

GENERAL TERMS AND CONDITIONS FOR ISSUANCE AND USE OF CREDIT CARDS FOR PRIVATE INDIVIDUALS

I OPENING REMARKS

OTP banka Srbija a.d. Novi Sad (hereinafter: the Bank) under these General Terms and Conditions for Issuance and Use of Credit Cards for Private Individuals (hereinafter: General Terms), regulates mutual rights and obligations between the Bank and natural persons as the User regarding the terms and conditions of use of credit cards under the Bank offer, which the Bank issues to Users; the calculation and the charging of fees for the performance of Bank services with respect to the use of credit card, notices, protection and other measures related with the use of credit cards, the terms of modification, supplement and expiry of Framework Agreement, information on the protection of Users, supervision over application of legal provisions, as well as other issues of importance for Bank operations from the aspect of legislation regulating this business area.

These General Terms jointly with:

- The General Terms for Payment Services applicable to Private Individuals (hereinafter: The General Terms for Payment Services);
 - The Pricelist of fees and expenses - natural persons and natural persons registered as agricultural households in the area pertaining to credit cards (hereinafter: Pricelist of Fees),
 - The Time Schedule - time of receipt and performance of payment orders (Private individuals) (hereinafter: Time Schedule),
 - Individual agreement on the issue and use of credit card irrespective of the title thereof,
- form the Framework Agreement as a single entity in the sense of the Law on Payment Services (hereinafter: Framework Agreement).

Basic details of the Bank:

Business name: OTP banka Srbija a.d. Novi Sad
Head office: Novi Sad, Trg slobode 5
Tax identification number (PIB): 100584604
Official registration number (MB): 08603537
Account number at the National Bank of Serbia: 908-32501-57
Bank website: www.otpbanka.rs
SWIFT: OTPVRS22
e-mail address: info@otpbanka.rs
mailing address: Novi Sad, Trg slobode 7
Info tel: +381(0)21421077 i +381(0)113011555

II MEANING OF CERTAIN TERMS

1. **User** means natural person, a resident, to whom the Bank approves a Loan and who concludes a Framework Agreement with the Bank for purposes not intended for his/her business or other commercial activity;
2. **Additional User** means one or more natural persons to whom the Bank issues Additional cards at the request of the User;
3. **Transaction** means a payment transaction arising from the use of credit card which the Bank, as part of its offer, issued to the User for use in line with the Framework Agreement;
4. **Loan** means revolving loan that the Bank approves to the User which is disposed of by using the Card(s);
5. **Credit limit** means the maximum loan amount that may be used throughout the Card(s) validity;
6. **Card** means payment instrument that enables the User, i.e. the Additional User to pay for goods and services and withdraw cash up to the amount of Credit limit. Within the meaning of these General Terms, the notion Card pertains to the credit card, both in physical and digital format;
7. **Main Card** means Card issued by the Bank to the User;
8. **Additional Cards** means Cards issued by the Bank to Additional Users at the request of the User;
9. **Request** means the form of the Bank by which the User initiates Card issuance at the Bank;
10. **Agreement** means a specific agreement for the issuance and use of credit card;
11. **Card issue** - means the Card issued by the Bank and linked to the User's current account. The Card enables the use of funds that the Bank credits to the User, in accordance with previously concluded Framework Agreement, so that the current account is debited entirely or partially on the agreed date for the total amount of transactions made with the Card. The Bank can calculate and charge the User interest in accordance with the contract on issuing and using the Card. If the User does not have a current account opened in the Bank, he/she shall fulfil due obligations by making a payment to the card credit subaccount.
12. **Available funds** means unused or renewed Loan amount at disposal of the User minus the amount of reserved funds;
13. **Card loan sub-account** means sub-account in which booking data on Transactions made by using the Cards are maintained, including interest, fees, commissions and costs, as data on the Credit limit and Available amount;
14. **PIN** (Personal Identification Number) means personal security number known solely to the User and which the User/Additional User is obliged to keep as a secret in accordance with the Framework Agreement. By entering the PIN, the User and/or Additional User confirms his/her identity at the ATM or Merchant point of sale, depending on the type of payment and type of terminal;
15. **Authorization** means a process whereby the Bank authenticates the User/ Additional User and approves Transactions;
16. **Slip** means a confirmation of performed Card Transaction;
17. **Merchant** means a legal entity or entrepreneur operating sale of goods and/or services as part of its activity;
18. **Payment by card and Merchant point of sale** - means payment of goods and services by using the Card at the Merchant point of sale in the Republic of Serbia and/or abroad.
19. **CVV** means a three-digit identification code printed on the back of the Card, which is used to authenticate payment without Card presence (online purchase, catalogue or telesales) along with other personalized security elements of the card;
20. **Personalized security elements of the card** means Card elements required to realise payment for goods and services and for cash withdrawal, and imply: Card number, Card validity date, signature, PIN code, CVV code and other additional security elements for protection of payments over the Internet;
21. **ATM** means an electromechanical device allowing users of cards to deposit and/or withdraw cash and/or to use other services in accordance with the software and functionalities of the very ATM;
22. **POS Terminal** means a device allowing use of payment instruments, being understood that information on payment transactions is recorded electronically;
23. **Point of Sale** means the Merchant point of sale where the Merchant accepts Cards as means of cashless payment of goods and/or services of the Merchant;
24. **Internet Point of Sale** means the Merchant point of sale on the Internet where the Merchant accepts Cards as means of cashless payment of goods and/or services;
25. **Accounting period** means a period for which the Bank calculates due liabilities, fees, commissions, costs and interest per Loan, and for which the Bank delivers to User the Credit Card Statement;
26. **Date of calculation** means a day in each month on which the Bank calculates due liabilities fees, commissions, costs and interest for the Accounting period;
27. **Credit Card Statement** means a report on executed transactions and changes on the Card loan sub-account, as well as the number of the credit Card's subaccount, and information on the amount to be paid and the Available amount for the accounting period, which the Bank delivers to the User in accordance with the Law on Payment Services and the Framework Agreement, as well as upon request of the User;
28. **Minimum amount for payment** means a portion of the used Loan amount

plus fees, interest, commissions and expenses, that fall due for payment in each Accounting period;

29. **Unauthorized transaction** means a Transaction executed without the consent of the User/Additional User;
30. **Current Account** means User's payment account to which the Card is tied at the Bank from which monthly and other Loan liabilities are collected automatically;
31. **NBS** means the National Bank of Serbia;
32. **Card schemes** means card organisation for issue and acceptance of payment cards (e.g. VISA International for VISA cards, Mastercard SA Europe for Mastercard cards, National Payment Card Centre for DinaCard cards);
33. **Processor** means a company which provides to the Bank the service of processing of transactions made with payment cards;
34. **Direct channels for private individuals** means a set of Bank services, namely: Electronic banking, Mobile banking, Contact Centre services and SMS service, in line with Special Terms of use of direct channels for natural persons (hereinafter: Special Terms);
35. **3Dsecure** means additional protection when paying with Card on the Internet, where the User/Additional User authenticates the transaction, i.e. agrees to the execution by entering a one-time password that the Bank delivers to the User with a SMS message or otherwise. For Visa cards this service is called Verified by Visa and for Mastercard it is called Mastercard Secure code.

The terms set forth in the General Terms for Payment Services, which have not been defined or have been defined otherwise in these General Terms, shall have the same meaning as set forth in the General Terms for Payment Services.

III GENERAL PROVISIONS

It shall be considered that the User has concluded the Framework Agreement with the Bank by concluding the Agreement, based on which the User is granted the issue and use of Main and/or Additional Card to execute Transactions up to the amount of approved Credit limit.

The Bank shall be obliged to perform payment services in accordance with the Framework Agreement and applicable legislation.

Unless expressly agreed otherwise in written form, the Bank shall assume no obligations and responsibilities save for those regulated by the Framework Agreement and applicable legislation.

