



# BANCA INTESA

Intesa Sanpaolo Group

GTC OF BANCA INTESA AD BEOGRAD FOR CREDIT CARDS FOR INDIVIDUAL

Effective from 28.11.2024.

Pursuant to Article 73, paragraph 1, item 5 of the Law on Banks (Official Gazette of RS Nos 107/2005, 91/2010 and 14/2015) and Article 33, paragraph 2, point 5 of the Articles of Association of Banca Intesa AD Beograd, the Board of Directors of Banca Intesa ad. Beograd hereby adopts the following

## GENERAL OPERATING TERMS AND CONDITIONS OF BANCA INTESA AD BEOGRAD FOR CREDIT CARDS FOR INDIVIDUALS

### 1. INTRODUCTORY PROVISIONS

#### 1.1. Content of Bank's General Operating Terms and Conditions

These General Operating Terms and Conditions for credit cards for individuals (hereinafter referred to as: the General Terms and Conditions) Banca Intesa AD Beograd, regulate:

- conditions under which the Bank provides service of issuance and use of credit cards for individuals,
- information and data on fees, interest rates and currency exchange rate,
- information on manner and means of communication between the User and the Bank,
- information on security and other measures related to execution of payment transactions,
- conditions for amendment and termination of the Framework agreement, as well as
- information on protection of payment services consumers.

The standard terms for particular products and services of the Bank, as well as acts regulating the fees and other costs the Bank charges to its User are also considered the General terms and Conditions.

Terms used in the General Terms and Conditions have the following meaning:

**1) Payment transaction** means an act, initiated by the User, acting as the payer or the payee, of placing, transferring or withdrawing funds, irrespective of any underlying obligations between the payer and the payee;

**2) Payment order** means any instruction issued by the User, acting as the payer or the payee, to the Bank requesting the execution of a payment transaction;

**3) Payment account** means an account used for the execution of payment transactions, maintained by the Bank;

**4) Payment instrument** means any personalized device and/or set of procedures agreed between the User and the Bank, which is used by the User to issue a payment order;

**5) User** means individual person which is signing the Framework agreement on use of credit card limit;

**6) Payer** means the individual person that issues a payment order from its payment account or gives consent to execute a payment transaction based on the payment order issued by a payee, or, if there is no payment account, the individual that issues a payment order;

7) **Payee** means the individual or legal person designated as the recipient of funds subject to a payment transaction;

8) **Business day** means a day, namely part of the day in which the Bank is opened for business and obliged to enable execution of a payment transaction to the User, as its payment services user;

9) **Value date** is a reference date, i.e. reference time the Bank uses for interest calculation on all funds debited from or credited to a payment account;

10) **Reference exchange** rate means the exchange rate used to calculate any currency exchange, which made available by the Bank or which comes from publicly available sources;

11) **Unique identifier** means a combination of letters, numbers and/or symbols assigned to the User by the Bank to be used in a payment transaction to unambiguously identify the respective User and /or its payment account;

12) **Durable medium** means any instrument which enables the User to store data addressed personally to it, to access and reproduce them in unchanged form for a period of time adequate to the purpose of the data;

13) **Domestic payment transaction** means a payment transaction in which the payer's payment service provider and payee's payment service provider provide the service within the territory of the Republic of Serbia;

14) **International payment transaction** means a payment transaction in which one payment service provider provides the service in the territory of the Republic of Serbia, and the other payment service provider in the territory of a third country, as well as a payment transaction in which the same payment service provider provides the service in the territory of the Republic of Serbia for one payment service user, and in the territory of the third country for that same or other payment service user;

15) **Third country** by the day of the Republic of Serbia's accession to the European Union, the third country means any foreign country, and after that date – the county which is not a member state;

16) **Bank** means Banca Intesa AD Beograd seated in Belgrade-New Belgrade, 7b Milentija Popovića str, company registration number:07759231, Tin:100001159, which possesses business license of the National bank of Serbia, in accordance with the law regulating banks;

17) **Slip** means a confirmation of transaction executed by credit card;

18) **Credit card** means a payment and identification instrument issued by Banca Intesa ad Beograd at the request of the User, and based on the agreement with payment card association, which owns the credit card brand;

19) **Point of sale** means a point of sale of a merchant which is required to accept credit cards as a mean of cashless payment for purchase of goods and provision of services;

20) **Internet point of sale** means point of sale where presentation and sales of goods and services, as well as all other activities related to sales, are performed by means of electronic communication (Internet, phone, email) and without physical contact between the Merchant and the User;

21) **Authorization** means approval process for transactions made by credit cards;

22) **Self-service device** means electronic device used for execution of payment transaction, payment of goods and/or services and cash deposits in dinars (or in euros on the device on which it is enabled) on which transactions are made by card and identification of the User, in the manner depending on the self-service device features;

23) **POS (Point of Sale) terminal** means electronic device used to accept credit cards at sales or cash out points;

**24) ATM** means an electronic device used for execution of payment transactions of withdrawal or payment of cash in dinars and in euros on the device on which it is enabled, checking the User's account balance and other services the Bank provides or would provide in the future through the device;

**25) Cash out location** – business entity authorized to accept credit card to disburse cash through POS terminal

**26) Digital banking** shall be a Bank's service encompassing design solutions for electronic and mobile banking which the Bank places at disposal to the Client, and by virtue of which, via remote electronic communication, the performance of banking and other financial and non-financial services is enabled, whereas the physical presence of the User and the Bank's employees in the same place is not required.

**27) Digital wallet** means an applicative solution for mobile payment developed and offered by the digital wallet service provider and which allows the User to register data relate to one or more payment cards within the application and thus generate a virtual card(s) to be used for initiating payment transactions. Terms and conditions of use of digital wallet is agreed between the User and the service provider, which at the same time determines the type and characteristics of the mobile device on which digital wallet application can be contracted and installed. The User may inform on the Bank's website about digital wallets in which he can register one or more of his credit cards as a virtual card;

**28) Virtual card** means digital representation of a credit card in Digital Wallet and/or e-banking and m-banking applications of the Bank which allow the User to perform contactless payment transactions at points of sale, cash out locations and ATMs, that support wireless data transfer between devices at close range and/or at online points of sale that support such type of payment. The Bank, as the card issuer, determines the types of cards that can be virtualized;

**29) Mobile device** means a device on which the Digital Wallet is installed and for which the User contracted digital wallet services with the Service Provider;

**30) Digital wallet service provider (Service Provider)** means a legal entity which provides Digital Wallet services in which the Bank, based on the agreement on cooperation with the service provider, allows the User to register one or more credit cards issued by the Bank.

