, while fees and commissions for these products/services are determined by the Tariff.

IX. GENERAL TERMS AND CONDITIONS AND MANNER OF EXECUTING PAYMENT TRANSACTIONS

(Provision of payment services related to a payment account)

1. Types of payment orders

Payment transactions through payment accounts are carried out using appropriate payment orders, which represent an instruction from the payer or the payee requesting the execution of a payment transaction. The National Bank of Serbia (NBS) prescribes the form, content, and manner of use of payment order forms used for executing payment transactions in dinars.

A payment order submitted to the Bank by the account holder must be completed in accordance with the regulations and standards applicable in payment operations. These include payment orders for credit transfers, cash deposits, and cash withdrawals, which are used for executing payment transactions in dinars.

An electronic order represents an electronic message containing an instruction that is electronically generated, sent, verified, received, processed, and stored electronically, which, in addition to the elements of a payment order, also includes elements used to verify the authenticity of its sender, as well as the accuracy and completeness of the order data.

The Bank executes a payment transaction initiated by an order only if the Client has sufficient funds available in the account to cover the payment, whereby the Client is also obliged to ensure funds for covering applicable fees in accordance with the Bank's Tariff for payment services.

Payment orders for foreign currency payments within the country and payment orders for international transfers, as well as payment orders in dinars and foreign currencies between non-residents and residents and non-residents within the country, are regulated by foreign exchange regulations.

Payment orders for transactions between non-residents, residents and non-residents within the country, and for payments abroad include payment orders, collection orders, and general foreign exchange orders, along with which, in accordance with foreign exchange regulations, documentation proving the basis of the payment or collection must be submitted.

2. Payer's Consent for Execution of Payment Transactions

The Bank shall execute a payment transaction only if the payer has given consent for its execution in the agreed manner. The method of providing consent for the execution of a payment transaction depends on the payment instrument and the channel through which the order is submitted. The Client may give consent for the execution of a payment transaction by:

- signing a paper-based payment order and submitting it to the Bank in the Bank's premises accessible to payment service users;
- issuing a standing order in the appropriate form and manner determined by the Bank;
- inserting a payment card into the slot of a POS terminal and entering a PIN at the merchant's point of sale or when withdrawing cash at an ATM;
- tapping a payment card on the designated "PayPass" area at an ATM and entering a PIN when withdrawing cash at an ATM;
- contactless payment, by holding the payment card close to the POS terminal in the designated position and waiting for an audio or visual signal from the terminal, whereby for transactions exceeding the limits prescribed

by card organizations or the acquiring bank, PIN entry is required, while for lower amounts PIN entry is not required;

- using electronic and mobile banking;
- through the payee and through a payment initiation service provider.

All payment transactions executed by the Bank on the basis of consent given in the above-mentioned manner shall be deemed carried out with the Client's consent.

The manner of giving consent for payment transactions initiated in a way not defined by these General Terms and Conditions for payment services is regulated by the contract or, where applicable, by the General Terms and Conditions for the specific service.

3. Receipt of Payment Orders

The Bank receives payment orders from the Client in accordance with the provisions of these General Terms and Conditions for the provision of payment services, the account opening and maintenance agreement, and/or the provisions of the General Terms and Conditions governing individual payment services provided by the Bank in relation to accounts. A payment order shall be deemed received by the Bank through its reception channels if it has been submitted within the Bank's business day, defined as the Business Day under the applicable Cut-off Schedule determining the cut-off time and execution time for payment orders. In accordance with the Cut-off Schedule, the receipt time of a payment order refers to the final time by which orders must be submitted in order to be executed on the same business day of the Bank.

All orders received during the Bank's business day, but after the cut-off time specified in the Cut-off Schedule, shall be considered received on the next business day of the Bank.

The Bank executes dinar transfer orders initiated by Clients as urgent orders in amounts up to 300,000.00 RSD via the instant credit transfer service through the instant payment system (hereinafter: IPS system of the NBS), between participants in this payment system, in accordance with the operating rules of the NBS IPS system, the Cut-off Schedule, and the Fee Tariff.

If the Client has specifically agreed with the Bank on the day of commencement of execution of an order (standing order), the time of receipt of the order shall be considered the date of signing the Standing Order Form, and the execution time shall be defined by the standing order itself. The date of signing the Standing Order Form and the execution date may not be the same day.

For payment transactions initiated by a payment card, the time of receipt of the order shall be the moment in which the Client gives consent for the execution of the transaction to the payee, and for which the Bank has carried out the authorization/authentication procedure. A payment transaction is authenticated if the payment service provider, by applying appropriate procedures, has verified and confirmed the use of a specific payment instrument, including its personalized security elements.

By submitting a payment order to the Bank in the manner defined in the preceding paragraphs, the Client agrees that their account shall be debited for the amount stated in the order, which represents their obligation towards the payee.

4. Execution of Payment Transactions

The Bank shall execute a received payment order if the following conditions are met:

- the Client has given consent for its execution in one of the agreed methods defined in these General Terms and Conditions;
- the content of the payment order is correctly completed, legible, and signed by the Client;
- there are sufficient funds available on the payment account to cover the full amount of the order at the time of execution, whereby the Client is also obliged to ensure funds to cover applicable fees in accordance with the Bank's Fee Tariff for payment services.

The order shall be executed in accordance with the Cut-off Schedule. For transactions made using a payment card, the date of account debiting may differ from the date on which the transaction occurred. The Bank shall debit the Client's account linked to the card when it receives the debit instruction from the merchant's payment service provider. Until the date of receipt of the debit instruction, the Bank shall reserve funds on the account for the card-authorized transaction. Card transactions are subject to the time limits defined by the rules of card organizations.

The Bank determines whether the conditions for execution of an order are met at the time of receipt of the order, or at the time of execution if the order is executed on the same day. If the Client submits an order with a future value date for debit/credit, the fulfillment of execution conditions shall be checked on the execution date.