In case of collision between provisions of General Terms and the Agreement concluded upon application of the General Terms, the provisions of the Agreement shall be applied primarily, followed by provisions of these General Terms. In case of collision between provisions of General Terms and the Agreement concluded prior to application of the General Terms, the provisions of these General Terms shall be applied primarily, followed by provisions of the Agreement. General terms for payment services and Special terms of the Bank shall be applied within the area that is not regulated by the aforementioned documents.

If the provisions of Agreements signed before application of the Law on Payment Services are contrary to the provisions of these General Terms, i.e. the provisions of this Law, such provisions shall not apply starting from application of that Law, whereas provisions of these General Terms, i.e. General Terms for Payment Services, i.e. provisions of the Law on Payment Services shall apply to the rights and obligations governed by those provisions.

Should any term or provision of these General Terms become non-valid or inapplicable, the validity of other terms and provisions of the Framework Agreement shall not be affected, and the rights and obligations of the User and Bank shall be interpreted as though these General Terms did not contain non-valid and inapplicable terms and provisions.

The failure or delay of the Bank to exercise any right under the Framework Agreement, shall not be construed as waiver of the Bank from that right, nor

shall it preclude further exercise of that right.

IV BANK'S RIGHTS, OBLIGATIONS AND RESPONSIBILITIES

The Bank is entitled to:

- Based on the decision of its bodies, to freely select the User with whom it shall establish business relation, which includes the discretion right of the Bank to decline establishing a contractual relation;
- Without the consent of the User, to block the possibility to use Cards to the User, partially or in full: (i) for reasons set forth under the legislation regulating the prevention of money laundering and terrorism funding, i.e. in cases of application of international sanctions enacted against certain countries, (ii) in accordance with applicable legislation, business decisions and standards of the banking group the Bank belongs to, i.e. (iii) for justified reasons that include but are not limited to cases of abuse of accounts, payment cards etc.;

The Bank is obliged:

- In its business relations with the User, to act in accordance with the Framework Agreement, with due care, in line with applicable legislation and Bank acts, making sure that good and honest business and bank practices and fair relation to the User are applied, and to ensure compliance of these terms with applicable legislation;
- Protect the secrecy of Transactions and services that it provides, as well as to keep and use data about the User and data pertaining to Card operations in accordance with legislation, banking practice and relevant domestic laws and other legislation, in all as provided in the General Terms for Payment Services, Chapter XXII Confidentiality and Protection of Payment Services Data;
- Perform Transactions arising by use of Card in all as set forth in the Framework Agreement;
- To inform the User about its products in a clear and intelligible manner, whereas such notice must not contain incorrect information, i.e. information that may be misleading as to the conditions under which the Bank offers these products and services to the User.

In the contractual relation between the Bank and the User, the Bank shall not be liable for damage:

- Arising from an Act of God, war, state of emergency, strike etc. or due to circumstances which it could not influence and which it could not foresee, prevent or avoid;
- Occurring due to suspension of Bank activities as the consequence of actions taken towards the Bank by competent state authorities inland or abroad, or as the consequence of disruption of its operations, which the Bank could not prevent or avoid;
- If the Merchant declines accepting the Card issued by the Bank and/or in case of incorrect use of POS terminal, i.e. technical issues, the Transaction may not be carried out at the request of the User;
- Arising from business decisions of the User made on the basis of communication in which the Bank did not unequivocally assume the obligation/risk with the User.

V RIGHTS, OBLIGATIONS AND RESPONSIBILITIES OF THE USER

The User is entitled to:

- Equitable relationship with the Bank in the contractual relation and protection from discrimination, right to information, as well as determination and determinability of contractual obligation and protection of rights and interests;
- Require the Bank (verbally or in writing – via mail, e-mail, e-banking or mobile banking) and obtain in writing or otherwise on a durable medium, comprehensible and clear information, data and instructions related with the User's contractual relation with the Bank, under terms and conditions set forth in the Framework Agreement, in particular information on the balance of the debt under the Card, interest rate and fees, conditions for implementation, documents that the User should submit to the Bank, as well as other information pertaining to all documents forming the

Framework Agreement.

The User engages to:

- Use the Card and perform Transactions in accordance with the Framework Agreement and applicable legislation;
- Timely perform all obligations in line with the Framework Agreement;
- Accept to be solely liable for proper use of the Main, i.e. Additional Card, as well as for the accuracy of data provided to the Bank at the time of issue of Card;
- Timely inform the Bank in case of inability to perform his/her obligations under the Framework Agreement, in particular obligations related with safe use of Card and protection from loss, theft and abuse of Card.

VI ESTABLISHING CONTRACTUAL RELATION AND CARD ISSUANCE

The Bank may issue to Users to use Cards under card schemes with which it cooperates Visa, Mastercard, DinaCard, pursuant to the rules of these card schemes and provisions of the Framework Agreement.

In order to approve a Loan, the User submits to the Bank the Request and other documentation prescribed by the Bank. The User agrees that the Bank may verify the information provided, and may require submission of additional information and documentation if the need arises. The Bank has the discretion right to refuse the Request without special reasoning, unless otherwise prescribed by law.

The Request must be duly completed and the documentation submitted to the Bank must be complete.

The Bank shall provide to the User, within a reasonable time, prior to the conclusion of the Framework Agreement, on paper or other durable medium, information that is legally determined as mandatory elements of the Framework Agreement, in such a way as to enable the User to become acquainted with the conditions relating to the provision of payment services that are the subject of the Framework Agreement, as well as to compare the offers of different payment service providers and to assess whether these conditions and services meet his/her needs. The Bank may provide the User with the aforementioned information, by submitting a draft Framework Agreement, i.e. offer, without fee printed or by submitting on another durable medium

If the collateral is established by a person other than the User, the Bank shall, prior to conclusion of the Framework Agreement, provide that person with the information referred to in the preceding paragraph and, upon its conclusion, deliver a copy of the Framework Agreement with an overview of mandatory elements.

The Bank assesses the creditworthiness of the User on the basis of information provided by the User and insight into the User's indebtedness database, on the basis of his/her signed consent, all in accordance with its internal acts.

If the Request is declined on the basis of insight into the database referred to in the previous paragraph, the Bank shall be obligated to immediately inform the User without a fee, on paper or another durable medium, of the data from that database.

The Bank shall notify the User of the approval of the Request by invitation to conclude the Framework Agreement and to deliver the Card. By conclusion of the Agreement, it shall be considered that the User has accepted the Bank offer for establishing the contractual relation.

The Framework Agreement between the Bank and User is drafted in writing or on another durable medium and contains the conditions under the offer accepted by the User. The Framework contract can also be concluded as a remote contract in accordance with the law regulating the protection of financial services consumers in case of remote contracts, provided that the Bank enables this way of contract conclusion.

While concluding the Framework Agreement, in addition to documents that are part of the Framework Agreement, the Bank hands over to the User one specimen of Mandatory Elements of the Agreement containing basic data about the terms of use of the Card, on a form and in content prescribed by the National Bank of Serbia.

The Bank bears the risk of delivering the Card and the Personalized Security Elements of the Card to the User.

The User, personally, takes over the Card in the Bank premises and is obligated to immediately, upon receipt of the Card, check the data on the Card, as well as whether the Card contains any damage. The Bank may allow the User a different manner of card takeover.

The Bank may deliver the PIN to the User in the branch, in the case of which the User is obliged to check readability of the PIN or to provide the User instructions for generating the PIN by SMS or by Direct channel for natural persons, provided that the Bank has enabled this.

In case of any defects or damages on the Card or PIN, the User shall immediately inform the Bank thereof.

Immediately upon receipt of the Card, the User is obligated to take all reasonable and appropriate measures to protect the Personalized Security Elements of the Card

The card is valid until the last day of the month and year indicated on the Card and cannot be used after its expiration. The User is obliged to immediately sign the Card upon receipt thereof, on the place designated for signing.

The Bank owns all the Cards it has issued and upon its request, each Card must be unconditionally returned. The Card and the right to use the Card are in the name of the User and are not transferable to any third party.

Should the User fail to take over the Card within 60 (in letters: sixty) days upon drawing up the Card, the Bank may destroy such Card.