**31) The Application Form** is a set of User's personal and address data, which the User provided to the Bank in the Bank's premises, in writing, orally through the Bank's Contact Centre, or through the application of the Bank for Electronic or Mobile Banking

The User and the Bank conclude the Framework agreement on credit card limit (hereinafter referred to as: the Framework agreement), which includes the following:

- request for issuing of credit card,
- Agreement on credit card limit (hereinafter referred to as Agreement),
- compulsory elements of the agreement on use of credit card limit,
- General Operating Terms and Conditions.

The User is entitled to one copy of the Framework agreement in writing or on any other durable medium, as well as to receive, at the request and during the term of the agreement, a copy of the Framework agreement, i.e. information served in pre-contractual phase, within the Draft Agreement, in the manner which allows the Payment Service User to get familiar with conditions of payment services provision, as well as to compare offers of different payment service providers and asses if these conditions and services suit its needs.

## **1.2. Competence for adoption**

The General Operating Terms and Conditions of the Bank and their amendments shall be adopted by the Board of Directors. The Executive Board may adopt the general act from Article 1.1, paragraph 2 between two regular meetings of the Board of Directors. The Board of Directors shall approve the decision of Executive Board at the next regular meeting.

## **1.3. Relation between the Agreement and General Operating Terms and Conditions**

If there is a mismatch between the concluded Agreement and General Operating Terms and Conditions, in the relations between the Bank and the User, provisions of the concluded Contract shall take prevalence, followed by the provisions of these General Operating Terms and Conditions.

## **2. CREDIT CARDS**

### **2.1. Conditions under which the bank issues credit cards and types of credit cards**

The Bank issues credit cards to the Users under conditions provided by in this General Operating Terms and Conditions.

Issued credit cards are the property of the Bank. The Bank may issue to the User credit cards from its offer.

At the request of the User, the Bank may issue additional credit cards. In that case, the User is obliged to inform the users of additional credit cards with the manner and conditions of using the credit card defined by the Framework Agreement, whereby the User retains the responsibility to use credit cards in accordance with the Framework Agreement.

### **2.2. Rights and obligations of the Bank and the User**

Data on transaction performed by credit cards are stored and used by the Bank in accordance with law. By signing the request for issuance of credit cards, the Users gives consent to the Bank personal data it provided in the request.

Credit card cannot be assigned and may be used only by the User.

In order to ensure safe operations, the User shall keep credit card and personal identification number safe and handle them responsibly. The User shall take all reasonable measures to protect the PIN in order to prevent misuse of the credit card, shall not record the PIN on the credit card or document stored with the credit card, shall not use the help of others when entering the PIN, and shall take other appropriate measures to avoid misusing the credit card.

The User bears all legal liability for unauthorized use of credit card issued in his/her name, including all additional cards.

The Bank shall ensure that the User is the only person with access to the PIN until presentation of the credit card. The Bank assumes risk related to delivery of the credit card and PIN to the User.

The Bank shall perform subsequent internal checks of consistent application of conditions of the Framework agreement related to the product price for the entire duration of the Framework agreement.

If checks from the previous paragraph show that calculated price is not in accordance with the price defined in the Framework agreement, the conditions which are more favourable for the User shall be applied or the difference shall be returned to the User.

Credit card may be used on points of sales, cash out locations and ATMs, domestically and abroad, on which mark of credit card association is displayed, as well as for remote retail which is allowed by use of this credit card. In case of internet purchase, the User is advised to, prior to the purchase, register its credit card to 3D Secure system, if provided by the Bank, or to use any other safety mechanisms provided by the Bank.

Transaction receipt is issued for transactions made at point of sale, ATM and cash out location. Copy of a transaction receipt is kept by the User for its record. In case of remote trade (via Internet, as well as by catalogue and phone purchase, etc) card cannot possibly be present, and in such situation confirmation of transaction is sent to the User via email.

The credit card may not be used unlawfully, which includes purchase of goods and services prohibited by the law. Each unlawful use of the credit card, as well as purchase of goods and/or services prohibited by law is punishable (use of credit card as security instrument for debt settlement is prohibited, as well as the use of the credit card for purchase of pornographic materials, prostitution, drugs and narcotics and any other illegal activities) and will lead to termination of right of use, seizure of the credit card and the User shall be liable for any possible losses.

### **2.3. Payment of goods/services in installments**

The credit card user may pay for goods and services in installments at points of sale that have an agreement with the Bank on accepting the Bank's payment cards with the option of payment in installments by credit cards. When paying, the user can choose the option of payment in installments, with the choice of the number of installments, where the maximum number of installments depends on the point of sale.

## **3. TERMS OF USE OF PAYMENT SERVICES**

### **3.1. Form and Manner of Giving and Withdrawing the Consent**

1. The Bank shall execute a payment order, by which transfer payment transaction is requested:
  - a) if the User provided sufficient funds for execution of the order, including bank fees, if provided by the Framework agreement, related to the execution (taxes, customs duties, fees of other banks, etc.);
  - b) if the User provided consent for execution of payment order;
  - c) if there is no legal impediment to the execution.

Consent is given by taking single action or several simultaneous actions.

The User gives consent for execution of payment transaction, i.e. authorizes the payment transaction:

- by presenting credit card to employee at point of sale for payment of goods and/or services and by signing transaction receipt (slip),
- by presenting credit card at cash out location, in order to perform cash withdrawal transaction and by signing withdrawal receipt generated by POS terminal at cash out point,
- by entering PIN at POS terminal and ATM,
- by entering or delivering data from credit card or its virtual card created in the Digital Banking application, including safety elements required at Internet point of sale,
- by using credit card in accordance with features of self-service device,
- by using credit card at point of sale, cash out and withdrawal location where no PIN is required, or a signature on the transaction receipt up to a certain amount of transaction, in accordance with the rules of the credit card organization,
- by using a Digital Wallet, i.e. a Virtual Card in the manner defined in point 7.1. of GTC.

