

Effective as of 04.05.2026.

Pursuant to Article 73, paragraph 1, point 5 of the Law on Banks (Official Gazette no. 107/2005, 91/2010, 14/2015 and 19/25) and Article 33, paragraph 2, point 5 of the Articles of Association of Banca Intesa a.d. Beograd, the Board of Directors of Banca Intesa a.d. Beograd adopted the following

**GENERAL OPERATING TERMS AND CONDITIONS OF
BANCA INTESA AD BEOGRAD FOR PAYMENT ACCOUNTS AND PAYMENT SERVICES FOR
LEGAL ENTITIES AND ENTREPRENEURS**

1. INTRODUCTORY PROVISIONS

1.1. Contents of Bank's General Operating Terms and Conditions for payment account and payment services

These General Operating Terms and Conditions of Banca Intesa AD Beograd for payment accounts and payment services for legal entities and entrepreneurs (hereinafter referred to as: GTC for payment accounts and payment services) regulate conditions under which the Bank provides services of opening and maintaining of payment accounts and provision of payment services to legal entities and entrepreneurs.

Standard conditions for particular products and services of the Bank, as well as acts which regulate fees and other costs the Bank charges to Users are also considered the GTC for payment accounts and services.

Terms used in the GTC for payment accounts and payment services have the following meaning:

1) Bank:

BANCA INTESA AKCIONARSKO DRUŠTVO BEOGRAD (NOVI BEOGRAD), 7b Milentija Popovića Str., 11070 Belgrade, Serbia,
BIC/SWIFT: DBDBRSBG
Company registration number: 07759231
TIN: 100001159
E-mail: kontakt@bancaintesa.rs
The authority responsible for supervision of operations of the Bank, as payment services provider, is: National Bank of Serbia,
12 Kralja Petra I str or 17 Nemanjina str, 11000 Belgrade.

2) Payment services user – means a legal entity or an entrepreneur which uses or has used payment service as the payer and/or payee or which contacted the Bank in relation to use of such services;

3) Legal representative means a person who acts in the name and on behalf of a company or entrepreneur, within the scope of his powers of representation, and thereby assumes rights and obligations from concluded legal transactions;

4) Person authorized for giving authorization for the disposal of funds in payment accounts – legal representative of the Payment Service user i.e. another person that is by means of adequate power of attorney authorized for giving authorization for the disposal in the payment account. The Power of attorney shall be certified by the competent body so that the certification body established not only the identity of the person giving the Power of attorney, but their right for issuing the respective Power of attorney the contents of the Power of attorney shall clearly and unequivocally express the will of the person giving the power of attorney to authorize a designated person for giving authorization for the

disposal of funds in payment accounts The Power of attorney is acceptable if not more than six months have expired from the date of certification of the Power of attorney until the date of submitting the authorization for the disposal of funds in payment accounts to the Bank, signed by the respective Proxy; Exceptionally, at the discretion of the Bank, the power of attorney is acceptable also in the event that:

- a) is signed by a person who is authorized to represent legal entity and whose signature is certified by the competent authority of the certification, without confirmation that the owner has the right to issue such Power of Attorney
- b) if more than six months have expired from the date of certification of the Power of attorney until the date of submitting the authorization for the disposal of funds in payment accounts to the Bank, signed by the respective Proxy;

5) Authorized person for the disposal of funds in the payment account means a person authorized by Person authorized for giving authorization for the disposal of funds in payment accounts of the Payment Service user, for disposal of funds in the payment account;

6) Signature specimen card means authorization for disposal with funds placed on payment account of the payment services user, and in the standard form of the Bank, by which the Person authorized for giving authorization for the disposal of funds in payment accounts within its authority, transfers authority to certain persons for signing payment orders and consent for direct debit and bill of exchange (hereinafter referred to as: KDP). If the Payment Service user requests certification of the payment order by seal, the KDP shall be certified by seal of the Payment Service user which will be used to certify payment order forms, direct debit authorizations in written and bills of exchange. Personal signature of the Person authorized for giving authorization for the disposal of funds in payment accounts on the KDP shall be identical to specimen signature of the person certified by the competent body, except if the person is present at signing of the KDP, when it is not required to deliver the document with certified signature of the person.

7) Payment transaction means the payment, transfer or disbursement of funds initiated by the User of payment services as a payer or as a payee or initiated on behalf of the payer, and is carried out regardless of the legal relationship between the payer and the payee, whereby it is considered a remote payment transaction if it is initiated via the Internet or a device that can be used for remote communication;

8) Payment order means any instruction of the payment services user, as the payer or the payee, to the Bank requesting the execution of a payment transaction;

9) Payment account means an account from item 2.1.3, used for the execution of payment transactions, and which is maintained by the Bank (hereinafter: The Account);

10) Payment instrument means any personalized means and/or series of procedures agreed between the User of payment services and the Bank, which is used to issue a payment order, i.e. to initiate a payment transaction;

11) Initiating a payment transaction means taking actions that are a precondition for starting the execution of a payment transaction, including issuing a payment order and performing authentication;

12) Initiation of payment is a service provided over the Internet and where, at the request of the User of payment services, a payment order is issued to the charge of his payment account maintained with the Bank;

13) A payment initiation service provider is a payment service provider that performs business activities related to the payment initiation service;

14) Providing account information is a service that is provided over the Internet and which provides grouped information about one or more payment accounts that the User of payment services has with payment service providers, including the Bank;

15) An account information service provider is a payment service provider that performs business activities related to the account information service;

16) Funds mean cash, scriptural money and electronic money;

17) Cash means banknotes and coins;

18) Account coverage means available balance on current account sufficient for execution of payment transaction;

19) Statement means a report with data on execute payment transactions – credit/debit transactions performed through the Account, Account balance and other data about the Account, which the Bank delivers to the payment services user.

20) Payer means a legal entity or entrepreneur that issues a payment order from its payment account or gives consent to execute a payment order based on the payment order issued by a payee, or, if there is no payment account – legal entity or entrepreneur that issues a payment order;

- 21) Payee** means a legal entity or entrepreneur designated as the recipient of funds subject to a payment transaction;
- 22) Unique identifier** means a combination of letters, numbers and/or symbols assigned to the payment service user by the Bank to be used in a payment transaction to unambiguously identify the respective payment service provider and/or their payment account (e.g. account number/IBAN);
- 23) IBAN** is an international account number in line with the international standard for numeration of bank accounts (International Bank Account Number) assigned by the Bank to its payment service users;
- 24) Business day** means a day, namely part of the day in which the Bank is open for business as required for the execution of payment transaction to its payment service user;
- 25) Value date** means a reference date, i.e. reference time used by the Bank for the calculation of interest on funds debited from or credited to a payment account;
- 26) Means of distance communication** refers to any means which, without the simultaneous physical presence of the Bank and the payment service user, may be used for the conclusion of the Agreement;
- 27) Durable medium** means any instrument which enables the payment service user to store data addressed personally to it in a way accessible for future reference for a period of time adequate to the purposes of the data and which allows for the unchanged reproduction of the data stored;
- 28) Authentication** means the procedure that enables the Bank to check the identity of the User of payment services or the validity of the use of a certain payment instrument, including the use of personalized security elements of the User;
- 29) Reliable user authentication** means authentication with the use of two or more elements that fall into the category of knowledge (something only the Payment Service User knows), possession (something only the Payment Service User possesses) and characteristics (something the Payment Service User is) that are independent of each other, which means that the disclosure of one does not reduce the reliability of the others and which is designed in such a way as to protect the confidentiality of authentication data;
- 30) Personalized security elements** mean personalized data and features that the Bank assigns to the User of payment services for the purpose of authentication;
- 31) Resident** within the meaning of provisions on foreign exchange operations: any legal entity registered and headquartered in the Republic of Serbia or an entrepreneur – natural person registered in the Republic of Serbia and pursuing a legally permitted profit-oriented activity as a profession or a branch of a foreign legal entity entered into the register with the competent authority of the Republic of Serbia or beneficiaries of the budget funds of the Republic of Serbia, beneficiaries of mandatory social insurance organizations and beneficiaries of the funds of local government budgets, as well as other funds beneficiaries included in the consolidated treasury account system or a diplomatic, consular or other representative office abroad financed from the budget of the Republic, domestic citizens employed in those offices as well as their family members;
- 32) Non-resident** means, within the meaning of provisions on foreign exchange operations, any person which does not fulfil conditions set for residents in the previous item of the GTC for payment accounts and payment services;
- 33) 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, and in accordance with limitations set by regulations on foreign exchange operations;
- 34) International payment transaction** means a payment transaction in which one service provider provides 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 county for the same or any other payment service user. By the day of the Republic of Serbia's accession to the European Union, it also means domestic payment transactions between non-residents and residents or between non-residents executed in dinars, as well as domestic transaction in currencies of third countries. International payment transactions can be processed using several payment systems: the international/interbank clearing system in foreign currency, SEPA or SWIFT.
- 35) The international clearing system in foreign currencies** is an organized mechanism for the exchange and settlement of payment transactions in foreign currencies between banks of different countries, which is managed in the Republic of Serbia by the National Bank of Serbia, and the participants are banks from Serbia, Bosnia and Herzegovina and Montenegro - the list of participants is available on the internal presentation of the National Bank of Serbia: <https://www.nbs.rs/sr/ciljevi-i>

funkcije/platni-sistem/nbs-operator/kliring/

36) The interbank clearing system in foreign currencies is a payment system that enables the daily transfer of funds in euros between banks in the Republic of Serbia, under the supervision and operational management of the National Bank of Serbia - the list of participants is available on the internal presentation of the National Bank of Serbia: <https://www.nbs.rs/sr/ciljevi-i-funkcije/platni-sistem/nbs-operator/kliring/>

37) 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;

38) Single register of accounts of the National Bank of Serbia means a single registered of current and other accounts of legal entities, entrepreneurs and consumers, which is maintained in electronic form by the national Bank of Serbia, which prescribes detailed conditions and manner of maintaining the Single register of accounts, manner of providing data from the register, as well as manner of accessing such data;

39) Daily schedule of reception and execution of payment transaction is a specific document of the Bank which defines timeframe and manner of execution of payment transactions (hereinafter referred to as: Daily schedule),

40) Framework agreement on payment account and payment services (hereinafter referred to as: The Framework Agreement) means the following set of documents:

- General Operating Terms and Conditions for payment accounts and payment services
- Agreement on opening and maintaining of payment account of legal entities/entrepreneurs (hereinafter referred to as: The Agreement),
- Tariff of fees for services of the Bank (hereinafter referred to as: The Tariff),
- Daily schedule,
- Request for issuance of business debit card(s) (in case of using one of the business debit cards),
- Terms of use for the business debit cards (in case of use of one of the business debit cards)
- General Terms of Operation of Banca Intesa AD Beograd for Business Debit Cards for legal entities and entrepreneurs (in case of use of one of the business debit cards) – (hereinafterreferred to as: the General Terms of Operation).

