

GENERAL AND SPECIAL BUSINESS REGULATIONS

I.GENERAL BUSINESS REGULATIONS**General provisions****1. Scope of application and supplements to the General and Special Business Regulations for Special Business Relations****(1) Scope of application**

The General Business Regulations regulate the entire business relationship between the client and ProCredit Bank (hereinafter referred to as the "Bank"). Additionally, the Special Business Regulations prescribe and regulate the specific business relations that are an integral part of the General Business Regulations. The Client accepts and agrees with the General and Special Business Regulations from the moment of requesting, i.e. concluding / entering a business relationship with the Bank.

By accepting the General and Special Business Regulations of the Bank at the moment of commencement of the business cooperation with the Bank, the client accepts the amendments and supplements of said regulations, which shall be announced on the Bank's premises, as well as on the Bank's website, as revised and as an integral text.

(2) Announcements and amendments

The General and the Special Business Regulations are public and they shall be posted on a prominent place for the clients in all the premises of the Bank and on its website.

All changes and additions are immediately published as revised and integral text, without specifying the changes.

It shall be considered that the Client accepts the General and Special Business Regulations of the Bank with any service for which the Client may submit a request or any service that the Bank offers and the Client uses. In the course of business cooperation with the Bank, a copy of the General and Specific Business Regulations will be issued to the client, solely upon his / her request.

2. Bank secrecy and disclosure of banking activities**(1) Bank secrecy**

The Bank has the obligation to keep all the data related to the client secret (bank secrecy). The Bank has the right to disclose information related to the client with the client's explicit consent given by written notice and when the law stipulates disclosure of such data and information. If a competent state authority, institution or competent court requests any information with a legitimate order, on the basis of a law, regarding the data related to the client, the Bank is obliged to disclose such data.

(2) Disclosure of banking activities

The disclosure of banking activities shall mean any disclosure of details for and about such activities, in the form of general statements and comments relating to the economic status, credit score and solvency of the client.

(3) Prerequisites for disclosure of banking activities

Details of banking activities shall be disclosed only if the requesting party has justified grounds and there is no reason to assume that the disclosure of such information will be contrary to the legal rights of the client or the positive legal regulations.

3. Liabilities of the Bank**(1) Liability principle**

When carrying out its obligations, the Bank should be held liable only for gross negligence on the part of its employees. If the Special Business Regulations for certain business relationships or other agreements contain different provisions, those provisions shall apply.

(2). Acting on orders issued by a competent authority

If a competent institution submits a Cash Claims Order, which, according to the account of the Bank, belongs to the Client, the Bank shall be obliged to carry out the execution order delivered by the competent institution in the legally prescribed deadline.

(3) Disruption of operations

The Bank will not be held liable for any losses caused by force majeure, riots, wars, state of emergency or natural disasters or for other reasons that are not the fault of the Bank (for example: strike, liquidation, traffic jams, administrative acts of domestic or foreign competent bodies).

4. Damage to the client's fault

In case the Bank sustains damage by fault of the client (for example: violation of the obligations of cooperation, indicated in item 11 herein), the Bank will determine the level to which the client will compensate the loss.

5. Submission of requests and complaints by clients

The Client may file a written request or an objection to the Bank, and the Bank is obliged to respond in writing within a reasonable time, and if it is assessed that the claim or objection is justified, the Bank will determine the appropriate compensation.

6. The right of use after the death of the client

In the event of a client's death, the Bank shall assign the right of use of the funds to the heirs indicated in the final court/notary public decision regarding the legacy. At the request of the Bank, and by the successors specified in the court/ notary public decision regarding the legacy, any documents that are in a foreign language must be submitted to the Bank along with translation in Macedonian language, translated by a certified court translator and notarized.

7. Regulations

For all business relations between the clients and the Bank, the positive legal regulations in the Republic of North Macedonia shall apply.