Credit card user cannot cancel execution of payment transaction performed by the credit card once the transaction has been authorized.

2. If certain regulations provide that specific personal identification document or specific data is required for execution of the payment order, the Bank shall execute payment order only if such identification documents or data are submitted, i.e. presented in prescribed form.

3. If payment transaction is initiated by the payee or the User through the payee, payment transaction can no longer be cancelled without consent of the payee.

### **3.2. Service of notices**

#### **3.2.1. Service of notices by the Bank to the User**

The Bank serves notices, reports and other written documents to the User who established or intends to establish business relationship with the Bank at the address of its permanent, or temporary residence, i.e. to the address for receiving the User's mail, i.e. by email, SMS or in any other appropriate manner which is in compliance with necessary requirements of providing complete and clear information, as well as confidentiality and secrecy and protection of Client's personal data.

The Bank performs the abovementioned service of notices in accordance with the order and consent of the User and according to the latest data submitted.

Order of consent from the previous Paragraph hereof shall be given by the User to the Bank directly in the Bank's premises, in written form, in verbal form through the Bank's Contact center, i.e. through the Bank's applications for electronic or mobile banking.

The Bank shall serve notices to the user of electronic and mobile banking referred to in paragraph 1 of this item in accordance with the Framework Agreement on the provision of electronic and mobile banking services for individuals and farmers.

The User is obliged to report to the Bank any change of:

- a) personal and address data,
- b) residency change.

The User may perform the obligation from the previous paragraph in person - at the Bank's branch. Exceptionally, the user can also report a change of name, surname, address information and personal document information by post to the address: Milentija Popovića 7b, 11070 Beograd, Serbia (for the Contact Center) or by email to the email address: [kontakt@bancaintesa.rs](mailto:kontakt@bancaintesa.rs) and no later than 15 days from the date of the change.

If the client fails to timely notify the Bank on change of data such as address, phone numbers, email address and other data, and which have been submitted to the Bank for service of notices, as well as on other data which affect or could affect regular service, serving of notices conducted by the bank in accordance with available data shall be considered regular, and any obligations of the Bank to the client arising from or in connections with serving of notices shall be considered performed:

- a) at the date of submission of notices to the post office (for sending as registered shipment), i.e. to the company registered for delivery;
- b) at the date of service in any other way selected by the Bank in accordance with the Framework agreement and data provided, as well as consent of the User for service of notices.

If the mail served to the User is returned due to the incorrect address or incorrectness of any other data provided by the User, the Bank may discontinue further sending of written shipments and notifications to the User, until the User notifies the bank on change of data required for regular service.

Pursuant to regulations, the General Terms and Conditions and nature and contents of acts being served the Bank decides on the type of service for each individual case: registered shipment with or without a receipt notice, sending via email, SMS or any other appropriate way.

The Bank may serve notices to the User through third party, with which it concluded the agreement on performance of delivery, with agreed obligation of third party in terms of protection and confidentiality of User's personal data.

In order for completed delivery to be considered regular, the Bank and a person which in the name and on behalf of the Bank performs the delivery, shall provide proof that the shipment has been sent to the User, as well as ensure that such proof is kept for the necessary time period.

### **3.2.1.1. Delivery of the credit card to the User**

The Bank can provide delivery of the issued credit card to the User through the following ways:

- a) in the Bank's branch
- b) by the post on the address in the Republic of Serbia, which User registered in the Application form as an address for receiving post.

Selection of the delivery way of credit cards, if it is enabled from the Bank side, User performs when applies for the credit card.

When applying for the credit card, User also defines the delivery way for the future reissued credit card. User can change subsequently, if it is enabled from the Bank side, the delivery way for credit card which will be applied for the future reissued cards.

In case that a new corresponding PIN is generated during the issuing of the credit card, the same will be available to the User through the Digital Banking service - Banca Intesa Mobile application. If the User chooses a Bank branch as a delivery way for issued credit card, User can choose that the generated PIN be delivered in printing form with credit card or through the Digital Banking service – Banca Intesa Mobile application.

The User can, regardless of the way of delivery of the card, at any time of using the credit card subsequently request a printout of the PIN, in which case it will be delivered to the Bank's branch.

In case that the travel health insurance card is issued along with credit card, it will be delivered in the same way as the credit card. In case that the travel health insurance card is issued independently from payment card (for example when replacing the travel health insurance card), User chooses the delivery way, if enabled by the Bank, when applying for the travel health insurance card.

Activation of the credit card delivered to the Bank's branch is done when it is presented at the Bank's branch.

Activation of the credit card delivered by the post is done by the User through the Digital Banking service – Banca Intesa Mobile application.

When receiving a credit card, the User is obliged to check whether the card was delivered/presented in a closed original envelope. If the User receives a credit card in an open envelope and/or the User has doubts in the authenticity of envelope, as well as the User suspects that the data on the credit card has been compromised, the User is obliged not to activate it, and to block it immediately by calling the Bank's Contact center. In case that the User want to replace the credit card, it is necessary to act in accordance with point 6.2. GTC for credit cards.

### **3.2.2. Service of notices by the User to the Bank**

The User serves notices to the address of Bank's registered office or its organizational units, in accordance with the General Terms and Conditions, advertisements published and advertising material, Bank's website and other instructions provided by the Bank to the User in writing.

Depending on type of business, and in accordance with applicable regulations and agreement with the User, the Bank may request the User to provide particular documents and notices to the Bank:

- a) in original form or photocopy, with or without certification of competent authority proving that the photocopy is true to the original;
- b) with translation to Serbian language, certified by authorized court interpreter (in case of documents and notices in foreign language)
- c) with the "APOSTILLE" certification or other legalization certificate, depending on the country of origin of submitted document (in case of a foreign document).

### **3.3. Cut-off time for reception and execution of payment transaction**

Time of reception of payment order is the moment at which the user gives consent for execution of payment transaction, i.e. the Bank implements authentication procedure.

The Bank shall execute received order provided that it received payment order from point of sale, as the payee, i.e. from other payment services providers, as the payee.

The Bank shall execute received order in accordance with requirements of payment card association, and within 60 days from the date such order is received.

Business day of the Bank means any business day, except: Saturday, Sunday, holiday or non-business day (according to applicable regulations of the Republic of Serbia).

