



ANNEX 2

SPECIAL TERMS AND CONDITIONS FOR PAYMENT ACCOUNTS, PAYMENT SERVICES, AND DEBIT CARDS FOR PRIVATE INDIVIDUALS

1. INTRODUCTORY PROVISIONS

1.1. Content of the Annex to the Bank's General Terms and Conditions

These Special Terms and Conditions of the General Terms and Conditions of AikBank a.d. Belgrade (hereinafter: the Bank) govern the mutual rights and obligations between the Bank and users of payment services who are private individuals, in relation to the provision of payment services in accordance with the Law on Payment Services (hereinafter: the Law). They also define the terms and conditions for opening, maintaining, and closing payment accounts in RSD and foreign currencies (FX), the conditions for using payment services, the terms under which the Bank provides debit card issuance and usage services, information on fees, interest rates, exchange rates, the means and methods of communication between private individuals (hereinafter: the User) and the Bank, conditions for amendments, supplements, and termination of the Framework Agreement, as well as other matters relevant to the provision of payment services by the Bank. The terms used in these Special Terms and Conditions (hereinafter: Special Terms) have the following meanings:

For the purposes of these Special Terms and Conditions, **private individuals** shall include:

- **Consumer** means a private individual who enters into a payment services agreement or an agreement related to electronic money for purposes not intended for their business or other commercial activity;
- **Registered agricultural holding** refers to a private individual—farmer engaged in agricultural production, who is registered in the Register of Agricultural Holdings as the holder of the holding and is not classified as a Consumer.

Payment transaction means a deposit, transfer, or withdrawal of funds initiated by the User as the payer or as the payee, or initiated on behalf of the payer, regardless of the legal relationship between the payer and the payee;

Remote payment transaction is a payment transaction initiated via the internet or a device that may be used for remote communication;

Payment order refers to an instruction issued by the User, either as the payer or as the payee, to the Bank, requesting the execution of a payment transaction.

Execution of a money remittance is a payment service in which the payment service provider receives funds from the payer without opening a payment account for either the payer or the payee, solely for the purpose of making those funds available to the payee or transferring the funds to the payee's payment service provider, which then makes the funds available to the payee.

Payment account refers to an account used for executing payment transactions, which is used for issuing a payment order or initiating a payment transaction.

Initiation of a payment transaction refers to taking actions that are a prerequisite for starting the execution of a payment transaction, including the issuance of a payment order and the performance of authentication.

Payment instrument refers to any personalized device and/or set of procedures agreed between the User and the Bank, which is used to issue a payment order or initiate a payment transaction.

Card-based payment instrument refers to any payment instrument—including a payment card, computer, mobile phone, or any other technical device containing a payment application—which enables the payer to initiate a payment transaction using a payment card.

Issuance of payment instruments is a payment service in which the payment service provider, based on a contract, issues to the payer a payment instrument for the initiation and processing of payment transactions with that provider.

Payment brand is any physical or digital name, expression, designation, symbol, or a combination thereof used to identify the card payment scheme under which the payment transaction is executed using a payment card.

Co-branding of a payment instrument refers to the inclusion of at least one payment brand and at least one



non-payment brand on the same card-based payment instrument.

Acceptance of payment transactions is a payment service in which, based on a contract between the payment service provider and the payee, payment transactions are accepted and processed, resulting in the transfer of funds to the payee.

Payment initiation is a service in which, at the request of the payment service user, a payment order is issued debiting the payer's payment account held with another payment service provider.

Account information service is a service provided via the internet that supplies consolidated information on one or more payment accounts held by the payment service user with one or more payment service providers.

Account servicing payment service provider is the provider that opens and maintains a payment account for the payer—i.e., the Bank.

Payment initiation service provider is a payment service provider that provides a service whereby, at the request of the payment service user, a payment order is issued debiting the payer's payment account held with another payment service provider.

Account information service provider is a payment service provider that supplies, via the internet, consolidated information on one or more payment accounts held by the payment service user with another or multiple payment service providers.

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

Strong customer authentication means authentication using two or more elements categorized as: knowledge (something only the user knows), possession (something only the user possesses), and inherence (something the user is), which are mutually independent in such a way that the breach of one does not compromise the reliability of the others, and which is designed to protect the confidentiality of authentication data.

Personalized security credentials refer to personalized data and identifiers assigned to the payment service user by the payment service provider for the purpose of authentication.

Sensitive payment data means any data, including personalized security credentials, that can be used to carry out fraudulent acts. However, in the context of payment initiation and account information service providers, the account holder's name and account number are not considered sensitive payment data;

Basic payment account refers to a payment account used for executing payment transactions in RSD, and basic services include: services required for opening, maintaining, and closing such an account; services enabling the deposit of cash into the payment account; services enabling the withdrawal of cash from the payment account at bank counters, ATMs, or other similar devices; services for executing payment transactions, i.e., the transfer of funds from or to the payment account, including:

- (1) direct debits,
- (2) use of a payment card, including online payments,
- (3) credit transfers, including standing orders, via appropriate devices, bank counters, or online banking.

The Bank is obliged to offer the basic services mentioned in the previous paragraph only to the extent that such services are already offered to consumers in relation to other payment accounts.

Credit transfer is a payment service in which the User, as the payer, initiates one or more payment transactions debiting their payment account with the Bank—including issuing a standing order—after which the payee's account is credited with the amount of the payment transaction.

Direct debit is a payment service in which the payee initiates a payment transaction to debit the payer's account based on the payer's consent. The payer may provide such consent to the payee, to their own payment service provider, or to the payee's payment service provider.

IPS payment system refers to a payment system operated by the National Bank of Serbia, used for transferring funds in RSD between participants in the system for the purpose of executing instant credit transfers.

Instant credit transfer refers to a domestic payment transaction of up to RSD 300,000, marked as urgent, initiated via a paper-based payment order or another payment instrument, at any time of day, on any day of the year, where the transfer of funds is executed in real time or near real time.

User of payment services (User) refers to a private individual who uses or has used a payment service as a payer and/or payee or has contacted the Bank for the purpose of using such services.

Payer refers to a private or legal person who issues a payment order or gives consent for the execution of a payment transaction debiting their payment account, or - if no payment account is held - a private or legal person who issues a payment order;



Payee refers to a private or legal person designated as the recipient of funds that are the subject of a payment transaction.

Funds refer to cash, funds held in an account, and electronic money.

Cash means banknotes and coins.

Business day is a day, or part of a day, during which the Bank operates in a manner that enables the execution of payment transactions for its Users as users of payment services.

Value date is the reference date or reference time used by the Bank to calculate interest on funds debited or credited to a payment account; it also refers to the execution date of the transaction or the date of inflow or outflow of funds.

Reference exchange rate is the rate used as the basis for currency conversion, made available by the Bank or obtained from a publicly accessible source (e.g., the official middle exchange rate of the National Bank of Serbia – NBS).

Reference interest rate is a publicly available rate used for interest calculation, determined independently of the unilateral will of the User and the Bank entering into the contract (e.g., NBS reference interest rate, EURIBOR value, etc.).

Unique identifier refers to a combination of letters, numbers, and/or symbols assigned to the User by the Bank and used in a payment transaction to unambiguously identify the User and/or their payment account (e.g., the User's current account number, credit card number, etc.).

Means of distance communication is any means that may be used by the User and the Bank to conclude an agreement when they are not physically present at the same time.

Durable medium refers to any means that allows the User to store information addressed to them, to access and reproduce that information in an unchanged form, for a period appropriate to the purpose of storing such data.

Domestic payment transaction is a payment transaction where both the payer's and the payee's payment service providers operate within the territory of the Republic of Serbia;

International payment transaction is a payment transaction in which one payment service provider operates in the Republic of Serbia and the other in a third country, or a transaction in which the same provider serves one payment service user in Serbia and another (or the same) user in a third country. Payment transactions in RSD between residents and non-residents, as well as transactions between non-residents, are considered international payment transactions. For the purposes of

these General Terms and Conditions, a domestic payment transaction executed in a foreign currency is also considered an international payment transaction.

The Bank does not execute international payment transactions related to the purchase, sale, or exchange of virtual currencies.

Virtual currency is a type of digital asset not issued by, nor guaranteed in value by, a central bank or other public authority, which is not necessarily tied to legal tender and does not have the legal status of money or currency, but is accepted by private or legal entities as a means of exchange and can be bought, sold, exchanged, transferred, and stored electronically;

Timetable for the receipt and execution of payment transactions refers to a specific act of the Bank that defines the timeframes, methods, and conditions for the execution of payment transactions;

List of representative services refers to a list of no fewer than ten and no more than twenty representative services prescribed by the National Bank of Serbia, related to a payment account and for which users of payment services pay fees, and which are offered by at least one payment service provider in the Republic of Serbia;

Fee information document refers to a document that includes a list of services from the list of representative services offered by the payment service provider, along with information on the individual fee charged for each such service.

Home country means the country where the legal entity's registered office is located.

Registered office refers to the location registered as the legal entity's seat; if a legal entity, in accordance with its country's regulations, does not have a registered office, the registered office shall be the place from which its business is managed.

Host country refers to a country other than the home country in which a legal entity provides services through a branch or other representative or in which it provides services directly;

Legal stay in the Republic of Serbia refers to the stay of a private individual in the Republic of Serbia in accordance with the regulations governing the residence and stay of citizens, or the stay of foreigners in accordance with the Law on Foreigners, including a foreigner who resides in the Republic of Serbia under laws regulating asylum and refugees, or based on an international agreement;

Authorized and unauthorized overdrafts have the meanings defined by the law regulating the protection of financial service users;



Passive interest rate refers to the rate at which interest is paid to the user of payment services on funds held in a payment account (hereinafter: interest).

Account switching refers to the service provided by a payment service provider to a user of payment services who opens or holds an account with a new payment service provider, in the same currency.

3D Secure Protection is an international security protocol supported by Mastercard (Mastercard Secure Code) and Visa (Verified by Visa) card issuers, providing the payment card user with additional security when using the payment card online.

Digital wallet refers to a mobile payment application solution offered by the digital wallet service provider, which allows the User to register data related to one or more payment cards within the application and tokenizes the card(s) for the purpose of initiating payment transactions. In addition to the contractual relationship with the Bank, the terms and conditions of using the digital wallet are agreed upon by the User with the service provider, which specifically includes the type and characteristics of the mobile device on which the digital wallet application can be contracted and installed. The User can be informed on the Bank's website about which digital wallets they can add one or more debit cards issued by the Bank to the digital wallet application.

Digital card refers to the digital representation of the debit card in the Digital Wallet and/or the Bank's electronic and mobile banking applications, which enables the User to perform contactless payment transactions at point-of-sale and withdrawal locations, and ATMs that support wireless data transmission over short distances between two devices, and/or at online merchants that support this form of payment. As the card issuer, the Bank determines the types of cards that can be digitized.

Mobile device refers to the device on which the Digital Wallet, contracted with the digital wallet service provider, is installed.

Digital wallet service provider refers to a legal entity that provides the Digital Wallet service, under which the Bank, based on a cooperation agreement with the service provider, allows the User to register one or more debit cards issued by the Bank;

2. Payment Accounts

2.1.1. Basic Provisions

Upon opening an account for a User who is a Consumer and has legal residence in the Republic of Serbia, any discrimination, whether direct or indirect, on any grounds is prohibited, particularly on the basis of race, sex, genetic characteristics, national origin, social status, birth, religion, political or other beliefs, financial status, place of residence, culture, language, age, sexual orientation, or disability.

The User in whose name the account is opened and whose signature is deposited with the Bank is the only authorized person to manage the account.

The User may authorize other individuals (representatives) to dispose of funds from their account. The representative's signature must be deposited with the Bank.

The User is obliged to inform all individuals authorized to dispose of funds from their account about these Terms and Conditions. The representative(s) are not authorized to issue new or withdraw existing authorizations, nor are they authorized to close the User's account, except when specifically authorized for such actions. The deposited signatures of the representative(s) are valid until revoked in writing in a manner satisfactory to the Bank.

An account for minors, legally incapacitated persons, or persons under guardianship will be opened by the Bank at the request of the legal representative of that person, along with the mandatory identification of the legal representative and the submission of documents proving the status of minority or guardianship (birth certificate, legally binding decision from the Social Welfare Center).

In cases where an account is opened for a minor, either one or both parents of the minor may contract the opening and management of the account as the legal representative. If only one parent contracts the opening and management of the account as the legal representative, the other parent has the right to access the account's operations and may request the Bank to register them as a legal representative of the minor for the purpose of managing funds in the account. In this case, the consent of the other parent is not required.

An account for a legally competent minor will be opened at the request of the legally competent minor, subject to mandatory identification and the submission of documents proving the minor's legal competence (e.g., court decision on acquiring legal competence, proof of marriage, for those over 16 years old, proof of parentage, for those over 15 years old, an employment contract).

The Bank opens and manages payment accounts in currencies regulated by the Agreement, as well as sight deposit accounts in currencies regulated by the Agreement.