VII CREDIT LIMIT

Based on performed estimate of the User creditworthiness, the Bank grants the User a Credit limit for the use of the Card in the amount defined by Agreement, which includes total possible consumption per Card inland and abroad. The Credit Limit, which is not fully used up, remains at the disposal of the User, decreased for expenses and interest calculated in accordance with the provisions of the Framework Agreement, i.e. if the Credit Limit has been fully used up, it shall be made available to the User once again in the part that corresponds to the portion of liability which the User has settled.

The Credit limit may not be exceeded. In case for any reason a Credit limit is exceeded, the amount exceeded is due immediately.

If the User submits a request to increase the Credit limit, the Bank shall reassess the User's creditworthiness. The User may, at any time, submit a request for decreasing the Credit limit, free of charge.

VIII ADDITIONAL CARDS

At the request of the User, the Bank shall issue Additional Cards to the persons designated by the User, whereas the Bank is entitled to restrict the number of Additional cards to two, i.e. to exclude the issue of Additional cards for certain Cards. The person whose name is imprinted on the Additional Card is the only person authorized to use such card, which means that the Additional Card is not transferable and may not be given for use to a third party.

The User is responsible for the proper use of the Additional Cards, which does not preclude the responsibility of the Additional user.

Authorization to use Additional Cards is valid until revoked. The User may

revoke the right to use the Additional Card by submitting a written request to the Bank in which case the Bank will block the Additional Card to the Additional User to whom the revocation applies.

The Additional User may revoke the use of the Additional Card by submitting a written request to the Bank with the simultaneous return of the Additional Card in the Bank's branch in which case the Additional Card will be destroyed.

The Additional Users shall take over the Additional Cards under the same conditions as for the User. All rules that apply to the User regarding the manner of usage of the Card, giving consent for execution of a Transaction, reporting the loss, theft or misuse of the Card shall apply to Additional Users and Additional Cards.

IX REISSUANCE OF THE CARD

The Card is issued with validity imprinted on the very Card, with possibility of automatic reissuance. The Card validity of which has expired may not be used for the performance of any Transaction.

Prior to reissuance, the Bank reassesses creditworthiness of the User in accordance with its internal documents.

If, during re-evaluation of creditworthiness, it is determined that the User does not meet the conditions for reissuance and/or that prior to Card expiry within a period of 6 (in letters: six) months or more no Card loan sub-account transactions have been made or any of the conditions for termination of the Framework Agreement occurs, the Bank has the right not to reissue the Cards.

If during the re-evaluation of creditworthiness, it is determined that the User meets the conditions for re-issuance, the Bank will reissue the Card. The Bank is not obliged to reissue the Card if, on the day the Card expires, this Card is no longer in its offer, in which case it may issue the User a Card that it has in its offer.

The Bank may proceed to Card issue several times.

Throughout the Card validity the Bank shall be entitled to change the card product within the same card scheme and/or card scheme with which it cooperates. Should the stated event occur, the Bank shall replace the Card in use by the User and ensure equal or improve functionalities without additional costs.

If the User wishes to change Additional Users, he/she is obligated to notify the Bank 30 (in letters: thirty) days before the Card expiry date at the latest.

X USAGE OF THE CARD

Credit funds can only be used through Cards. Cards can be used up to the amount available in the Card loan sub-account within the Credit limit and the agreed spending limits.

Daily spending limits established by the Bank amount to:

- for Standard products: RSD 100,000.00 for cash withdrawals at ATMs and POS terminals, RSD 200,000,00 for payments at POS terminals and RSD 200,000,00 for online payments,
- for Premium products: RSD 100,000.00 for cash withdrawals at ATMs and POS terminals, and RSD 400,000.00 for purchases at POS terminals and RSD 400,000.00 for online payments.

The User may independently manage, i.e., change the established spending limits under the previous paragraph for Cards by using the Electronic or Mobile Banking service or by submitting a request to the Bank, whereby the Bank can limit the possibility of change over a certain amount or certain channel. Transactions initiated in foreign currency fill the Daily consumption limit according to the exchange rate of the Card System for conversion into RSD.

Unlike Standard products, Premium products have designation Gold, Platinum, Infiniti and similar in their name.

The cash withdrawal fee at ATMs and POS terminals is prescribed in the Pricelist of Fees.

For security reasons, the Bank may limit the amount of Transaction without Card presence.

Cards must be used in accordance with prescribed and agreed terms. The User must take care and undertake all precautions so that the Card is not lost, stolen, misused or given to another person.

In case the Card is retained at an ATM, the Card shall be reactivated and the User shall take it over in accordance with instructions received from the Bank. In case of PIN blockade at POS terminal, card reactivation is performed at the Bank's ATMs.

In case of expiry of the Card or at request by the Bank to return the Card, the Card shall not be used and the User shall bear all damage caused by using such Card. The User is obligated to, at request of the Point of Sale, show a document identifying him/her.

In accordance with the technical possibilities, the Bank may enable the User to manage the Cards through services within Direct channels for private individuals (electronic banking, mobile banking), of which the User will be informed (by offering such an option in the service, through advertising messages, etc.). The rights and responsibilities regarding the use of services through Direct Channels, are also subject to the Special Terms.

XI SETTLEMENT OF DEBT UNDER REALISED TRANSACTIONS

The Bank will settle receivables incurred under the use of Card, inland and abroad, in dinars according to the issued Credit Card Statement, which it delivers to the User on a monthly basis in line with these General Terms.

The Bank shall automatically collect all due liabilities from the User's current account at the Bank. The User is obligated to provide sufficient funds in the current account at the Bank to fulfil the obligations under the Framework Agreement.

On liability due date under the issued Card, the Bank shall debit the User's current account at the Bank. In the event of insufficient funds to settle those liabilities in the current account, and the User fails to settle liabilities independently on maturity date, the Bank shall block the Card and notify the User thereof in the contractual manner according to these General Terms, Chapter XXV Information and Method and Means of Communication. The Bank charges the User a default interest onto due and unsettled liability in accordance with the law, i.e. contractual interest from Agreement in case this contractual interest rate exceeds the default interest rate in accordance with the law. The Bank accrues default interest rate on a daily basis and charges it when the conditions are met, i.e. when the User secures funds in the Account for collecting matured outstanding receivables.

In case circumstances arise during the validity of the contractual relation, which bring the User into a materially adverse position, i.e. other major circumstance which the User cannot influence, the Bank may, at the request of the User, declare repayment moratorium for a certain period of time, during which the Bank shall not calculate interest rate to due and unsettled liability, therewith the criteria for declaring repayment moratorium are prescribed by internal acts of the Bank.

If the User does not have a current account or the current account at the Bank does not hold sufficient funds for the collection of due obligations, he/she is obligated to fulfil the due obligations independently by making payment on the Card credit subaccount.

If the User, after signing the Agreement, opens a current account at the

Bank, he/she is obligated to submit a request for change of the method of repayment of obligations by automatic collection from that account.

The Bank is entitled to collect any due obligation under the Framework Agreement from the funds held in any User's account with the Bank, without payment order.

In case of payment of goods and services by Cards at points of sale and/or Internet points of sale of the Merchant where the Bank has established a contractual relation regarding acceptance of these cards, the debt of the User under the Transaction made may be allocated to monthly instalments, without charging contractual interest and fee, therewith the Merchant is entitled to define a maximum number of monthly instalments for the purchase of goods and services at the Merchant by Card, all in line with the agreement which the Bank concluded with the Merchant. The User has been acquainted and agrees that the Merchant is entitled to define the type of goods and service, which may be bought at its points of sale, with possible allocation of Transaction into instalments, and to determine the number of instalments and the minimum amount of the Transaction for which purchase in instalment benefit may be exercised. In case that these conditions have been met, the User may proceed with Card payment at that Merchant only under terms and conditions described in this paragraph. If The Merchant does not to allow the purchase of goods and services in instalments in the previously described way, the Bank shall bear the related responsibility.

The User is obliged to immediately verify on the report of the performed Transaction (e.g. on the Slip and similar) whether it contains the number of instalments agreed with the Merchant and in case of need, to require the Merchant to proceed to adjustment of the Transaction. Otherwise, the Transaction shall be calculated and charged in all as defined in this Chapter of the General Terms.