If the User and the Bank agree that execution of a payment order should start on particular day or on a day at the end of particular period or on a day when the User makes funds available to its payment services provider – payment order shall be considered received at such date, except if such day is not business day, in which case the payment order shall be considered received on the next business day.

The Bank, as the payment services provider of the payer, shall ensure that value date of debiting the User's payment account for execution of payment transaction falls on the same or later date of debit date of the payment account for the amount of payment transaction. Payee's Bank shall ensure that value date of crediting the Payees payment account for the amount of payment transaction is, at the latest, a business day on which funds of payment transaction are credited to the account of that provider. In case of domestic payment transaction, if the User deposits cash to the payment account with the Bank in the currency of such payment account – the Bank shall ensure that value date of crediting such payment account is the date when it received cash payment.

In case of international payment transactions or payment transactions in currency of third country, the Bank is not obliged to submit, i.e. make easily available, to the User information on the cut-off time for execution of payment transaction and fees applied by payee's bank in third country, if such information is not available to the Bank at the moment payment transaction is initiated, but instead shall provide such information within expected time of execution of the payment transaction.

### **3.4. Obligations of the User**

The User is fully liable for legal and agreed use of credit cards issued under the Framework agreement.

The User undertakes to:

- regularly and timely settle all liabilities arising from use of credit cards issued under the Framework agreement, and to pay fees, commissions and other charges within agreed timeframe;
- inevitably and without delay notify the Bank, in writing, on any circumstances which could prevent the User from fulfilling its obligations under the Framework agreement.

If the User fails to comply with compulsory provisions from this point, all obligations of the User under the Framework agreement shall be declared due and payable.



#### **4. INFORMATION AND DATA ON CURRENCY EXCHANGE RATE**

##### **4.1. Currency exchange rate**

The Bank receives the obligations arising from the use of a credit card abroad calculated in euros (EUR).

Exceptionally, transactions arising from the use of credit card in the country at specific service providers (e.g. airlines) are received by the Bank calculated in euro (EUR), in accordance with payment card association rules.

The conversion from the original currency of the transaction to euros (EUR) is made by the payment card association according to its own exchange rate used at the date of calculation.

#### **5. INFORMATION ON MANNER AND MEANS OF COMMUNICATION BETWEEN THE USER AND THE BANK**

All communication between the Bank and the User related to rights and obligations under this Framework agreement shall be performed in Serbian language. This does not exclude use of other languages, all in accordance of good banking practices.

Information and notices shall be submitted in writing or on any other durable medium. All applicable data related to execution of payment transactions, as well as addresses for communication with the Bank are available at the following address: [www.bancaintesa.rs](http://www.bancaintesa.rs). The address for communication of the User with the Bank is [kontakt@bancaintesa.rs](mailto:kontakt@bancaintesa.rs).

The Bank shall, once a month and at the request of the User, submit him/her a free of charge, hard copy of Statement on executed payment transactions.

The User has the right to request, at any time during the term of Framework agreement, copy of the agreement and to change channel of communication with the Bank, except if it is contrary to the provisions of the Framework agreement or incompatible with product/service type.

#### **6. INFORMATION ON SECURITY AND OTHER MEASURES RELATED TO EXECUTION OF PAYMENT TRANSACTIONS**

##### **6.1. Procedure in case of damage, theft or loss of card**

The User shall provide written notification to the Bank in case its credit card has been destroyed or damaged by filling in appropriate form. The user shall notify the Bank by phone (phone no. 011/30 10 160) or at Bank's branch, on lost or stolen credit card immediately after becoming aware of such case. Such notice must be confirmed in writing by filling in appropriate form in the nearest business unit of the Bank within three days from the date the Bank has initially been notified.

The User shall without undue delay notify the Bank on lost, i.e. stolen credit card and ask the Bank to block its further use. The Bank shall declare card invalid through electronic safety systems starting from the date notice on loss, theft or other fraudulent use of credit card is received. In case the User finds credit card, after he/she has already informed the Bank on its loss, he/she must not use, but instead immediately return it to the Bank.

If the Bank fails to provide possibility of reporting loss, theft or transaction executed by unauthorized use of credit card, i.e. credit card data, at any time – the User shall not suffer consequences of unauthorized use, unless he/she himself/herself is responsible for fraudulent use.

The User bears all losses related to fraudulent transaction he/she performed, and also bears losses arising from failure to fulfil:

- 1) its obligations arising from conditions of issuance and use of credit card,
- 2) obligation to adequately keep its personal identification number safe.

The User does not bear losses arising from transactions executed after the loss, theft or unauthorized use of credit card, i.e. credit card data has been reported to the Bank, except he/she is responsible for fraudulent use or participated in fraudulent use or acted with the intent of fraud.

The Bank shall notify the User on each transaction made abroad via SMS to the mobile phone number registered to the Bank, as well as via Digital Banking services in case of its use.

For transactions performed in the country, the Bank shall notify the User via Digital Banking services in case of its use and at the request of the User by sending an SMS to the mobile phone number registered in the Bank. The Bank shall notify the User via SMS sent to the mobile phone number or e-mail the user provided to the Bank for each transaction which may be considered risky. The User shall immediately after receiving a message on spending which he does not accept as his/hers, notify the Bank by contacting Bank's Contact Centre or at Bank's branch and blocking its credit card.

## **6.2. Replacement of credit card**

In case of loss, theft or fraudulent use of credit card, the User has the right to replace the card.

If credit card is damaged or the User changes its personal data, it is entitled to replacement of credit card.

## **6.3. Right of the Bank to block credit cards**

The Bank may disable use of credit card on justified grounds related to credit card security, if unauthorized credit card use or fraudulent use is suspected or if the risk that the User will not be able to fulfil its payment obligations has increased, when use of credit card is connected to granting of a loan, i.e. overdraft to the User.

The Bank shall notify the User on its intentions and reasons for blocking credit card, before blocking the credit card or immediately after card is blocked at the latest.

The Bank shall re-enable use of credit card or replace it with a new card as soon as reasons for blocking cease to exist.

## **6.4. Liability of the User for unauthorized payment transactions**

Notwithstanding liability of the Bank for unauthorized payment transactions, the User bears losses arising from execution of unauthorized payment transaction up to the amount of 3.000 RSD, if such transactions result from use of:

- Lost or stolen credit card, or
- Fraudulent use of credit card, since the User failed to keep its personalized security elements safe.