41) Business debit card is a payment instrument issued by the Bank on demand of the User, and based on the Agreement signed with the Payment Card Organization, owner of the business debit card brand (hereinafter referred to as: The Card);

42) POS (Point of Sale) terminal is an electronic device used to accept payment cards at point of sale or cash out point;

43) ATM means an electronic device used for execution of payment transactions of cash withdrawal or payment, checking of payment service user’s account balance and other services the Bank provides or will provide in the future through the device;

44) SWIFT is an abbreviation of “Society for Worldwide Interbank Financial Telecommunications” – telecommunication system for uniform transfer of financial assets and information between banks and other financial institutions or legal entities, members of SWIFT;

45) The SEPA scheme (Single Euro Payments Area) is a single area of payments in euros that includes all countries of the European Union, as well as other European countries and several non-European countries (territories) participating in the SEPA scheme - the exact list is published on the official website of the European Payments Council.

46) SEPA credit transfer – SCT means a payment transaction in euros executed within the SEPA scheme, on the same (T+0) or next working day (T+1), using IBAN as a unique account identifier.

47) BIC code (Bank Identifier Code) means a business identification code that unambiguously identifies the provider of payment services, the elements of which are determined by the International Organization for Standardization - ISO (eng. International Organization for Standardization).

48) Law on Payment Services is the law which regulates conditions and manner of providing payment services, electronic money, payment systems and supervision over implementation of its provisions (hereinafter referred to as: The Law);

49) Credit transfer is a payment service in which the payer initiates the execution of one or more payment transactions at his payment service provider to the charge of his payment account, including

the issuance of a standing order, after which the payee's payment account is approved for the amount of the payment transaction;

50) A standing order means an instruction given by the payer to the Bank for the periodic execution of one or more payment transactions (most often in a fixed amount), whereas a standing order is not an instruction given by the payee.

51) IPS payment system means a payment system operated by the National Bank of Serbia, which is used for the transfer of funds in dinars, among the participants within the system, for the purpose of executing instant credit transfers.

52) Instant credit transfer is a domestic RSD payment transaction, up to 300,000 RSD, and which is executed within the IPS payment system, in the manner and within the deadlines set forth by this GTC for payment accounts and payment services and the Daily Schedule.

53) Direct debit is a payment service in which the payee, based on the payer's consent, initiates a payment transaction to debit the payer's payment account. The payer can give this consent to the payee, his payment service provider or the payee's payment service provide;

54) A self-service device means an electronic device made for execution of payment transactions, payment of goods and / or services and payment of cash, where the transactions are executed by using the payment card and identification of the Payment Services user, in line with instructions by the self-service device itself;

55) Payment card - an identification card issued at the client's request, using for purpose of client's identification, while client pays cash on self-service devices;

56) FATCA Agreement - Law on Ratification of the Agreement between the Government of the Republic of Serbia and the Government of the United States of America with the aim of improving the harmonization of tax regulations at the international level and the application of FATCA regulations.

Prior to entering into the Framework Agreement, the payment service user is entitled to be provided with the Draft Agreement through which they will get acquainted with conditions of payment service provision, compare offers of different payment service providers and asses if these conditions and services suit its needs.

Payment service user will be entitled, during the entire contract validity period, to one copy of the Framework Agreement which is delivered on their demand.

The user of payment services has the right to one copy of the Framework Agreement in written form, on paper or on another permanent data carrier.

1.2. Competence for adoption

GTC for payment account and payment services of the Bank and its amendments are adopted by the Board of Directors of the Bank.

Between two regular meetings of the Board of Directors, the Executive Board may adopt the general act from article 1.1, paragraph 2. The Board of Directors shall approve the decision of Executive Board at the next regular meeting.

1.3. Relations between the Agreement, and GTC for payment accounts and payment services

In case of any discrepancy between provisions of the Agreement and the GTC for payment accounts and payment services, relations between the Bank and the User shall be primarily governed by the provisions of the concluded Agreement and then GTC for payment accounts and payment services.

2. CONDITIONS FOR PAYMENT SERVICES USE

2.1. General conditions under which the Bank provides payment services

The Bank provides payment services in accordance with the Law and regulations on foreign exchange operations, which apply to:

- domestic payment transactions executed in dinars,
- domestic payment transactions executed in currency of a third country, and

- international payment transactions regardless of the currency.

Mutual rights and obligations of the Bank and payment service user in terms of provision of payment and other services in terms of payment account are regulated by the Framework Agreement.

2.1.1. Types and descriptions of the main characteristics of payment services

Payment services provided by the Bank to Users of payment services are:

- 1) service required for opening, maintaining and closing of payment account;
- 2) services enabling cash to be placed on a payment account;
- 3) services enabling cash withdrawals from a payment account;
- 4) fund transfer from/to a payment account, in one of the following ways:
 - a. Credit transfer,
 - b. Instant credit transfer,
 - c. Direct debits, including one-off direct debit,
 - d. Using a payment card or similar means.
- 5) services of execution of payment transactions where funds are secured by credit granted to the User of payment services, namely:
 - a. transfer of approval,
 - b. by direct debit, including one-time direct debit,
 - c. using a payment card or similar means.
- 6) payment instrument issuance services where the Bank, on the basis of the contract, issues a payment instrument to the User of payment services for initiating and processing payment transactions with the Bank;
- 7) payment transaction acceptance services where, on the basis of the contract between the Bank and the User of payment services on the acceptance and processing of payment transactions, funds are transferred to the payee;
- 8) payment account change service;
- 9) other services that can be regulated by a special contract on payment service and/or an annex to the existing one and/or another document by which their provision is contracted.

2.1.2. Account opening

The Bank opens the account to a payment service user based on the Request for account opening, documents prescribed by applicable Decisions of the National Bank of Serbia (hereinafter referred to as: the NBS), documents prescribed by legal regulations, which regulate anti-money laundering and terrorism financing and by concluded Framework agreement. List of required documents is available in Bank branches and at the following address– www.bancaintesa.rs. Personal signature of the authorized person of the applicant for account opening shall be identical to the signature of the person certified by the competent body, except if the person is present at signing of the Application for account opening, when it is not required to deliver the document with certified signature of the person. In case of non-residents, along with the Application for account opening, documentation in accordance with positive regulations is to be submitted.

The Bank has the right to request other documents if so regulated by regulations in force at the time of conclusion of the Agreement.

The Bank reserves the right to refuse to open the Account and, in that case, it shall allow a payment service user to collect documents submitted for such purpose to the Bank, while keeping a copy thereof.

Payment service user is liable for veracity and completeness of all data based on which the Bank has opened and maintains the Account.

Payment service user shall indemnify the Bank for any damages, loss or expenses arising as a consequence of provision of untrue and/or incomplete data to the Bank.

The Bank keeps data on opened Accounts in a database, and submits them, in accordance with legal regulations, to the Single register of accounts with the National Bank of Serbia.

2.1.3. Types of payment accounts

Payment account may be a current account or other payment account.

Current account is a payment account with the Bank used for execution of payment transaction and other purposes related to services the Bank provides to payment service users.

Current account for regular operations may be:

- Dinar account – on which the resident's dinar funds are kept, for the execution of payment transactions in dinars, as well as for other purposes related to the services provided by the Bank to Users of payment services.
 - ✓ Basic dinar payment account
 - ✓ BizStart payment account*
 - ✓ BizSmart payment account*
 - ✓ BizComfort payment account*
 - ✓ BizPro payment account*

*Type of account available to the User of payment services whose annual income, at the time of application for opening an account, is up to EUR 3 million (Income from the last publicly published final account, converted at the middle exchange rate of the NBS on 31.12. of the specified year). The user of payment services can have only one account package opened with the Bank at the same time. In the event that the User of payment services is late in fulfilling the obligation of monthly maintenance of the payment account for more than 60 (sixty) days, the Bank will change the type of account to the Basic dinar payment account, of which it will inform the User of payment services.

Basic dinar payment account – current account in RSD currency opened for residents.

In addition to the basic dinar payment account, the User of payment services can contract with the Bank additional services related to the said account, namely:

- a) Debit card,
- b) Allowed overage,
- c) Electronic and mobile banking,
- d) E-commerce service and
- e) POS terminal.