A payment account is used for executing payment transactions and for other purposes. If the service of opening and managing a payment account is offered in a package with other products or services unrelated to the payment account, the Bank will inform the User about the option to open the payment account separately from those products or services and provide information regarding the



costs and fees associated with each of the other products and services offered in the package.

The Bank opens an account at the User's request along with all necessary documentation verifying the User's identity and status in accordance with applicable regulations and these Special Terms. The Bank opens a specific account based on a Framework Agreement for opening and managing a certain type of account, in accordance with the provisions of that agreement and these Special Terms.

Before the User commits to an offer or Framework Agreement regarding the payment account, the Bank will provide the necessary information to allow the User to compare different offers, particularly information about the Bank as a payment service provider, the terms of use of payment services, all fees, interest rates, and exchange rates, communication methods, protective and corrective measures, the method for amendments and termination of the framework agreement, and legal protections. This information will be provided on paper or another durable medium in advance to allow the User sufficient time to make a decision regarding the conclusion of the contract. If the Framework Agreement is concluded at the User's request using a means of communication that does not allow the Bank to fulfil the obligation stated in the previous paragraph, the Bank will fulfil this obligation immediately after the Framework Agreement is concluded.

The Bank is obliged to provide, within a reasonable period before concluding the Framework Agreement on payment services related to the payment account, and at the same time as other information required by the Law, the User with an overview of the services and fees, free of charge, on paper or another durable medium, in a way that ensures proof of delivery.

The overview of services and fees is available to the User at the Bank's business premises at counter locations and on the Bank's website. The Bank will provide the overview of services and fees, at the User's request, free of charge, on paper or another durable medium. It is considered that the Bank has fulfilled its obligation to inform the User by delivering a copy of the draft Framework Agreement on the payment account.

The Agreement for opening and managing the payment account is concluded as a Framework Agreement that governs the execution of future individual payment transactions, as well as the terms for opening, managing, and closing the payment account.

The Framework Agreement on the payment account (hereinafter: Framework Agreement/Agreement), which governs the mutual rights and obligations of the Bank and the User of payment services based on opening and

managing a payment account, consists of the following documents:

- Request for account opening,
- General Terms and Conditions of AikBank a.d. Beograd (hereinafter: GTC),
- Special Terms and Conditions for payment accounts, payment services, and debit cards for private individuals of AikBank a.d. Beograd (hereinafter: Special Terms),
- The Price List for services provided by the Bank for private individuals (hereinafter: the Price List),
- The timetable for the receipt and execution of payment transactions (the Transactions Schedule) for private individuals, which constitutes an annex to these Special Terms (hereinafter: Transactions Schedule),
- Limits for using payment instruments.

The Bank will require the User to present the original documents verifying the information necessary for opening the account.

Data about the private individual: The Bank determines the data of a private individual by reviewing identification documents that unequivocally establish the individual's identity, with the copy of such documents retained in accordance with regulations. The Bank reserves the right not to open an account, without the obligation to provide an explanation for the rejection to any third party or the applicant, except in cases where the Bank refuses the request to open a payment account with basic services, in which case the Bank is required to promptly provide the applicant with a written notice, free of charge, explaining the reasons for the refusal and informing the applicant about the right to object and the possibility of out-of-court dispute resolution, unless such notification is prohibited by law.

At the request of the User, for the purpose of managing funds in their current account, the Bank may issue checks to the User..

The Bank charges fees for services rendered in accordance with the Price List for Services (hereinafter: the Price List). The Bank reserves the right to offer more favorable fees to the User than those defined in the Price List, in a manner and in accordance with applicable regulations.

2.1.2. Special Provisions Regarding Payment Accounts of Users

The User has the right to withdraw funds from their RSD or foreign currency account held with the Bank, without incurring any special withdrawal fee. The User has the right



to withdraw funds from their account immediately after the recorded inflow of funds without incurring any special withdrawal fee. If the funds in the Bank's account are credited on a non-business day, it is considered that the Bank received the funds on the next business day.

Exception to Paragraph 2: If the User withdraws cash exceeding RSD 600,000, they are required to announce their intended withdrawal in advance, i.e., the Bank can make these funds available to the User no later than the next business day, without any fee.

This provision also applies to foreign currency funds, whose amount, in the RSD equivalent based on the official middle exchange rate of the National Bank of Serbia (NBS), exceeds RSD 600,000. Additionally, the Bank may direct the User to the nearest branch that has the currency the User wishes to withdraw in order to meet the aforementioned deadline. The User has the right to close the account free of charge.

2.1.3. *Types of Payment Accounts the User Can Open with the Bank*

The Bank may open and maintain the following types of accounts:

- Current account (RSD or FX),
- Other payment accounts (RSD or FX).

2.1.4. *Payment Account with Basic Services (RSD Current Account)*

A **payment account with basic services** is a payment account used for executing payment transactions in RSD (RSD current account). The Bank is obliged to offer the opening and use of a payment account with basic services to a User with legal residence in the Republic of Serbia, provided the User does not already have a payment account.

Basic services include:

- 1) Services for opening, maintaining, and closing the payment account,
- 2) Services allowing the deposit of cash into the payment account,
- 3) Services allowing the withdrawal of cash from the payment account at bank counters, ATMs, and other similar devices,
- 4) Services for executing payment transactions, i.e., transferring funds from or to the payment account, including:

- Direct debit,
- Using a payment card, including online payments,
- Credit transfers, including standing orders and instant credit transfers that are not instant in the sense of subparagraph (2) of this provision, based on a

payment order issued at the bank counter, through electronic or mobile banking, or via appropriate devices, regardless of whether the transfers are internal or external, between consumer and business accounts or legal entities, and independent of the way these transfers are initiated (e.g., using an agreed user identifier or a standardized two-dimensional code - QR code).

- 5) Issuance and use of a debit payment card
- 6) Providing notifications related to executed payment transactions in accordance with the method agreed in the Framework Agreement.

The **Bank** may, at the User's request, grant an overdraft facility on the current account with basic services and allow the use of a credit card, as well as issue checks to the User. The Bank cannot condition the opening and use of a payment account with basic services by contracting an overdraft facility or credit card.

2.1.5. *Opening a Payment Account with Basic Services*

The Bank is obliged to open a payment account with basic services at the User's request or to reject that request without delay, but no later than 10 (ten) business days from the date of receiving a properly submitted request. The Bank may reject the request for opening a payment account with basic services if the User already holds a payment account with another bank that provides services as specified in section 2.1.4. of this Annex.

In the case specified in Paragraph 2 of this section, the Bank must first verify whether the User has an open payment account with another bank, or if the verification is not conducted, the Bank must obtain a written statement from the User confirming whether they hold an account with another bank that provides the services listed in section 2.1.4. of this Annex. The Bank may reject the request for opening a payment account with basic services no later than ten business days from the date of receiving the request if the User already holds an account with another bank, unless the User provides a written statement and submits a notice from the other bank confirming that the account will be closed.

3. Payment Transactions

3.1.1. *Types and Descriptions of Basic Characteristics of Payment Services and Payment Accounts*

The Bank provides payment services in accordance with the provisions of the Law governing domestic payment transactions in RSD, as well as international payment transactions regardless of the currency of payment. The



mutual rights and obligations of the Bank and the User concerning the provision of payment and other services related to the payment account are governed by the Agreement, this Annex, and the General Terms and Conditions.

Payment services include:

- 1) Services enabling the deposit of cash into the payment account, as well as all services necessary for the opening, maintenance, and closing of the account;
- 2) Services enabling the withdrawal of cash from the payment account, as well as all services necessary for the opening, maintenance, and closing of the account;
- 3) Services for transferring funds to or from the User's payment account, as well as services for executing payment transactions from funds granted to the User via credit, including:
 - (1) Credit transfers,
 - (2) Direct debits, including one-time direct debits;
 - (3) Using a payment card or similar means;
 - (4) Issuance of payment instruments and/or acceptance of payment transactions;
 - (5) Changing a payment account;
 - (6) Executing money remittances.

3.1.2. Deposits into the User's Account

The Bank is irrevocably authorized to accept deposits into the User's account in accordance with the law. Depending on the type of account, deposits can be made into:

- a) RSD accounts – in cash in RSD (at the Bank counters) or by non-cash transfer from other accounts within the Bank or from other participants in the payment system whose accounts are held at the Bank, other banks, or the Treasury;
- b) Foreign currency accounts – in cash foreign currency (at the Bank counters), or foreign currency (inflows from foreign remittances, payments from non-resident accounts in the Bank or other banks, cheque collection from abroad, or non-cash transfers from foreign currency current accounts held at another bank).

In the case of international payment transactions, if the payment arrives with SHA or BEN costs on the User's account, the credited amount will be the amount received via SWIFT message (the approved amount in the Bank's account), reduced by the fees of all correspondent banks. The Bank will charge the User's account for the fee in accordance with the applicable Price List, in the transaction currency, calculated based on the official

middle exchange rate of the National Bank of Serbia (NBS).

In case a deposit is mistakenly credited to the User's account by the Bank, the Bank may reverse the transaction without the need for a special order or consent from the User.

Refund of funds from the previous paragraph takes priority over the execution of any other payment transactions from the account to which the funds were mistakenly transferred.

3.1.3. Disposal of Funds in the User's Account

The User disposes of the funds in their account within the available balance using the available disposal instruments.

Disposal of funds can be:

- 1) **In RSD** - in cash or by non-cash transfer of funds;
- 2) **In foreign currency** - payments, collections, and non-cash transfers in accordance with the law;
- 3) **In cash foreign currency** - payments, collections, deposits, and withdrawals in accordance with the law.

The Bank will always require clear and explicit instructions (orders) from the User for making payments domestically or abroad, in written form, with an indication of the payment purpose, as well as the basis for the collection, payment, and transfer, and submission of documentation if required by law. The Bank is not liable for any damage caused to the User or third parties as a result of incorrect, unclear, or otherwise imprecise instructions.

In the case of changes to payment instructions for international payments, as well as the possible return of funds due to incorrect data about the User (name, account or IBAN, SWIFT code of the payee's bank), the amount credited to the User's account will be the amount received via SWIFT message (the approved amount in the Bank's account), reduced by the fees of all correspondent banks.

The Bank will not execute a payment order that does not contain information about the issuer and payee of the order and their respective banks, the amount, or other required information, or if there is any discrepancy in the data preventing the execution of the order.

The Bank may execute cash and non-cash payment transactions even if they do not contain all required

elements, if it determines that the elements provided in the order are sufficient for its execution. The Bank will execute payment orders after a thorough review of the order's authenticity (checking the funds available to execute the order, the payer's signature, verifying that the order contains information about the issuer and payee of the order and their respective banks, the purpose of the payment, and the purpose of the deposit or withdrawal, as well as reviewing the documentation provided in accordance with relevant regulations, etc.).

If the Bank transfers a smaller amount than the amount specified in the payment order or transfers the funds to an incorrect payee, the Bank may transfer the remaining difference or correctly execute the payment transaction within the same business day, without the User's request.

The Bank is not responsible for any loss or damage caused by delays or errors in processing the order, or by actions or omissions of the User.

In the case of an unauthorized, unexecuted, or incorrectly executed payment transaction, the Bank is obligated, regardless of its responsibility for the proper execution of the payment transaction, to take appropriate measures at the request of the User of payment services to determine the flow of the funds from the payment transaction and to immediately provide the User with information on the outcome of the measures taken. The Bank cannot charge the User for acting in accordance with the previous paragraph of this article.

In the case of any change in the User's or their representative's data (e.g., change of surname due to marriage), change of address, identification document, or any other fact relevant to the relationship between the User and the Bank, the User must immediately and explicitly notify the Bank in writing about such changes.

The changes and amendments from the previous paragraph shall be legally binding for the Bank immediately upon receipt in the form of written notification delivered to the Bank's premises.

Upon the delivery of written notification to the Bank along with appropriate proof of the death of the private individual in whose name the account is held, or the delivery of reliable and verifiable information regarding the death of the private individual, any authorization and any power of attorney granted for managing the account will cease to be valid. Until this moment, the Bank, acting with due diligence and care, can rely on the valid powers of attorney and is not liable for any damages that may occur for third

parties due to the management and disposal of funds from the User's account by the attorney.

Upon receiving the notification/information referred to in the previous paragraph, the Bank will only allow account management based on a final and enforceable court decision or another official body's decision, or a valid and binding decision regarding guardianship over the estate, or another decision by the competent authority, in accordance with applicable laws.

3.1.4. Account Switching Service

The Bank enables the User, who has or opens a payment account with another bank, to switch their payment account to the same currency. The account switching process is carried out exclusively based on the authorization received from the User, with or without closing the payment account at the previous bank. In the case of a joint payment account, the switching process begins upon receiving the authorization from all account holders.

The authorization must be in written form, based on which the User grants consent to the previous and new payment service providers to undertake all or some actions for the account switching process.

Through the authorization, the User can specify standing orders, consents for direct debits, incoming credit transfers, and other payment services whose execution is transferred to the new payment account, provided that the new service provider offers these services.

The authorization also determines the date on which standing orders and direct debits will start executing from the new payment account, and this period cannot be shorter than 6 (six) business days from the date when the new payment service provider receives the documentation from the previous service provider.