The User bears all losses arising from execution of unauthorized payment transactions if such transactions result from its intention or gross negligence, i.e. executed for fraudulent actions of the payer or failure to fulfil the following obligations:

- Obligation of the User to use credit card in compliance with regulations, i.e. agreed terms and conditions on issuance and use of such card,



- Obligation to immediately take all reasonable and appropriate measures, immediately after collecting the card, in order to keep personalized security elements of the card safe,
- Obligation to notify the Bank or person appointed by the Bank on loss, theft or fraudulent use of credit card immediately after becoming aware of such circumstances.

The User shall not bear losses from this point, if the Bank failed to provide appropriate manner of reporting lost, stolen or fraudulently used credit card, as provided by the Law on Payment Services and the Framework agreement, except if such losses are result of fraudulent actions of the User.

The User shall not bear losses arising from unauthorized payment transactions executed after he/she reported lost, stolen or fraudulently use credit card to the Bank, except if such losses are result of fraudulent actions of the User.

## **6.5. User's request for correct execution of payment transaction**

The User shall notify the Bank on unauthorized, unexecuted or incorrectly executed payment transaction, i.e. request correct execution of payment transaction immediately after becoming aware of such payment transaction, and provide that such notification, i.e. request is submitted within 13 months from the debit date.

## **6.6. Liability of the Bank for non-executed or incorrectly executed and unauthorized payment transactions**

The Bank shall be liable for non-executed or incorrectly executed and unauthorized payment transactions and, in accordance with the law, it shall immediately after becoming aware of such transaction refund the amount of the transaction to the User, i.e. to the User's payment account and restore the debited payment account to the state it would have been had the unauthorized or incorrectly executed transaction not taken place, along with fees charged for execution of the payment transaction, except if the User requested correct execution of payment transaction.

If the User claims that it has not authorized executed payment transaction or that payment transaction has not been executed or correctly executed, the Bank shall prove that the payment transaction disputed by the user has been properly recorded and posted, as well as that its execution has not been affected by any technical issue or other defect.

In accordance with law, the Bank shall refund the amount of non-executed or incorrectly executed and unauthorized payment transaction to the User or provide correct execution of payment transaction, if the User reported non-executed or incorrectly executed and unauthorized payment transaction to the Bank, i.e. if the User requests correct execution of payment transaction, immediately after becoming aware of the payment transaction, provided that such notification, i.e. such request are submitted within 13 months from debit date.

If the Bank failed to provide information about payment transaction to the User, the Bank is liable for non-executed or incorrectly executed and unauthorized payment transaction and shall refund the amount to the user even after provided period of 13 months has expired, and if the User notifies it on non-executed or incorrectly executed and unauthorized payment transaction immediately after it becomes aware of the transaction.

Provisions from paragraph 1 and 2 of this point shall not be applied to liability of the Bank and the User related to execution of payment transaction in the event of force majeure which prevented performance of obligations provided by the Law on Payment Services or of any other law.

## **6.7. Refunds for authorized and correctly executed payment transactions**

The Bank shall refund the User, at its request, the full amount of authorized and correctly executed payment transaction (hereinafter referred to as: Refund request) initiated by the payee or the User through the payee, if the following conditions are met:

- 1) the User's authorization for execution of a payment transactions does not specify the exact amount of the payment transaction;
- 2) the amount of payment transaction exceeds the amount the User could reasonably have expected taking into account its previous spending pattern, the conditions of the Framework agreement and circumstances of particular case.

The Bank may require the User to provide evidence about facts relating to fulfilment of conditions under paragraph 1 of this point, and the User may not refer to the condition under paragraph 1, item 2 of this point, if increased amount of the payment transaction was due to currency conversion at the agreed reference exchange rate.

The User may submit the request for refund within 56 days from the debit date, and the bank shall refund the full amount of the payment transaction to the User or notify it on the reasons for rejecting the Refund request within 10 business days from the receipt of the request.

If the Bank refunds to the User the claimed amount and after conducting complaint procedure in accordance to payment card schema rules is established that the claim was unfounded the Bank shall charge the User's payment account for the subject amount without the special consent of the User.

If the Bank rejects the refund request, it shall, in the notification about the reasons for the rejection, notify the User about:

- 1) procedure for the protection of rights and interests of the User, including out-of-court resolution of disputes,
- 2) proceedings that could be initiated for the violation of provisions of the Law on Payment services, as well as
- 3) body responsible for conducting these proceedings.

The User has no right to a refund specified in paragraph 1 of this point, if the following conditions are met:

- 1) the User provided consent for execution of payment transaction directly to the Bank;
- 2) information on the future payment transaction has been provided or made available in the agreed manner to the User at least 28 days before the due date by the Bank or the payee.

## **7. CONDITIONS OF USE OF DIGITAL WALLET**

### **7.1. Activation, use and execution of payment transactions by Virtual Card**

The User makes an agreement on provision of Digital Wallet service with the Service Provider. The Bank is not a party in the agreement, it does not and may not assume any rights and obligations from such agreement, may not be held liable for availability or the functioning of the service.

The User may register its credit card in the Digital Wallet either through application of the Service Provider or through mobile banking application of the Bank, if supported by the Bank. Registration of a credit card in Digital Wallet creates a Virtual Card which is subject to all conditions that are applied to the credit card represented by the Virtual Card, all in accordance with the Framework Agreement concluded between the User and the Bank.

If the User has registered several payment cards in the Digital Wallet, he may decide on his own which of the cards will be used to initiate a payment transaction.

Approval for execution of payment transactions initiated through Digital Wallet, i.e. by Virtual Card is given by the User by holding a Mobile Device near POS terminal or ATM, i.e. by selecting the Digital Wallet as payment option at internet point of sale and entering personalized security elements, selected personally or agreed with the Service Provider. The Bank will debit the amount of the executed payment transaction to the User's credit card. The User may receive information on payment transactions executed through Digital Wallet service not only from the Bank, but from the Service Provider, as well.

It is not possible to use Virtual card for instalment transactions.

## **7.2. Expiry or restriction of the right of use of Virtual Card, replacement and/or renewal of credit card**

If the Framework Agreement under which the Bank issued a credit card, which is digitally represented by a Virtual Card, is terminated for any reason, if the User stops using the credit card or the Bank denies User the right to use the credit card, the right to use Virtual Card will cease at the same time.