BizStart payment account – a current account in RSD currency that is opened for residents, with which the User of payment services receives an additional service, namely the Secure wallet insurance policy for owners of legal entities/entrepreneurs of payment account holders (defined by the insurance conditions).

The user of payment services can also contract with the Bank for additional services related to the specified account, namely:

- a) Debit card,
- b) Allowed overage,
- c) Foreign currency payment account (in the currency chosen by the User of payment services)

in accordance with the Bank's offer),

- d) Electronic and mobile banking,
- e) E commerce service,
- f) POS terminal and
- g) More favorable fees for certain payment services in accordance with the Tariff.

BizSmart payment account – a current account in RSD currency opened for residents, with which the User of payment services receives an additional service, namely the Secure wallet insurance policy for owners of legal entities/entrepreneurs of payment account holders (defined by the insurance conditions).

The user of payment services can also contract with the Bank for additional services related to the specified account, namely:

- a) Debit card,
- b) Allowed overage,
- c) Credit card,
- d) Foreign currency payment account (in the currency chosen by the User of payment services in accordance with the Bank's offer),
- e) Electronic and mobile banking,
- f) E commerce service,
- g) POS terminal and
- h) More favorable fees for certain payment services in accordance with the Tariff.

BizComfort payment account – a current account in RSD currency that is opened for residents, with which the User of payment services receives an additional service, namely the Travel Insurance Policy for the owners of the legal entity/entrepreneur of the payment account holder (defined by the insurance conditions).

The user of payment services can also contract with the Bank for additional services related to the specified account, namely:

- a) Debit card,
- b) Allowed overage,
- c) Credit card,
- d) Foreign currency payment account (in the currency chosen by the User of payment services in accordance with the Bank's offer),
- e) Electronic and mobile banking,
- f) E commerce service,
- g) POS terminal and
- h) More favorable fees for certain payment services in accordance with the Tariff.

BizPro payment account – a current account in RSD currency that is opened for residents, with which the User of payment services receives an additional service, namely:

- a) Health insurance policy for owners of legal entities/entrepreneurs of payment account holders (defined by the insurance conditions),
- b) Travel Insurance Policy for the owners of the legal entity/entrepreneur of the payment account holder (defined by the insurance conditions).

The user of payment services can also contract with the Bank for additional services related to the specified account, namely:

- a) Debit card,

- b) Allowed overage,
 - c) Credit card,
 - d) Foreign currency payment account (in the currency chosen by the User of payment services in accordance with the Bank's offer),
 - e) Electronic and mobile banking,
 - f) E commerce service,
 - g) POS terminal and
 - h) More favorable fees for certain payment services in accordance with the Tariff.
- Foreign currency account – on which foreign currency funds of residents are placed and which is used to execute payment transactions and other purposes related to services provided by the Bank to payment service user,
 - Dinar and foreign currency account on which dinar funds of non-residents, i.e. foreign currency funds of non-residents are placed,
 - Dinar and foreign currency payment account for the execution of transactions, which is defined by law if the funds in the account - for the purposes prescribed by law, are not subject to forced execution. When the Account is being opened, the payment services user is obliged to provide to the Bank proof of legal grounds for exclusion of the Account from enforced collection.

Apart from the abovementioned types of account, the Bank may offer opening of other payment accounts to the payment service user, which will be subject of a separate agreement between payment service user and the Bank.

The Bank collects fees from the User of payment services for services performed according to the Tariff, by automatically debiting the account of the User of payment services.

2.1.4. Authorized person for disposal of funds on the Account

Payment service user appoints Authorized Persons, determines the authorized persons for the disposal of funds on the Account, possible restrictions on the disposal of funds on the Account, as well as any possible changes regarding the authorized persons, by submitting the prescribed form (KDP), all starting from the date indicated on the KDP.

Payment service user shall change provided authorization for disposal of the funds on the Account from the previous paragraph, by sending new stipulated Bank's form.

User of payment services shall be under the obligation to introduce the Authorized persons to their rights and obligations, as well as to control the disposal of the funds on the Account and the exercise of the authorizations.

User of Card is also considered an Authorized Person, authorized by the payment service user to dispose with account funds exclusively by the Card.

Authorized Person cannot:

- change conditions of the Account operations,
- assign its rights to a third party,
- terminate the Agreement and close the Account.

2.1.5. Disposal of funds on the Account

Payment service user disposes of funds on the Account exclusively by issuing payment orders within available balance.

Payment service user may issue payment order in one of the following ways:

- in paper form,
- via electronic and mobile banking,
- through file agreed with the Bank,
- by email – only for non-residents with authorization provided to the Bank to execute payment orders issued in the following manner,
- by SWIFT,
- through ATM and POS device.

Payment orders referred to in this item consist of two (2) copies. Upon receipt of the payment order referred to in this item, the payment service provider is obliged to certify that order, to submit the first copy of the certified order to the Payment Service User free of charge, and to keep the second copy of that order. Exceptionally, at the request of the Payment service user, and with the Bank's consent, the payment order from this item may contain only one copy, in case of which the Bank shall deliver to the Payment service user the confirmation on receipt it certified, with no fee, and if it concerns only the transfer order and the Payment service user is a legal entity - this confirmation with no fee is delivered to the person only if the legal entity required the delivery of the confirmation.

If the order does not include the value date, date of order reception shall be considered a requested value date.

The international payment order is drawn up by the Payment Services User and supplemented by the Bank.

2.1.6. Conditions under which the Bank issues Business debit card

The Bank will issue Business debit cards to the payment service User under conditions stipulated by the Framework Agreement.

2.1.7. Additional services

The Bank may also offer additional services to the payment service user which require special written consent of the Bank and/or on which the Bank and payment service provider shall conclude a separate Agreement.

Confirmation of availability of funds

If the Bank receives a request from a payment service provider that is the issuer of a payment instrument based on a payment card that is linked to an Account with the Bank, for confirmation of whether there is an available amount on the Account of the User of payment services for the execution of a payment transaction based on a payment card, it is obliged to respond immediately after receiving such a request if the following conditions are met:

- a) at the moment of receipt of this request, the Account of the User of payment services can be accessed via the Internet (if the User of payment services is also a user of electronic and mobile banking services);
- b) The user of payment services has given the Bank express consent to respond to such a request, before sending the first such request.

This answer contains only "yes" or "no" without specifying the balance of the Account and cannot be stored or used for purposes other than to execute a payment transaction. Based on this answer, the Bank cannot prevent the disposal of funds on the Account.

At the request of the User of payment services, the Bank is obliged to provide him with information about the payment service provider that submitted the request for confirmation of the availability of funds, as well as about the given answer.

Rules on access to a payment account in the case of payment initiation service and provision of account information

A user of payment services who has an active electronic and/or mobile banking service has the right to use the Payment Initiation service provided by the Payment Initiation Service Provider and the Account Information Provision service provided by the Account Information Service Provider.

The Bank is in no way responsible for obligations arising from the relationship between the User of payment services and the specified service providers.

If the User of payment services agrees to use the service of providing information about the account, the Bank is obliged not to discriminate against requests for the provision of data received from the Service Provider of providing information about the account, except for objective reasons.

If the User of payment services has given explicit consent for the execution of a payment transaction, in order to enable the application of his right to use the payment initiation service, the Bank, with the application of reliable authentication, immediately after receiving the payment order from the provider of the payment initiation service, will deliver or make available to that provider all information about the initiation of the payment transaction and all available information related to the execution of the payment transaction. The Bank will treat payment orders received through the payment initiation service provider in the same way as payment orders issued directly by the User of payment services as the payer, especially with regard to the time schedule and speed of processing, priority or fees, except for objective reasons.

The Bank may deny access to the Account of the User of payment services to the provider of the account information service and the provider of the payment initiation service if there are justified and substantiated reasons regarding unauthorized or fraudulent access to the Account, i.e. unauthorized or fraudulent initiation of a payment transaction by those payment service providers.

If the Bank refuses access to the Account of the User of payment services for the reasons stated in the previous paragraph, it will notify the User of payment services, in the manner established by the Framework Agreement, that access to the Account has been refused and state the reasons for such refusal. If it is not able to notify the User of this before denying access to the Account, the Bank will notify the User of payment services immediately after denying access to the Account. Exceptionally, if giving such notification is prohibited by regulations or if there are objectively justified security reasons for it, the Bank will not notify the User of payment services about the denial of access to his Account. The Bank will re-enable access to the Account when the reasons for denying such access cease to exist.

2.2. Unique identifier

The Bank assigns a unique identifier (account number) to the payment service user at conclusion of the Agreement, which the payment service user has to specify in the payment order for execution of payment transaction.

The Bank is not responsible for an unexecuted or improperly executed payment transaction, if the User of payment services submits a payment order with an incorrect Unique Identification Code of the payee. In this case, at the request of the User of payment services, the Bank is obliged to immediately take all reasonable measures in order to return the amount of the payment transaction to the User of payment services. If in the case referred to in this paragraph it is not possible to refund the funds to the User of payment services, the Bank shall, at the written request of the User of payment services, immediately deliver all available information that the User of payment services needs to exercise the right to refund funds (e.g. information about the recipient's payment service provider and/or about the payee), including the information that the payment service provider of the payee is obliged to provide to the Bank.

2.3. Form and manner of giving and withdrawing consent

2.3.1. Consent for execution of payment orders

Payment service user gives consent for execution of payment orders depending on the manner of in which the order has been given.

Consent for execution of pay-out and transfer order, as well as order for international payment transaction, which are submitted to the Bank in paper form, is given by payment service user by certifying the order: by signature of person authorized for disposal with account funds and seal (if the Payment service user requested the use of seal), identical to the stipulated form (KDP).