Account management**8. Notifications and Statements on the status of transaction accounts**

(1) Regarding the state of changes occurring in the account, the Bank shall notify the account holder by submitting a statement of the changes and the balance of funds on the account at the request of the Client. The statement of changes and the balance on the client's account is available through the e-banking system. It shall be deemed that the Client accepts the statement as accurate if the Client has not objected to it within thirty days from the date on which the statement applies. The account holder is obliged to check the accuracy of the statements and if irregularities are found, the account holder should submit an objection to the Bank within the aforementioned period.

(2) Deadline for complaints: confirmation in the absence of a complaint

Any complaint from a client that relates to any inaccuracy or incompliance with the statement of account must be submitted in writing no later than thirty days from the date to which the statement refers. If no objection is submitted within this time limit, the statement shall be considered as accepted.

9.Risks related to foreign currency accounts and foreign exchange transactions**(1)Execution of orders related to foreign currency accounts**

The client's foreign currency accounts serve the purpose of execution of cash and non-cash payments and payments in foreign currency.

The execution of payments through foreign currency accounts (orders) is realized through or by the correspondent banks, unless it is an internal order and a payment that is completely performed within the Bank in accordance with the regulations on foreign exchange operations.

(2) Approval on the basis of foreign exchange transactions with clients

If the Bank concludes a transaction with the client on the basis of which it should make a payment on the foreign exchange amount, it will execute its foreign currency liability by debiting the client's account for the corresponding amount in the respective currency.

(3) Temporary restrictions on the Bank's operations

The Bank has no obligation to make the collection of foreign currency claims or execute foreign currency liabilities, until for any reason it is prevented or limited in the possibility of using the currency in which foreign currency claims or liabilities are denominated, as a result of force majeure, state of emergency, political measures or events in the country. As long as such measures and events exist, the Bank is not obliged to execute them in any other place outside the country of the respective currency, or execute them in any other currency (including the domestic currency) or provide cash. The right of the client and the Bank to settle and offset mutual obligations and claims in the same currency shall not be limited by the above provisions.

10. Client's commitment to cooperation maintenance**(1) Change of name, address, authorization and other personal data for identification before the Bank**

The business rules require the client to notify the Bank without delay of any changes, and at the latest within 3 days in case of changing the name, address or other type of personal data, as well as termination or modification of any authorization given before the Bank that relates to authorized representative. This reporting obligation also exists when the representation powers as well as their termination or alteration are recorded in a public register.

Until the Bank receives notification from the Client, it will be considered that the data available to the Bank and contained in the Agreement concluded with the Bank are valid and any action taken / delivery in accordance with that data will be considered as duly executed.

The Bank does not assume any liability for the damage incurred on the basis of the contract in the event of untimely notification regarding changes of the Client's data, submitted to the Bank as per the Agreement.

All notices related to the Agreement will be sent by the Contracting Parties electronically through the Electronic Banking portal or by email or in writing to the addresses / e-mail address specified in the Agreement. All notices are deemed to have been received by the expiration of the third working day from the date of handing over to the post / sending of the e-mail, if they are sent to the addresses specified in the Agreement.

(2) Regularly update client data. The client should regularly update its data in accordance with applicable regulations upon receiving notification from the bank. Contact information that the client has previously submitted to the bank will be used for reporting.

(3) The Bank has the right, in order to visit the clients in cities and regions where the Bank does not have a physical branch, to send a mobile team of Bank employees who will make on-site identification of the client in order to start cooperation and complete and sign documentation by the client for all needs related to banking operations as well as for delivery of documentation / cards to the client.

11. Transfers**(1) Legible and clear transfer order**

Orders and instructions must unequivocally and clearly reflect the content of the transaction. In particular, when a transfer order is given, the client must ensure that the order data is correct, complete and error-free, in relation to the name of the recipient of the order and the number of his transaction account. The client issuing the order is also obliged to submit all necessary documents for the execution of the transfer, in accordance with the applicable legal regulations.

(2) Revoking/Cancellation

The client can revoke or cancel the order only if it has not yet been executed, ie until the status is finally realized. If the client has registered the order through the electronic banking system, the order can be canceled through the electronic banking system or by calling the Bank Contact Center where after his identification he will be given information about the possibility of canceling the order. For processing a request for cancellation of an order through the Contact Center, the Bank charges an appropriate commission provided in the official tariff of the Bank.