The Bank reserves the right to request additional information from the Client regarding a specific payment transaction if such an obligation arises from regulations governing the prevention of money laundering and financing of terrorism and/or the Bank's internal acts adopted on the basis of such regulations and/or the Bank's policies. If the Client fails to provide the requested additional information, the Bank reserves the right not to execute or to reject the transaction. If the Client provides an incorrect unique identifier or any other incorrect essential element of the order, the Bank shall not be liable for the accuracy or timely execution of the order.

Where, under special regulations, specific documents or special data are required for the execution of a payment order, the Bank shall execute the payment order only if such documents or data have been provided.

The Bank shall debit the Client's account without a payment order in the following cases:

- in enforcement proceedings conducted against the Client, in accordance with applicable legal regulations;
- for the collection of due fees and receivables arising from business relationships with the Bank;
- in other cases prescribed by relevant regulations and/or individual agreements.

A payment transaction executed under the preceding paragraph shall not be considered an unauthorized payment transaction and shall have priority over payment orders submitted by the Client to the Bank.

The Bank executes payment orders according to the time of receipt of orders defined in the Cut-off Schedule, while respecting execution deadlines and priorities established by applicable legal regulations.

The Bank shall execute payments for the Client within the available funds in the payment currency in RSD (dinars) for domestic transactions in dinars, and for foreign currency payments within the available funds in the account in the currency/currencies specified by the Client. If the Client does not ensure sufficient funds in the relevant account in the payment currency defined by the Client, the Bank shall not be obliged to execute such payment.

In the case of SEPA credit transfers, the transaction must contain the following: that the currency is EUR, that it is a shared-costs transaction (SHA), that the execution date is in accordance with the Cut-off Schedule, and the details of the beneficiary's bank within the SEPA area.

During the business relationship, the Bank is authorized, at its sole discretion, to execute the Client's instructions through its correspondent banking network. The Bank shall not be liable for the proper execution of such instructions and/or any possible holding of funds and/or non-execution of a payment transaction, except in cases of gross negligence or intent.

The Bank shall execute SEPA Credit Transfer orders in accordance with regulations governing payment services, foreign exchange operations, and prevention of money laundering and financing of terrorism, provided that the following conditions are met: the beneficiary is located in a SEPA area country, the beneficiary's payment service provider is registered as a participant in the SEPA Credit Transfer scheme, the payment is in EUR, and the Client has provided a correct IBAN number.

5. Execution Time for Payment Services / Individual Payment Transactions

If a domestic payment transaction in dinars is not executed through the IPS payment system, the Bank is obliged to ensure that the amount of the transaction is credited to the account of the beneficiary's payment service provider on the

same Business Day on which the Bank received the payment order. The Bank is obliged to credit the funds to the payee and make them available on the same Business Day, provided that the Bank has received all information necessary for crediting the payee's payment account.

If the funds on the account of the beneficiary's payment service provider are credited on a day that is not a Business Day of that provider, it shall be deemed that the provider received the funds for the beneficiary on the next Business Day. The Bank shall not be liable for the actions of foreign banks (payment service providers) and/or intermediaries involved in the execution chain of international payment transactions.

If a domestic payment transaction in dinars is executed through the IPS payment system, the Bank shall immediately debit/credit the Client's payment account in accordance with the Cut-off Schedule.

The Bank shall enable the payee who is a consumer to dispose of funds immediately after those funds are credited to the payment account.

If the Client requests cash withdrawal from the payment account, the Bank is obliged to pay out the cash immediately, free of charge, except in the case of withdrawals exceeding 600,000 RSD or foreign currency cash whose dinar equivalent at the official middle exchange rate exceeds 600,000 RSD, when the Bank may pay out such funds on the next Business Day.

In relation to the execution of payment transactions, the Bank shall ensure that:

- the value date of debiting the Client's payment account is the same as or later than the date on which the account is debited for the amount of the payment transaction;
- the value date of crediting the beneficiary's payment account is no later than the Business Day on which the funds of the payment transaction are credited to the Bank's account.

6. Refusal of Execution of Payment Orders and Client Notification

The Bank may not refuse to execute a payment order when all conditions set out in the payment services agreement are met, unless otherwise provided by law. The Bank is obliged to inform the Client about the refusal to execute a payment order and, if possible, the reasons for such refusal. The Bank shall provide this notification to the Client without delay, and no later than within the deadlines prescribed for the execution of payment orders, using one of the agreed communication methods.

The Bank is obliged to provide such notification in domestic payment transactions on the same Business Day on which the order was received, and in international payment transactions no later than the next Business Day, in the manner specified in the payment services agreement. If the Client, after receiving notification of the inability to execute the order, fails to submit a corrected order to the Bank within the prescribed same-day deadline, the Bank shall not be liable for non-execution of the payment order.

If the Bank refuses to execute a payment order in accordance with this article, the payment order shall be deemed not to have been received. Refused payment orders may not be carried over and executed on the next Business Day.

If the beneficiary specified in a transfer order submitted by the Client to the Bank, which is to be executed via instant credit transfer, does not have a payment account with a bank in the Republic of Serbia that is a participant in the IPS system, the Bank shall clearly and understandably inform the Client of this fact before giving consent for the execution of the payment transaction, regardless of the form of the payment order, that the beneficiary's payment account is not available in the IPS system, that the order is rejected, and that it cannot be executed via IPS. Such a payment transaction may be executed in accordance with the rules of other payment systems in the Republic of Serbia, the Cut-off Schedule, and the Fee Tariff.

The Bank shall refuse to execute a payment order if all conditions for its execution are not met, in particular in cases where:

- if the order has been corrected, crossed out, deleted, or otherwise altered;
- if the unique identification code (UIC) or other data required from the Client for proper execution of the payment order is incorrect;
- if the signature on the debit order does not match the signature deposited by the Client or an authorized person with the Bank;



- if there are insufficient funds on the Client's account to execute the order, which for consumers also includes the applicable fee in accordance with the valid Fee Tariff;
- if, in the case of payments via IPS, the beneficiary's payment service provider has returned a negative response;
- if the account has been blocked for reasons prescribed by regulations;
- if consent for the execution of the payment transaction has not been given in the agreed manner, as defined in these General Terms and Conditions;
- if there are legal obstacles to the execution of the order;
- if there are legal obstacles to the execution of the order, or when there is a reasonable suspicion at the Bank regarding the authenticity of the payment order or any of its elements;
- if the Client has not provided a correct IBAN in the case of SEPA credit transfers.