Consent for execution of payment order by electronic banking is given in the manner provided by the General Operating Terms and Conditions of Banca Intesa AD for electronic banking services for legal entities and entrepreneurs and by means of the Application form for use of the service.

Consent for execution of payment order by mobile banking is given in the manner provided by the General Operating Terms and Conditions of Banca Intesa AD for mobile banking services for legal entities and entrepreneurs and by means of the Application form for use of the subject service.

The user of payment services gives consent to use the service and reliable authentication of transactions initiated through the Payment Initiation Service Provider in accordance with the General Terms and Conditions of Banca Intesa AD Beograd for electronic banking services for legal entities and entrepreneurs and the General Terms and Conditions of Banca Intesa AD Belgrade for mobile banking services for legal entities and entrepreneurs.

The user of payment services is responsible for the correct use of electronic and mobile banking services.

In international payment operations, orders submitted via email are considered approved if they are certified in the manner prescribed for paper orders, with exception of seal if not present on KDP form, and provided that the payment service user submitted to the Bank authorization for execution of orders submitted in this manner.

The manner of issuing and receiving payment orders to be executed by the Bank and which are issued by SWIFT is regulated by special agreement, and the order received via authenticated SWIFT message, in accordance with SWIFT standards, is considered approved.

Payment transactions, the execution of which consent has been given in the manner described in advance, are considered authorized and approved payment transactions. In case the User claims otherwise, the Bank is obliged to prove that in the part of the service it provides related to the execution of the payment transaction, it is properly authenticated, properly recorded and posted and that its execution was not affected by any technical failure or other defect.

The payment service user agrees that for executing an international payment transaction order, the Bank automatically debit the dinar account of the Payment Services user for Bank's fee amount of transaction, unless otherwise agreed with the Payment Services user. If there are insufficient funds for the automatic debit in the RSD account of the Paying Services user, the order for execution of the international payment transaction will not be realized

Payment transaction where the Bank receives consent for execution through direct debit is also considered a payment order given by the payment service user.

2.3.2. Refusal to execute a payment order

In the event that the User of payment services submits to the Bank a payment order that does not contain all prescribed elements, when the Bank has reasonable doubts regarding the credibility of the payment order or some of its elements (e.g. it determines that the payment order has been corrected, crossed out, deleted or otherwise changed), when the payment order has not been completed in accordance

with the regulations for the payment of public revenues, or does not meet the conditions for execution prescribed by this TOU for payment accounts and payment services, that is, in the case of international payment transactions, it is not in accordance with the regulations on foreign exchange operations, the Bank may refuse the same.

Apart from the afore cited reasons, the Bank shall also refuse to execute a payment order if there are no sufficient funds for the execution of the order, when there are other orders waiting, as well as if it receives a notification of refusal of execution in the IPS payment system.

The Bank will inform the User of payment services about the rejection of a payment order or the initiation of a payment transaction, and if possible, about the reasons for the rejection and the procedure for correcting the errors that caused the rejection, unless the notification is prohibited by regulation. In case of refusal of the instant credit transfer, the Bank shall immediately notify the payment service user or on the same day for other transactions, i.e. next day if the order is received outside of period provided by Daily schedule, and via one of the following channels:

- Bank's branches,
- Current account statement,
- Electronic banking,
- Mobile banking,
- email,
- SMS,
- Phone and
- SWIFT.

2.3.3. Revocation of payment order

The user of payment services, the payer, can revoke a payment order by submitting a request for revocation to the Bank in written form on paper or on another permanent data carrier, in which request must be specified the mandatory elements on the basis of which the identification of the payment order to be revoked is made.

Payment service user may revoke a payment order before it is executed, i.e. before it is sent to payment system for interbank payment, and in case of international transaction, before the SWIFT/SEPA message which executes or orders execution of transaction is sent.

In case when the payment transaction has been initiated as the instant credit transfer, and considering the manner of operation of the IPS payment system, and the deadlines set for the execution of this form of payment transactions, revocation shall not be possible once the Bank has generated an order within the IPS payment system.

The payment service user cannot revoke the payment order after it has been received by the payer's payment service provider. When the payment transaction was initiated by the Payment Initiation Service Provider or the payee or the payer through the payee - The Payer cannot revoke the payment order after giving consent to the payment initiation service provider to initiate the payment transaction or giving consent to execute the payment transaction to the payee. In exceptional cases, the payer may revoke payment order of the payee until the end of business day which precedes the day specified as debit date of payer's payment account (in this case Saturday shall not mean business day).

If it is determined that the execution of the payment order begins on a certain day or on the day at the end of a certain period or on the day when the User of payment services makes funds available to the Bank, the User of payment services can revoke the payment order until the end of the business day preceding the day determined for the start of execution of the payment order.

2.3.4. Rejection/refund/revocation in the case of an international payment transaction by a foreign bank

After realization by the Bank, the international payment transaction may be rejected/returned by the

payee's bank (foreign bank), and the funds returned to the Bank in order to approve the payer's account. The bank is not responsible for any costs that may arise due to the refusal of the transaction at the interbank level (eg incorrect IBAN, recipient's account blocked, inactive/closed, regulatory reasons, etc.). In cases of duplicate payment, technical problems, suspicion of fraud and the like, revocation/return of funds is initiated at the request of the Bank or the payer.

The bank cannot guarantee revocation or refund of funds when it is not responsible for the improper execution of the transaction, because the refund depends solely on the payee and his payment service provider.

2.4. Time of reception of payment order

The Bank executes received payment orders in accordance with the Term Plan. Orders received during the current business day, which are not executed by the end of that day due to an insufficient amount of funds in the payment account or due to the blocking of the payment account, the Bank will try to execute during the next business day.

If a transfer order is not executed by the end of the following business day, the Bank shall reverse the transfer order.

Payment orders received outside the period of time specified in the Daily Schedule shall be deemed received for execution on the next business day, except that the Bank, if possible, shall execute the payment order during the current business day.

Pay-in order and transfer order, if meeting the requirements set forth in Item 2.3. of the GTC, and which are executed as instant credit transfers through the IPS payment systems, shall be executed immediately upon reception. It shall be deemed that the Bank has received the order for the instant credit transfer at the moment it has generated the instant credit order in the IPS payment system. The order for instant transfer approval will be rejected if there are not enough funds in the payment account of the User of payment services for its execution.

2.5. Timeframe and conditions for execution of payment transaction

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

- payment order contains all prescribed elements,
- right coverage for execution of entire payment order is provided,
- consent for execution of payment transaction is given in agreed manner,
- if there are no obstacles for execution of payment order provided by legal or any other regulation.

The Bank shall execute orders in accordance with the Daily Schedule.

The Bank executes payment order of a payment service provider within available Account balance, by complying to the order of execution and time order of receiving payment transaction by the Bank provided by legal regulations, i.e. in case of international payment transaction at the time payment documentation is submitted in accordance with regulation of foreign exchange operations.

A transfer order with a value date in the future is executed on the value date of the order.

The user of payment services is responsible for the correctness of all elements listed on the payment order. In the event that the User of payment services specifies the wrong account number or any prescribed element of the payment order, the Bank is not responsible for non-execution or improper execution of a payment order and will provide the User of payment services with information as described in point 5.2.

If, in addition to account number, payment service user provides other information to the Bank, as the payee, the Bank is liable only for execution of payment order in accordance with account number the payment service user provided.

International payment transactions are processed through the appropriate payment system determined by the Bank in accordance with the characteristics of the transaction itself, taking into account, among other things, the attached documentation, elements of the order, compliance with regulations in the field of money laundering and the fight against terrorism, while taking care to implement the solution that is most favorable for the client.

The Bank shall credit funds to the Account of the payee, immediately after such funds are credited to the Bank's Account, i.e. in accordance with the Daily Schedule for reception and execution of payment orders, and provided that all information required for crediting the Account of payee have been provided. If funds are credited to the Bank's account on a day which is not a business day of the bank, it shall be deemed that funds are received by the Bank on the next business day.¹ The above stated does not apply to inflows based on instant credit transfers through the IPS payment system, when the funds, in accordance with positive regulations, are credited upon receipt and available to the Payment Service User. If the payee's account has been closed or invalid, the Bank shall return the funds received to the Payer. In international payment transactions the Bank shall credit funds to the payee's Account immediately after receiving notice that the Bank's Account has been credited and the Payer's statement on purpose, if so provided by regulations on foreign exchange operations. Exceptionally, for payment transactions received through the SEPA scheme, the Bank will approve the funds on the payee's account immediately after receiving the notification that the Bank's account has been approved, and subsequently provide the payee's confirmation of the basis of payment. If the payee does not submit timely or incomplete documentation, the Bank will undertake the actions and measures provided for in the contract and applicable regulations. If it is determined that the payment was made against the law, the Bank will report to the competent state authority, which includes the delivery of identification data of the payee and the transaction, as well as other required/prescribed data.

The Bank credits funds to the Account of the payee in international payment transaction with value date specified in payment order, i.e. value date of crediting the Bank's Account, if it differs from the date specified in the payment order.

The Bank credits funds which are received from the payment service user to the Payee's Account.

If payment service user pays cash in a branch of the Bank, or on Self-service devices, if enabled, to the account with the Bank, the Bank shall make available funds on the date of reception of cash, i.e. in accordance with the agreement, only if special agreement on cash processing has been concluded.

In case that the payment is made by the Bank's error to the account of the Payment Services user, the Bank may cancel this transaction without the special order and consent of the Payment Services User.