(3) Instructions and realization of orders

The manner of giving consent to the execution of transactions by the client may be one of the following:
 - a transaction initiated on the premises of the bank with a hard copy order with a hand-written signature from the authorized account holder
 - transaction initiated with an electronic order confirmed by a digital signature from the client or authorized person according to the account

- a card initiated transaction involving the methods for verifying the client and the payment card



The client has the right to request cancellation of the transaction until the moment when the order can no longer be revoked, i.e.:

- for internal transactions (within the bank) until the moment of their realization
- for interbank transactions in domestic payment operations, until the moment of registration of the order in the KIBS / MIPS system
- for interbank transactions of international payment operations, until the moment of registration of the order in the SWIFT system

The bank is responsible for the execution of orders in accordance with the instructions given by the client, i.e. the bank shall not be held liable for any losses if the order is realized with the wrong instructions due to a client's error.

(4) Accuracy of orders

All orders must clearly reflect their content. Orders that are not clearly and completely written are subject to additional queries, which may result in a delay in their realization. In particular, when giving orders for crediting an account (transfer orders), the client must be sure of the accuracy and completeness of the client's name, the client's account, and all other significant elements of the payment instrument.

Transfers in the country are subject to the provisions of the Law on Payment Operations, while transfers abroad are subject to the provisions of the Law on Foreign Exchange Operations and other applicable regulations.

If the issuer of the order has objections, the issuer should timely submit a complaint regarding the order.

(5) Checks and objections to the notifications received from the Bank

During each transaction, the Client must immediately check the condition of the account, the statement, the realization of the orders, as well as the information on the expected inflows, their accuracy and completeness, and if there are any objections, immediately submit a complaint regarding this.

The bank will review the complaint without delay and if it considers it justified, it will assess the level of compensation.

(6) Announcement for withdrawal of a larger amount

If the client takes out cash in excess of 600,000.00 MKD or foreign currency in the equivalent of 600,000.00 MKD, the withdrawal of the funds should be announced 1 day earlier.

(7) At the request of the bank the client commits to submit appropriate documentation for cash payment.

12. Banking services fee

(1) The Bank is obliged to inform the client about the fees for the services it offers through the Official Tariff Schedule of the Bank, displayed in a public place in the premises of each branch office or on the Bank's website.

(2) The fees for the services are provided in the Official Tariff Schedule of the Bank.

If the client uses a service specified in the Official Tariff Schedule, and there is no separate agreement for that service between the Bank and the client, or the concluded contracts do not provide for that service, the fees stated in the applicable Tariff Schedule of the Bank shall apply. By signing the Agreement, the client authorizes the Bank to charge the fees and expenses stipulated in the Official Tariff Schedule of the Bank by debiting the account.

In case when a special internal act of the Bank or an Agreement between the Bank and the client defines special conditions for dealing with individual clients or a group of clients, by concluding a contract, the client authorizes the Bank to charge the fees and expenses provided in the Agreement or the special internal act of the Bank for debiting its account with the Bank.

For services that are not listed in the tariff schedule, and are made on the basis of the instructions of the client, or which are considered to be in the interest of the client and which are expected to be performed under given conditions and only for an appropriate fee, the Bank will have a discretionary power to determine a reasonable fee.

(3) Changes in service fees

The Bank has the discretionary power to change the prices of the services it offers within the business relationship (for example, commission for a Banking Services Set), and for each change it shall inform the client by displaying the tariff schedule of the Bank as revised text in a public place in the premises at each branch office and on the Bank's website.

13. Termination of the business relationship

(1) Rights of termination of a business relationship by the client

The client can terminate the business relationship with the Bank at any time, in whole or in part, only if the duration has not been previously defined or there is no other termination clause, and if the client has settled all liabilities to the Bank and the Bank has no other claims whatsoever.