The new payment service provider is required, within 2 (two) business days from receiving the authorization for account switching, to submit a request to the previous payment service provider to provide all relevant information in accordance with the authorization. The previous payment service provider must act in accordance with the law and within the prescribed timeframes.

The previous payment service provider must close the account if the User has no outstanding obligations for that account, and if the actions have been carried out in accordance with applicable regulations. If the conditions for account closure are not met, the previous provider must promptly notify the User.

The previous payment service provider cannot block the payment instrument before the date specified in the authorization to ensure that the provision of payment services to the User is not interrupted during the account switching process.

The Bank is required, upon the User's request, to provide or make easily accessible information about existing



standing orders and direct debits the User holds with the Bank, free of charge.

The Bank must promptly compensate the User for any damages incurred during the account switching process due to its failure to act in accordance with this article of the Annex, except in cases of force majeure. The Bank will make information about the account switching easily accessible to the User, on paper or another durable medium, both at its business premises and on its website. The Bank must provide the User, upon their request, with information about the account switching process, free of charge, in accordance with applicable regulations.

3.1.5. Authorized Overdraft

The Bank may grant and make available to the User a specific amount of funds for their current account, in the form of an authorized overdraft. Before concluding the agreement for the authorized overdraft, the Bank must assess the User's creditworthiness based on the data provided by the User upon the Bank's request, in accordance with the regulations determining the necessary documentation, and based on the review of the User's creditworthiness database (Credit Bureau) based on their signed consent.

If both parties agree to increase the User's credit limit, the Bank must reassess the User's creditworthiness.

If the request for the authorized overdraft is denied based on the review of the User's indebtedness database, the Bank is required to promptly notify the User in writing, free of charge, about the data from that database. The mandatory elements of the authorized overdraft agreement are defined by the law regulating the protection of financial service users.

Upon concluding the agreement for the authorized overdraft, the Bank shall provide the User with one copy of the review of the mandatory elements of the authorized overdraft agreement, which contains the basic data about the overdraft. The second copy of this review is retained by the Bank in its documentation.

After the conclusion of the authorized overdraft agreement, the Bank is obligated to provide the collateral provider with a copy of the agreement and the review of the mandatory elements of the authorized overdraft agreement, unless the User is also the collateral provider.

In the case of an authorized overdraft, the Bank is obligated to provide the User, at least once a month, with a written notice or another durable medium notification, free of charge, regarding any changes to the account,

including a statement of all changes. Upon the User's request, the Bank must provide this notification without delay and has the right to charge a fee for such notification in accordance with the Bank's current Price List. This notice must include the following information: account number, the period the statement refers to, the date of the change, a description of the change, as well as the amount and type of change (credit or debit), the previous and new balance, the date of the statement, the applied nominal interest rate, and all calculated fees..

3.1.6. Unauthorized Overdraft

An unauthorized overdraft refers to the amount of funds used by the User outside the contractual relationship with the Bank.

In the case of an unauthorized overdraft on a RSD current account, if no authorized overdraft is granted for the account, the Bank will charge statutory default interest unless otherwise agreed. The User expressly authorizes the Bank to collect the unauthorized overdraft amount, including all associated fees, costs, and default interest, from all the User's deposits, current accounts, and other accounts held with the Bank.

4. Debit Cards

4.1.1. Conditions under which the Bank issues debit cards

The Bank issues a debit payment card to the User linked to the User's payment account with the Bank. The Bank issues the following debit cards: Dinacard, Visa, Mastercard, under the terms set out in the Agreement, the General Terms and Conditions, and this Annex.

With the issued debit payment card, the User can pay for goods and services and/or withdraw cash at ATMs and bank counters that display the relevant debit card sign (Dina, Visa, Mastercard), up to the available balance in the account, which may include the authorized overdraft.

The Bank issues a card free of charge for which the processing, clearing, and settlement of domestic payment transactions occur within the payment system of the Republic of Serbia. Additionally, upon the User's special request, the Bank may issue another debit card from its offer, where the processing, clearing, and settlement of domestic payment transactions occur outside the Republic of Serbia.

The rights of the User regarding the use of issued debit cards with associated payment brands (co-badged payment instruments) are regulated in accordance with the



provisions of the law governing interbank fees and specific rules for transactions based on payment cards.

The debit card is issued with a validity period ranging from 1 (one) to 10 (ten) years. The issued debit cards remain the property of the Bank, are issued in the name of the User, and are non-transferable. The Bank issues the debit card only to Users who have an active current account with the Bank. The debit card can be used at all point-of-sale locations and ATMs that display the card organization's symbol (Dina, Visa, Mastercard), as well as for remote shopping enabled via the debit card. In the case of online purchases, if possible, the debit card will be registered in the 3D Secure system.

The Bank may deliver the debit card to the User at the Bank's branch or send it by mail to the User's address. Along with the debit card, the Bank will provide the User with a personalized security element (Personal Identification Number – PIN), which is a combination of numbers (hereinafter: PIN) used for authenticating the User when using the debit card for transactions. The PIN code, which is considered the User's electronic signature, is created under conditions ensuring complete data confidentiality.

The debit card remains the property of the Bank, and only the User is authorized to use it, with any use by third parties being prohibited. The User is obligated to use the card in accordance with the law and exclusively for the purchase and payment of goods and services that are not prohibited by applicable regulations.

The debit card is valid until the end of the month indicated on the card. Using the debit card after the expiration date or after it is declared invalid, as well as after the termination of the Agreement between the Bank and the User, is prohibited. Upon the User's request and with written consent, the Bank issues additional cards linked to the basic debit card. The use of additional cards is governed by the Agreement, the General Terms and Conditions, and this Annex. All provisions of the Agreement, General Terms and Conditions, and this Annex that apply to the debit card also apply to additional cards.

The User will be responsible for all purchases, cash withdrawals, and the use of the debit cards, including all fees incurred from using the additional card(s), as well as for any breach of the Agreement, the General Terms and Conditions, and this Annex related to the use of the cards. The basic and additional cards are linked to the same current account, meaning that all transactions made with the basic card and any additional cards will charge the current account of the primary User. The User of the basic debit card will be responsible for all obligations and fees related to the use of the basic and additional cards, regardless of whether the amounts were used with or without the User's knowledge.

Upon written request from the User (or a request made in a manner that can unambiguously verify the User's identity), the Bank may grant and provide other associated services with the issuance and use of the debit card, as offered by the Bank at the time of signing the Agreement (e.g., e-banking, etc.).

The validity period of the debit card and selected associated services is automatically extended upon reissuance. Each reissued debit card represents an extension of the validity period of the previous card and will be subject to the same Agreement, General Terms and Conditions, and this Annex, as well as the originally selected associated services, unless they are changed, in which case the User will be notified.

If the User does not wish to extend the validity period of the debit card and selected associated services, they must notify the Bank in writing (or in a manner that unambiguously verifies the User's identity) at least one month before the expiration date. If the User fails to notify the Bank within the specified period, the Bank will extend the validity period of the card and any additional cards, and the User will bear the costs in accordance with the Bank's Price List.

The User agrees that the Bank may replace the debit card with a card from a different brand during reissuance or earlier in the course of usage. The Bank must inform the User in writing about its intention to replace the debit card brand, including the timeline and method of delivery for the new card, and the deadline for using the previously issued debit card.

If the User does not accept the use of the debit card from a different brand, they may cancel the use of the debit card as a payment instrument for their current account in writing, settle the account's obligations, and submit a request to close the account.

Any use of the debit card in violation of the law, as well as payment for goods and/or services prohibited by law, is punishable (e.g., using the debit card for prostitution, drug trafficking, and other illegal activities). Additionally, using the debit card as a means to secure the settlement of debt is not allowed, nor is using it for gambling or purchasing pornography.

Illegal use of the debit card or use that violates the law or the provisions of the Agreement results in the termination



of the right to use the card, confiscation of the debit card, and the User's responsibility for any potential losses..

4.1.2. Obligations of the User

Upon receiving the debit card, the User is obligated to immediately sign it in the designated space on the back of the card. The signature must match the signature on the request.

Certain transactions are carried out based on the User's signature. If the User fails to sign the debit card in the designated space, they will be considered responsible for all transactions made with that debit card. If the User does not return the expired debit card to the Bank, they are required to destroy the expired card (by cutting it or using another appropriate method). The Bank is not responsible for any damage if the User fails to comply. An unsigned card is invalid. Issued debit cards remain the property of the Bank. The debit card is non-transferable and may only be used by the User.

The User is required to use the payment card in accordance with the prescribed or agreed-upon conditions that govern the issuance and use of the payment card, which are objective, non-discriminatory, and proportional. The User is specifically required to take all reasonable and appropriate measures to protect the personalized security elements of the payment card (e.g., personal identification number - PIN) immediately upon receipt. The User is obligated to verify the details on the card and/or PIN upon receipt and to immediately report any damage to the shipment, legibility of the details on the card and/or PIN, or any deficiencies to the Bank without delay.

The User is obligated to keep the debit card in a safe place and not leave it where others can access it, such as at the workplace, in a car, etc. The User must use the debit card exclusively for its intended purposes. The User is obligated to keep the PIN confidential. It is prohibited to disclose it to anyone, including family members, friends, or any other individuals. No one, including the Bank, is authorized to know the User's PIN. The User is required not to write down the PIN, even in the form of a code (e.g., masking it as a phone number).

The User is obligated to enter the PIN at ATMs and POS terminals where required, with the utmost discretion. The User is advised to ensure that no one is watching them, by covering the keypad with their hand. The User is advised not to allow anyone to distract them when entering the PIN. If the User notices unusual circumstances, they are advised to immediately inform the Bank and, where possible, the merchant.

When paying at POS terminals, the User is advised not to let the debit card out of their sight. The User should request the card to be returned immediately after the transaction or after swiping the card through the POS terminal. If the User has a valid reason to believe that their PIN is no longer secure, they are advised to immediately change the PIN at an ATM that has this technical capability. If the User cannot change the PIN, they are advised to immediately contact the Bank.

If an unknown person asks the User for their PIN, the User is obligated not to provide the PIN and to notify the Bank immediately upon the occurrence of this event. The User is advised to keep the Bank's customer service number with them at all times, so they can contact the Bank at any time.

When changing the PIN, the User is advised not to choose a number that is too obvious (e.g., part of the birthdate, postal code, the first 4 digits of their phone number, etc.). The User is advised to regularly check for the presence of their debit card and immediately report it if lost or stolen.

In the case of using the debit card for transactions where physical use of the card is not required, the User is obligated to take basic precautionary measures, including the following:

- Never send sensitive information about the debit card and other personalized security elements via email, SMS, phone, fax, or any other communication channel.
- For these transactions, only the card number, expiration date, and control number, as well as a one-time password (OTP), are required. The Bank will provide the OTP, if necessary, for the security of the transaction, via an appropriate method as chosen by the Bank (SMS, email, mobile banking application, or another suitable method). It is recommended to use only verified and trusted websites.

The User is responsible for the unauthorized use of both the basic and additional debit cards, in accordance with applicable legal regulations. In the event that the User has not taken all reasonable measures to protect the PIN, they will be fully responsible for any damage arising from unauthorized use of the cards.

An authorized payment transaction within the Bank's system is recorded as a reservation until the moment of the transaction posting, for a maximum of 30 days. The User is entitled to cancel the debit card free of charge. The User is obligated to monitor their spending on the debit



card, which is limited to the available funds in their current account.

The User is required to ensure that they do not exceed the available balance on their current account with the following transactions:

- 1) Transactions below the authorization limit. These transactions are approved at the point of sale without the Bank checking the available balance.
- 2) Transactions authorized by the card organization or a third party involved in the authorization process, on behalf of the Bank, under the Agreement with the Bank.
- 3) For payment transactions for goods and services over the internet and via MO/TO transactions (Mail Order, Telephone Order), the User cannot revoke consent for the payment transaction after they have given their consent for the execution of that transaction, unless the point of sale provides the Bank with a written confirmation, in a form and content satisfactory to the Bank, to revoke consent for the payment transaction. The User is required to ensure sufficient funds are available in the account to cover the executed payment transactions.

In case the User exceeds the available balance with a transaction, the account will be in an unauthorized overdraft for the difference between the executed payment transactions and the available balance on the account. If the User exceeds the available balance as described in the previous paragraph of this article, they are obligated to settle the overdraft by depositing the appropriate amount sufficient to cover the obligations immediately after the transactions are executed, and no later than 5 (five) business days from the date of the overdraft. The User must not use the debit card unlawfully, including for the purchase of goods or services prohibited by law. Any use of the business debit card contrary to the law, as well as the payment for goods and/or services prohibited by law, is punishable and results in the termination of the right to use the card, confiscation of the debit card, and the User's responsibility for any potential losses. Any alteration of the business debit card is prohibited and constitutes a criminal offense punishable in accordance with the laws of the Republic of Serbia.