In cases where the payment of cash is made through the Self-Service Device, and with the subsequent control of the paid cash money, it is determined that there is a difference between the calculated and the booked amount, the Bank has the right to pay the difference in amount to the payment account of the Payment Service user, or to charge the same determined differences in amount, by informing the Payment Services user about:

1. determined differences and their amounts,
2. on the legal basis of the difference in the specific amounts (forgery, damaged banknotes, banknotes outside the circulation, etc.)

In addition to the notification, the Bank is obliged to submit to the Payment Services user a record of counting and control with all relevant elements of the established deviation, which can be submitted in electronic form. The record must always be signed by the members of the commission that counted. If the subsequent control of the paid cash payment determines that there is a difference between the amount read and written off, the Bank has the right to approve or debit the payment account of the client for the identified issue, with the notification of the client.

In the event that the ex-post control determines that there are banknotes for which there is a reasonable doubt, the counterfeit is a counterfeit, in accordance with the legal obligation, the Bank will inform, in

addition to the Client of Payment Services, and the competent state authority, and debit the client's account for payment services for this amount. For counterfeit banknotes, the Bank will provide the Beneficiary with payment services a copy of the results of the NBS expertise.

The Bank credits funds to the payment service user's Account for citizen cheques depending on cheque issuer. For cheques of the Bank, funds are credited to payment service user's Account on the date cheques are received, and for cheques of other banks on the next business day after the date of cheque reception. Payment service user submits to the Bank cheques specification with relevant cheques, as well as Payment order.

2.6. Application of the Fatca Agreement

The Payment Service User agrees that the Bank immediately suspends 30% of the foreign exchange inflow subject to suspension under the FATCA Agreement and returns it to the bank from which it received the inflow after 90 (ninety) days - in case the FATCA Payment Service User status has not been determined within 90 (ninety) days of the receipt of the inflow or that the Bank is aware of or has the reason to believe that the personal statement or any other documentation related to the account has become inaccurate or unreliable, whereby the inflows subject to suspension:

- imply inflows that originate from the United States and include any interest payments (including all discounts on original issuing), dividends, annuities, salaries, per diems, premiums, annuities, compensation, remuneration, earnings, and other fixed or determinable annual or periodic gains, profits, and income, but
- do not imply any payments received based on the sale of goods and non-financial services.

The Bank is obligated to inform the Payment Services User without delay about any suspension of the part of foreign exchange inflow from the previous paragraph, as well as the conditions under which the inflow can be released (data and documentation required to submit to the Bank, manner and deadline).

3. INFORMATION ON FEES AND CURRENCY EXCHANGE RATE

The Bank charges fees for provision of services that are the subject of this Agreement, in accordance with the Tariff.

The Bank has the right to change level of interest rates and fees and shall notify the payment service user at least 2 months before such changes enter into force.

Fees for execution of international payment transactions become due at the time of execution.

Fees for domestic payment transactions of residents in dinars become due and are collected periodically.

Execution of payment orders may require purchase and/or sale of domestic or foreign means of payment, i.e. conversion of one foreign mean of payment (currency) to another. The bank shall apply buying and selling rate (depending on which currency is bought, and which is sold) specified in Exchange rate list of the Bank – for payment service Users, and the same rate shall apply on value date/conversion date.

Payment service user purchases foreign currency with a purpose, in accordance with provisions of the Law on Foreign Exchange Operations.

EXCHANGE RATE LIST of the Bank shall be available at business premises of the Bank and on the Bank's website.

4. INFORMATION ON MANNER AND MEANS OF COMMUNICATION BETWEEN PAYMENT SERVICE USER AND THE BANK

Any communication between the Bank and payment service user related to opening and maintenance of payment account and provision of payment services shall be performed in Serbian language. This does not exclude use of other languages at the request of payment services user, all in accordance with good banking practices.

Information and notices shall be served in writing, on paper or any other durable medium. All relevant data on execution of payment transactions, as well contact addresses of the Bank are available to the paymentservice user at the address – www.bancaintesa.rs. The address for communication of the User with the Bank is kontakt@bancaintesa.rs.

The Bank notifies payment service user in the agreed manner referred to in the previous paragraph on domestic payment transactions via Statement of account, where payment service user submits data on account balance and performed transactions – credit/debit transactions on the account.

The Bank provides information referred to in previous paragraph to the payment service user within the next business day, and within 2 (two) business days, at the latest, from the date of execution of payment transaction – debit/credit transaction on the Account in the agreed way.

The Bank provides information to the payment service user on international payment transactions by Statement of foreign currency account or dinar account of non-resident, while payment service user provides information on account balance and executed transactions – debit/credit transactions on the Account.

The Bank provides information referred to in previous paragraph in the agreed manner to the payment service user – payer at least 1 (once) a month.

The Bank shall notify the payment service User, at their request, on calculated fees for particular payment transaction by interim reports (every ten days/monthly).

The Bank shall provide:

- Report on inflow to the foreign currency account, and
- Calculation for third country currency bought.

Payment service user has the right to request a copy of the Agreement, at any time during the term of the Agreement, except if it is contrary to provisions of the Agreement or incompatible with type of product/service.

The Bank shall not liable for the damage that the payment service user may sustain due to irregular collection or failure to collect documentation made available by the Bank in accordance with this point of GTC for payment account and payment services.

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

If checks from pervious paragraph show that calculated price is not in accordance with the priced defined in the Framework Agreement, the conditions which are more favorable for the payment service provider shall be applied or the difference shall be returned to the payment service provider.

In case of international payment transactions, the Bank is not obliged to submit to the payment service user, i.e. make available information related to the timeframe for execution of payment transaction, if, at the moment the payment transaction is initiated, such information are not available to the Bank, but shall instead provide information on expected time of execution of payment transaction.

5. INFORMATION ON SAFETY AND OTHER MEASURE RELATED TO EXECUTION OF PAYMENT TRANSACTIONS

5.1. General provisions on liability in connection with the execution of payment transactions and the refund of the amount of the payment transaction

An unapproved payment transaction is considered a payment transaction executed on the basis of a payment order for the execution of which there is no consent of the User of payment services given in accordance with these GTC for payment accounts and payment services. An unexecuted payment transaction implies that the Bank has not executed the payment order of the User of payment services. An improperly executed payment transaction implies that the payment transaction was executed in an amount that is smaller or larger than the amount specified on the payment order, when the funds were transferred to another payee, and not the one specified in the payment order, or when it was not executed within the agreed term.

Payment service user shall notify the Bank on any unauthorized, non-executed or incorrectly executed payment transaction immediately after becoming aware of such transaction, and within 13 months from the date the Account has been debited.

In the event of an unapproved, unexecuted or improperly executed payment transaction, without prejudice to the obligations from point 5.2, 5.3. and 5.5. of these GTC for payment accounts and payment services, the Bank is obliged, regardless of responsibility for the correct execution of the payment transaction, to immediately take appropriate measures at the request of its User of payment services in order to determine the flow of funds of the payment transaction and to provide him without delay with information on the outcome of the measures taken.

Regardless of the Bank's responsibility for an unapproved, unexecuted or improperly executed payment transaction, the User of payment services has the right to demand compensation from the Bank, i.e. the Payment Initiation Service Provider in the case that the payment transaction was initiated through him, for damages caused by the execution of an unapproved payment transaction or the non-execution or improper execution of a payment transaction or a delay in the execution of a payment transaction for which the Bank or the Payment Initiation Service Provider is responsible.

The provisions of point 5 of these GTC for payment accounts and payment services do not apply to the responsibility of the Bank and the User of payment services in connection with the execution of a payment transaction in the event of force majeure that prevented the fulfillment of the obligations arising from the Framework Agreement.

5.2. The Bank's responsibility for an unapproved payment transaction

If the Bank, in accordance with the Law, is responsible for the execution of an unapproved payment transaction, including a payment transaction initiated by the User of payment services through the Payment Initiation Service Provider, it is obliged to refund the amount of that transaction to the Payer immediately upon learning, and at the latest on the next business day after discovering or being informed about that payment transaction. Exceptionally, if it suspects fraud or abuse on the part of the Payer, the Bank will act in one of the following ways within 10 days of learning about the unapproved payment transaction:

- a) to explain the refusal of reimbursement to the payer and to report the fraud or abuse to the competent authority; or
- b) to refund the amount of that transaction to the payer, if after an additional check it concludes that the payer did not commit fraud or abuse.

If it refunds the amount of an unapproved transaction, the Bank is obliged to return the Payer's Account to the state it would have been in if the unapproved payment transaction had not been carried out, to refund

all the fees it charged, as well as to refund or pay all the interest to which the Payer would have been entitled if the unapproved payment transaction had not been carried out.

5.3. Responsibility of the User of payment services for an unapproved payment transaction

Exception from the previous point - the payment service user (payer) will cover all losses arising from realization of unauthorized payment transactions up to the amount of 3,000.00 RSD, if such transactions were executed due to the following:

- a) Lost or stolen payment instrument, or
- b) Payment instrument which was abused.

As an exception to paragraph 1 of this point, the User of payment services bears all losses arising from the execution of unapproved payment transactions, if those transactions were executed due to fraudulent actions of the payer or if the payer intentionally or due to gross negligence fails to fulfill any of the following obligations:

- a) to use payment instrument in accordance with the agreed terms;
- b) to take all reasonable and appropriate measures immediately after receiving the payment Instrument in order to protect personalized safety elements of that instrument (for example, personal identification number);
- c) inform the Bank immediately after they learn about the loss, theft or misuse of the payment instrument.