The Bank publishes on its website the List of Merchants with whom it has established a contractual relation regarding acceptance of Cards, for the purpose of acquainting the User on the possibilities of using benefits offered by these Cards.

XII CARD TYPES

MASTERATA

Masterata is a Mastercard Instalment credit card, which the Bank issues to the User in line with the Mastercard scheme rules, in all as set forth in the Framework Agreement.

Unless otherwise agreed:

- The debt of the User arising from Masterata use for the payments of goods and services and cash withdrawal in amounts in excess of RSD 1,000.00 per individual Transaction, shall be automatically allocated to equal instalments, with no interest charged, namely:

Transaction amount - number of instalments

Up to 1,000 RSD - 1 (in letters: one) instalment
 from 1,000 RSD to 8,999 RSD 3 (in letters: three) instalments
 from 9,000 RSD to 29,999 RSD 6 (in letters: six) instalments
 over 30,000 RSD - 12 (in letters: twelve) instalments

- On dividing the Transactions into instalments by using the Masterata, the Bank calculates and collects from the User a fee amounting to 4% from Transaction amount for Transactions divided up to 6 monthly instalments, i.e. 5% from Transaction amount for Transactions divided from 7 to 12 monthly instalments. The fee is calculated at the moment of dividing the Transaction into instalments and such fee is divided into the equal number of instalments as the Transaction, and falls due each month together with the instalment. The Bank submits to the User Information on the performed Transaction in instalments, the fee and the number of instalments in the Statement per Credit Cards.

- For Transactions divided into instalments, the calculation date is the last date of a month, when the collection also begins.
- The User has the possibility to settle liabilities from the calculation date up to the 15th of the following month, and during this period the User is relieved from interest. If the User does not settle liabilities under instalments by the 15th of the month following calculation, such liabilities shall be transferred to revolving loan, and interest onto the due, but outstanding liability shall be calculated to the User at the rate in line with Agreement.

VISA GOLD OLYMPIC

Visa Gold Olympic is a Visa credit revolving card, which the Bank issues to the User in line with the Visa scheme rules, in all as set forth in the Framework Agreement.-The calculation date is the last date of a month in which the transaction was executed, while collection begins on the 15th of the following month.

Unless otherwise agreed:

- The User has the possibility to settle liabilities from the calculation date up to the 15th of the following month, and during this period the User is relieved from interest. If the User does not settle liabilities by the 15th of the month following calculation onto the due, but outstanding liability, an interest shall be calculated to the User at the rate in line with Agreement.
- Interest shall be calculated for cash withdrawal transactions from the Transaction date.
- If the User wishes, the User may divide transactions made by the Visa Gold Olympic card in the amount exceeding RSD 2,000.00 per single Transaction into equal monthly instalments without interest. The User chooses by himself/herself the number of monthly instalments to divide the Transaction, whereby the number of instalments may be from 2 to 12. The Transaction must be divided into instalments by sending an SMS or by dialling the Contact Centre until the last day of the month in which the Transaction was executed.
- On dividing the Transactions into instalments by using the Visa Gold Olympic card, the Bank calculates and collects from the User a fee amounting to 4% from Transaction amount for Transactions divided up to 6 monthly instalments, i.e. 5% from Transaction amount for Transactions divided from 7 to 12 monthly instalments. The fee is calculated at the moment of dividing the Transaction into instalments and such fee is divided into the equal number of instalments as the Transaction, and falls due each month together with the instalment. The Bank submits to the User Information on the performed Transaction in instalments, the fee and the number of instalments in the Statement per Credit Card.

XIII CONSENT AND REVOCATION OF CONSENT FOR EXECUTION OF PAYMENT TRANSACTION

Consent to execute a Transaction, the User /Additional user gives by:

- Entering PIN or signing the Slip,
- Giving/entering Personalized security elements of the card (e.g. card number, CVV number, etc.) for Transactions without presence of the Card,
- Presenting or using the Card at the Points of Sale where payment is made without entering a PIN or signing the Slip, such as contactless payment, toll payment, etc. (for example, on devices through which Transactions are made by touching or swiping the Card - by reading a magnetic card data), and up to the amount of Transactions prescribed by the Card scheme and the Bank,
- Entering a one-time password (hereinafter: OTP password) for 3D Secure authentication (Verified by Visa, Mastercard Secure code).

Transaction for which consent has been given by entering the OTP password

for online payment or by entering a PIN at an ATM or POS terminal is considered irrevocable.

The User may not revoke the consent for the execution of a Transaction after giving the consent for the execution of Transaction in one of the above foreseen ways, unless the User has reached a different agreement with the Bank. If the User/Additional user gave consent for the Transaction through the Point of Sale or the Internet Point of Sale, the Transaction cannot be revoked without the consent of the Point of Sale or Internet Point of Sale, in the form and content acceptable to the Bank.

If the consent for the execution of the Transaction is to be given by signature, the User, i.e. Additional User is obligated to sign the Slip at the Point of Sale in the same manner as signed on the Card and shall keep one specimen of the Slip for himself/herself.

The User/Additional user is obligated to keep one specimen of the Slip from the ATMs and the POS terminal, and in case of payment via the Internet, i.e. catalogue and telesales, the User is obligated to keep a copy of order and number of order and other supporting documentation.

XIV EXECUTION OF TRANSACTION

The User/Additional user issues a payment order to execute a Transaction by giving consent to the execution of the Transaction in one of the ways foreseen in the previous Chapter of these General Terms. The User/Additional user is obligated to have an available amount in the Card loan sub-account to cover each Transaction, as well as for fees, commissions and expenses, so that the Transaction is not rejected.

After giving consent for the execution of the Transaction by the User/Additional user, the Transaction is processed (the validity of the Card is checked, blockade of the Card, coverage in the Card loan sub-account, etc.) and depending on the results of processing the Transaction is approved or rejected.

The User/Additional user at the Point of Sale, i.e. Internet Point of Sale, i.e. at the place of payment receives a notification about the Transaction failure/rejection.

For transactions on ATM, the electronic slip from the ATM is proof of executed Transaction.

The Bank is considered to have received an issued payment order using the Card when the Transaction, previously authorized by the User/Additional User, arrives at the Bank for realization after clearing in the Card Scheme, i.e. the Processor, and after debiting the Bank's clearing account.

The Bank reserves funds in the Card loan sub-account for the amount of the executed Transaction, as well as for fees, commissions and costs, therewith the User is aware that the amount of reservation may differ from the ultimate debit amount. By reserving funds for execution of Transaction, the Available amount is reduced. The debit order may be executed even without prior reservation, i.e. even if the debit order is received after the Bank liberates funds from reservation.

Deadlines defined under card system rules apply to the execution of Transactions.

XV INTEREST, FEES, COMMISSIONS AND COSTS

Fees, commissions and costs charged by the Bank for services provided under the Framework Agreement are determined and calculated in accordance with the Pricelist of Fees.

Level of interest rate that is calculated for the used Loan amount is defined under the Agreement. Unless otherwise specified by Agreement, the interest is calculated by applying the simple interest calculation method and is collected on a monthly basis.

The Bank is obliged to calculate effective interest rate on a uniform

prescribed way, in order to enable matching identical offers of different providers of financial services, in accordance with legislation.

Transactions made in RSD currency, as well as fees, commissions and costs incurred in RSD, are recorded in RSD.

Transactions made in currencies other than RSD, as well as fees, commissions and costs related to these Transactions, are recorded in EUR currency, regardless of the currency in which the transaction occurred.

If the transaction originated in an original currency other than EUR and RSD, conversion to EUR shall be made by the Card scheme at the official exchange rate used by the said Card scheme on the day of the Transaction, and which is available on the Card scheme's official website. The Bank has no influence on the formation of this exchange rate. If there is a fee for making a conversion, such fee shall be determined by the Pricelist of Fees.

The Bank's selling rate for foreign currency shall be applied for conversion from the EUR currency to the RSD currency on Transaction date.

The Bank's selling rate is available on the Bank's website.