4.1.3. Use of the Debit Card Transactions Executed at Points of Sale

Depending on the type of card, the User can use the debit card in the country and/or abroad to pay for goods and

services at points of sale that accept debit cards. As proof of the transaction at the point of sale, the User enters the PIN code or signs the transaction slip at locations where the merchant's acceptance network/Bank does not support it. At specially marked POS terminals, the User can make contactless transactions by simply tapping the card on a POS terminal with contactless technology, without needing to enter the PIN code or sign the slip.

Transaction details and merchant information are provided on the slip and electronically recorded, unless the User chooses to perform transactions outside the point of sale (i.e., by phone, mail, electronic messages, or other communication methods), in which case only the transaction details are systemically recorded. The Bank makes payments to the merchant on behalf of the User at the point of sale for the amount specified on the slip, which is signed by the User or simply systemically recorded. However, the debt amounts must be within the available balance in the current account. The Bank is not responsible for any obligations arising in relation to any transaction beyond the available balance in the current account based on which the slip was issued, nor for payment obligations resulting from such transactions.

The User receives a copy of the slip issued for the transactions described above. The debit card is merely a technical tool for making payments. The Bank will not be responsible under any circumstances for any errors, omissions, or improperly executed transactions by the merchant in relation to the User's transactions, nor for any complaints and/or claims that may arise regarding transactions made at points of sale. The User is obligated to keep copies of the slips/receipts for potential claims. Complaints related to the quality of goods and services paid for with the card should be addressed solely to the merchant where the transaction occurred (the acquirer). The Bank is not responsible for the correctness or quality of goods and services paid for with the card.

Debit card transactions within the country are processed in RSD and charged to the User's current account up to the available balance. In case the debit card is linked to a foreign currency account, there is a possibility that transactions within the country may be processed in the foreign currency and charged to the User's foreign currency account if there are insufficient funds in the RSD account at the time of the transaction.

Foreign currency debit card transactions are processed in EUR and charged to the User's RSD account. If the debit card is also linked to the User's foreign currency account, the foreign currency account will be debited first, followed by the RSD account if there are insufficient funds in the foreign currency account.

Transactions Performed via ATMs (Automated Teller Machines)

The User can withdraw cash using the debit card at an ATM and/or Bank counter. The Bank's services are available to the User via ATMs, depending on the technical capabilities of the ATM. These services primarily include cash withdrawals and account balance inquiries. By inserting the debit card into the ATM and entering the correct PIN or other security element provided by the Bank in accordance with the user instructions, available on the official Bank website, the User is deemed to have given consent to execute the transaction(s). Only amounts composed of whole divisible numbers in dinars (RSD) in the country or in foreign currency abroad, in denominations supported by the ATM, can be withdrawn using the debit card, up to the maximum authorized limit approved by the Bank and the available balance in the current account.

Exclusively at the Bank's ATMs, depending on the technical capabilities, the Bank can enable the following services for its Users:

- **Cash deposits** exclusively at its ATMs, in dinars (RSD) and in foreign currency EUR, in denominations shown on the ATM. When making deposits at an ATM, certain banknotes, such as suspicious, discoloured, or damaged ones, may be retained by the ATM. The Bank will handle these banknotes in accordance with applicable regulations.
- **Cash withdrawals** exclusively at its ATMs in foreign currency EUR.

Deposits of the mentioned funds in RSD and EUR, or withdrawals in EUR, are made within the authorized limit set by the Bank, from or to the payment account linked to the debit card, and in the case of withdrawals, up to the available balance in the connected account. The User may specify an additional linked account for this service by notifying the Bank in a manner that unambiguously verifies the User's identity, for example, by sending an email from the registered email address, calling the Contact Center from the registered phone number, or visiting a branch.

At the Bank's ATMs within the country, depending on technical capabilities, the User may have access to:

- **Cash withdrawal in the RSD** by debiting the linked foreign currency current and/or savings account in EUR. The Bank will process cash withdrawals in the RSD by debiting this account according to the Bank's buy rate for EUR from the exchange rate list valid on the transaction date. The Bank's exchange rate list is available at the Bank's business premises and on the official Bank website at www.aikbank.rs.

- **Cashless currency exchange** or purchase/sale of currency, converting from/to RSD and FX accounts held by the User, is performed at the Bank's buy/sell rate for cash, as shown in the Bank's official exchange rate list available at the Bank's premises and on the official Bank website at www.aikbank.rs.
- **PIN code change** - Upon issuance of the debit card, the User is provided with a PIN code, which, after the card is delivered and activated at the ATM, can be changed to a four-digit PIN of their choice.
- **Account balance inquiries** for RSD and foreign currency current accounts, as well as RSD and FX deposit accounts.
- **Cashless transfers** of funds from the User's account to credit accounts and credit cards held at the Bank.
- **Cashless transfers** of funds between two accounts of the account holder in the same currency (RSD, FX, or RSD/FX sight (or *demand*) deposit accounts).

The ATM, upon the User's request, issues a confirmation for each executed transaction, confirming the instructions given by the User. In case the confirmation is not issued due to a technical error of the ATM, the User is obligated to contact the Bank's Customer Service Center. The Bank may, without prior notice, temporarily or permanently suspend the operation of any ATM.

In the cases specified in the previous paragraph, the Bank will not be liable to the User for any loss or damage.

4.2. Conditions for Using Payment Services

4.2.1. Unique Identification Code

The Bank issues a unique identification code (account or card number) to the User upon concluding the Agreement, which the User is required to provide for the proper issuance or execution of a payment order. This code serves to identify the account holder and debit card holder (e.g., account number or card number). By correctly specifying the unique identification code (account number) of the payment recipient in the payment order, it is considered that the payment order has been properly executed concerning the payment recipient. If the unique identification code (account number) provided by the User to the Bank is incorrect, the Bank is not responsible for an unexecuted or incorrectly executed payment transaction. In the case mentioned in the previous sentence, the User

has the right to request that the Bank take all reasonable measures, i.e., provide all the necessary information to enable the User to exercise their right to a refund of the funds (e.g., information about the recipient's payment service provider and/or the payment recipient), including information that the payment service provider of the payment recipient is obliged to provide to the Bank in accordance with this provision.

In the case of an unexecuted payment transaction due to an incorrect unique identification code as mentioned in this article, the Bank is required to immediately refund the amount of the unexecuted payment transaction to the User upon becoming aware of the issue.

4.2.2. Form and Method for Giving Consent and Revoking Consent for Issuing a Payment Order or Executing Payment Transactions

The Bank will execute the User's payment order, requesting the execution of a payment transaction involving the transfer of funds:

- 1) If the order is submitted on the prescribed paper form – exceptionally, on another permanent data carrier previously approved by the Bank (the required scope of data is generally determined by mandatory regulations, and the Bank is authorized to expand the data scope in the payment order, or require the inclusion of specific supplementary data;
- 2) If the order on the prescribed paper form is submitted in two copies. The payment order can be in a single copy, upon the request of the payment service user, with the Bank's consent. In such a case, the Bank, as the payment service provider, is required to issue the payment service user a confirmation of receipt of the payment order without charge;
- 3) If the order is correctly completed – meaning the data is legible and complete on the prescribed form;
- 4) If the User has provided sufficient funds for executing the order, including the fees that are calculated and charged in accordance with the Price List;
- 5) If the User has given consent for the execution of the payment order (which meets the conditions mentioned in the previous points). The User may give consent for the execution of the payment transaction either through the payment recipient or through the payment initiation service provider;
- 6) If there are no legal obstacles to execution (according to other regulations);

7) If the payment order is submitted via electronic services in accordance with the Agreement, the General Terms and Conditions of Business, and the Annex of the General Terms and Conditions for Electronic and Mobile Banking for Consumers.

When, according to specific regulations, certain documents or special data are required for executing the payment order, the Bank will execute the payment order if these documents or data are provided or presented in the prescribed and agreed form.

Consent can be revoked by withdrawing the consent for the execution of a payment transaction or a series of payment transactions by submitting a Withdrawal of Consent Statement (via the communication channel chosen by the User in the Request for opening and managing the payment account – email, mail, etc.), until the moment when the payer's payment service recipient has received the payment order, or when the payment transaction has been initiated by the payment initiation service provider, the payment recipient, or the payer via the payment recipient – after the payment order has been issued or consent for the execution of the payment transaction has been given to the payment recipient. If the User and the Bank agree that the execution of the payment order will begin on a specific day, or on the day at the end of a defined period, or on the day when the User makes funds available to the Bank, the payment order may be revoked by the end of the business day preceding the day established for the commencement of the execution of the payment order. After this period, the User may revoke consent for the execution of a payment transaction in the domestic payment system only with the consent of the payment recipient, based on an agreement with the User's or another payment service provider participating in the execution of the payment transaction.

The Bank with which the User holds an account cannot refuse to execute the payment order, including payment orders given via the payment initiation service provider, when all the conditions specified in the payment services agreement are met, except in the cases mentioned in the previous paragraph. The Bank will inform the User of the refusal to execute the payment order or initiate the payment transaction (verbally, via telephone, or via the communication channel chosen by the User in the Request for opening and managing the account – email, SMS, etc.) about the reasons for the refusal, when possible, and the procedure for correcting the deficiency that led to the refusal on the same business day the payment order was



submitted to the Bank, unless notification is prohibited by law.

The User gives consent (authorization) for the execution of the payment transaction by using the debit payment card in the following ways:

- By reading the chip or making contactless reading of the chip and entering the PIN at the POS terminal or at certain POS terminals with and without signing the slip,
- By contactless reading of the chip from the card and without entering the PIN at the merchant's point of sale and at the ATM in accordance with the limitations for contactless payments defined by the card organizations,
- By signing the slip when reading the magnetic stripe,
- In the case of payment transactions where physical presence of the card is not required (e.g., internet transactions) by entering the security elements required by the Payment Recipient (card number, expiration date, CVV/CVC code, one-time password – OTP))
- By using a Digital Wallet as described in section 4.5. of this Annex.

The PIN, entered during the transaction and confirmed as correct, is considered the electronic signature of the transaction by the user. A payment transaction for which the user has given consent in one of the aforementioned ways is considered an approved payment transaction. The User gives consent for the execution of the payment transaction prior to its execution.

An approved payment transaction in the Bank's system is recorded as a reservation until the moment the transaction is posted, for a maximum of 30 days. If the user does not provide consent for the execution of the payment transaction in the form and manner stipulated by the Agreement and this Annex, the payment transaction is considered not approved.

The Bank may refuse to execute the payment order if the conditions set forth in this article are not met or if there is a reasonable doubt regarding the validity of the payment order or any of its elements, or if the Bank suspects card abuse and will notify the user of the refusal to execute the payment order or initiate the payment transaction (verbally, via slip, email, or SMS as the communication channel chosen in the Card issuance request) about the reasons for the refusal, if possible, and the procedure for correcting the deficiency that was the reason for the refusal within the deadline set for the execution of the payment transaction, unless notification is prohibited by law.

The Bank with which the User holds an account cannot refuse to execute the payment order, including payment orders given through the payment initiation service provider, when all conditions set forth in the payment services agreement are met, except in the cases mentioned in the previous paragraph.

4.2.3. Time of Receipt of the Payment Order and Execution Deadlines for Payment Transactions

The time of receipt of the payment order is the moment when the Bank receives the User's payment order, within the time frame determined by the Bank for receiving the payment order. The Bank has defined a moment during the business day that is the latest time for receiving a payment order, meaning that any payment orders received after this time will be considered as received on the next business day.

The User's payment account cannot be debited before the payment order is received.

The time of receipt and execution of payment transactions is outlined in the Transactions Schedule, which is part of these Special Terms and the Framework Agreement. In the case of international payment transactions, the Bank will debit the User's account for the commission and costs, as specified in the applicable Price List, in the currency of the payment transaction, calculated using the official exchange rate of the NBS.

The execution of international payment transactions involves sending an authenticated SWIFT message by the Bank, instructing the correspondent bank to forward the funds to the recipient's bank according to their schedule, or in the case of transactions at the Bank, the day when the recipient's account is approved.

The date on which the recipient's bank is expected to approve the recipient's account depends on the way the payment order is directed to the recipient's bank, the transactions schedule of correspondent banks, and the recipient's bank.

A business day for the Bank is defined as any working day, excluding Saturdays, Sundays, holidays, and non-working days (according to the relevant regulations of the Republic of Serbia).

For payment orders in paper form initiating instant approval transfers, Saturday is also considered a business day. If the User and the Bank agree that the execution of a payment order begins on a specific day, the end of a specific period, or the day when the payer makes funds available to the payment service provider, the payment



order is considered received on that specified day. If that day is not a business day for the Bank, the payment order is considered received on the next business day.

4.2.4. Transaction Limits for Debit Card Usage

The Bank sets daily spending and cash withdrawal limits, as well as the maximum number of transactions per day. These limits are published on the Bank's website and in the Bank's business premises, within the document "Limits for Using Payment Instruments," which is part of the Framework Agreement.

The Bank reserves the right to change the amount of the limit, and the User will be notified in advance. A User who is a private individual – a consumer, may request in writing, either on paper or another permanent data carrier, that this limit not be set or be removed. The Bank, upon the User's request, may approve the change of the limit, whether an increase or decrease, in writing.