The user of payment services will not bear losses in the following cases:

- a) if the User of payment services could not detect the loss, theft or misuse of the payment instrument before the execution of the unapproved payment transaction, except in the case from the previous paragraph of this point;
- b) if the unapproved payment transaction is the result of the action or omission of an employee, representative or branch of the Bank or another person entrusted with the activities of the Bank, except in the case from the previous paragraph of this point;
- c) if the Bank did not at all times provide an appropriate way of informing about a lost, stolen or misused payment instrument, unless these losses were caused by fraudulent actions of the User;
- d) if the Bank does not require reliable authentication of the User of payment services, unless those losses were caused by fraudulent actions of the User;
- e) if the unapproved payment transaction was made after informing the Bank that the payment instrument was lost, stolen or misused, unless those losses were caused by fraudulent actions of the User.

5.4. Liability for unexecuted or improperly executed payment transaction or delay in execution of payment transaction

If the payment transaction was directly initiated by the User of payment services or the User of payment services through the Payment Initiation Service Provider, the Bank is responsible for its correct execution to the payment service provider of the payee in accordance with the agreed deadline for execution of payment transactions.

If the Bank is responsible for an unexecuted or improperly executed payment transaction, it is obliged to refund the amount of the unexecuted or improperly executed payment transaction to the User of payment services, i.e. to return the payment account to the state in which it would have been if the improperly executed payment transaction had not occurred, unless the User requested the correct execution of the payment transaction.

If the Bank is responsible for an unexecuted or improperly executed payment transaction or a delay in the execution of a payment transaction, it is obliged to refund the amount of all fees it has charged to the User

of payment services, as well as to refund, i.e. pay the amount of all interest to which the User of payment services is entitled in connection with the unexecuted or improperly executed payment transaction.

5.5. Liability for use of unique identifier

Payment service user is liable for use of unique identifier, i.e. for correctness of the payee's account number specified in the payment order.

If the Bank executed payment order in accordance with unique identifier of payee specified in the order, it shall be deemed that the Bank correctly executed the order in terms of proper determination of the payee, regardless of any other information on the payee (name, address, registered offices) specified in the order.

The Bank shall not be liable for non-executed or incorrectly executed payment transaction if payment service user submitted payment order with incorrect unique identifier.

In this case payment service user may request information on the course of funds from payment transaction from the Bank. In this case, at the request of the Payment Service User, the Bank shall immediately take all reasonable measures in order to refund the payment transaction amount to the Payment Service User. If, in the case referred to in this paragraph, it is not possible to return the funds to the payer, the Bank will, upon the written request of the payer, immediately deliver all available information that the payer needs to exercise the right to the return of funds (e.g. information about the payee's payment service provider and/or the payee), including the information that the payee's payment service provider is obliged to provide to the Bank.

If the Bank cannot transfer received funds to the account of payee due to incorrect unique identifier provided, the Bank shall refund received amount to the payment service user.

5.6. The rights and obligations of the Bank and the User of payment services in the case of a payment transaction that is the result of fraud or abuse

If it receives from another payment service provider and another User of the Bank's payment services (the payer) a request for the return of funds together with data, information and documentation on the basis of which it is determined that it is likely to be a payment transaction that is the result of fraud or abuse, the Bank is obliged not to approve these funds to the payment account of its User as the recipient of the funds, i.e. not to allow him to dispose of those funds in the period of the next three business days from the date of receipt of such data, information and documentation.

If, in the case referred to in the previous paragraph, the Bank subsequently, but before the expiration of the specified period of three business days, receives from another payment service provider or another User of the Bank's payment services (the payer), information and documentation, including a corresponding report to the competent state authority, which together points beyond any reasonable doubt to the conclusion that it is fraud or abuse, it is obliged to:

- a. refund the funds to the payer without delay if the User of payment services within 15 business days from the day when the Bank notified him of the data, information, documentation and application from this paragraph could not prove, or make probable the origin of those funds or if he refused to provide appropriate evidence. The return of these funds has priority over the execution of all other payment transactions from the Account to which these funds were transferred;
- b. enable the User of payment services to dispose of funds after the expiration of 30 business days from the date of expiry of the deadline referred to in paragraph 1 of this paragraph, if the User of payment services within the period referred to in point a) of this paragraph has proven, i.e. made probable the origin of those funds, and the competent state authority has not passed and submitted an act prohibiting the disposal of those funds.

The user of payment services undertakes to comply with the Bank's request within the period referred to in paragraph 2 of this point by submitting appropriate evidence.

5.7. Return of amount of approved and regularly executed payment transaction

At the request of the Payer, the Bank shall reimburse the entire amount of the approved and properly executed payment transaction initiated by the Payee or Payer through the Payee, if the following conditions are met cumulatively:

- c) that the Payer has given consent for the execution of the payment transaction without the established exact amount of the payment transaction;
- d) the amount of the payment transaction is higher than the amount that the payer could reasonably have expected, taking into account the amounts of his previous payment transactions, the conditions stipulated by the Framework Agreement and the circumstances of the particular case;
- e) that the Payer provided evidence of facts relating to the fulfilment of conditions referred to in items a) and b).

The payer can submit the request from the previous paragraph within 56 days from the date of debt initiation.

The Payer shall not be entitled to refund of the amount of the payment transaction referred to in paragraph 1) of this item if the following conditions are met:

- a) the Payer has given direct consent to the Bank to execute the payment transaction;
- b) the Bank or Payee provides the Payer, at least 28 days prior to the maturity date, with the information about the future payment transaction.

The Bank will make a refund of the entire amount of the payment transaction or notify the Payer about the reasons for rejecting the request within ten business days from the date of receipt of the request. In the case of a refund, the date of approval of the User's payment account may be the latest date when he is responsible for the payment transaction.

In the case of a direct debit where a domestic payment transaction executed in dinars is initiated, without prejudice to paragraph 3 of this point, the Payer has the right to a refund of the amount of the approved payment transaction made through that direct debit and when the conditions from paragraph 1 of this point are not met.

Provisions of this item do not apply to Payment Services Users - legal entities.

5.8. Refund of funds in the case of a payment transaction realized in the IPS payment system

In case of payment transactions, executed through the IPS payment system, the Bank may, at the request of the payment services User/Payer, initiate the return of the funds from the payment service provider of the Payee (instant payment return) and in situations when the payment services User has executed the instant credit transfer to an incorrect number of the payment account, or in incorrect amount and similar. In case of return, the Bank shall have the amount of the returned funds, derecognized to the account of the payment services User. In case of refusal to return the funds by the payment service provider of the Payee, the Bank shall, at their written request, provide the payment service User/Payer, with all of the available information which are required for exercising the right to return of a specific instant credit transfer (e.g. information pertaining to the Payee's payment services provider i.e. the Payee).

Also, in case of payment transactions realized through the IPS payment system, the Bank, being the provider of the payment services of the payment services User/Payee, shall be under the obligation, upon received request for return of the instant payments, to execute the return of the funds in accordance with the regulations. Exceptionally, Bank can refuse a refund, stating the reason for the refusal (e.g. the user's account has been closed, the return on such basis has already been executed or the payment services user has not consented to the return of funds in cases where it is prescribed/contracted, or for other reasons set forth by the regulations). If refusing to return the instant payment, the Bank, being the payment service provider of the payment services User/Payee shall be under the obligation to state the reasons for refusal to the Payer's payment services provider.

The Bank, as a payment service provider of the Payment Service User / Payment Recipient (payee), may refund the instant transfer to that provider without the request of the payer's payment service provider if it determines that there is a basis for that refund, in accordance with regulations

The return of the instant payments may be carried out in the same or reduced amount of the amount of the executed instant transfer order, due to reasons being the subject of a mutual agreement between the Bank and the Recipient's payment service provider, i.e. their users.

5.9. Authority of the Bank for disposal with account funds of the payment service user

Payment service user agrees that the Bank may correct any errors occurring in payment operation and incorrect posting of credit or debit transactions performed on the Account of payment service user, without prior consent of the payment service User, if such errors are result of mistake or error made by Bank employee.

The Bank shall notify the payment service User on any corrections through statement of account, and the Bank shall provide any possible additional information on corrections of posting to the payment service user at their written request.

In order to execute enforced collection in accordance with the positive regulations, as well as for collection of matured fees for services provided by the Bank in accordance with these General Terms and Conditions, outstanding receivables arising from loans granted by the Bank to the Payment Service User or other matured claims by the Bank, the Bank will dispose of funds kept in the Account of the Payment Service User, without their consent. A payment transaction executed in this way is not considered an unapproved payment transaction.

The Bank is authorized, without the consent of the User of payment services, to reserve funds as well as return funds to the Payer in the case of a payment transaction from point 5.6. of these General Terms and Conditions for payment accounts and payment services.

6. CONDITIONS FOR AMENDMENT AND TERMINATION OF THE FRAMEWORK AGREEMENT, AS WELL AS FOR ACCOUNT CLOSING

6.1. Amendments to the Framework Agreement

Any amendments to the Framework Agreement must exclusively be made in writing, except changes in favor of the payment service User and changes which may, in accordance with applicable regulations, be amended and applied immediately and without prior consent of the payment service user.

If the Bank proposes amendments to provisions of the Framework Agreement, they shall submit such proposed amendments to the payment service User in writing, on paper or any other durable medium, at least two months before the proposed date of its application.

As an exception to the previous paragraph, if the Bank proposes a change in the fee for the provision of payment services in favor of the User of payment services or introduces a free new service or the functionality of an existing service, that change will be applied immediately, without first submitting to the User a proposal for amendments to the provisions of the Framework Agreement in the part related to that change.