The Bank may permanently or temporarily block the Virtual Card due to reasons related to secure provision of payment services, suspected unauthorized use of Virtual Card and/or its fraudulent use. The Bank will inform the User on its intention and reasons to block the Virtual Card prior to the block and at the latest immediately after blocking the card, except if giving of such notice is contrary to objectively justified reasons of security or regulations. The Bank will allow a Virtual Card to be registered again after the reasons for blocking the card cease. Reasons to temporary or permanently block and/or prevent use of a credit card, apply to a Virtual Card, as well. Credit card being blocked causes the Virtual Card to be blocked, as well, while Virtual Card being blocked does not have to cause the credit card to be blocked.

The Bank will prevent use of a Virtual Card in case that Digital Wallet service within which Virtual Card has been generated is no longer available for credit cards it issues and the User will be timely informed on the matter.

The Service Provider may prevent use of Virtual Card for any other reason agreed with the User. In that case, the Bank may not and is not obliged to influence the Service Provider in terms of availability of Digital Wallet to the User.

In case of regular credit card renewal, it is not necessary to reactivate the Virtual Card through Digital Wallet. In case credit card is not collected, the Bank reserves the right to disable the use of Virtual Card in Digital Wallet. If the Bank, for any reason, replaces User's credit card that has been registered in the Digital Wallet by a new credit card (e.g. if the card is reported as lost), Virtual Card does not have to be reactivated through Digital Wallet.

Deletion of a Virtual Card from a Digital Wallet does not affect the possibility of use of a credit card which Virtual Card is digitally represented. If after deletion of a Virtual Card from a Digital Wallet the User wishes to once again start using his credit card as Virtual Card, he may reregister it in the Digital Wallet. Deletion of Virtual Card from Digital Wallet does not release the User from obligation to settle all liabilities created by such card before deletion.

Inability to use a Virtual Card due to the above listed reasons does not release the User from obligation to pay or make funds available on the payment account for payment of all liabilities arising from the use of credit card and Virtual Card.

### **7.3. Security**

By registering a credit card in Digital Wallet on specific Mobile Device, the User assumes the obligation to use the Mobile Device with due diligence, as well as to take all reasonable measures to save and protect confidentiality of information stored on the Mobile Device, which have been agreed with the Service Provider, for giving approval for execution of payment transactions initiated through Digital Wallet and/or Virtual Card. Obligations related to handling of personalized safety elements of payment instruments, assumed by the User under Framework Agreement, apply to the Mobile Device and to this elements. All payment transactions initiated by Virtual Card will be deemed initiated by the User, except the user previously reported theft, loss or abuse of Mobile Device or its personalized safety elements for Mobile Device to the Bank. Liability of the Bank and the User in terms of payment transactions initiated by Virtual Card is subject to provisions of points 6.4 to 6.7 of GTC for payment cards.

The User undertakes:

- when creating personalized safety elements for Mobile Device and/or Digital Wallet, to act with due diligence and not select safety elements which could for any reason be guessed or connected to the User,
- to disable access to his Mobile Device by fingerprint or facial recognition of other persons,
- if, before entering into agreement on use of Digital Wallet and generation of Virtual Card, he set any safety elements on his Mobile Device, such as password, lock pattern or fingerprint recognition, to review them and change all safety elements that have been set in the manner that may be guessed by anyone and about which the User has already, directly or indirectly, provided information to other persons,
- if he suspects that his personalized safety elements for Mobile Device or any other safety element for Mobile Device access are known or may be known to anyone, to change such elements without undue delay, and in case of loss or theft of Mobile Device or suspected fraudulent use of Mobile Device or personalized safety element, to immediately notify the Bank in accordance with point 6.1 of GTC for credit cards.

### **7.4. Fee for Digital Wallet services**

The Bank has no influence on the fees charged by the Service Provider for the service provided by him or third parties that provided related services.

### **7.5. Processing of personal data and data on payment transactions initiated by Virtual Card**

By registering the credit card in Digital Wallet through mobile banking application, the User authorizes the Bank to provide the Service Provider with identification data of the User and the credit card being registered, including the expiry date of the card, all for the purpose of conclusion of the agreement between the User and the Service Provider. The Service Provider is the personal data controller for personal data of the User with whom he made an agreement for Digital Wallet service and as such he is responsible to the User for lawful processing of his personal data required for conclusion and performance of the agreement on use of Digital Wallet service, during the term of the agreement and after its expiry. The Bank does not influence and may not be held liable for the manner in which the Service Provider collects and processes data.

During the period of validity and use of Virtual Card the Bank provides the Service Provider with aggregate information on payment transactions initiated by Virtual Card for the purpose of performance of the agreement concluded between the User and the Service Provider.

Contracting and use of Digital Wallet includes safe transfer of information through electronic communication network, which availability is ensured by electronic communication service providers that may not be influenced by the Bank, including the electronic communication service provider of the User himself. The Bank may not be held liable for availability and proper functioning of such service, for transfer of data through these services from Service Provider to Mobile Device of the user and vice versa or for archiving and storage of data on Mobile Device of the User.

## **8. TERMS AND CONDITIONS OF USING THE VIRTUAL CARD IN THE BANK'S DIGITAL BANKING APPLICATIONS**

The user of the Bank's Digital Banking applications can create a digital display of the credit card or virtualize the credit card in these applications. The User can use the Virtual card created in this way only at internet points of sale, and the conditions that apply to the credit card whose Virtual card is a digital display are applied accordingly. For one credit card, it is possible to create several Virtual cards, which can be:

- one-time, for one transaction, which the User can use within five days
- multiple, which the User can use in a period defined by him, which can be from one up to six months

The Bank will debit the User's credit card to which the Virtual card is linked for the amount of payment transactions performed with the Virtual card.

The User can block the Virtual card via digital banking applications or by calling the Bank's contact center.

## **9. CONDITIONS FOR THE AMENDMENT AND TERMINATION OF THE FRAMEWORK AGREEMENT**

### **9.1. Amendments to the Framework agreement**

If the Bank intends to amend any contractual element, it shall obtain prior consent of the User. If the User does not agree with such amendment, the Bank cannot unilaterally change contractual conditions or terminate the agreement for that reason.