Specifically, the User can change the aforementioned limits in the electronic and mobile banking application, up to the maximum amount of the limit defined in the contract or in the case where the Bank has previously approved a request for changes to these limits, but only up to the approved limit amount, if the technical capabilities allow for it.

4.3. Information and Data on Fees, Interest Rates, and Currency Exchange Rates

4.3.1. Type and Amount of Fees Charged by the Bank to the User

The User is informed, at the moment of signing the Account Opening Request, about the Bank's Price List (hereinafter: Price List), including the types and amounts of fees charged by the Bank. The User is provided with this information by delivering the Price List. The Bank may charge the User fees and other costs in accordance with the Agreement and the applicable Price List. Fees are charged by directly debiting the account. The User agrees and explicitly and irrevocably authorizes the Bank, without further consent or approval, to charge all due unpaid fees related to the use of individual or all agreed services in accordance with the Price List by debiting all accounts the User holds with the Bank, provided there are no legal obstacles to execution.

In the event that the User's accounts do not have sufficient funds in the currency of the claim, the User agrees that the Bank may perform a conversion from other currencies on the User's accounts and use those funds to settle the claims the Bank has against the User. The Bank reserves the right to change the amounts of fees and other charges or to introduce new ones, and will notify the User accordingly.

The type and amount of fees for services provided by the Bank to the Users, including those related to how and frequently the information is delivered or made available in accordance with the law, are determined by the Framework Agreement with the User, in accordance with the Bank's applicable Price List. The amount of third-party costs is determined and changed by the applicable decisions on fee tariffs issued by the relevant authorities and organizations whose services are used by the Bank's Users in connection with the financial service.

The Bank will inform the User about any changes to the fees before they are applied, through a notification that will include the date from which the amended fee will be applied, in the extent and manner regulated by Article 11.1 of this Annex.

4.3.2. Interest

The Bank does not calculate or pay interest on funds in current accounts. The Bank calculates and pays interest on funds in savings accounts.

The Bank does not calculate or pay interest on purpose-specific accounts, unless otherwise agreed.

Interest is credited to the account in the same currency in which the account is held.

The nominal interest rate is expressed in gross terms, on an annual basis, and depends on the type of account and currency.

In accordance with the Personal Income Tax Law, the Bank, on behalf of and for the account of the User, calculates and pays tax on interest income by deducting it from the amount of the gross interest credited.

For calculating interest on funds held in accounts that earn interest, the Bank applies a simple (proportional) method based on the actual number of days in the month relative to a year of 365/366 days, unless otherwise agreed.

4.3.3. Currency Exchange Rate - Currency of the Payment Transaction



The payment transaction is executed in the currency agreed upon by the User of payment services and their payment service provider, in accordance with the regulations governing foreign exchange business. The Bank executes the payment order in the currency indicated by the order.

Execution of the payment order may require the purchase and/or sale of domestic or foreign payment instruments (currency conversion). For these changes, the Bank will use the buying/selling exchange rate from the Bank's daily EXCHANGE RATE LIST for foreign currencies.

When converting domestic currency to foreign payment instruments (buying foreign currency), the Bank will use the selling exchange rate, and when converting foreign payment instruments to domestic currency (selling foreign currency), the Bank will use the buying exchange rate, valid on the day of conversion.

The Bank reserves the right to offer the User a more favorable exchange rate than the official daily exchange rate, and will inform the User during the transaction. The Bank's EXCHANGE RATE LIST is available at the Bank's branches and on the Bank's website.

The consumption of debit cards in foreign currency is calculated in EUR and debited from the User's RSD account, at the Bank's selling exchange rate. If the debit card is linked to the User's foreign currency account, and the debit is in a foreign currency, the foreign currency account will be debited first, and then the RSD account, at the selling exchange rate, if there are insufficient funds in the foreign currency account.

If the debit card is linked to a foreign currency account with multiple currencies, the charge will be made first in EUR, then in other currencies. Charges in RSD are debited to the RSD account linked to the debit card, except in cases of insufficient funds in the RSD account, when the Bank will charge the User's foreign currency account, linked to the debit card, up to the available funds, at the Bank's buying exchange rate for EUR or another foreign currency. Currency exchange rate changes can be applied immediately and without prior notice to the User if they are based on changes in the reference exchange rate. Currency conversion cannot be executed without the User's consent.

4.4. Information on Communication Methods Between the User and the Bank

or all communication between the Bank and the User regarding rights and obligations under the Agreement, the

Serbian language will be used. This does not exclude the use of other languages at the User's request, in accordance with good banking practices. The communication methods between the User and the Bank, depending on the type of communication, may include:

- Verba communication - visiting the branch, calling the Bank's Contact Center
- Written communication - notifications, letters, and other written forms
- Electronic communication - includes the Bank's website, chat, email, electronic and mobile banking applications, and options within these depending on technical capabilities (in-app messages, push notifications), using applications and social media such as Viber, WhatsApp, Facebook, etc., sending SMS messages, or using other applications available by the Bank for individual communication with the User, as well as other application solutions provided by the Bank in accordance with technical possibilities.

Information and notifications will be delivered using the agreed communication method.

The User has the right to receive all information in the pre-contractual phase, in the form of a draft contract, in a manner that will enable the User to familiarize themselves with the terms relating to the provision of payment services, as well as to compare offers from different payment service providers and assess whether these terms and services meet their needs. The User has the right to receive one copy of the contract in writing or on another durable data carrier, and the right to request a copy of the contract during the contractual relationship.

The Bank will regularly inform the User about their account status, in the manner specified in this Annex and the individual agreement, through statements, e.g., by sending them via mail, SMS, or email.

At the request of the User, the Bank is obliged to provide precise information about the execution time of the individual payment transaction initiated by the User based on the Agreement, and the fees that will be charged to them. If the Bank charges these fees collectively, it will also provide information about the type and amount of each individual fee that constitutes the total fee.

The User who conducts the transaction at the branch will sign a paper order (payment, withdrawal, or transfer order) confirming that the Bank has provided the requested information.

The Bank is required, upon the User's request, to provide, free of charge, a statement of individual executed payment transactions once a month, on paper or another durable data carrier, containing the following information:

- 1) A reference number or other data that allows the User to identify the individual payment transaction and information related to the payment recipient;
- 2) The amount of the payment transaction in the currency in which the User's payment account is debited or in the currency specified by the payer in the payment order;
- 3) The amount of any fee charged to the User for executing the individual payment transaction, including those related to the manner and frequency with which information is provided or made available in accordance with the Law. If the Bank charges the fees collectively, the type and amount of each individual fee that constitutes the total fee will be included;
- 4) If currency conversion is performed – the reference exchange rate and the amount of the payment transaction after currency conversion;
- 5) The value date of the debit to the payment account or the date of receipt of the payment order.

6)

4.4.1. Contact details and selection of communication method

The User provides contact details to the Bank upon establishing a business relationship, as well as later during the course of the business relationship with the Bank, if there are any changes in the contact details.

For the User who provides an email address to the Bank, the Bank will use it to send the following:

- Account statements, including all information about payment transactions, in accordance with the Law;
- Reports on fees charged, in accordance with the Law;
- Account statement in case of an approved overdraft;
- Notifications about deposit rollover, in accordance with the Agreement;
- Transaction records;
- All other notifications for all products in use, as well as for all new products in accordance with applicable regulations and the provisions of the concluded contract, and other legally required notifications.

By delivering in the previously described manner, the Bank fulfills its legal and contractual obligation to notify.

The User can specify their chosen method of communication with the Bank and/or notify the Bank of any changes in the chosen communication method by

informing the Bank in a way that can unambiguously confirm the User's identity. This can be done by sending an email from the registered email address, SMS from the registered mobile number, calling the Contact Center from the registered phone number, visiting the branch in person, using electronic or mobile banking applications, or using apps that allow individual communication with the User (push notifications, Viber, WhatsApp, etc.). The Bank is authorized to use all contact information provided by the User when establishing a business relationship with the Bank, as well as any subsequently provided contact details during the course of the business relationship (e.g., mobile phone number, email address, phone number, postal address, etc.). In addition to the selected method of communication for fulfilling contractual obligations, providing notifications, and information, the Bank may notify the User via phone, SMS messages, through electronic and mobile banking, using voice automata, email, and/or other electronic communication channels, or using other remote communication means that allow individual communication with the User (e.g., using applications and social networks such as push and in-app messages, Viber, WhatsApp, Facebook, etc.), chat, or via the internet portal, which the Bank has made available. The Bank may use one of these communication methods or a combination of them.

The Bank guarantees the confidentiality of data in accordance with the Law on Banks, and ensures that the data will be used only for the specified purposes. In the event that the User is unable to receive notifications due to the User's fault (unpaid bills to the User's provider, errors in the provider's system, incorrect/incomplete address, changed phone number), the Bank is not responsible for any resulting indirect or direct damage.

4.4.2. Receipt of Information by the User

It will be considered that any information or document sent by the Bank to the User, in accordance with the agreed method of communication, has been received by the User as follows:

- If posted in the electronic and mobile banking application – on the day of posting
 - If sent by email – on the day the email is sent
 - If sent by mail – on the day it is handed over to the postal service or a company registered for delivery
 - If sent via SMS – on the day the SMS is sent
 - If sent via another electronic communication channel or communication method that allows individual communication with the User (e.g., sending Viber,



WhatsApp, push notifications, etc.) – on the day the message is sent.

The Bank is not responsible for the delivery or functioning of electronic communication channels that are not part of its information systems, for which the User has chosen (e.g., when the User's antivirus program blocks the receipt of an email sent from the Bank's email address, etc.). The User's obligation is to ensure all technical and other prerequisites for the functioning of the electronic communication channels they have chosen (e.g., ensuring the provided email address is active, the User has not blocked the Bank as the sender of SMS or Viber delivery, that the User has enabled the receipt of push notifications for the Bank's mobile banking app, etc.).

4.4.3. Additional Services and Special Use of Provided Contact Information

The Bank may provide the User with access to and use of additional services, where the provided contact data is used in the process of identification or authorization, either independently or in combination with other methods of identification or authorization, based on the User instructions for these services, including:

- Contact center
- Voice response system (IVR)
- SMS/Push notifications
- ChatBot service
- Online requests

4.5. Information on Protective and Other Measures Regarding the Execution of a Payment Transaction

4.5.1. Handling in Case of Loss, Theft, or Misuse of the Payment Card

The User is required to immediately notify the Bank or the designated person by the Bank upon learning of the loss, theft, or misuse of the debit card. If the debit card is lost or stolen, or if any third party has knowledge of the PIN code, the User must immediately notify the Bank via the Contact Center or in writing and request the blocking of the debit card.

In case of notification via phone, it will be electronically recorded, and the Bank is obliged to block further use of the debit card. Any material damage incurred due to the loss, theft, or misuse of the debit card until the report of the loss, theft, or misuse is made, is the responsibility of the User. If the User finds the card after reporting its loss, theft, or misuse, the card must not be used and should be immediately returned to the Bank. In case of damage to the debit card or if the card is lost/stolen, the User can submit a request for a new debit card to replace the damaged, lost,

or stolen card at the Bank branch. Upon signing the request for issuing a new debit card, the User will return the damaged debit card to the Bank.

The User will not bear the losses mentioned in this article if the Bank has not provided an appropriate means of notification regarding the lost, stolen, or misused payment instrument, unless the losses resulted from fraudulent actions by the User.

45.2. Bank's Right to Block the Debit Card

The Bank may disable the use of the debit card if there are justified reasons related to the security of the debit card, if there is suspicion of unauthorized use, misuse for fraudulent purposes, or if there is an increased risk that the User will be unable to meet their payment obligations when the debit card is associated with the approval of credit or an authorized overdraft. If the payer is a consumer, the blocking of the payment instrument is mandatory if there are justified reasons related to the security of the payment instrument or if there is suspicion of unauthorized use or misuse for fraud or as a consequence of fraud.

4.5.2. Bank's Right to Block the Debit Card

The Bank may disable the use of the debit card if there are justified reasons related to the security of the debit card, if there is suspicion of unauthorized use, misuse for fraudulent purposes, or if there is an increased risk that the User will be unable to meet their payment obligations when the debit card is associated with the approval of credit or an authorized overdraft. If the payer is a consumer, the blocking of the payment instrument is mandatory if there are justified reasons related to the security of the payment instrument or if there is suspicion of unauthorized use or misuse for fraud or as a consequence of fraud.

The Bank is obliged to inform the User of the intention and reasons for blocking the debit card before blocking it, and at the latest immediately after the block, by phone or in writing via the agreed communication channels. The Bank will enable the use of the debit card again or replace it with a new one once the reasons for its blocking no longer exist.

4.5.3. Payment Transactions Where the Amount of the Transaction is Not Known in Advance

If a payment transaction based on the payment card is initiated by the payee or through the payee, and the exact amount of the transaction is not known at the moment the User gives consent for the execution of the payment transaction, the payer's payment service provider may not reserve funds on the payer's payment account unless the payer has provided consent for the exact amount of funds

to be reserved.

The User's Bank is required to release the reservation of funds on the User's payment account immediately upon receiving the information about the exact amount of the payment transaction, and at the latest immediately after receiving the payment order.