Changes in the interest rate and currency exchange rate are effective immediately and without prior notice to the User, if based on changes in the agreed reference interest rate or reference exchange rate. In addition, if the interest rate or currency exchange rate change in favour of the User, such changes may be applied immediately and without prior notice to the User.

XVI CREDIT CARD STATEMENT DELIVERY AND CLAIMS

The Bank informs the User about the completed individual payment transactions and about the balance and changes on the Card Credit subaccount, in case of changes on Card Credit subaccount, via the Credit Card Statement once a month, at the latest on the 8th (eighth) day from the Calculation Day, free of charge, through contracted communication channel that the User opted for when applying for the Card or subsequently, in another document accepted by the Bank.

Any additional notification or more often than defined in the previous paragraph, at the request of the User, is subject to payment of a related fee in accordance with the Pricelist of Fees.

If the User does not receive the Statement within 8 (in letters: eight) days from the calculation date, the User is obligated to immediately contact the Bank and ask for the information about the level of his/her obligation. Failure to obtain a Statement does not extend the deadline for settlement of obligations.

The User undertakes to verify the accuracy of the information on the Statement and, if the User finds a mismatch, to file a claim to the Bank as soon as possible. The Bank shall examine any dispute or mismatch on the debit, i.e. credit in the Card loan sub-account to which the User indicates, provide the relevant information at its disposal and make necessary adjustments and corrections to the Card loan sub-account depending on the results of the check.

In the event of Transactions referred to in Chapter XX Responsibility for performance of transactions and refund of transaction amount of these General Terms, timeframes stated in that Chapter shall apply, and in the event of objection to Bank's operation, timeframes in line with Chapter XXIV Consumer Protection of these General Terms shall apply.

The Bank is not responsible:

- For any claims regarding the quality or possible legal or material defects of the purchased goods or services received, as well as for any failure or partial fulfilment of obligations by the Merchant. For such claims, the User, i.e. the Additional User, addresses the Merchant.
- If the Merchant possibly refuses to accept the Card or provides the User, i.e. the Additional User with incorrect information.
- If the transaction is rejected because there is no

telecommunication connection with the Card scheme, i.e. the Processor that processes the transaction.

- For all irregularities and defects on the Slip from the POS terminal, when the User, i.e. the Additional User, is obligated to file a claim directly to the Merchant when paying with the Card.

XVII COLLATERAL

In order to secure the Bank's receivables and for the timely settlement of the obligations arising from the use of the Main and Additional Cards, the User is obligated to provide the collateral defined by the Agreement before issuing the Cards.

In case of deterioration of the User creditworthiness during the validity of the contractual relation, based on the review of database on the User indebtedness, the Bank shall be entitled to require the User to provide additional collateral. Furthermore, if during the use of Card, some of the contractual and provided collateral becomes inadequate or insufficient or may not be enforced, the Bank may require other complementary collateral to the satisfaction of the Bank.

During the Loan repayment period, the User may propose to the Bank the replacement of one or more collateral. The Bank will accept the above proposal if it evaluates that the offered collateral by value and recoverability corresponds to the existing collateral.

All possible costs related to the establishment/replacement of collateral shall be paid by the User.

The Bank has the right to activate the collateral if the User defaults in repaying any of his/her monetary obligations under the Framework Agreement, as well as if conditions for termination of the Framework Agreement occur.

In case the User changes his/her employer, the User is obligated to submit to the Bank a new administrative ban certified by the new employer, if the administrative ban was agreed as collateral.

The User accepts that the business books, accounting books and other documents of the Bank may serve as proof of User debt.

XVIII EARLY REPAYMENT

The user can make full or partial early repayment of obligations under the Framework Agreement at any time, free of charge, by making the payment to the Card credit subaccount via Electronic Banking/Mobile Banking or at the Bank's branch.

In case of early repayment of obligations under the previous paragraph, the obligations shall automatically be closed from the paid amount in the following order:

1. undue principal amount (revolving debt on which interest is calculated)
2. undue principal amount (instalments without interest and related commission) - instalments are closed according to the date of the transaction, i.e. the transaction that occurred first will be the first to be closed.

At the Bank branch or via electronic banking/mobile banking, the User can choose the order in which he/she will make early repayment of the obligations/instalments, in which case he/she needs to fill out and sign the request at the branch or select the instalment/instalment he/she wants to pay early via electronic banking/mobile banking. If the User has outstanding but due obligations, regardless of which instalment he/she chose for early repayment, the due obligations will be closed first, followed by other obligations in the order established under paragraph 2 of this Chapter of the General Terms and Conditions.

XIX LOSS, MISUSE OR THEFT OF CARD

The User, i.e. the Additional User, is obligated to notify the Bank immediately

after finding out about the loss, theft or misuse of the Card and request blocking of the Card, on the phone numbers 381 (0) 11 3011555, 381 (0) 11 3011550, 381 (0) 21 520333. The User, i.e. the Additional User, may report theft, loss of card misuse, at the nearest branch of the Bank. To avoid doubt, finding out implies also obtaining information on the mobile phone number regarding the challenged transaction. In case of verbal notification, the User is obligated to come to the branch within 3 (in letters: three) days and confirm the card blocking in writing on the prescribed form.

Upon receipt of the notification, the Bank shall block the Card, i.e. prevent any further use of the Card. At the request of the User, the Bank may issue a new Card. The User shall bear costs of card blocking and replacement, in accordance with the Pricelist of Fees.

The User is obligated to report without delay to the Ministry of Interior theft of Card, loss of Card and subsequent unauthorized use of the Card, as well as unauthorised use of the Card (in the possession of the User) on the Internet.

The User shall not bear any losses incurred as a result of unauthorized Transactions made after the User, i.e. the Additional User has informed the Bank that the Card has been lost, stolen or misused, unless such losses were due to fraudulent actions of the User, i.e. the Additional User.

In case the User, i.e. Additional User, finds the Card, which he/she previously reported as missing, the User must not use it, but must immediately return it to the Bank.

At the request of the User and/or Additional User, the Bank shall deliver proof that the User/Additional User notified the Bank of the loss, theft or misuse of Card, if the User/Additional User submitted the request for submission of such proof within 18 (in letters: eighteen) months following the report to the Bank.

The User shall notify the Bank of any damage to the Card as envisaged by paragraph 1 of this Chapter. In case of damage to the Card or change of personal data of the User imprinted on the Card, the Bank will replace the Card at the User request upon providing documentation for data change enclosed, if the Card is replaced for this reason, with charging a fee in accordance with the Pricelist of Fees.

XIX RESPONSIBILITY FOR PERFORMANCE OF TRANSACTIONS AND REFUND OF TRANSACTION AMOUNT

The User is obligated to notify the Bank about a non-executed, incorrectly executed or unauthorized Transaction, i.e. to request correct execution of a Transaction, immediately upon learning of that Transaction (subjective deadline) no later than within 13 (in letters: thirteen) months from the day of debiting (objective deadline). As date of finding out by the User about an unapproved, unexecuted or improperly executed Transaction, shall be considered the day of receipt of the Credit Card Statement, which, in addition to other elements, also contains data on each individual Transaction.

Upon expiration of 13 (in letters: thirteen) months from the day of debiting, the User loses the right to claim under a non-executed, incorrectly executed or unauthorized Transaction, if the Bank has provided the User with information about the Transaction through a Statement or other notification of this Transaction.

If the User claims that he/she did not approve the Transaction or that the Transaction was not executed or not properly executed, the Bank shall verify in the claim procedure if the Transaction was authenticated, properly recorded and booked and that its execution was not affected by any technical malfunction or other deficiency.

If the Bank determines that the Transaction is authenticated, i.e. correctly executed, the Bank will provide the User with evidence of an authenticated, i.e. correctly executed Transaction. A Transaction is authenticated if the Bank, following appropriate procedures, verifies and confirms the use of the

Card, including the Personalized Security Elements of the Card.

If the Bank determines that it is a non-executed, incorrectly executed or unauthorized Transaction, the Bank shall with no delay refund the Transaction to the User plus the amount of any fees it charged to the User and any interest to which the User would have been entitled if the unauthorized Transaction had not been executed, i.e. the Card loan sub-account will be restored to the state in which it would have been if the unauthorized Transaction had not been executed.