Notwithstanding paragraph 1 of this point, if level of fixed interest rate or fixed element of variable interest rate, i.e. level of fees and other costs is changed in favour of the User – such changes may be implemented immediately and without prior consent of the User.

In case referred to in paragraph 2 of this point, the Bank shall notify the User on the abovementioned changes without undue delay in writing or on any other durable medium, and such notice shall include date of application of these changes.

The Bank shall inform the User about the proposed amendments of the contractual relationship in the part related to mandatory agreement elements in the sense of the Law on protection of financial services users within two months before the proposed date of beginning of application of amendments i.e. supplements at the latest, by delivering the proposed amendments i.e. supplements of the Framework Agreement in written form or on some other permanent data carrier.

After receiving the proposal from the previous paragraph of this point, the User may agree that propose amendments may cause legal effect even before propose data of application

If the User does not agree with the proposed amendments i.e. supplements, she/he can terminate the Framework Agreement free of charge, with an obligation to settle all her/his obligations toward the Bank under the Agreement and return the card/s to the Bank, and the Bank shall inform the User thereof at the time when it delivers the proposed amendments i.e. supplements of the Framework Agreement.

It is deemed that the User agreed to the proposal from paragraph 4 of this point, if prior to the date of application of the proposed amendments they did not provide notice to the Bank that they do not agree with the proposal, on which the Bank shall inform the User simultaneously with the submission of proposal.

## **9.2. Termination of credit card use**

Termination of credit card use may occur on initiative of the User (termination of use) or by Bank's denial of right of use (prohibition of use).

The User which does not to perform business credit card operations, shall cancel the credit card use and return it to the Bank, in the manner and within the period provided by the Framework agreement with the Bank.

The User may cancel its credit card at any time and free of charge.

The Bank has the right to terminate the Framework agreement with notice period of two months, as well as in other cases provided by the law which regulated Framework contractual relations or by any other legal regulations and by submitting written notice to the other party.

In case of termination of the Framework agreement, the User shall pay fees only for payment services provided until termination, and if such fees are paid in advance, the Bank shall refund proportionate amount of fees paid by the User.

The User may require provision of the Framework agreement, contrary to the information provided in the pre-contractual phase in accordance with the Law, and/or provisions relating to information on compulsory elements of the Framework agreement which have not previously been submitted to the User – to be declared null and void.

If the User fails to cancel card use within 60 days from the date of credit card expiry, and continues to use business credit card in accordance with the Framework agreement, the Bank may automatically renew its membership and issue new credit card. Period of validity of credit card is specified on the credit card itself.

If the User fails to comply with the Framework agreement or acts against the law, the Bank may terminate the Framework agreement without notice period and prohibit any further use of or block all issued credit cards.

Except in the above cases, the Bank may unilaterally terminate the Framework agreement concluded with the User if one of the following conditions for termination materialises:

1. the User provides the Bank with incorrect data, or false statements and documents important for the conclusion of this Framework agreement and/or assessment of the User's creditworthiness;
2. the User fails to meet any obligation undertaken by this Framework agreement even within 15 days of receiving a warning from the Bank;
3. that the User immediately upon receipt of the notification does not submit new promissory notes to the Bank in place of those that the Bank used in the process of collecting its claim or





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that have ceased to be valid for any reason, so that the Bank always has initially at its disposal for the duration of the contract agreed number of valid promissory notes;

4. the User fails to notify the Bank within 15 days about the change of domicile and/or place of stay, change of first or last name, i.e. personal document data (by post to the address: Milentija Popovića 7b, 11070 Belgrade, Serbia (for the Contact Center), by email to the email: [kontakt@bancaintesa.rs](mailto:kontakt@bancaintesa.rs) or directly to the responsible employee at the Bank, and in emergency cases by phone, with the mandatory confirmation of the information given), i.e. change of employer, contact information and other personal data that User provided to the Bank (directly to the responsible employee of the Bank).
5. circumstances arise as set out by regulations and procedures on the prevention of money laundering and terrorism financing and action is taken in accordance with international sanctions to certain countries, based on which the Bank has the right or obligation to terminate its business relationship with the User, including, among other things:
  - a) it is established that the User is included on official terrorist and other negative lists, in accordance with domestic and international regulations on the prevention of money laundering and terrorism financing;
  - b) the User, at the request of the Bank, fails, within the provided or reasonable deadline, to submit its data, data on the origin of its funds or nature/purpose of its business relationship with the Bank and/or the transaction it is carrying out through the Bank;
6. the User does not observe its legal obligations to the Bank.

The User shall settle all liabilities arising from termination of use of credit card on the date request for cancelation is submitted. If card use is prohibited by the Bank, the User shall settle its liabilities immediately.

The User agrees to settle any possible liabilities accrued during the period of business credit card use, which will become due with 30 days from the date termination request is submitted, i.e. after termination of the Framework agreement, in case business credit card use is prohibited.

The User shall settle all liabilities referred to in the previous paragraph within three days from the date special Bank's notice on the matter is received.

In case of termination of use of the credit card on any grounds, the User must return the credit card at Bank's request.

The Bank notifies sales network (merchants) on prohibition of credit card use. Employee at the point of sale is authorized by this notice to seize the card from the User, if it comes in possession of the credit card.

The Bank has the right to collect all outstanding liabilities arising from business credit card operations from all other accounts the User has in the Bank.

## 10. INFORMATION ON CONSUMER PROTECTION

### 10.1. Right to dispute

The Bank is responsible for resolving any written address in which the User disputes an unapproved, improperly executed or unexecuted payment transaction initiated using a credit card (dispute).

The dispute is submitted by the User:

- in writing at the counter of the Bank branch,



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- by calling the Bank's Contact Center with subsequent delivery of the signed form that the applicant receives from the Bank's Contact Center,
- by email to: [kontakt@bancaintesa.rs](mailto:kontakt@bancaintesa.rs),
- by post to the address: Banca Intesa AD Beograd, Consumer Satisfaction and Complaints Office, 7b Milentija Popovića Str., 11070 New Belgrade,
- through the appropriate dispute request form on the Bank's official website.

The deadline for submitting a dispute is immediately after becoming aware about the unauthorized, unexecuted or incorrectly executed payment transaction, and no later than 13 months from the date of debit.