4.5.4. Bank and User Liability for Initiating Payment Transactions or for Unapproved, Unexecuted, or Incorrectly Executed Payment Transactions

In the case of an unapproved, unexecuted, or incorrectly executed payment transaction, without prejudice to the obligations under sections 4.2.1., 4.5.5., and 4.5.6. of these Special Conditions, the Bank is obligated to take immediate measures, at the request of the User, to determine the flow of funds for the payment transaction and provide the User with information about the outcome of the measures taken without delay.

The Bank may not charge the payer for actions taken in accordance with paragraph 1 of this Article.

The User has the right to demand compensation for the damage incurred due to the execution of an unauthorized payment transaction or non-execution or improper execution of a payment transaction or delay in the execution of a payment transaction for which the provider is responsible, in accordance with the Law. If the User claims that they did not approve the executed payment transaction, or that the payment transaction was not executed or was not executed properly, the Bank, if claiming otherwise, is obliged to prove that the payment transaction was authenticated, correctly recorded, and booked, and that no technical failure or other defect affected its execution.

If the payment transaction was initiated via the payment initiation service provider, the provider is obligated to prove that the payment transaction was authenticated and correctly recorded and that no technical failure or other defect in the part of the service for which the provider is responsible affected its execution.

A payment transaction is considered authenticated, in the sense of paragraphs 4 and 5 of this article, if the payment service provider, using appropriate procedures, has verified and confirmed the use of the specific payment instrument, including its personalized security elements. If the payer claims that they did not approve the payment transaction executed using the payment instrument or initiated via the payment initiation service provider, the

records of the payment service provider regarding the use of the instrument, or the initiation of the payment transaction, are not necessarily sufficient proof that the payer approved the transaction, acted fraudulently, or intentionally or negligently.

The Bank, and accordingly the payment initiation service provider, in the case referred to in the previous paragraph 4, is obliged to provide evidence that makes it likely that the payment service user acted fraudulently or intentionally or due to extreme negligence.

4.5.5. Liability for Unauthorized Payment Transactions

The User bears the losses resulting from the execution of unauthorized payment transactions up to the amount of RSD 3,000, if these transactions were executed due to the use of:

1) a lost or stolen payment instrument, or

2) a payment instrument that was misused.

Notwithstanding paragraph 1 of this article, the User bears all losses resulting from the execution of unauthorized payment transactions if such transactions were executed due to fraudulent actions by the User or failure to fulfil their obligation to use the payment instrument in accordance with the prescribed or agreed conditions governing the issuance and use of that instrument as set out in these Special Conditions, due to their intent or extreme negligence.

The User will not bear the losses described in this article in the following cases:

3) if the loss, theft, or misuse of the payment instrument could not have been detected by the User before the execution of the unauthorized payment transaction, except in the case from paragraph 2 of this article;

4) if the unauthorized payment transaction is a result of an action or omission by an employee, representative, or branch of the payment service provider or another person to whom the activities of the payment service provider were entrusted, except in the case from paragraph 2 of this article;

5) if the Bank has not ensured that the User can notify the Bank in an appropriate and cost-free manner regarding a lost, stolen, or misused payment instrument, except when such losses resulted from fraudulent actions by the User.

If the Bank requires reliable authentication of the User, and the payment recipient or the payment service provider of

the payment recipient fails to apply the requested reliable authentication of the User, they are obligated to compensate the Bank for any damage it has incurred due to this. The User will not bear the losses resulting from unauthorized payment transactions that were executed after they immediately informed the Bank, in accordance with these Special Terms, that the payment instrument was lost, stolen, or misused, unless the losses were caused by fraudulent actions of the User. Exceptionally, under paragraph 1 of this article, the National Bank of Serbia may prescribe that the User bears the losses resulting from unauthorized payment transactions up to an amount lower than RSD 3,000, particularly taking into account the nature of the personalized security elements of the payment instrument and the circumstances under which the payment instrument was lost, stolen, or misused..

4.5.6. Responsibility of the Bank for Unauthorized Payment Transactions

The Bank is responsible for the execution of a payment transaction for which the User has not provided consent (hereinafter: unauthorized payment transaction).

In the case of an unauthorized payment transaction, the Bank must, upon becoming aware of it, and no later than the next business day after discovering or being notified of the transaction, refund the amount of the transaction to the User, unless the Bank suspects fraud or misuse by the User. In such a case, the Bank must, within ten days of becoming aware of the unauthorized payment transaction, take one of the following actions:

- 1) Provide the User with a reasoned explanation for rejecting the refund and report the fraud or misuse to the competent authority; or
- 2) Refund the transaction amount to the User if, after further verification, the Bank concludes that the User did not commit fraud or misuse. The Bank is also required to return the User's payment account to the state it would have been in had the unauthorized payment transaction not occurred, so that the value date for the crediting of the User's account is no later than the date the account was charged for that transaction.

The Bank must also refund any fees it has charged to the User and pay any interest the User would have been entitled to if the unauthorized payment transaction had not occurred. If the payment transaction was initiated via a payment initiation service provider, the provisions of this article apply to the Bank as the account-holding provider.

4.5.7. Responsibility for Unexecuted or Improperly Executed Payment Transactions or Delays in the Execution of Payment Transactions Initiated by the User (Payer)

If the payment transaction was directly initiated by the User, the Bank is responsible to the User for its proper execution up to the payment service provider of the payment recipient. If the Bank is responsible for an unexecuted or improperly executed payment transaction, it must, upon becoming aware of it, immediately refund the amount of the unexecuted or improperly executed payment transaction to the User, or restore the User's payment account to the state it would have been in had the improperly executed payment transaction not occurred, unless the User has requested the proper execution of the payment transaction.

The Bank must ensure that in the case described in paragraph 2 of this article, the value date for the crediting of the User's account in relation to the improperly executed payment transaction is no later than the date the User's account was charged for the improperly executed payment transaction.

If the Bank provides proof to the User, and if necessary, to the payment service provider of the payment recipient, that the recipient's account has been credited for the amount of the payment transaction, the payment service provider of the payment recipient is responsible for the unexecuted or improperly executed payment transaction. The payment service provider of the payment recipient must ensure that in the case described in paragraph 4 of this article, the value date for the crediting of the payment recipient's account in relation to the improperly executed or unexecuted payment transaction is no later than the business day when the funds for the payment transaction would have been credited had the payment transaction been executed correctly.

If the payment transaction was executed after the time specified by law, the payment service provider of the payment recipient must, at the request of the Bank acting on behalf of the User, ensure that the value date for the crediting is no later than the business day when the funds for the payment transaction would have been credited had the payment transaction been executed properly in accordance with the law and these Special Terms.

If the Bank is responsible for an unexecuted or improperly executed payment transaction or a delay in the execution of the payment transaction, it must refund all fees charged to the User and pay any interest to which the User would be entitled regarding the unexecuted or improperly executed payment transaction.

If the payment transaction was initiated by the User via a payment initiation service provider, the Bank is considered the User's payment service provider for the purposes of paragraphs 1 to 4 and paragraph 6 of this Article.

In the case of the payment transaction described in the previous paragraph, the payment initiation service provider must prove that the Bank received the payment order in accordance with Article 4.2.3 of these Special Terms and that, in the part of the service it provides, the payment



transaction was authenticated and properly recorded, and that no technical failure or other deficiency impacted the execution of the unexecuted or improperly executed payment transaction or the delay in executing the payment transaction, and must provide proof of this without delay upon the Bank's request.

4.5.8. Liability for Non-Execution or Incorrect Execution of a Payment Transaction or Delay in Execution of a Payment Transaction Initiated by the Payee or by the User (Payer) via the Payee

If the payment transaction is initiated by the payee or by the User via the payee, the payment service provider of the payee shall be liable to the payee for the correct transmission of the payment order to the Bank as the payment service provider of the User. If it fails to transmit, or incorrectly transmits the payment order in the case referred to in Paragraph 1 of this Article, the payment service provider of the payee shall, without delay upon becoming aware, transmit or retransmit the order to the Bank.

If the payment order is transmitted to the Bank after the deadline agreed between the payee and their payment service provider, the payment service provider of the payee shall ensure that the value date for crediting the payee's payment account is no later than the date on which that account would have been credited with the amount of the payment transaction if the transaction had been executed within the agreed time.

If the amount of the payment transaction initiated by the payee or by the payer via the payee is credited to the account of the payee's payment service provider, this provider shall be liable to the payee for the proper execution of the payment transaction. If the payee's payment service provider is liable pursuant to Paragraph 4 of this Article, it shall ensure that the value date for crediting the payee's payment account is no later than the date on which the account would have been credited with the amount of the payment transaction had the transaction been properly executed.

If the payee's payment service provider provides proof to the payee, and, where necessary, to the Bank, that it is not liable to the payee in accordance with Paragraphs 1 to 4 of this Article, the Bank shall be liable to the User for the non-executed or incorrectly executed payment transaction.

The provisions of Article 4.5.7, Paragraphs 2 and 3 of these Special Terms and Conditions shall apply to the actions of the Bank where it is liable pursuant to Paragraph 6 of this Article.

The Bank shall not be liable pursuant to the previous paragraph if it proves that the payee's payment service provider received the amount of the payment transaction, and there was only a negligible delay in executing the payment transaction. In such case, the payee's payment service provider shall ensure that the amount of the payment transaction is credited to the payee's payment account with a value date no later than the date on which the account would have been credited had the transaction been properly executed.

The payment service provider liable under this Article shall reimburse its payment service user for any fees charged and shall also reimburse or pay any interest to which the user is entitled in connection with the non-executed or incorrectly executed payment transaction.

4.5.9. Notification or Request as a Condition for Reimbursement or Proper Execution of a Payment Transaction

The Bank shall reimburse the payment service user or ensure proper execution of the payment transaction if the User notifies the Bank of an unauthorized, unexecuted, or incorrectly executed payment transaction, or if the User requests proper execution of the payment transaction, immediately upon becoming aware of such transaction, provided that such notification or request is submitted no later than 13 months from the date of debiting.

If the Bank has not provided the User with information on the payment transaction, it shall be liable for the unauthorized, unexecuted, or incorrectly executed payment transaction and must reimburse the User with the amount referred to in Paragraph 1 of this Article even after the 13-month period, provided that the User notified the Bank of the transaction immediately upon becoming aware of it.

If a payment initiation service provider was involved in the execution of the payment transaction referred to in Paragraph 1 of this Article, the User shall request the reimbursement of the relevant amount from the Bank maintaining the User's account.

4.5.10. Rights and Obligations of Payment Service Providers in the Event of Fraud or Misuse and in Certain Cases of Incorrect Execution of a Payment Transaction

If the Bank receives a request for reimbursement of funds, along with data, information, and documentation based on which it is determined that the payment transaction was likely the result of fraud or misuse, the payment service provider of the payee is obliged not to



credit the funds to the payee's account, or to prevent the payee from disposing of such funds for a period of three business days from the day of receipt of the relevant data, information, and documentation.

If, in the case referred to in Paragraph 1 of this Article, the payment service provider of the payee subsequently (but before the expiry of the three-business-day period) receives from the Bank additional data, information, and documentation, including a relevant report submitted to the competent authority, all of which, beyond any reasonable doubt, indicate that the transaction is a case of fraud or misuse, the payment service provider of the payee shall:

Immediately return the funds to the User if the payee, within 15 business days from the day it was notified by its payment service provider of the data, information, documentation, and report referred to in this paragraph, fails to prove or reasonably demonstrate the origin of the funds, or refuses to provide appropriate evidence;

Allow the payee to dispose of the funds after the expiry of 30 business days from the end of the period referred to in Paragraph 1 of this Article, if the payee has, within the period set out in Item 1 of this paragraph, proven or reasonably demonstrated the origin of the funds and if the competent authority has not issued or delivered an act prohibiting the disposal of such funds.

The payment service provider of the payee shall be liable to the payer for any loss resulting from the payment transaction referred to in Paragraph 1 of this Article if it allowed the payee to dispose of the funds contrary to Paragraphs 1 and 2 of this Article and if it is determined in the relevant proceedings that the payee committed or participated in committing fraud or misuse.

The Bank has the following rights and obligations in certain cases of incorrect execution of a domestic payment transaction:

1) If the payer's payment service provider transfers to the payee's payment service provider an amount exceeding that stated in the payment order, or if it executes the same payment order multiple times due to an error – the payee's payment service provider, based on evidence provided by the payer's payment service provider responsible for the error, shall return such funds without delay;

2) If the amount transferred to the payee's payment service provider is less than the amount specified in the payment order, the payer's payment service provider may transfer the difference on the same business day to the payee's payment service provider, even without a request

from the payment service user for proper execution of the payment transaction;

3) If the funds were transferred to a different payee than the one indicated in the payment order, the payer's payment service provider may, on the same business day, properly execute the payment transaction even without a request from the payment service user for proper execution of that transaction. The payee's payment service provider that received the funds in error shall, in any case, based on evidence provided by the payer's payment service provider that made the error, return (re-transfer) the received funds without delay to the payer's payment service provider.