7. Cancellation of a Payment Order

The payer may cancel a payment order at any time before the order becomes irrevocable by withdrawing consent for the execution of the payment transaction or a series of payment transactions initiated by a standing order, so that any future payment transaction in the series is considered unauthorized.

Irrevocability of a payment order occurs once the Bank has received the payment order and forwarded it into interbank payment flows, while for payment transactions initiated by a standing order, no later than 1 (one) business day before the scheduled execution date for debiting the payer's payment account.

After the expiry of the above deadlines, the Client may no longer cancel the payment order, except by agreement with the Bank. Any payment transaction executed after a properly received cancellation shall be considered an unauthorized payment transaction.

8. Restriction of Use of Payment Instruments (Spending Limits and Blocking of Payment Instruments)

Spending limits for the use of a payment instrument, for a single payment transaction or multiple payment transactions within a certain period, blocking of the payment instrument, notification of the intention to block the payment instrument and the reasons for such blocking, as well as replacement of the payment instrument, are defined by the terms and conditions governing the issuance and use of each individual payment instrument.

The Bank shall not provide the Client with a notification of its intention to block a payment instrument if such notification is prohibited by law or if there are justified security reasons for not doing so.

X. INFORMATION BEFORE AND AFTER THE EXECUTION OF A PAYMENT TRANSACTION

1. Information for the payer before executing an individual payment transaction

The Bank is obliged, upon the payer's request and prior to the execution of an individual payment transaction, to provide precise information on the execution time of that payment transaction and the fees that will be charged to the payer. If the Bank charges these fees in aggregate, it shall also provide information on the type and amount of each individual fee included in the total fee.

2. Information for the payee after the execution of an individual payment transaction

The Bank shall provide the Client, through an account statement or make available the following information:

- the reference number or other data enabling the payee to identify the payment transaction, as well as information about the payer and other data transmitted with the payment transaction in accordance with the law;
- the amount of the payment transaction in the currency in which the funds were made available;
- the amount of any fee charged to the payee for the execution of the payment transaction, and if the payment service provider charges these fees in aggregate, also the type and amount of each individual fee included in the total fee;

- if a currency conversion is performed, the exchange rate used by the payee's payment service provider in executing the payment transaction, as well as the amount of the payment transaction before currency conversion;
- the date on which the funds were made available to the payee.

The Bank shall provide the Client, upon request, with the above information on paper or another durable medium.

XI. INFORMATION AND DATA ON FEES, INTEREST RATES AND EXCHANGE RATES

1. Type and amount of fees

Fees charged by the Bank represent all fees and other costs paid by the Client to the Bank for services related to the payment account or services connected with such services.

The type and amount of fees for services provided by the Bank to Clients are determined by the Bank's applicable Fee Tariff, which forms an integral part of the Framework Agreement concluded with the Client.

For payment card transactions, the General Terms and Conditions applicable to that service shall apply.

At the time of signing the Application, the Client is informed of the Bank's Fee Tariff, i.e. is notified of the types and amounts of fees charged by the Bank.

The Client is obliged to pay the fees prescribed by the Framework Agreement to the Bank. Fees are charged by debiting the account.

The Bank has the right to amend fee amounts and other costs or to introduce new fees, about which it shall notify the Client in the manner provided for by these General Terms and Conditions and/or the Framework Agreement.

The amount of costs charged by third parties is determined and changed in accordance with applicable decisions on fee tariffs of the competent authorities and organizations whose services are used by the Bank's Client in connection with a financial service.

Fees are determined as fixed amounts, as a specific value, or as a percentage, with the possibility that, in the case of percentage-based fees, a minimum and/or maximum fee amount may be defined.

The Bank shall provide a consumer, at least once a year and free of charge, with a statement of all fees charged for services related to the payment account (hereinafter: fee statement), while entrepreneurs shall receive it upon request, in accordance with the Law. The Bank shall deliver the fee statement by email to the Client's registered email address with the Bank, or by post via registered mail if the Client has not registered an email address with the Bank, in accordance with the provisions of Chapter V of these General Terms and Conditions.

In the fee statement for services defined in the list of representative services, the Bank shall use the terms and definitions set out in that list.

The Bank may charge the Client a fee for providing information or for fulfilling its obligations towards payment service users in accordance with the Law.

2. Interest Rates

The Bank does not calculate or pay interest on funds held in a current account, unless otherwise agreed. If the Client uses funds from an approved overdraft facility for executing payment transactions, the amount, calculation method, and payment of interest shall be defined in the overdraft agreement for the current account.

3. Exchange Rate

For the execution of payment transactions requiring currency conversion, exchange rates within the range of buying and selling foreign exchange rates from the Bank's exchange rate list shall be applied, which is valid on the day of execution of the payment transaction, unless otherwise agreed due to the specific nature of the transaction.

The applicable exchange rate list is available on the Bank's website and in the Bank's premises accessible to payment service users.

When performing currency exchange, the Bank applies the buying rate when purchasing foreign currency or cash from the Client, and the selling rate when selling foreign currency or cash to the Client.

XII. INFORMATION FOR CLIENTS REGARDING INTERNATIONAL PAYMENT TRANSACTIONS AND PAYMENT TRANSACTIONS IN CURRENCIES OF THIRD COUNTRIES

The Bank shall not, in the execution of international payment transactions and/or payment transactions in the currency of third countries, provide the Client with information on the expected execution time of the payment transaction, nor on the expected amount of fees, if prior to initiating the payment transaction the Bank does not have information on the exact amount of such fees charged by another payment service provider or an intermediary involved in the execution of these payment transactions.