The Bank shall not be liable for the quality of goods/services the User paid for by credit card.

If the User files a dispute on goods/service at the point of sale, the User is obliged to settle all obligations to the Bank, regardless of the dispute between the User and point of sale.

### 10.2. Right to complaint

The User has the right to complaint to the Bank within the period of three years from the date of violation of its rights or legal interest, if it considers that the Bank fails to comply with provisions of the Law and other regulations governing these services, general terms and conditions or good business customs related to such services or obligations under the Framework agreement concluded with the User.

The Bank will not charge any fees to the complainant, respectively dispute or any other costs of handling the complaint respectively dispute.

Complaints shall be submitted by post to the address:

Banca Intesa ad Beograd,  
Customer Satisfaction and Complaints Office,  
7b Milentija Popovića str, 11070 New Belgrade

by electronic email on the email: [kontakt@bancaintesa.rs](mailto:kontakt@bancaintesa.rs), in Bank branches or via the Bank's website.

### 10.3. Right to file a complaint to the National bank of Serbia

If the User is unsatisfied with the response to the dispute or complaint or that response has not been delivered to him within 15 days, the User may, before initiating a court case, submit a written complaint to the National bank of Serbia, if he believes that the Bank does not comply with the provisions of the Law and other regulations which regulate these services, general terms and conditions or good business practices related to these services or obligations from the Framework agreement concluded with the User.

The User may file a complaint within six months from the date it receives a response or after expiration of the period for provision of response referred to previous point.

The complaint shall be filed via homepage of the National bank of Serbia's website, by clicking on the text *File a complaint against financial services provider/proposal for mediation* or by post to the following address: National bank of Serbia, Financial Services Consumer Protection Sector, 17 Nemanjina Str., 11000 Belgrade or ZIP code 712, 11000 Belgrade.

### 10.4. Out-of-court dispute settlement

If the User is not satisfied with the received response to the dispute or complaint or the response has not been submitted within the provided period of 15 days, dispute between the user and the Bank may be settled in an out-of-court procedure – mediation procedure.

After the mediation procedure is initiated, the User may no longer file a complaint, except if the mediation is finalized with suspension or withdrawal, and if the complaint has already been filed – the NBS will stop acting on the complaint, i.e. stop this procedure, if mediation is completed by agreement.

The period for filing a complaint shall not flow during the mediation.

The mediation procedure shall be initiated at the proposal of a party to the dispute accepted by the other party. This proposal must contain a period for its acceptance, which cannot be shorter than five nor longer than 15 days from the submitted date of proposal to the other party in the dispute.

Disputed parties may decide if the mediation procedure should be conducted before the NBS or other body or person authorized for mediation.

The mediation procedure is carried out by the National bank of Serbia and it is free of charge.

The proposal for mediation is submitted via home page of the National bank of Serbia website, by clicking on the text File a complaint/objection against financial services provider/proposal for mediation or by post to the following address: National bank of Serbia, ZIP code 712, 11000 Belgrade.

## **11. CONFIDENTIALITY AND PROTECTION OF DATA ON PAYMENT SERVICES**

### **11.1 Disposal of data**

The User explicitly agrees that the Bank, in accordance with positive legislation, has the right to forward the data from the Framework agreement, User data and data on its related parties, documentation comprising the file of the Framework agreement, as well as any other data considered banking secret, and data on obligations under the Framework agreement manner of its settlement and compliance with provisions of the Agreement to the Central database of Intesa Sanpaolo Group, members of its bodies, shareholders, employees of the Bank, external auditors, Credit Bureau, Association of Serbian Banks, as well as other persons on a need-to-know basis, and third parties with which the Bank has concluded the agreement on data confidentiality, which are obliged to, after termination of contractual relationship, or when confidential information become useless, i.e. after expiration of storage period, if such period is provided by regulations or internal acts of third party based on regulations, and during the period of compulsory storage, and by complying to applicable regulations on confidential data handling, destroy or erase confidential information in such way they cannot be recovered and submit written confirmation on the matter.

The User explicitly agrees that the Bank has the right to use User data, such as address, phone number, fax or fax number, email addresses and other contact information the User provided to the Bank on conclusion of the Framework agreement, to inform the User on its activities, products and service, through brochures, leaflets, electronic messages, as well as any other type of business communication and presentation.

### **11.2. Personal data protection**

The User explicitly agrees that the Bank has the right to use User data, such as address, phone number, email addresses and other contact information the User provided to the Bank on conclusion of the Framework agreement, to inform the User on its activities, products and service, through brochures, leaflets, electronic messages, as well as any other type of business communication and presentation.

By concluding the Agreement with the Bank, the User confirms that the Bank has informed them about processing of personal data, conditions of collecting and processing personal data that the Bank obtained from them and/or other persons for the purposes of its regular operations and performance of legal and contractual obligations, in accordance with the Law on Personal Data Protection.

## **12. PREVENTION OF MONEY LAUNDERING AND TERRORISM FINANCING**

The Bank shall be entitled to request from the User data required to perform its obligations regarding prevention of money laundering and terrorism financing.

The Bank shall be entitled to defer or refuse to establish a business relationship with the User, to terminate such business relationship or to defer or refuse to execute a transaction based on the User's order or for the User's account, if this is set out by regulations on the prevention of money laundering and terrorism financing.

The Bank may, without requiring consent, temporarily block the possibility of using its services and products, partially or fully, and the execution of transactions based on the User's order or to the credit of the User, if the User, at the request of the Bank, fails, within the provided or reasonable deadline, to submit its data, data on its operations, the origin of its funds or nature/purpose of its business relationship with the Bank and/or the transaction it is carrying out through the Bank, whereby the Bank shall not be responsible for any damage the User suffers because its transactions are not executed or because it cannot use the products or services.

## **13. AUTHORITY RESPONSIBLE FOR SUPERVISION OF THE BANK**

The authority responsible for supervision of the Bank, as payment services provider, is:

National bank of Serbia, 12 Kralja Petra str, Belgrade or 17 Nemanjina str, Belgrade.

## **14. COMING INTO FORCE**

The GTC for credit cards is applied 15 days, from the date of their publication, by displaying them in Bank's branches in a visible place, or on the website of the Bank, including the possibility of publishing acts in electronic form on a public screen in Bank branches.

President of the Board of Directors

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Draginja Đurić