After receiving the proposal from the first paragraph of this point, the User of payment services can accept or reject amendments to the provisions of the Framework Agreement before the proposed date of commencement of their application or may agree that the proposed amendments and additions produce legal effect before the proposed date of commencement of their application.

It is deemed that the payment service User agrees with the proposed amendments to the Framework agreement, if prior to the date of application thereof they do not provide notice to the Bank informing that they do not agree with the proposal, on which the Bank shall inform the payment service user when

submitting the proposal.

The Bank is obliged to, at the same time as submitting the proposal for amendments to the Framework Agreement, inform the User of payment services of his right to, if he does not accept the proposal, at any time before the date of implementation of the proposed amendments to the Framework Agreement, to terminate it without payment of compensation and other costs, as well as to determine the day before the date of application of the proposed amendments and amendments from which the termination will take effect.

6.2. Termination of the Framework Agreement

The payment service User has the right to terminate the Framework agreement at any time with notice period of 15 (fifteen) days, free of charge, by submitting written notice to the other party.

The payment service User has the right to terminate the Framework Agreement in other cases provided by the law which regulates contractual relations or by any other law.

The Bank has the right to terminate the Framework Agreement with 2 (two) month cancellation term, as well as in other cases provided by the Framework Agreement, the law which regulates contractual relations or by any other legal regulations, by submitting written notice to the other party.

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

The payment service User may request that the provisions of the Framework Agreement, which are opposite to the information provided in the pre-contractual phase in accordance with the Law on Payment services, and/or provisions relating information on compulsory elements of the Agreement, which have not previously been submitted to the User be declared null and void.

Except in the aforesaid cases, the Bank may unilaterally terminate the Framework Agreement entered with the payment service user, in following cases:

- If the Payment Service User provides the Bank with inaccurate data, or false declarations and documents relevant for conclusion of the Framework Agreement and / or assessment of the creditworthiness of the Payment Service User;
- if the Payment Service User fails to fulfil any obligation assumed by the Framework Agreement within 15 days of receipt of the Bank's warning;
- if the Payment Service User is late with fulfilling any obligation towards the Bank under any other Agreement for more than 60 days;
- In case of circumstances that may adversely affect the ability of the Payment Service User to properly perform their contractual obligations, in case of deterioration of the creditworthiness, including deterioration of the risk class of the Payment Service User according to the NBS regulation on classification of assets of banks;
- If the Payment Service User fails to inform, within 3 days, the Bank about the change of status (joining, division, merger and separation), change of form or establishment of another legal entity from his property, and change of ownership structure, business name, headquarters, person authorized for representation, change of person authorized to dispose of funds from payment accounts, change the seal or any other change of importance for legal transaction. “).

- In case of occurrence of circumstances established by regulations and procedures of anti - money laundering and counter terrorism financing in accordance with the international sanctions towards certain countries under which the Bank has the right or obligation to terminate the business relationship with the Payment Service User, such as, inter alia:
 - a) If established that the payment service User is on official terrorist and any other negative lists, in accordance with domestic and international regulations on anti-money laundering and terrorism financing;
 - b) If established that the payment service User fails to provide, at the request of the Bank and within provided or reasonable timeframe, information about themselves, its real owners, their operations, origin of assets or type/purpose of business relationship with the Bank and/or transactions performed through the Bank;
- that the contractual relationship significantly increases the reputational risk in the Bank's operations (including, but not limited to, the knowledge that the User of payment services-entrepreneur has committed a criminal offense, that he is engaged in dishonest activities or that his appearances in public address are not in accordance with the principles of prohibition of discrimination, promoting equality and respect for human and minority rights);
- that the User of payment services addresses the employees of the Bank and/or others present in the Bank's business premises with inappropriate vocabulary, tone or gestures, or if by actual actions he hinders the employees in their work and disrupts the Bank's business process (for example: refuses to leave the business premises, intentionally blocks access the counter, i.e., the advisory office, repeatedly executes a large number of transactions that have no economic logic (transfers the same or similar amount of money from one account to another account and back, etc.);
- that the Payment Service User does not comply with their legal obligations towards the Bank.
- If the Account of payment service User has been inactive for 12 (twelve) consecutive months, which means there has been no recorded payments to and withdrawals from the Account, which does not include posting of interest, fees and costs and any other postings at the order of the Bank;
- if the Payment Service User has or subsequently acquires an indicator from the FATCA Agreement that they belong to the category of so-called "specific persons from the USA", and the Payment Service User fails to submit it at the request of the Bank;
 - evidence that they do not fall into that category, namely evidence requested by the Bank in accordance with the FATCA agreement, or
 - information on their tax identification number in the USA (e.g. Employer Identification Number) on the IRS Form W-9.

Indicators from the FATCA agreement include as follows:

- the seat of the Payment Service User in the USA, i.e. the seat of the founder of the branch in the USA,
- the existence of a beneficial owner from the USA, where the beneficial owner means a natural person:
 - which directly or indirectly holds 25% or more of the business share, shares, voting rights or other rights, on the basis of which it participates in the management of the Payment Service User, or
 - that participates in the capital of the Payment Service User with 25% or more share or
 - that directly or indirectly has a predominant influence on the conduct of business and decision-making of the Payment Service User or,
 - that indirectly provides funds to the Payment Service User and on that basis has the right to significantly influence the decision-making of the management body of the Payment Service User when deciding on financing and operations, or,
 - in case the Payment Service User is a trust – being the ordering party, trustee, sponsor, user or on another basis has the ultimate actual control over the Payment Service User.

If the Bank fails to serve notice on termination of the Framework Agreement or request for data update by registered mail to the address last provided by payment service user, due to the fact the payment service user failed to timely notify the Bank on change of residential address and/or mailing address, serving date shall be the date on which the post office or any other legal entity specialized in delivery of registered mail first confirmed that the service of notice/request of the Bank has been attempted.

6.3. Account closing

The Bank closes dinar and foreign currency account of the payment service User based on written Request for account closing submitted on the form provided by the Bank or by legal regulations. If no legal successor or any other party to which funds from the account are transferred is defined by law or any other regulation, the Bank shall transfer such funds to the account opened with the Bank for funds which are not utilized.

The Bank may reject request of the payment service User for account closing, if the payment service user had past due liabilities to the Bank, connected with that account.

Upon closing of the account, the Bank shall, at its request, and free of charge, issue a certificate to the payment services User, stating that the account is closed, whereby specifying that all liabilities towards the Bank have been settled in relation to the opening and maintaining and closing of the account. The subject certificate shall be issued without delay to the payment services User, in written form on paper, or other durable medium.

7. INFORMATION ON PAYMENT SERVICE USER PROTECTION

7.1. Right to complaint

The user of payment services has the right to submit a written complaint to the Bank within six months from the day of learning that his right or legal interest was violated, if he believes that the Bank does not comply with the provisions of the Law and other regulations governing these services, General Terms and Conditions or good business practices customs related to those services or obligations from the Framework Agreement concluded with the User of payment services. In any case, the right to file a complaint ends after the expiration of three years from the day when the payment service user's rights were violated.

The Bank is obliged to provide the Payment Service User with a clear, comprehensible and complete response to the complaint in writing no later than 15 days from the date of receipt of the complaint. Exceptionally, if the Bank, for reasons beyond its control, is unable to provide an answer within the stipulated period, this period may be extended by a maximum of 15 days, of which the Bank is obliged to notify the complainant in writing within 15 days of receipt of the complaint.

The Bank cannot charge the User of payment services, the complainant, a fee or any other costs for handling the complaint.

Complaints are submitted by mail to the address: Banca Intesa ad Beograd, Department for Client Satisfaction and Complaints Management, Milentija Popovića 7b, 11070 Novi Beograd, by email to the email address: kontakt@bancaintesa.rs, in the Bank's branches, through the Bank's website, as well as through electronic and mobile banking applications.

7.2. Right to file a complaint to the NBS

If the User of payment services is not satisfied with the response to the complaint or that response has not been delivered to him within 15 days, the User of payment services may, before initiating a court case, submit a complaint to the National Bank of Serbia in written form, if he believes that the Bank does not comply with the provisions of the Law and other regulations governing these services, General Terms and Conditions or good business practices related to these services or obligations from the Framework Agreement concluded with the User of payment services

The user of payment services can file a complaint within six months from the date of receipt of the response or the expiration of the deadline from the previous paragraph of this point.

Complaints are submitted via the home page of the NBS website, by clicking on the text Submit a complaint/objection to the work of a financial service provider/proposal for mediation or by mail to the address: National Bank of Serbia, Department for the Protection of Users of Financial Services, Nemanjina 17, 11000 Belgrade or Postal box 712, 11000 Belgrade.

7.3. Mediation procedure before the National Bank of Serbia

If the User of payment services is not satisfied with the response to the complaint or that response has not been delivered to him within the foreseen period, the disputed relationship between the User of payment services and the Bank can be resolved in a mediation procedure before the National Bank of Serbia.

After the mediation procedure has been initiated, the User of payment services can no longer submit a complaint, unless this mediation has been terminated by suspension or resignation, and if the complaint has already been submitted - the National Bank of Serbia will stop processing the complaint, i.e. suspend this procedure if the mediation is ended by agreement.

The deadline for filing a complaint does not run while the mediation process is ongoing.

The mediation procedure is initiated at the proposal of one party in the dispute, which has been accepted by the other party after which an agreement on joining the mediation is concluded. This proposal must also include a deadline for its acceptance, which cannot be shorter than five days from the date of delivery of the proposal to the other party in the dispute.

The parties to the dispute may decide to conduct the mediation procedure before the National Bank of Serbia or another body or person authorized for mediation.