The Bank shall not be liable for the actions and execution of payment service providers established in third countries, nor for the actions of foreign banks acting as payment service providers participating in an international payment transaction. The Bank shall charge the Client the fee charged by another payment service provider or intermediary involved in the execution of international payment transactions or payment transactions in the currency of third countries, as well as the fees provided for in the Bank's Fee Tariff.

The execution of international payment transactions and payment transactions in the currency of third countries is subject to the provisions of regulations governing foreign exchange operations.

For all matters related to the execution of payment transactions referred to above that are not regulated by foreign exchange regulations, the provisions of these General Terms and Conditions shall apply. Exceptionally, the National Bank of Serbia prescribes business, technical, and other requirements applicable to payment transactions executed in euros within the Single Euro Payments Area (SEPA).

XIII. PROVISION OF INFORMATION IN THE PRE-CONTRACTUAL PHASE

The Bank shall provide the Client, within a reasonable period before concluding the Framework Agreement, with the information defined as mandatory elements of such agreement, as well as an Overview of Services and Fees, in a manner that enables the Client to become acquainted with the terms related to the provision of payment services, and to compare the offers of different payment service providers and assess whether these terms and services meet their needs.

The Overview of Services and Fees shall be provided free of charge — on paper or another durable medium — in a manner that ensures proof of delivery, at the same time as other information prescribed by law.

The Bank shall provide the Client with the information referred to in the preceding paragraph in a manner that at no time misleads the Client regarding the terms of payment services provision, and this may include providing a draft Framework Agreement containing such information, or providing it on paper or another durable medium.

If the Bank offers the service of opening and maintaining a payment account as part of a package together with another product or service not related to that payment account, the Bank shall inform the Client of the possibility of opening a payment account separately from those products or services, along with separate information regarding the costs and fees associated with each of the other products and services included in that package.

INFORMATION ON PROTECTIVE AND OTHER MEASURES IN THE EXECUTION OF PAYMENT TRANSACTIONS

XIV. OBLIGATIONS RELATED TO PAYMENT INSTRUMENTS

1. Obligations of the Bank in relation to a payment instrument

When issuing a payment instrument, the Bank is obliged to ensure the following:



- that the personalized security features of the payment instrument are accessible exclusively to the Client to whom the instrument has been issued;
- that the Client is able, at any time and in an appropriate manner, to immediately notify the Bank upon becoming aware of the loss, theft, or misuse of the payment instrument, or to request re-enabling of the use of the payment instrument once the reasons for its blocking no longer exist;
- that it prevents any further use of the payment instrument after the Client has notified the Bank of its loss, theft, or misuse.

The Bank may not issue a payment instrument to the Client that has not been requested by the Client, except in cases where an already issued payment instrument needs to be replaced.

The Bank bears the risk of delivery of the payment instrument and its personalized security features to the Client.

The Bank shall provide the Client with proof that the Client has notified the Bank of the loss, theft, or misuse of the payment instrument, if the Client requests such proof within 18 months from the date of such notification.

2. Obligations of the Client in relation to a payment instrument

The Client is obliged to use the payment instrument in accordance with the General Terms and Conditions for individual services, i.e. the agreed terms governing the issuance and use of that instrument.

The Client is in particular obliged to immediately upon receiving the payment instrument take all reasonable and appropriate measures to protect the personalized security features of that instrument (e.g. personal identification number – PIN).

The Client is obliged to immediately, upon becoming aware of the loss, theft, or misuse of the payment instrument, notify the Bank thereof by calling the Bank's contact center: +381 11 3306 300, or the Authorization Center: +381 11 2071 125, or any other Bank phone number available on the Bank's website.

3. Restriction of Use (Blocking) of Payment Instruments

The Bank may disable the use of a payment instrument for the Client if there are justified reasons relating to the security of the payment instrument, if there is suspicion of unauthorized use of the payment instrument or its use for fraud or as a consequence of fraud, or if there is an increased risk that the Client will not be able to fulfill their payment obligations when the use of the payment instrument is linked to the granting of credit or an authorized overdraft facility to the Client. The Bank shall inform the Client of its intention to block the payment instrument and the reasons for such blocking, and if it is unable to inform the Client before blocking the payment instrument, it is obliged to do so immediately after the blocking, in a manner prescribed by the agreed secure communication procedure in cases of fraud, suspected fraud, or security threats.

4. Information on the Secure Procedure for Notifying the Client in Case of Fraud, Suspected Fraud, or Security Threats

As part of the activities carried out by the Bank for the purpose of detecting and preventing payment-related fraud, and in the event of fraud or justified suspicion of misuse of personalized security features by third parties, suspicion of any form of fraud, or security threats, the Bank shall, upon becoming aware of such circumstances, notify the Client by sending a push notification via the Bank's electronic/mobile banking applications and shall refuse execution of the payment order, if the transaction has not yet been executed.

Bank employees may communicate this information personally to the Client in the Bank's premises, as well as through remote communication channels that, without doubt, enable reliable and positive identification of the recipient of the message in the specific case.

XV. UNAUTHORIZED, INCORRECTLY INITIATED, AND UNAUTHORIZED / NON-EXECUTED / IMPROPERLY EXECUTED PAYMENT TRANSACTIONS

1. Liability of the Bank for an unauthorized payment transaction

The Bank is liable for the execution of a payment transaction for which there is no consent from the payer (hereinafter: **unauthorized payment transaction**).

The Bank responsible for executing an unauthorized payment transaction is obliged, immediately upon becoming aware of it, and no later than the next business day after it has detected or been notified of such transaction, to refund the amount of that transaction to the payer, unless it suspects fraud or misuse on the part of the payer. In such case, the Bank shall, within ten days from becoming aware of the unauthorized payment transaction, proceed in one of the following ways:

- 1) provide the payer with a justified explanation for refusing the refund and report the fraud or misuse to the competent authority; or
- 2) execute the refund to the payer if, after additional review, it concludes that the payer did not commit fraud or misuse.