The reimbursement of funds referred to in Paragraph 2, Item 1, and Paragraph 4, Items 1 and 3 of this Article shall take priority over the execution of all other payment transactions from the payment account to which such funds were transferred.

4.5.11. Refund of the Amount of an Authorized and Correctly Executed Payment Transaction to the User

The Bank shall, at the User's request, refund the full amount of an authorized and correctly executed payment transaction (hereinafter: the **Refund Request**), initiated by the payee or by the User via the payee, provided that the following conditions are met:

- 1) The User gave consent for the execution of the payment transaction without a specified exact amount of the payment transaction;
- 2) The amount of the payment transaction exceeds the amount the User could reasonably have expected, taking into account their previous payment transactions, the terms of the Framework Agreement, and the circumstances of the specific case.

The Bank may require the User to provide evidence of the facts relating to the fulfillment of the conditions set out in the previous paragraph. The User may not invoke that the amount of the payment transaction was higher than reasonably expected if the increased amount was the result of a currency exchange carried out at a reference exchange rate. The User shall not be entitled to a refund of the payment transaction amount if the following conditions are met:

- 1) The User gave direct consent to the Bank for the execution of the payment transaction;



- 2) The Bank or the payee provided the User with information about the forthcoming payment transaction at least 28 days prior to the due date in the agreed manner.

The User may submit a Refund Request within 56 days from the date of debiting, and the Bank is obligated to either refund the full amount of the payment transaction or inform the User of the reasons for rejecting the Refund Request within ten business days from the date of receipt of the Request. The value date for crediting the User's payment account may be no later than the date on which the account was debited for the payment transaction covered by this paragraph. If the Bank refunds the disputed amount to the User, but the card scheme (e.g., Visa, Mastercard) subsequently determines in the claims process that the complaint was unfounded, the Bank shall, without requiring further consent from the User, debit the User's payment account for the amount of the unduly refunded funds.

If the Bank rejects the User's Refund Request, the Bank shall include in the notification of rejection:

- 1) information about the procedure for exercising the User's rights and interests, including out-of-court dispute resolution options;
- 2) Information on legal actions that may be initiated in the event of a breach of statutory provisions; and
- 3) Identification of the competent authority responsible for conducting such proceedings.

In the case of direct debit transactions involving domestic payment transactions executed in RSD or euro-denominated payment transactions executed within the Single Euro Payments Area (SEPA), the User shall have the right to a refund of the authorized payment transaction amount carried out via such direct debit, even if the conditions under Paragraph 1 of this Article are not met.

The User shall not be entitled to a refund of the payment transaction amount under Paragraph 1 of this Article if the following conditions are met:

- 1) The User gave direct consent to the Bank for the execution of the payment transaction;
- 2) The Bank or the payee provided the payer with information about the forthcoming payment transaction at least 28 (twenty-eight) days prior to the due date in the agreed manner.

4.5.12. 3D Secure Protection

To provide additional protection to the User when making online payments, the Bank's Visa and Mastercard payment cards support internet transactions in a 3D Secure security environment. If the website on which the payment is made supports 3D Secure protection, the Bank may require additional authentication from the User by requesting the entry of a One-Time Password (OTP).

5. Digital Wallet

The rules and conditions for executing cashless payment transactions using the Digital Wallet functionality are defined in these Special Terms and in the AIK Bank Terms and Conditions for the Use of Apple Pay and Google Pay, which form an integral part of the Framework Agreement for the issuance and use of the respective payment cards.

5.1. Activation of the Digital Wallet, Use, and Execution of Payment Transactions via Virtualized Card

The User enters into a Digital Wallet service agreement with the Service Provider. The Bank is not a party to this agreement, does not assume, nor can it assume, any rights or obligations arising from such agreement, and is not responsible for the availability or functionality of the service. The User may register their eligible debit payment card in the Digital Wallet either via the Service Provider's application or via the Bank's mobile banking application, if the Bank enables this option.

By registering the eligible debit payment card in the Digital Wallet, an electronic card is created, to which all terms and conditions applicable to the debit card (of which the electronic card is a digital representation) apply, in accordance with the Framework Agreement concluded between the User and the Bank. If the User has more than one payment card registered in the Digital Wallet, they may independently choose which card to use for initiating a payment transaction.

Consent for executing payment transactions initiated via the Digital Wallet is given by the User by presenting their mobile device to a POS terminal or ATM, or by selecting the option to pay via Digital Wallet on an online merchant's site and entering personalized security credentials, as defined or agreed upon with the Service Provider. The Bank will debit the User's payment account linked to the respective debit card for the amount of such payment transaction. In addition to receiving information from the Bank, the User may also obtain information on executed payment transactions via the Digital Wallet from the Service Provider.

5.2. Terms of Use for the Digital Wallet Service



The Digital Wallet service is free of charge. Fees and charges incurred by the User in connection with transactions are regulated in accordance with the Framework Agreement or the card issuance agreement.

In order to add their Card to the Digital Wallet on their mobile device, the User must have the mobile phone number used on that device registered with the Bank prior to activation of the service. If the User's mobile number is not registered with the Bank, the Bank reserves the right to carry out additional identification of the User or to reject the registration request. A single Card may be added to a maximum of nine devices.

The Service Provider shall enable payment using the Digital Wallet on the mobile device. The Digital Wallet service allows Users to register their card within the application and manage the token. The token is a surrogate for the card within the Digital Wallet service, created when the card is registered in the wallet app on the mobile device.

To activate the service, the User must enter the card number, card expiry date, CVC code (three-digit number on the back of the card), and basic User information. Upon successful registration and acceptance of the Terms and Conditions for the use of the Digital Wallet service, the User will receive a one-time verification code to the phone number registered with the Bank, which must be entered in the designated field.

Once the card is saved in the Digital Wallet application, the service allows the User to securely make payments in stores, in mobile applications, and on websites that support the Service Provider's application and accept the Bank's payment card.

Consent for executing payment transactions is given by presenting the device (on which the Digital Wallet app is installed) to a POS terminal. If necessary, the User confirms the transaction through authentication methods defined or agreed with the Service Provider..

The service allows Users to register their payment card in the Digital Wallet app and manage the token. The token is generated upon registering and saving the card in the app and then enables secure payments at merchant locations that support NFC (Near Field Communication) technology and accept digital cards from the Digital Wallet app. The User may add multiple cards to the Digital Wallet app. The first card added becomes the default payment card, and the User may adjust or change the default card at any time.

By using the Digital Wallet service, the User may execute transactions up to the limits permitted by the Bank and agreed upon with the Bank.

The User has the right to request the registration of a Card in the Digital Wallet only on devices of which they are the lawful owner or holder. The registration of the Card may be initiated directly from the Digital Wallet application. Card enrolment must only be carried out on iOS/Android devices with original software, compatible with the specific Service Provider's application, equipped with NFC technology, and operating on a system version supported by the Service Provider.

The Service Provider may impose its own limitations or restrictions on the use of the Digital Wallet. To register a Card in the Digital Wallet application, the User must cumulatively meet the conditions set by the Service Provider, as defined under the separate agreement concluded between the User and the Service Provider. AikBank is not responsible for setting and/or amending the Service Provider's terms under said agreement.

The Bank reserves the right to unilaterally disable transaction execution via the Digital Wallet or prevent token creation (i.e., digitalization of the payment card) in the event of suspected misuse of Card data, suspected fraudulent behaviour by the User or third parties, or suspected unauthorized transactions within the card scheme network.

If the User does not have a registered phone number in the Bank's system, they will not be able to complete the registration of the Card in the Digital Wallet.

In the event that the security settings (password, PIN, default pattern, etc.) for accessing the mobile device that holds or is planned to hold the digitalized card are suspected of being compromised or known to third parties, the Bank shall, upon becoming aware of this, block the Card, which will result in all related tokens on all devices being blocked. The Bank shall promptly notify the User of such action.

5.3. Obligations of the User

The User of the digitalized card service is obligated to:

- a) Register the Card in the Digital Wallet application only on devices that legally belong to the User and are used exclusively by the User;
- b) Set a high-complexity password to secure the device and keep that password in a safe place;
- c) Refrain from using security settings (passwords, PINs, default unlock patterns, etc.) on the mobile device holding or intended to hold the Bank's digitalized card in a manner that would allow other persons to guess or associate such settings with the User;
- d) After registering the card in the Digital Wallet application, secure the device with the same level of care required for protecting the physical card,



and protect the device from unauthorized use, loss, or theft, as well as protect the device containing the token from misuse in the event of loss or theft;

- e) Not allow third parties access to the mobile device by, for example, storing their biometric data (fingerprint, face scan, etc.);
- f) Notify the Bank without delay in the event of loss or theft of the card or in case of theft of card data required for using the Apple Pay service;
- g) Notify the Bank without delay in case of loss, destruction, theft, unauthorized access to, or unauthorized use of the device containing the token;
- h) Monitor the account linked to the card on an ongoing basis and check transactions made using the digitalized card service, and promptly notify the Bank of any irregularities or discrepancies;
- i) Not allow any third party to execute transactions, except the User themselves, and to store only their own biometric data on the device if biometric verification is used for authentication and transaction confirmation;
- j) Protect the security settings on the device (PIN and other security elements) from exposure and misuse.

When a token is removed from the Digital Wallet application, the token is removed only from that specific device. If the User notifies the Bank of the loss of the device containing the token, the Bank will block the digitalized payment card solely on that device (i.e., it will not block the card on other devices). In order to reactivate the digital payment card on that device, the User must reinitiate the registration process in accordance with these Terms and Conditions.

If the User informs the Bank of the loss, destruction, theft, unauthorized access by another person, or unauthorized use of a device containing the token (digitalized payment card), the Bank shall remove the token only from that device (resulting in the deactivation of the digitalized card on that device only). The User will still be able to use the payment card and Digital Wallet if installed on another device in the User's possession.

If the User wishes to have the digitalized payment card blocked on all devices where the Bank's Digital Wallet card is installed, the User must explicitly request this from the Bank.

In the event that a card is permanently blocked, the Bank shall deactivate all tokens related to that card across all

devices used by the User, resulting in the inability to make payments via the Digital Wallet using the blocked card on any device.

If the User, on the basis of the blocked card, requests that the Bank issue a new replacement card, the Bank shall activate a new token for the User without requiring a new registration process, thereby enabling the use of the replacement card through the Digital Wallet.

If the User encounters any issue related to the use of the Apple Pay service, they may contact the Bank's Contact Center.

The Bank processes and protects personal data in accordance with the Privacy Policy, the Notice on Personal Data Processing, and the Personal Data Protection Rulebook, all of which are available on the Bank's website at www.aikbank.rs and in all Bank branches.

5.4. Obligations of the Bank

The Bank undertakes to:

- 1) Ensure that the **personalized security features** of the payment instrument are available **exclusively to the User** to whom the instrument has been issued, without prejudice to the User's obligation to take all reasonable and appropriate measures upon receipt of the payment instrument to protect the personalized security features (e.g., Personal Identification Number – PIN).
- 2) Notify the User of each executed transaction.
- 3) Enable the User to notify the Bank immediately upon becoming aware of the loss, theft, or misuse of the payment instrument, and to request reinstatement or replacement of the payment instrument once the reasons for its blocking no longer exist.
- 4) Prevent any further use of the payment instrument once the User has notified the Bank of its loss, theft, or misuse.
- 5) Provide the User with a monthly account statement showing account activity, in accordance with the Framework Agreement on the use of the account and/or payment card.

The Bank may not issue a payment instrument to the User that was not specifically requested by the User, except in cases where a previously issued instrument must be replaced.



The Bank bears the risk of delivering the payment instrument and its personalized security features to the payment service User.

At the User's request, the Bank is obliged to provide proof of the User's notification regarding the loss, theft, or misuse of the payment instrument, provided that the User submits the request within 18 months from the date of such notification.

By introducing unconditional SIM verification, the Bank requires mandatory registration of the User's mobile phone number in the Bank's system, which includes SMS notifications for every authorized transaction made with the payment card, including those made via the Digital Wallet. The User acknowledges and agrees that these SMS notifications cannot be disabled for Digital Wallet users..

5.5. Disclaimer of Liability of the Bank

The Bank shall not be liable for:

- b) Payments executed using a token if they were initiated by other persons with the consent of the User (via the Digital Wallet);
- c) Any loss or damage (material or immaterial) resulting from the User's non-compliance with these Terms or with any applicable provisions governing the relationship between AikBank and the User;
- d) Any direct or indirect damages, including but not limited to loss of profit, lost earnings, or any other similar losses incurred by the User due to technical deficiencies in the application or services, or inadequate quality of the Apple Pay application;
- e) Any situation that interrupts, prevents, or affects the functioning of any card registered in Apple Pay, including but not limited to unavailability of Apple Pay or internet service, communication failures, network delays, coverage limitations, system outages, and other technical issues.i.

5.6. Token Removal and Card Blocking

Removing a token from the Digital Wallet results in its removal only from the respective device. When a Card is blocked, the actions are undertaken in accordance with the agreed documentation and terms of business.

If the User notifies the Bank of the loss of a device containing the token (digitalized payment card of the Bank), the Bank will block the token (digitalized payment card) on that specific device. The User may continue using

the payment card and Digital Wallet if installed on another device that is in the User's possession.