As an exception from the preceding paragraph, the User shall bear the losses arising from the execution of unauthorized Transactions up to the amount of RSD 3,000.00, if such Transactions were made due to the use of a lost or stolen Card or Card which was misused because the User failed to protect the Personalized Security Elements of the Card.

The User shall bear all losses, including costs and damages, arising from the execution of unauthorized Transactions, if those Transactions were executed due to fraudulent actions of the User and/or Additional User or if the User and/or the Additional User due to intent or extreme negligence:

- Failed to immediately inform the Bank immediately upon learning of the loss, theft or misuse of the Card;
- Does not use the Card in accordance with prescribed and agreed terms;
- Immediately after receiving the Card, he/she does not undertake all reasonable and appropriate measures to protect the Personalized Security Elements of the Card.

The Bank shall not be liable in case the User fails to respond to addressed calls or if contact data is incorrect and/or not updated. The User shall not bear any losses if the Bank failed to provide the User, i.e. the Additional User with an adequate way for reporting on the lost, stolen or misused Card, unless such losses were due to fraudulent actions of the User, i.e. the Additional User.

If the Bank within the time limit set for the execution of the Transaction determines its own responsibility for non-executed and/or irregularly executed Transaction, the Bank may, within the time limit set for the execution of the Transaction, properly execute a domestic Transaction without the User's request.

If the amount of a Transaction initiated by the User, i.e. the Additional User through the Point of Sale or Internet Point of Sale, is credited to the account of the Merchant's payment service provider, this payment service provider is responsible to the Payee for the proper execution of the Transaction.

The liability of the Bank in connection with the execution of a Transaction and the provision of services governed by the Framework Agreement shall be excluded in cases where circumstances arise which could not be influenced by the Bank, and which constitute objective impediments to the execution of the Transaction and the provision of services, or if envisaged by law.

The liability of the Bank shall be excluded when, due to the application of regulations governing prevention of money laundering and financing of terrorism, the Bank refuses to execute or reverses the execution of a Transaction or extends the deadlines for execution of a Transaction.

The Bank shall be liable to the User for a non-executed or incorrectly executed Transaction and if for this Transaction the intermediary participating in the execution of a Transaction between payment service providers is responsible.

XXI THE BANK'S RIGHT TO BLOCK THE CARD

The Bank has the right to disable the use of the Main card, as well as all Additional Cards (hereinafter: card block) if there are justified reasons related to the security of the Card, if there is a suspected unauthorized use or use of the Card for fraud or if there is an increased risk that the User will not be able to fulfil his/her payment obligation to the Bank

The Bank is obligated to inform the User about the intention of blocking the

Card and the reasons for such blocking. If it is not possible to notify the User before the Card is blocked or if there is a risk for the Bank that the Card obligations will not be settled, the Bank shall do so immediately after the Card has been blocked. The Bank is obligated to provide the User with a notice on the intention of blocking, i.e. blocking of the Card on paper or on another durable medium.

As an exception to the preceding paragraph, the Bank shall not notify the User if such notification is prohibited by regulations or if there are justified security reasons.

Depending on the reason for the blockade, the Bank may re-enable the use of the Card or may issue to the User, i.e. Additional User a new card when the reasons for the blocking cease.

In case of 3 (in letters: three) erroneous Card PIN entries, for safety reasons, the Bank automatically blocks the Card, in which case the User needs to contact the Bank in order to proceed to the unblocking of the Card. Each erroneous PIN entry shall be remembered regardless of the time period. The ATM will not keep the Card in case the correct PIN code has been entered in the meantime.

The following are particularly justified reasons for blocking the Card: considerable deterioration of the User's creditworthiness, use of the Card(s) in contravention of the protection measures and other stipulated and agreed terms, delay of the User in settlement of obligations towards the Bank, as well as occurrence of other reasons for termination of the Framework Agreement by the Bank.

The Bank shall block the Card in case of finding out about the death of the User.

XXII PROTECTION MEASURES RELATED TO CARD USE

In accordance with the following rules for safe Card use, the User shall be obligated to:

- Use the Card pursuant to prescribed, i.e. agreed terms governing issuance and use of that card;
- Immediately upon Card receipt, undertake all corresponding measures to protect Personalised Security Elements of the Card (PIN, card number, etc.);
- Safekeep the Card and PIN secrecy from unauthorised access, theft and improper use, to keep the PIN separately from the Card to enable unauthorised use of the Card by other persons, not to disclose the PIN to third parties, and not to allow the Merchant or other person to take the card out-of-sight of the User;
- Once the User receives the PIN code from the Bank, to remember such PIN, and destroy the envelope with the PIN, as well as never to write down the PIN (on the back of the Card, on papers, documents the User carries with himself/herself);
- If the User received the PIN code by SMS, to remember it and delete the message;
- Destroy the expired Card by cutting;
- Cooperate with the Merchant and/or authorization centre in case they require the User to additionally identify and confirm that he/she used the Card;
- Should the User notice anything suspicious on the ATM (e.g. additionally installed equipment, mailbox for advertising pamphlets), to waive from the Transaction and immediately inform thereof the nearest Bank's branch;
- Should the ATM fail to return the Card for unknown reason, not to move away from the ATM and immediately inform the Bank's Contact Centre so as to determine the reason for retaining the Card;
- Take into account the time limitation envisaged for withdrawing the Card and money from the ATM, because upon expiry of time for these actions, the ATM retains the Card and money for safety reasons;
- If the POS terminal is remote, to insist from the Merchant to perform the Transaction exclusively in his/her presence;
- When effecting payment on the Internet, to use solely verified and well-known websites;
- Never enter the Card PIN on any website;

- Prior to entering the Card number, make sure that there is a locked padlock or key at the bottom of the Internet browser, as these are signs of a secure Internet connection. The beginning of the Merchant's Internet address with a secure Internet connection is "https", instead of the abbreviation "http".

The User is also obliged to act in line with all provisions related to protection from loss, theft, misuse and unauthorised use of Card stated in other chapters of these General Terms and General Terms for Payment Services.

With the aim to protect the User, if there are justified reasons pertaining to Card security, the Bank may change and introduce other spending limits on a daily and/or weekly and/or monthly basis, limits according to number of transactions and other. In the stated situations, the Bank is obligated to inform the User about the intention to change the spending limit and reasons thereof. If the Bank is not able to inform the User prior to changing the limit, the Bank shall do so immediately following such change. The Bank is obligated to provide the User with a notice on the intention of changing the limit on paper or on another durable medium.

XXIII THE BANK'S RIGHT TO ASSIGN RECEIVABLES AND ENGAGE A THIRD PARTY IN ORDER TO COLLECT RECEIVABLES

In case of defaulting under the Framework Agreement, the Bank has the right to sell all its claims against the User, i.e. to assign them to another bank (assignee) or to engage a third party to collect all its claims from the User.

The User agrees and authorizes the Bank, in case of assignment of receivables arising under the Framework Agreement, i.e. engagement of a third party to collect receivables arising under the Framework Agreement, that it may communicate information known to the Bank relating to the amount of receivables, repayment method, maturity, collateral, the personal data, i.e. personal data of the User and any other information obtained by the Bank in the process of granting the Loan and within the term of the Framework Agreement, and in connection with the User, to the assignee, i.e. to a third party in order to collect receivables arising from the use of the Card.

In case of assignment of receivables, the User retains all the rights contracted, as well as the right to state an objection against another Bank (assignee), which he/she had against the Bank, and that other Bank may not put the User in a less favourable position than the position that he/she would have had if these receivables has not been transferred, due to which the User may not be exposed to additional costs.

The Bank is obligated to notify the User if a claim assignment occurs.

XXIV CONSUMER PROTECTION

If the User deems that the Bank failed to abide by the provisions of the Framework Agreement, applicable legislation and other business customs, in the area of providing payment services, pertaining to the issue and cession of Cards, or applies unfair contractual clauses and exercises unfair business practice, the User shall be entitled to protect his/her rights and interests in accordance with the provisions of the law regulating protection of financial services consumers, pertaining to exercising the right to protection of rights and interest of financial services consumers,.