The Bank shall refund the amount by restoring the payer's payment account to the state it would have been in had the unauthorized payment transaction not been executed, so that the value date of the credit to the payer's payment account is no later than the date on which the account was debited for that payment transaction.

2. Liability of the Bank for Initiating Payment Transactions, Non-Executed and Incorrectly Executed Payment Transactions or Delay in Execution of a Payment Transaction

If a payment transaction is initiated by the payer, directly or through a payment initiation service provider, the payer's payment service provider, i.e. the payment service provider maintaining the payer's account, shall be liable to the payer for the correct execution of the payment transaction up to the payee's payment service provider. If a payment transaction is initiated by the payee or by the payer through the payee, the payee's payment service provider shall be liable to the payee for the correct transmission of the payment order to the payer's payment service provider.

If the Bank is responsible for a non-executed or incorrectly executed payment transaction, it is obliged, immediately upon becoming aware of it, to refund the amount of the non-executed or incorrectly executed transaction to the payer, or to restore the payer's account to the state it would have been in had the incorrectly executed transaction not occurred, or to ensure that the value date of the credit to the payer's payment account in relation to the incorrectly executed transaction is no later than the date on which the payer's account was debited for the amount of the incorrectly executed transaction, unless the Client has requested proper execution of the payment transaction. If the Bank is responsible for a non-executed or incorrectly executed payment transaction or for a delay in execution of a payment transaction, it is also obliged to refund all fees charged to the Client, as well as to refund or pay any interest to which the payer would be entitled in relation to the non-executed or incorrectly executed payment transaction. The Bank is liable to the Client for a non-executed or incorrectly executed payment transaction even if a intermediary involved in the execution of the payment transaction is responsible for it.

In the case of an unauthorized, non-executed, or incorrectly executed payment transaction, the Bank is obliged, regardless of liability for proper execution of the payment transaction, at the Client's request, to immediately take appropriate measures to trace the flow of funds related to the transaction and to promptly provide the Client with information on the outcome of such measures. There is no liability of the Bank or the Client in relation to the execution of a payment transaction in the case of force majeure that prevents the fulfillment of obligations.

If the payment transaction was initiated by the payee or by the payer through the payee, the payee's payment service provider is responsible to the payee for the correct execution of the payment transaction, provided that the payer's payment service provider shall not be liable to the payer for a non-executed or incorrectly executed payment transaction if it proves that the payee's payment service provider received the amount of the payment transaction and that there was only a minor delay in execution. In such case, the payee's payment service provider is obliged to ensure that the amount of the payment transaction is credited to the payee's payment account so that the value date of crediting is no later than the date on which the account would have been credited had the transaction been properly executed.

The payee's payment service provider is obliged to deliver the payment order issued by the payee or by the payer through the payee to the payer's payment service provider within the deadline agreed between the payee and its payment service provider.

If the Bank, as the payer's payment service provider or as the payment service provider maintaining the payer's account, provides the payer, and where necessary also the payee's payment service provider, with proof that the payee's payment service provider's account was credited with the amount of a domestic payment transaction executed in dinars on the same Business Day on which the Bank, as the payer's payment service provider, received the payment order, the payee's payment service provider shall be liable to the payee for a non-executed or incorrectly executed payment transaction. The Bank shall not be liable for the non-execution of a payment transaction in the event of extraordinary and unforeseeable obstacles in the provision of payment services. Such obstacles are considered events that hinder or prevent the provision of these services and are caused by force majeure, war, unrest, terrorist acts, strikes, interruption of telecommunication links or other communication channels, actions and regulations of any state or other authorized body, or the cessation or malfunctioning of a payment system, over which the Bank had no influence and which constitute an objective obstacle to the provision of such services.

3. Responsibility for the Use of the Unique Identification Code (UIC)

If a payment order is executed in accordance with the beneficiary's Unique Identification Code (UIC) stated in the order, it shall be deemed that the payment order has been properly executed with regard to the identification of the payee, regardless of any other information provided to the Bank.

If the UIC provided by the Client to the Bank is incorrect, the Bank shall not be liable for a non-executed or incorrectly executed payment transaction. In the event of a non-executed payment transaction due to an incorrect UIC, the Bank is obliged, immediately upon becoming aware of it, to refund the amount of the non-executed payment transaction to the Client.

In such case, the Client has the right to request that the Bank take all reasonable measures, i.e. to provide information on the flow of funds related to the payment transaction (e.g. information on the payee's payment service provider and/or the payee). The Bank shall charge a separate fee for taking such measures, in accordance with the Fee Tariff.

4. Payment Transactions Resulting from Fraud or Abuse and Certain Cases of Improper Execution of Payment Transactions

The Bank shall not credit funds to the account of the payee – the Client, i.e. shall prevent the Client from disposing of such funds, if it receives from the payer's payment service provider a request for the return of those funds together with data, information, and documentation based on which it is determined that it is likely that the payment transaction is the result of fraud or abuse, for a period of up to three Business Days from the day of receipt of such data, information, and documentation.

If, in the case referred to in paragraph 1 of this point, the Bank subsequently, but before the expiry of the deadline referred to in that paragraph, receives from the payer's payment service provider additional data, information, and documentation, including a relevant report to the competent state authority, which together beyond reasonable doubt indicate that fraud or abuse has occurred, the Bank shall be obliged to:

- 1) immediately refund the funds to the payer if the payee – the Client, within 15 Business Days from the day the Bank informed them of the data, information, documentation, and report referred to in this paragraph, fails to prove or make it plausible that the funds originate from a legitimate source, or if the Client refuses to provide appropriate evidence;
- 2) enable the payee – the Client to dispose of the funds after the expiry of 30 Business Days from the expiry of the period referred to in paragraph 1 of this point, if the payee – the Client has within the period referred to in item 1) of this paragraph

proven or made it plausible that the funds originate from a legitimate source, and the competent state authority has not issued and delivered an act prohibiting the disposal of such funds.

The payee's payment service provider shall be liable to the payer for any loss arising from a payment transaction referred to in paragraph 1 of this point if it allowed the payee – contrary to paragraphs 1 and 2 of this point – to dispose of funds, and in the relevant procedure it is determined that the payee committed fraud or abuse or participated in fraud or abuse.