In the event of card loss, the Bank will block the payment card, resulting in the blocking of all related tokens across all devices.

In the case referred to in Item 7.1, if the User wishes to reactivate the token (digitalized payment card) on the same device, the User is required to complete the registration process again in accordance with these Terms and Conditions.

If the card is deactivated, the Bank shall remove all tokens associated with that card from all devices used by the User.

5.7. Processing of Personal Data and Payment

Transactions Initiated by a Digitalized Card

By registering their debit card in the Digital Wallet through the mobile banking application, the User authorizes the Bank to provide the Service Provider with identifying information about the User and the registered debit card, including the card expiration date, for the purpose of concluding a contract between the User and the Service Provider.

The Service Provider acts as the data controller for the processing of personal data related to the User who has contracted the Digital Wallet service, and is thus solely responsible to the User for the lawful processing of such personal data necessary for the conclusion and execution of the Digital Wallet usage contract, both during its term and upon its termination.

The Bank does not influence and is not responsible for the manner in which the Service Provider collects and processes data.

While the digitalized card remains active and in use, the Bank provides the Service Provider with non-personalized information on payment transactions initiated using the digitalized card for the purpose of fulfilling the contract between the User and the Service Provider.

Engaging and using the Digital Wallet involves secure transmission of information via electronic communication networks, the availability of which is ensured by electronic communication service providers over whom the Bank has no influence—including the service provider used by the User.

The Bank shall not be responsible for the availability or functionality of such services, for the data transfer via these services from the Service Provider to the User's mobile device and vice versa, nor for the storage and archiving of data on the User's mobile device.

6. Choice of Payment Brand and Payment Application (Cobadging)

The Bank reserves the right to include two or more different payment brands or payment applications on a payment instrument based on a payment card. A payment instrument based on a payment card includes any payment instrument—such as a payment card, computer, mobile phone, or any other technical device containing a

payment application—that enables the payer to initiate a payment transaction using the payment card.

If the Bank offers this service within its product range, a natural person—consumer—has the right, at the time of concluding a payment service agreement, to be issued a payment instrument based on a payment card that supports two or more payment brands. The Bank is obliged to provide the consumer, within a reasonable period prior to the conclusion of the payment service agreement, with clear and objective information regarding the payment brands linked to the service, including their features, capabilities, applicability, costs, and security measures.

7. Confirmation of Availability of Funds

The Bank maintaining the User's account is obliged to, immediately upon receiving a request from the payment service provider that is the issuer of a payment instrument based on a payment card, respond as to whether sufficient funds are available in the User's payment account to execute a payment transaction initiated by a payment card, provided the following conditions are met:

- 1) The User's payment account is accessible via the internet at the time of receiving the request;
- 2) The User has given explicit consent to the Bank maintaining the account to respond to such a request from the specified payment service provider, for the purpose of confirming that the funds corresponding to a specific payment transaction initiated by a payment card are available;
- 3) The consent referred to in item 2 of this paragraph was given prior to the submission of the first such request.

The payment service provider that is the issuer of the payment instrument based on a payment card may submit the request referred to in paragraph 1 of this Article only if the following conditions are met:

- 1) The payer has given explicit consent for the submission of such a request;
- 2) The payer has initiated a payment transaction in the amount referred to in paragraph 1 using a payment card-based payment instrument;
- 3) The payment service provider that is the issuer of the payment instrument authenticates itself to the account-holding payment service provider prior to each such request, and establishes secure communication and data exchange. The response referred to in paragraph 1 shall contain only a "yes" or "no" answer, without disclosing the balance of the User's payment account, and may not be stored or used for any purpose other than the execution of the payment transaction. The account-holding Bank may

not, based on the response provided under Paragraph 1, restrict the User's access to or disposition of funds in their payment account.

4) Upon the User's request, the Bank must inform the User about the payment service provider that submitted the request referred to in paragraph 1, and of the response provided.

5) Provisions of paragraphs 1 to 5 of this Article do not apply to payment instruments based on cards that store electronic money.

8. Provision of Account Information to Account Information Service Providers

An Account Information Service Provider (AISP) is a payment service provider offering a service provided via the internet, which allows for aggregated information about one or more payment accounts held by the payment service user with another or multiple payment service providers.

The Bank may provide the information referred to in the previous paragraph to the AISP only with the explicit consent of the User, given through dedicated software solutions established for the secure exchange of such data.

If the User has given explicit consent for the provision of account information services, in order to enable the exercise of their right to use this service, the Bank is obliged to:

- 1) Establish secure communication and data exchange with the AISP in accordance with the Law;
- 2) Refrain from discriminating against data requests received from an AISP, except on objective grounds.

9. Restricted Access to Payment Accounts by Payment Service Providers

The account-holding payment service provider (the Bank) may deny access to a payment account to an AISP or a Payment Initiation Service Provider (PISP) if there are justified and evidence-based reasons related to unauthorized or fraudulent access to the payment account or unauthorized or fraudulent initiation of a payment transaction by these payment service providers.

The account-holding payment service provider (the Bank) is required, in the case referred to in Paragraph 1 of this Article, to notify the User, in the manner prescribed by the Framework Agreement, that access to the payment account has been denied and to state the reasons for such denial. If it is not possible to notify the User prior to denying access to the payment account, the Bank shall do so immediately after access has been denied.

By way of exception to Paragraph 2 of this Article, the Bank shall not inform the payer (User) in accordance with that paragraph if such notification is prohibited by applicable

regulations or if there are objectively justified security reasons for withholding such information.

The Bank shall restore access to the payment account once the reasons for denying access no longer exist.

If the Bank denies access to the payment account in accordance with Paragraph 1 of this Article, it shall immediately notify the National Bank of Serbia, providing all relevant details and reasons for denying such access.

10. Authentication

The Bank is obligated to apply strong customer authentication when the User:

- 1) Accesses their payment account via the internet;
- 2) Initiates an electronic payment transaction;
- 3) Carries out any activity via remote communication channels that may pose a risk of fraud or misuse in relation to the execution of a payment transaction.

If the payer initiates an electronic payment transaction remotely as referred to in Paragraph 1, Item 2 of this Article, the Bank is obligated to apply strong authentication that includes elements that dynamically link the transaction to a specific amount and the payee.

The Bank shall, in the cases referred to in Paragraph 1 of this Article, implement appropriate security measures to protect the confidentiality and integrity of the User's personalized security credentials.

The provisions of Paragraphs 2 and 3 of this Article shall also apply to payment transactions initiated via a payment initiation service provider (PISP). The provisions of Paragraphs 1 and 3 shall also apply to account information service providers (AISPs).

The Bank maintaining the User's account is required to enable both the PISP and AISP to comply with the Bank's customer authentication procedure provided to the User under Paragraphs 1 and 3 of this Article, and for PISPs, also under Paragraph 2.

11. Terms for Amendments, Supplements, and Termination of the Agreement

11.1. Amendments and Supplements to the Agreement

All amendments and supplements to the Agreement must be made exclusively in written form and duly signed by both contracting parties, except for those changes that are in the User's favour and which, under the applicable law, may be made and applied immediately without the User's prior consent.

If the Bank proposes amendments or supplements to the provisions of the Agreement, it must provide the User with

a written proposal no later than two months before the proposed effective date, which the User may accept or reject before that date.

By way of exception to the previous paragraph, if the Bank proposes changes to the fees for payment services in favour of the User, or introduces a new free-of-charge service or functionality of an existing service, such changes may be applied immediately, without prior delivery of the proposed amendments to the User.

It shall be deemed that the User has accepted the proposed amendments and supplements to the Agreement if they do not notify the Bank of their disagreement before the proposed effective date, provided that the Bank has clearly informed the User of this right at the time the proposal is delivered.

At the same time as delivering the proposal mentioned above, the Bank is obligated to inform the User of their right to, if they do not accept the proposed amendments, terminate the Agreement at any time prior to the effective date of the proposed changes, without paying any fees or other costs, and to specify the day (prior to the effective date) from which such termination will take effect.

11.2. Termination of Use of a Debit Card

A User who no longer wishes to use a debit card is obligated to cancel its use and return the card to the Bank in the manner and within the period stipulated in the Agreement with the Bank.

The User has the right to cancel the use of an individual debit card by submitting a request to the Bank in a form determined by the Bank, indicating the date on which the use of the card shall cease. The User undertakes to return the card to the Bank together with the notification referred to in the previous paragraph.

If the User fails to cancel the use of the debit card at least one month prior to its expiration date and continues to use the card in accordance with this Annex and the Agreement, the Bank shall automatically renew the User's right to use the debit card and issue a new card with a new expiration date. The expiration date is printed on the debit card itself.

If the User acts contrary to this Annex or the Agreement, or in violation of legal regulations, the Bank may terminate the Agreement and prohibit further use of all issued debit cards, or block them.

If the User cancels the use of a debit card for which domestic payment transactions (processing, clearing, and settlement of transfer orders) are conducted within the payment system of the Republic of Serbia, the use of any related debit card for which settlement is performed outside the Republic of Serbia shall also be automatically cancelled. In such case, the Agreements for both debit cards shall be terminated on the date of cancellation of the debit card used for domestic payment transactions.

11.3. Conditions for Unilateral Termination and Nullity of Contractual Provisions

The User has the right to terminate the Agreement at any time with a notice period of 30 (thirty) days, without incurring any fees.

The User also has the right to terminate the Agreement in other cases provided for by the Law on Obligations or other applicable laws, by submitting a request to close the account in a form determined by the Bank. In such a case, the Bank is obliged to immediately, or upon settlement of all obligations on the account, allow the User to withdraw the entire balance in cash or transfer the funds to another bank free of charge and close the account.

In the event of termination, the User is obligated to pay the Bank only for the payment services rendered up to the date of termination, and if such fees were paid in advance, the Bank shall refund the proportional amount to the User. The User may request that any provisions of the Agreement that **contradict the pre-contractual** information provided in accordance with the Law, or provisions concerning mandatory contract elements that were not previously disclosed, be declared null and void. The Bank has the right to terminate the Agreement with a notice period of 2 (two) months, as well as in other cases provided by the Law on Obligations or other applicable regulations, by delivering written notice to the other contracting party. In addition to the above, the Bank may unilaterally terminate the Agreement and close the User's account in the following cases:

- If the User is found to be listed on official terrorist or other sanction lists, in accordance with domestic and international regulations on the prevention of money laundering and terrorist financing;
- If the User fails to provide, within a given or reasonable period upon the Bank's request, personal data or documents for identification of the authorized persons on their current or other payment accounts, or for additional cardholders, the origin of funds, or the nature/purpose of the business relationship with the Bank and/or transactions conducted through the Bank;
- If the User's account has been inactive for a continuous period of 12 (twelve) months, meaning no incoming or outgoing payments have been recorded (interest, fees, and charges posted by the Bank are not considered), this does not apply to basic payment accounts;

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

- 1) The User has used the payment account for illegal purposes;
- 2) No payment transaction has been executed on the account for more than 24 consecutive months,
- 3) The User obtained the right to a basic payment account on the basis of false information,
- 4) The User has subsequently opened another payment account,
- 5) The User no longer has legal residence in the Republic of Serbia.

If the Bank terminates the basic payment account agreement due to the fulfillment of one or more of the conditions referred to in Paragraph 1, Items 2), 4), or 5), the Bank is required to provide the User—free of charge and in written form, either on paper or another durable medium—with a notification stating the reasons for termination, no later than two months prior to the effective date of termination, unless such notification is prohibited by law.

If the Bank terminates the basic payment account agreement due to the fulfillment of one or both of the conditions referred to in Items 1) and 3) of the previous paragraph, the termination shall take legal effect immediately upon the determination of the fulfillment of such condition(s).

The Bank is required to include in the termination notice information on the User's right to file a complaint or grievance, as well as the possibility of out-of-court dispute resolution in accordance with the law governing the protection of financial services consumers.

12. Transaction Security

For the purpose of protecting and securing transactions, the User is hereby informed that they may be recorded by camera during card transactions (where such technical capabilities are available).

13. Confidentiality and Protection of Personal Data Related to Payment Services

The Bank processes the User's personal data in accordance with the applicable Law on Personal Data Protection of the Republic of Serbia and the General Terms and Conditions of AikBank a.d. Beograd.

The User's personal data is processed for the purpose of executing the contractual relationship between the User and the Bank, fulfilling the Bank's legal obligations, and for marketing purposes if the User has provided explicit consent.

More detailed information on personal data processing, the data controller, the data protection officer, and the rights of data subjects is available in the General Terms and



Conditions and the Notice on Personal Data Processing, which are published on the Bank's website and available in all Bank branches and updated regularly.

The Bank and participants in the payment system may collect, process, and exchange information relating to the payment service user, including personal data, as well as data about the payment transaction, account balances, and changes to the User's payment account, for the purposes of preventing, investigating, or detecting fraud or misuse related to payment services.

14. Entry into Force

This Annex 2 to the General Terms and Conditions of Business enters into force on the date of its adoption and shall apply as of 6 May 2025.