The National Bank of Serbia mediation procedure is carried out free of charge.

A proposal for mediation is submitted via the home page of the National Bank of Serbia website, by clicking on the text *File a complaint/objection to the work of a financial service provider/proposal for mediation*, by sending the completed mediation proposal form from the website of the National Bank of Serbia by e-mail to zastita.korisnika@nbs.rs or by mail to the address: National Bank of Serbia, PO Box 712, 11000 Belgrade.

8. EXCLUSION OF BANK'S LIABILITY

The Bank shall be excluded of liability for inability to perform payment operations and provision of services from the Framework Agreement if extraordinary and unforeseen circumstances occur, which are beyond control of the Bank, and which present objective obstacle for performance of payment operations. Impediment to payment operations means any event which impede or hinder performance of payment operations and which arise from event of the force majeure, war, unrest, terrorist attacks, strikes, broken telecommunication connection and other communication channels, actions and regulations of any state or other competent authority, as well as any other event which is not caused by the Bank. Impediment also means failure or incorrect functioning of any payment systems in which the Bank participates.

The Bank will not be liable for non-execution or incorrect execution of unauthorized payment transactions in the following cases:

- if execution of unauthorized transaction, non-execution and /or incorrect execution of payment transaction results from fraudulent actions of the payment service user;
- if the payment service User - legal entity and/or any authorized person, due to intent or gross negligence fails to comply with the obligations from the GTC regulating payment accounts and payment services and the agreement and/or specific general terms and conditions which regulate use of payment instruments, and especially in relation to the actions taken to protect personalized

- characteristics of payment instruments;
- if execution of unauthorized payment transactions is a result of use of stolen or lost payment instrument, which has been fraudulently used, and the Payment Service User due to intent or gross negligence, has not notified the Bank or a person designated by the Bank of theft or loss.

For payment orders delivered in advance, the Bank is not responsible if there is a change of persons authorized to dispose of the funds on the account of the User of payment services from the date of receipt to the date of execution specified on the payment order.

9. CONFIDENTIALITY AND PROTECTION OF DATA ON PAYMENT SERVICES

9.1. Disposal of Data and Protection of Personal Data

The Payment Service User is obligated to report to the Bank any change in data relevant to the implementation of the FATCA Agreement, as follows:

- change of seat,
- if it is a branch - change of the seat of its founder,
- change of data relevant for its categorization as "active NFFE" or "passive NFFE" in terms of the FATCA Agreement, as stated in the following paragraph,
- if it belongs to the category of potential "passive NFFE" - change of data on its beneficial owners (as defined in item 6.2 of these GTC).

For the purposes of applying these GTC, the Payment Service User shall be deemed to fall into the category of potential "passive NFFE" if any of the following two conditions are met:

- participation of the so-called "Passive income" in the total gross income for the previous calendar year was more than 50%, whereas "passive" means income based on: dividends, interest, rent or royalties, as well as other income that does not require any active business - production, provision of services or trade,
- the share of assets that generate or hold to generate "passive income" in total assets during the previous calendar year was greater than 50%.

The obligation referred to in paragraph 1 of this item may be performed by the Payment Services User - at the Bank's branch, by mail, e-mail with a reference to the Account number, no later than 3 (three) days from the date of the change.

The Payment Services User is obligated to submit to the Bank within the same deadline all relevant documentation confirming the amended data, and at the request of the Bank and additional documentation as well, including that necessary for its compliance with the FATCA Agreement.

In addition to the obligation referred to in paragraph 1 of this item, the Payment Service User is obligated to submit and /or confirm all data necessary for the Bank to act in accordance with the FATCA Agreement at the request of the Bank.

The Payment Service User is obliged to compensate the Bank for the damage it shall suffer due to non-fulfillment of its obligations under the FATCA Agreement through the fault of the Payment Service User (e.g. due to relying on incorrect or out-of-date data received from the Payment Service User).

The payment service 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 the 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 Agreement and the manner of its settlement and compliance with provisions of the Framework 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 that sign the agreement on data confidentiality with the Bank, that are obliged, 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, to destroy or erase confidential information in such way that it cannot be recovered and submit written

confirmation on the matter.

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 Framework 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.

10. SERVICE OF NOTICES

10.1. Service of notices by the Bank to the User

The Bank serves notices, reports and other written documents to the payment service user relating established business relationship or business relationship they intend to establish with the Bank at the address of their registered offices, registered mailing address, , i.e. by email, SMS, SWIFT/SEPA messages or in any other appropriate manner which is in compliance with the necessary requirements of providing complete and clear information, as well as the protection of confidentiality and secrecy of the data and the protection of personal data of the Payment Services User.

The Bank shall perform the delivery referred to in paragraph 1 of this item in accordance with the order or consent of the Payment Services User, according to the latest submitted data, or in accordance with the data from the appropriate register maintained by the Business Registers Agency.

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 payment service user is obliged to notify the Bank within 3 (three) days of the change of data related to the address, telephone, e-mail address and other data for establishing the contact, which he handed over to the Bank for the purpose delivery, as well as other data that are or may be affected by the proper delivery.

In the event that the Payment Services User does not act in the manner set out in the previous paragraph, the delivery made by the Bank in accordance with the available data shall be deemed to be proper, and any obligation of the Bank to the Beneficiary of Payment Services that arises, or in connection with the delivery made, shall be deemed to have been executed:

- a) at the date of submission of notices to the post office (for sending as registered mail), 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 agreement and provided data, as well as consent of the payment service user for service of notices.

If the serving of a document on the payment service user at the address for receiving mail, i.e. at the address of the payment service user seat if the payment service user does not have a registered address for receiving mail, via registered mail, in terms of an act governing postal services, was unsuccessful, it shall be considered that the serving of such mail was duly performed upon the expiration of a term of eight days of the day of the second mailing of that mail, on condition that at least 15 days have lapsed between those two mailings.

In each individual case the Bank decides, in accordance with the regulations, the GTC on payment account and payment services and nature and contents of acts being served, on the type of service: registered mail with or without a receipt notice, sending via email, SMS or any other appropriate way.

The Bank may serve notices to the payment service User through third party, with whom they conclude

the agreement on performance of delivery, with agreed obligation of third party in terms of protection and confidentiality of payment service user's personal data.

In order for the completed delivery to be considered proper, the Bank and a person who, on behalf of and for the account of the Bank performs delivery, shall provide proof that the shipment has been sent to the payment service User, and ensure that such proof is kept for the necessary period of time.

10.2. Service of Notices by the payment service User to the Bank

The payment service User serves notices at the address of the Bank's registered office or their organizational units, in accordance with the GTC for payment accounts and payment services, public advertisements and advertising material, Bank's website and other instructions provided by the Bank to the payment service user in writing.

Depending on type of business, and in accordance with the applicable regulations and existing agreements with the payment service user, the bank may request the payment service user to provide particular documents and notices to the Bank:

- a) in original form or photocopy, with or without certification of the competent authority proving that the photocopy is true to the original;
- b) translated into 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).

The payment service user shall inform the Bank, in the manner referred to in the first paragraph of this section, on the status and other changes registered with other bodies and organizations (except the Agency for Business Registers), as well as to undertake legal actions necessary for harmonization of data related to their payment accounts with this change - within three days from the date of receipt of the decision on the entry of this change.

11. ANTI-MONEY LAUNDERING AND COUNTER TERRORISM FINANCING

Banka ima pravo da od Korisnika platnih usluga zatraži podatke potrebne za izvršavanje svojih The Bank is entitled to ask from the payment service User to provide the data required for execution of their obligations, in terms of anti-money laundering and counter terrorism financing.

The Bank is entitled to postpone or to refuse to establish business relation with the User, to terminate such business relation or to postpone or refuse to execute transactions requested by the User or for account of the User, if stipulated by regulations on anti-money laundering and counter terrorism financing.

The Bank may, without any consent, temporarily disable use of services or products, partly or completely, and stop execution of transactions on demand of the User, if the User, on demand of the Bank and within the provided term, fails to deliver their personal data, information about their business, origin of assets, nature and purpose of business relation with the Bank, that is, transaction executed through the Bank. In that case, the Bank will not be held responsible for any damage that the User might sustain from such non-execution of transactions or inability to use products or services.

12. CHANGE OF THE PAYMENT ACCOUNT

Change of the payment account is a service provided solely based on the authorization of the payment services User and implies the transfer of the payment account from the previous payment services provider to the new payment services provider, as well as the transfer of the account within the Bank. The change of the account may be with or without the closing of the account with the previous payment services provider.

The payment services User may authorize the Bank, being the new payment services provider, to

request transfer from its previous payment services provider, in the territory of the Republic of Serbia, of the following:

- information on all and certain standing orders, multiple direct debits and multiple credit transfers, in case of which the payment services User is the Payee;
- funds on the payment account (available positive balance), if the payment services User has, by means of this authorization, requested the transfer of these funds as well.

The Bank shall act upon the authorizations of the payment services User, either as the new or the previous payment services provider, and the detailed information on the procedure of account change, including the deadlines for the Bank's actions and other payment services providers, shall be available in all of the Bank's branch offices and on the Bank's website.

13. COMING INTO FORCE

GTC for payment accounts and payment services apply from 04.05.2026. except for the provisions related to the confirmation of the availability of funds, the payment initiation service, the service of providing account information and the reliable authentication of the User of payment services, which apply from the moment of acquiring the technical conditions

The Bank will make the GTC for payment accounts and payment services available by publishing them, highlighting them in a visible place in the Bank's branches, or on the Bank's internet presentation, including the possibility of displaying the act in electronic form on a public screen in the Bank's branches.