Payment service providers shall have the following rights and obligations in certain cases of improperly executed domestic payment transactions:

- 1) If the payer's payment service provider transfers to the payee's payment service provider an amount exceeding the amount specified in the payment order, or if it erroneously executes the payment order multiple times, the payee's payment service provider shall, based on evidence provided by the payer's payment service provider confirming the error, be obliged to return such funds without delay.
- 2) If an amount lower than the amount specified in the payment order is transferred to the payee's payment service provider, the payer's payment service provider may, within the period prescribed by Article 42 of the Law, transfer the difference to the payee's payment service provider even without a request from the payment service user for correct execution of the payment transaction.
- 3) If funds have been transferred to a different payee than the one specified in the payment order, the payer's payment service provider may, within the period referred to in Article 42 of the Law, correctly execute the payment transaction even without a request from the payment service user for proper execution of that transaction, and the payee's payment service provider to which the funds were incorrectly transferred shall, in any case, be obliged, based on evidence provided by the payer's payment service provider that made the error, to return (transfer as a refund) the received funds without delay to the payer's payment service provider.

The refund of funds referred to in paragraph 2, item 1) and paragraph 4, items 1) and 3) of this point shall have priority over the execution of all other payment transactions from the payment account to which those funds were credited.

5. Client (Payer) Liability for Unauthorized Payment Transactions

The Client shall bear losses arising from the execution of unauthorized payment transactions up to the amount of 3,000 dinars, if such transactions were executed due to the use of:

- 1) a lost or stolen payment instrument, or
- 2) a payment instrument that has been misused.

The Client shall not bear losses arising from the execution of unauthorized payment transactions:

- if the Bank has not, at all times, ensured an appropriate means for the Client to notify it of a lost, stolen, or misused payment instrument in accordance with the Law;
- if the transactions were executed after the Client notified the Bank that the payment instrument had been lost, stolen, or misused;
- if the payer could not detect the loss, theft, or misuse of the payment instrument before the execution of the unauthorized payment transaction;
- if the unauthorized payment transaction is a consequence of an act or omission by an employee, representative, or branch of the Bank, or another person to whom the Bank has outsourced activities;
- if the Bank does not require strong customer authentication, unless such transactions were carried out due to fraudulent actions by the Client or due to the Client's failure to use the payment instrument in accordance with the prescribed or agreed conditions governing its issuance and use—due to intent or gross negligence, in which case the Client bears all losses arising from unauthorized payment transactions.

The Client shall bear losses arising from unauthorized payment transactions up to an amount lower than 3,000.00 dinars in accordance with the regulations of the National Bank of Serbia.

6. Notification or Request as a Condition for Refund or Proper Execution of a Payment Transaction

The Bank shall ensure to the Client: a refund of the amount of an unauthorized, non-executed, or improperly executed payment transaction, or the proper execution of a non-executed or improperly executed payment transaction, if the Client notifies the Bank of the unauthorized, non-executed, or improperly executed payment transaction, or requests proper execution of the payment transaction, immediately upon becoming aware of such transaction, provided that such notification or request is submitted no later than 13 months from the date of debit.

If the Bank has not provided the Client with information regarding the payment transaction in accordance with the Law, it shall be obliged to ensure the refund referred to in the previous paragraph even after the expiry of the 13-month period, provided that the Client notifies it of the unauthorized, non-executed, or improperly executed payment transaction immediately after becoming aware of it.

If a payment initiation service provider was involved in the execution of the payment transaction referred to in paragraph 1 of this point, the refund shall be requested by the Client from the payment service provider maintaining his account, without prejudice to the application of the provisions of the law on liability for such transactions.

7. Refund of the Amount of an Authorized and Properly Executed Payment Transaction

The Bank, as the payer's payment service provider, is obliged, at the payer's request, to refund the full amount of an authorized and properly executed payment transaction initiated by or through the payee, if the following conditions are met:

- the payer has given consent for the execution of the payment transaction without specifying the exact amount of the payment transaction;
- the amount of the payment transaction exceeds the amount the payer could reasonably have expected, taking into account the amounts of previous payment transactions and the circumstances of the specific case.

The Bank may request that the payer provide evidence of the facts relating to the fulfillment of these conditions. The payer may not rely on the condition referred to in point 2 if the higher amount results from currency exchange at an agreed reference exchange rate.

The payer may submit the request within 56 days from the date of debit.

The Bank, as the payer's payment service provider, is obliged to refund the full amount of the payment transaction or to inform the payer of the reasons for rejecting the request within ten business days from the date of receipt of the request.

The value date of crediting the payer's payment account may be no later than the date on which the account was debited for the payment transaction referred to in this point.

In the case of direct debits involving domestic payment transactions executed in dinars, or payment transactions executed in accordance with the regulation of the National Bank of Serbia governing operational, technical, and other requirements applicable to payment transactions executed in euros within the Single Euro Payments Area (SEPA), without prejudice to Article 63, paragraph 8 of the Law, the payer shall be entitled to a refund of the amount of an authorized payment transaction executed via such direct debit even if the conditions referred to in paragraph 1 of Article 63 of the Law are not met.

If the Bank rejects the request, it must also inform the payer in the rejection notice about the procedure for exercising rights and protecting interests of the Client, including out-of-court dispute resolution, as well as procedures that may be initiated due to violations of the law and the competent authority responsible for conducting such procedures.

The payer is not entitled to a refund of an authorized and properly executed payment transaction initiated by or through the payee if the following conditions are met:

- the payer has directly given consent to the Bank for the execution of the payment transaction;
- the Bank or the payee has provided the payer, at least 28 days before the due date, with information about the future payment transaction in the agreed manner.

The provisions of this point do not apply to payment transactions based on bills of exchange.

XVI. SWITCHING OF PAYMENT ACCOUNTS – PAYMENT ACCOUNT SWITCHING SERVICE

The Bank enables a Client who opens or already holds a payment account with a new payment service provider or with the Bank itself (hereinafter: the new payment account) to switch payment accounts in the same currency.