Right to Objection

The User is entitled to address an objection in writing if he/she believes that the Bank has failed to abide by the provisions of the law and legislation regulating providing payment services, good business practice and obligations under concluded Framework Agreement.

The User may submit to the Bank Complaint on the work of the Bank, within 3 (three) years from the date of violation of his/her right or legal interest, in writing:

- in the business premises / branches of the Bank, as well as in any other business premises in which the Bank offers services to the Customers, by filling in the complaint form or in free form

- by post to the address:

Trg Slobode br. 7, 21000 Novi Sad, sa naznakom "za Odeljenje za upravljanje prigovorima"

- by e-mail to the address:

prigovori@otpbanka.rs

-on Bank's website: www.otpbanka.rs.

If financial services have been contracted using the means of remote communication, the Bank is obliged to:

- Enable the User to file a complaint in the same way, i.e. by using the means of remote communication used to conclude the contract to which the complaint relates;

- when the complaint was submitted verbally using the telephone, to record that complaint, by entering in the appropriate records data on the User, the content of the complaint, as well as the date and time of receipt of the complaint.

The complaint must contain the data of the User as well as the data from which the relationship with the Bank to which the complaint refers can be undoubtedly determined, as well as the reasons for submitting that complaint. If the User submits a complaint after the expiration of the above-mentioned period of 3 (three) years, the Bank will inform the User that the complaint was filed after the expiration of the prescribed period and that it has no obligation to consider it.

The Bank is obliged to display the Notice on the manner of submitting objections on the Bank's proceeding upon the submitted objection, as well as on the possibility and manner of submitting a complaint against the work of the Bank - to the National Bank of Serbia.

The Bank is obliged, in case of submitting a written complaint of the User, to issue a confirmation of receipt of the complaint, indicating the place and time of receipt, as well as the person employed by the Bank who received the complaint. If the User has submitted a complaint through the Bank's website, e-mail or verbally by telephone for financial services contracted using remote communication, the Bank shall immediately confirm by e-mail or other appropriate form to the User the receipt of complaints against the Bank submitted by that User.

The Bank is obliged to examine the submitted objection and to submit a response to the User no later than 15 (fifteen) days upon the receipt of the objection in writing, by mail or in the form of an electronic document, email or in another appropriate way in electronic form that allows to determine the date and time of receipt of the answer and its content - if the User has submitted a complaint through the Bank's website, by e-mail or if the Bank has enabled the submission of the objection in another appropriate manner in electronic form, or if the User has explicitly agreed with this method of submission in electronic form.

The Bank may submit a reply to the objection by mail or as printout of the electronic document (copy of the electronic document on paper), whereas the User, after receiving such a document, has the right to request an original copy of the electronic document or its certified copy in the sense of the law regulating electronic documents.

If the Bank is unable to submit a response within 15 (fifteen) days for reasons beyond its control, the deadline may be extended by a maximum of 15 (fifteen) days, of which the Bank shall notify the User in writing within 15 (fifteen) days from the date of receipt of the objection. The said notice must contain the reasons for inability to submit a reply within the deadline, as well as the deadline by which the response will be submitted.

If the Bank estimates the complaint as well-founded, it will inform the User whether the reasons for which the complaint was filed have been removed, i.e. a deadline for their removal and measures that will be taken to remove them.

The Bank shall not charge the User any fee, nor any other expenses for acting under the complaint to the Bank work.

Right to Complaint

In case the User is not satisfied with the response received from the Bank, or if the Bank fails to respond to the complaint within the foregoing deadlines, the User may submit to the National Bank of Serbia, Sector for Protection of Financial Services Users, at the address in the street Nemanjina No. 17, or PO Box 712, a written complaint or fill out a form on the home page of the NBS website <https://www.nbs.rs/> within 6 (six) months from the date of receipt of the response of the Bank or from expiration of the deadline for submitting the Bank's response to the submitted complaint.

The Bank is obliged, at the request of the NBS, to respond to assertions of the User within the deadline set by the National Bank of Serbia, which may not exceed 8 (eight) days from the date of receipt of the request, and to submit evidence to confirm these assertions.

The National Bank of Serbia shall notify the claimer of the findings of the complaint within 3 (three) months from the date of receipt of the complaint and, in more complex cases, this period may be extended for a maximum of 3 (three) months about which the NBS is obliged to inform the claimer in writing before the expiration of the original deadline, in which notification the National Bank of Serbia indicates to the claimer the possibility of out-of-court settlement of the disputed relationship in the mediation procedure.

Out-of-Court Settlement Procedure

If the User is not satisfied with the response received from the Bank, or if the reply is not delivered within the required period, the disputed relationship may, be resolved in out-of-court - mediation procedure. After opening mediation procedure, the User may no longer file a complaint unless this mediation has ended with suspension or waiver, or if the complaint has already been filed - the NBS shall discontinue its proceeding under the complaint and suspend this proceeding if mediation has ended in agreement. The deadline for filing a complaint shall not lapse while the mediation procedure lasts.

The mediation procedure is initiated at the proposal of one party in the dispute, upon acceptance by the other party. The parties to the dispute may decide that the mediation procedure be conducted before the NBS or another body or person authorized to mediate.

The mediation procedure before the NBS is confidential, urgent and is carried out free of charge, with the possible costs of the Bank and the User that may arise in this procedure being borne by the Bank and the User.

The proposal for mediation is submitted to the NBS in writing, by mail or by filling a form on NBS homepage <https://www.nbs.rs/>. This proposal must also contain a deadline for its acceptance, which may not be shorter than 5 (in words: five) days or longer than 15 (in words: fifteen) days from the date of delivery of the proposal to the other party to the dispute.

The mediation procedure before the NBS is initiated by concluding an agreement on joining the mediation, whereby the parties to the dispute and the NBS confirm the choice of mediator and regulate mutual rights and obligations, in accordance with the principles of mediation, and regulate other issues relevant to mediation.

Either party may waive further participation in the mediation process at any stage of the proceedings.

The mediation procedure may be terminated by agreement of the parties, by suspension or withdrawal. Opening and conducting the mediation procedure between the Bank and the User does not exclude or affect the exercise of the right to judicial protection, in accordance with the law.

XXV WITHDRAWAL FROM AGREEMENT

The User has the right to withdraw from the Framework Agreement within 14 (in letters: fourteen) days from the date of its conclusion, without stating

the reasons for the withdrawal.

The User is obligated to notify the Bank of his/her intention to withdraw within the period from the previous paragraph, by submitting a notice in writing or on another durable medium and concurrently shall return all Cards issued under the Framework Agreement. The date of receipt of the notice by the Bank shall be considered as the date of withdrawal. If the User, under the conditions specified in this Article, withdraws from the Framework Agreement, he/she shall immediately and not later than within 30 (in letters: thirty) days from the day of sending the notification referred to in the previous paragraph, repay to the Bank the principal and interest for the time of using the Loan.

XXVI INFORMATION AND METHOD AND MEANS OF COMMUNICATION

During the contractual relationship, the Bank shall provide to the User upon request, a copy of the Framework Agreement, i.e. information on the mandatory elements of the agreement, which were delivered to the User in the pre-contractual phase, either on paper or on another durable medium.

The Bank shall provide to the User on paper or on other durable medium, free of charge, a notification that the User has settled all liabilities to the Bank under the Framework Agreement within 30 (in letters: thirty) days following settlement of such liabilities.

The Bank shall provide to the User other information, which it is obligated to provide in line with the law.

The Framework Agreement shall be made in Serbian language, and communication during the contractual relationship takes place in Serbian language.

Communication between the User and Bank shall be performed in line with the General Terms for Payment Services, Chapter IV Information on the Terms and Means of Communication between the User and the Bank.

XXVII VALIDITY AND TERMINATION OF THE FRAMEWORK AGREEMENT

The Framework agreement is concluded for an indefinite period.

The User is entitled to cancel the Framework Agreement at any point of time without reasoning, with a one month notice period and by submitting a statement on cancellation to the address of the Bank in written form. The User has the right to terminate the Framework Agreement in other cases stipulated by the law governing contractual relations and/or other law.