The switching of a payment account is carried out exclusively on the basis of the Client's authorization, with or without closing the payment account opened with the Bank. In the case of payment account switching, the Bank shall transfer to the new payment service provider (the same rules apply accordingly to switching within the Bank):

- 1) information on all or certain standing orders, recurring direct debits, and recurring credit transfers where the Client is the payee (hereinafter: incoming credit transfers), provided that the Bank offers such services;
- 2) funds from the payment account (available positive balance), if the Client has requested such transfer in the authorization referred to in the previous paragraph.

The Bank shall begin taking actions related to the switching of the payment account upon receipt of the Client's authorization, which must be made in writing, in Serbian or another language agreed by the parties. Immediately upon receipt of such authorization, in accordance with Section V on information regarding communication methods between Clients and the Bank, the Bank shall provide the Client with a copy or duplicate as proof of receipt of the authorization.

By the authorization, the Client gives consent for the performance of all or certain actions related to the account switching process, and provided that the Bank offers such services, the Client may specify standing orders, direct debit consents, incoming credit transfers, as well as other payment services whose execution is transferred to the new payment account, as well as the date of commencement of execution of standing orders and direct debits from the new payment account, whereby such deadline may not be shorter than six business days from the day the Bank receives the documentation from the previous payment service provider.

The Bank, as the new payment service provider, shall, within two business days from the date of receipt of the authorization for payment account switching, submit a request to the previous payment service provider to carry out actions in accordance with the Client's authorization. The Bank, as the previous payment service provider, shall act upon the request of the new payment service provider in accordance with the authorization, in accordance with the Law. The Bank, as the previous payment service provider, shall close the account if the conditions prescribed by the Law are met; otherwise, it shall inform the Client without delay.

Provided that it provides the requested services, the Bank, as the new payment service provider, shall carry out the necessary actions within five business days from the date of receipt of the requested information from the previous payment service provider, in accordance with the authorization.

If it does not have all the information necessary for the notification referred to in paragraph 5, items 4) and 5) of Article 73k of the Law, the Bank, as the new payment service provider, may request such information from the previous payment service provider or from the Client. In the event that the Client decides to directly provide the information referred to in paragraph 5, items 4) and 5) of Article 73k of the Law to payers and/or payees, the Bank, as the new payment service provider, shall, within five business days from receipt of the requested information, in written form and on the Bank's form, provide the Client with data on the new payment account and the date determined in the authorization from which it will begin providing payment services related to the new payment account.

The Bank shall, upon the Client's request, without charge, provide or make easily accessible information on existing standing orders and direct debits that the Client has with the Bank.

The Bank, as the previous payment service provider, shall, without charge, provide the Client or the new payment service provider with information referred to in Article 73k, paragraph 1, items 1) and 2) of the Law within five business days.

For services related to payment account switching, except for the services referred to in the previous paragraph and account closure services, the Bank may charge an entrepreneur a fee in accordance with the Tariff, which may not exceed the average fees charged for such services to other users. Information related to payment account switching shall be made available by the Bank without charge, on paper or another durable medium, in all premises of the Bank accessible to clients, as well as on the Bank's website, and shall be provided to the Client upon request without charge.

The Bank shall, without delay, compensate the Client for any damage caused during the payment account switching process, in accordance with the Law.

XVII. PAYMENT ACCOUNT FOR A CONSUMER WITH BASIC SERVICES

Without prejudice to the application of the provisions of the law governing the prevention of money laundering and terrorist financing, as well as other provisions of this law, the Bank shall, upon request, enable a consumer who has legal residence in the Republic of Serbia and does not hold an open payment account to open and use a payment account with basic services in dinars.

The Bank shall, free of charge, make easily available to the consumer information and provide explanations regarding the characteristics of the payment account with basic services, the conditions for using such account, and the fees related to it, with a clear indication that the contracting of additional services is not a condition for opening and using a payment account with basic services.

The Bank offers services related to the opening of the account referred to in the previous paragraph only to the extent that it already offers such services to consumers in relation to other payment accounts, and the basic services offered by the Bank include:

- 1) services necessary for opening, maintaining, and closing that account;
- 2) services enabling cash deposits to the payment account;
- 3) services enabling cash withdrawals from the payment account at counters, ATMs, or other similar devices;
- 4) services for executing payment transactions, i.e. transferring funds to and from the payment account, including:
 - (1) use of a payment card, including internet payments within the Bank's existing offer;
 - (2) credit transfers, including standing orders, via appropriate devices, bank counters, and the use of the internet within the Bank's existing offer.

Opening of a Payment Account with Basic Services

The Bank shall, upon the consumer's request, open a payment account with basic services or reject such request without delay, and no later than within ten business days from the date of receipt of a duly submitted request.

The Bank may reject a request for opening a payment account with basic services if the consumer already holds a payment account with basic services at another bank in accordance with the Law, unless the consumer submits a written statement and provides a notice from the other bank confirming that the account will be closed. In such case, the Bank shall first verify whether the consumer holds such an account with another bank or, if it does not perform this verification, it shall obtain from the consumer a written statement regarding whether the consumer holds a basic services payment account with another bank in accordance with the Law.

The Bank cooperates with other banks in the verification procedure referred to in the preceding paragraph, and the data collected and exchanged by banks in this process shall be obtained in accordance with the provisions on banking secrecy under the Law and may be used solely for the purpose of opening a payment account with basic services and in accordance with personal data protection regulations.

In the event of rejection of a request for opening a payment account with basic services, the Bank shall, without delay, in writing and free of charge, provide the consumer with a notice of rejection and the reasons for rejection, unless such notification is prohibited by regulation. In case of rejection, the Bank shall also provide the consumer with information on the right to complaint and appeal and on the possibility of out-of-court dispute resolution in relation to the opening of a payment account with basic services, in accordance with the law governing the protection of users of financial services.