The Bank has the right to cancel the Framework Agreement at any time, without giving any reason, by giving a written notice to the User with a notice period of 2 (two) months.

The Bank is entitled to terminate the Framework Agreement in case of one of the following violations of the Framework Agreement:

- a) if it is established that the use of the Card (s) has been approved on the basis of incorrect, untrue, null and void and / or falsified data and / or statements that were relevant for the Bank's decision on approval, which were determined after the conclusion of the Framework Agreement;
- b) if the Bank cannot implement actions and measures related to knowledge and monitoring of the User in accordance with the provisions of the law governing the prevention of money laundering and terrorism financing due to the fact that the User has not submitted to the Bank documentation from which to establish and verify data related to:
 - identity of the User (name and surname, date and place of birth, residence or stay and JMBG of the User, his legal representative and proxy, as well as the type and number of personal document, name of

- the issuer, date and place of issue);
 - the purpose and intention of the business relationship or transaction and other data in accordance with the provisions of the law governing the prevention of money laundering and terrorist financing;
 - the origin of assets that are or will be the subject of a business relationship with the Bank;
 - that is If the User refuses to submit corresponding data and documentation that the Bank collects and forwards to competent authorities in line with regulations, which also includes international agreements and standards pertaining to FATCA Foreign Account Tax Compliance Act);
- c) if the Bank, during the contractual relationship, determines that the User has provided the Bank with incorrect and / or falsified data and / or documentation from the previous item and / or other documentation important for the proper and legal provision of payment services;
 - d) if it is determined that the User is on the official lists of embargoes and sanctions in accordance with local and international regulations;
 - e) if the User is in default by more than 60 (sixty) days regarding payment of minimum payment amount;
 - f) If the User is in default under another placement with the Bank, which exceeds 60 (in letters; sixty) days, and pertains to outstanding liabilities of the User towards the Bank in the amount of minimum 30% of the amount from the Framework Agreement, and if there is a delay of the User longer than 15 (in letters: fifteen) days in terms of payment of any amount under the Framework Agreement;
 - g) If a judgment and/or other act of a competent authority is reached against the User, which causes loss and/or costs to the User in the amount of minimum 20% of the value of all Bank receivables towards the User, i.e. if such judgment and/or act has an adverse effect on the User's creditworthiness;
 - h) If enforcement is initiated over User's assets in the amount of minimum 20% of the value of all Bank receivables towards the User;
 - i) The card(s) are used in contravention of the regulations and agreed terms;
 - j) If for any reason, any of the collateral, i.e. collection instrument under the Framework Agreement lose their legal validity or become inadequate or insufficient collateral of the Bank, or cannot be enforced and/or no longer provide sufficient collateral for the Bank's receivables under the Framework Agreement, or collection procedure is initiated over it by another creditor, and the User, at Bank call and within a reasonable period determined by the Bank, fails to replace such collateral and/or collection instrument with another to the satisfaction of the Bank, i.e. fails to establish additional collateral and/or collection instrument at Bank's request;
 - k) And in other cases foreseen under applicable legislation.

The Bank is entitled to terminate the Framework Agreement, without a period of notice, in cases referred to in the previous paragraph under indents a) - d), in which case the Framework Agreement shall be considered cancelled as of the date of receipt of the written notice on cancellation of the Framework Agreement sent by the Bank to the User.

In the event of reasons to terminate the agreement referred to in paragraph 4 of this Chapter, indents e) - k), the Bank shall inform the User thereof in written form, with the possibility to remove the reason for cancelling the Framework Agreement within an appropriate subsequent deadline. If the User fails to remove the reason within the subsequent deadline, the Bank will notify the User on agreement cancellation in writing, that all payable liabilities under the Framework Agreement are due, the amount that the User is obliged to pay, the timeframe within which the User is obliged to fulfil the Bank's request for early collection, and the right of the Bank to activate collateral from the Framework Agreement upon expiration of the specified timeframe, and to initiate the procedure for collection of its receivables.

In case of cancellation, i.e. termination of Framework Agreement, the Bank is entitled to early collection of its receivables under the Framework Agreement, and the User is obliged to repay the Bank the outstanding

principal debt, interests falling due up to the early collection, as well as fees and costs (including all costs of forced collection) incurred up to the date of early collection.

The Card expires as of the day of cancellation, i.e. termination. The User is obligated to return to the Bank all Cards issued under the Framework Agreement, not later than the day of cancellation, i.e. termination, and if he/she returns them earlier, the validity of the Cards expires on the day of their return.

The Bank may not charge the User a fee for termination of the Framework Agreement.

In case of cancellation, i.e. termination, all obligations to the Bank under the Framework Agreement are considered due. The User shall be obliged to settle all liabilities towards the Bank for services under the Framework Agreement provided up to its cancellation i.e. termination. If the User has paid the fee under the Framework Agreement in advance, the Bank shall reimburse the User a proportionate part of the fee.

The User may require that the provisions of the Framework Agreement contrary to the information provided in the pre-contractual phase, i.e. provisions relating to information on mandatory elements of the Framework Agreement prescribed by law not previously provided to the User, be null and void in the manner provided by applicable legislation.

The Bank shall proceed to refund unenforced collaterals in case of termination of Framework Agreement, following expiry of period of notice provided that all receivables of the Bank under the Framework Agreement have been settled and provided that no claim procedure related with the Transactions of the User by using the Card.

In case that a claim procedure has been opened, the refund of unenforced collateral and closure of Account may be carried out, if this contractual relation is also terminated with the Bank, only following completion of claim procedure, in accordance with the cards scheme rules and the settlement of all receivables of the Bank under the use of the Card (Main and Additional), whereas the claims procedure may last for up to 120 (in letters: one hundred and twenty) days from the date of filling the claim.

XXVIII AMENDMENTS AND SUPPLEMENTS TO THE FRAMEWORK AGREEMENT

The Bank is entitled to propose amendments and supplements to the Framework Agreement in accordance with provisions of the General Terms for Payment Services, Chapter XXI Conditions for Amendments and Supplements to Framework Agreement and Right of Termination, subheading Amendments and Supplements to Framework Agreement and General Terms at Bank proposal.

If changes refer to mandatory elements of the contract in terms of the Law on the Protection of Financial Services Consumers, the Bank shall be obliged to obtain a written consent of the User before applying the changes. In the event that the User disagrees with the change, the Bank cannot unilaterally change the agreed conditions under the Framework Agreement, nor unilaterally terminate or cancel the Framework Agreement. In addition to the foregoing, if the amount of the fixed interest rate or the fixed element of the variable interest rate, i.e. the amount of fees and other costs etc. are changed in favor of the User, the Bank can apply those changes immediately without prior notification to the User.

XXIX DATA SECURITY AND PROTECTION

The General Terms for Payment Services, Chapter XXII Confidentiality and Data Protection of Payment Services shall apply to the provisions on business secret, personal data protection and obligations of the Bank in terms of keeping a banking secret.

XXIX COMPETENCE OF THE COURT

In case of dispute in connection with and regarding the Framework Agreement, the Bank and User will make efforts to resolve such dispute amicably. Otherwise, the competence of the court shall be determined in accordance with regulations.

XXX CLOSING PROVISIONS

One counterpart of the Framework Agreement shall be handed over to the Client.

The provisions of the law governing the area of payment services, contractual relations, financial services, interchange fees and payment transactions based on payment cards, as well as other laws and legislation of the Republic of Serbia, shall be applied to all that is not regulated by the Framework Agreement.

If an issue regulated by the General Conditions is resolved in a different manner under imperative provisions of the applicable regulations, the provisions of the relevant regulation shall apply.

The provisions of these Special Conditions shall take effect and enter in force on the date of their adoption by the Board of Directors and are applied from July 15th, 2023.

On the day of the beginning of the application of these Special Conditions, the Special Conditions of Issue and Use of Credit Cards for natural persons adopted at the Decision of the Management Board under no 17/21-1.1 from 05.08.2021.

President of Board of Directors