Use of a Payment Account with Basic Services

The Bank enables the consumer to execute an unlimited number of payment transactions related to basic services at counters in the Bank's premises and/or via the internet within the Bank's existing service offering.

Provision of Other Services with a Payment Account with Basic Services

The Bank may, at the consumer's request, approve an overdraft facility on the payment account with basic services and the use of a credit card, in accordance with the law governing the protection of users of financial services; however, the opening and use of a payment account with basic services shall not be conditional upon the conclusion of an overdraft agreement, a credit card agreement, or any other service agreement.

Fees Related to the Payment Account with Basic Services

The Bank charges fees for services related to the payment account with basic services in accordance with the Tariff and applicable regulations governing this matter.

Termination of the Framework Agreement for the Payment Account with Basic Services

The framework agreement for the payment account with basic services shall be subject to the relevant provisions of Section VII governing termination and expiry of the framework agreement, unless otherwise provided in the following provisions.

The Bank may unilaterally terminate the framework agreement for a payment account with basic services if at least one of the following conditions is met:

- 1) the consumer has intentionally used the payment account for unlawful purposes, in which case the termination of the agreement takes legal effect at the moment the fulfillment of the condition is established;
- 2) no payment transactions have been executed on the payment account for more than 24 consecutive months;
- 3) the consumer obtained the right to a payment account with basic services based on incorrect information, in which case the termination of the agreement takes legal effect at the moment the fulfillment of the condition is established;
- 4) the consumer has subsequently opened another payment account that enables the use of basic services;
- 5) the consumer no longer has legal residence in the Republic of Serbia.

If the Bank terminates the framework agreement for a payment account with basic services due to the conditions under points 2), 4), and 5) of the preceding paragraph, it shall, free of charge, provide the consumer with written notice of the reasons for termination on paper or another durable medium no later than two months before the termination takes effect, unless such notification is prohibited by regulation.

In the termination notice, the Bank shall include information on the consumer's right to complaint and appeal and the possibility of out-of-court dispute resolution in accordance with the law governing the protection of users of financial services.

XVIII. PROTECTION OF THE CLIENT'S RIGHTS AND INTERESTS**Right to Complaint, Appeal, and Possibility of Out-of-Court Dispute Resolution**

The Client has the right to submit a written complaint if they believe that the Bank does not comply with the provisions of regulations governing payment and/or financial services, these General Terms and Conditions, good business practices, or obligations under a concluded agreement.

In business premises where services are offered to Clients, the Bank shall display, in a visible place, information on the manner of submitting a complaint, the procedure for handling complaints, as well as the possibility and method of

submitting a complaint to the National Bank of Serbia, and shall also publish this information on the homepage of its website, including the email address to which the Client may submit a complaint.

The complaint must contain the Client's data that clearly identify the relationship with the Bank, as well as the reasons for submitting the complaint.

If the Client submits the complaint through an authorized representative, a special power of attorney must also be submitted authorizing the representative to file a complaint with the National Bank of Serbia on behalf of and for the account of the Client, to undertake actions in the complaint procedure, and granting consent that the representative be granted access to data relating to the Client that constitute banking secrecy under the law governing banks, or business secrecy under the law governing payment services.

Any client remark that does not meet the requirements of a formal complaint shall be reviewed by the Bank with due care, and if it can be considered a complaint, the Bank shall act in accordance with its internal procedures relevant to the specific process (e.g., payment operations, cards, loans).

The Client has the right to submit a complaint within 3 years from the date on which the violation of rights or interests occurred.

The complaint shall be submitted in written form — in the Bank's business premises, by mail, via the Bank's website, or by email to prigovori@adriaticbank.rs. Upon receipt of the complaint, the Bank shall issue a confirmation of receipt.

The Bank does not charge any fee or other costs for handling complaints.

The Bank shall carefully review the statements contained in the received complaint and provide the Client with a response no later than 15 days from the date of receipt of the complaint. For reasons beyond its control, the Bank may extend the deadline for providing a response by an additional 15 days, of which it shall inform the Client in writing.

Written complaints received electronically or via the Bank's website outside the Bank's established business hours shall be deemed received on the following business day.

If the Client is not satisfied with the Bank's response, they have the right to submit a complaint in written form to:

NATIONAL BANK OF SERBIA

Services Consumer Protection Department

Nemanjina 17, 11000 Belgrade or

P.O. Box 712, 11000 Belgrade or

electronically at: zastita.korisnika@nbs.rs

or

to request resolution of the disputed relationship through mediation before the National Bank of Serbia or another authorized body or person.

The provider of the security instrument has all the aforementioned rights as well as the Client.

XVIII. TRANSITIONAL AND FINAL PROVISIONS

These General Terms and Conditions have been prepared in accordance with the Law on Payment Services and the regulations of the Republic of Serbia, and are available on the Bank's website as well as in all business premises of the Bank accessible to payment service users.

The legal relations between the Bank and the Client shall be governed by the law of the Republic of Serbia. For the resolution of any disputes arising from the contractual relationship between the Client and the Bank and from these General Terms and Conditions, the competent court shall be determined in accordance with the regulations governing court jurisdiction.

The Bank shall inform Clients about amendments to these General Terms and Conditions and their availability via account statements, in the Bank's premises accessible to payment service users, on the Bank's website www.adriaticbank.rs, or

through other communication channels, at least two months prior to their application, unless otherwise provided by law or decisions of the competent regulatory authority. The Client shall be deemed to have agreed to the amendments if, by the date of their entry into force, they do not notify the Bank that they do not accept them. Upon receipt of the notice of non-acceptance of amendments, the relevant agreement shall be considered terminated by the Client.

If provisions of an individual agreement governing services related to a payment account are contrary to the provisions of these harmonized General Terms and Conditions, or to the provisions of the Law, then from the date of application of the Law, the provisions of these Terms and Conditions, or the Law, shall apply to the contractual relationship between the Bank and the Client.

The provisions of these General Terms and Conditions shall enter into force on the date of adoption by the Bank's Management Board and shall apply from May 4, 2026.

Management Board