(2) 16. Rights of termination of the business relation by the Bank

Termination with prior notice

By observing the prescribed period for termination of the business relation, in accordance with the law, with prior notice, the Bank may terminate the business relationship with the client at any time, in whole or in part, for which relation there is no prior duration or other termination clause defined.

Termination due to justified reasons without notice

Termination of the business relationship in whole or in part, without notice to the client, is allowed if there is a justified reason, on the basis of which it is unacceptable for the Bank to continue the business relationship after considering certain unfavorable facts about the client. Such a reason shall apply but shall not be limited to, situations where the client has presented inaccurate reports of his financial status, bearing in mind that such reports were of major importance for the adoption of a decision by the Bank.

II. SPECIAL BUSINESS REGULATIONS

In accordance with the domestic and international regulations in the area of identification and verification of clients, the client, when establishing a business relationship with the Bank, is obliged to fill in the Application for client registration. The application for client registration needs to be filled in and signed by the client

1. Entering into a business relationship
2. Changing data of the client during the business relationship
3. Need to regularly update client data (every one, three or five years)

14. Transaction account

A transaction account is an account that is a single and unique numerical data that serves to identify the participant in the payment operations. The account is used as an instrument for receiving all incoming payments to the client and any indebtedness on the account by the client. The balance of the account is

the difference between the balance from the previous day increased by the inflows and decreased by the outflows of the same. According to the official tariff schedule, the Bank does not calculate interest on the positive balance of the client's transaction accounts.

14.1 Opening, reporting, running, blocking and closing accounts

According to the positive laws in the Republic of North Macedonia, a natural person can not have a dual status. A natural person who declares him/herself as a resident may not simultaneously have a non-resident status, and vice versa, if he/she declares himself as a non-resident, he/she must not have a resident status at the same time.

The Bank opens accounts upon a written request of the client, by signing the Agreement (s) and keeping them in accordance with the Bank's internal acts and the applicable Law. The client is obliged to provide all the necessary documents and data to the Bank in accordance with the Bank's internal acts and legal regulations.

The Bank reports the newly opened Denar transaction accounts as well as their changes in the Unique Transaction Account Register kept in the Clearing House and is the only database and records of the account holders in the domestic payment operations. The Bank undertakes to keep the data confidential in accordance with the applicable legal regulations.

In case when the client holds a denar transaction account or a foreign currency transaction account in a particular currency and receives foreign exchange inflow into another foreign currency, the Bank notifies the client within 5 working days to open an account in the currency in which the foreign currency inflow has arrived. If the client does not act in accordance with the instructions within the given deadline and the respective account is not opened, the Bank will return the foreign exchange inflow to the ordering party, for which an appropriate commission is charged, provided in the Official Tariff of the Bank.

(1) Residents

The resident - natural and legal person may have multiple Denar transaction accounts in one or more Banks, as well as several foreign currency accounts, with each account having a separate agreement.

(2) Non-residents

A non-resident - natural and legal person may have several denar or foreign currency accounts, with each account having a separate contract.

The Bank shall, for the duration of the Agreement(s) concluded with the Client, regularly update the data and documentation of the Client, by submitting a new document for identification, in accordance with the legal regulations and internal acts of the bank and submitting a sealed Client Registration Application. The update is performed every 24 months, at the expiration of the validity of the identification document, or upon notification received by the bank.

The Bank shall limit the Client's account if the Client fails to provide the necessary documentation for updating the data within the foreseen deadline. (depending on the need for one, three or five years).

The Client's account will be limited to no outgoing transfers until providing the necessary documentation for updating the data.

The client will be able to provide the necessary documentation in the following ways:

- in the Bank's branches or
- in electronic form via the e-banking system, if the Bank has the opportunity for delivery through this channel.

The account limitation will be active until the necessary documentation is submitted for the purpose of updating the data and / or obtaining instructions for one-time transfer of funds to the account of the Client in another bank in the country or abroad, in circumstances when the Client has submitted a request for closing the account.

Receiving and executing payment and collection orders

Collection and payment from the accounts of non-residents shall be done in accordance with the regulations that regulate international payment operations.

Payment in foreign currency cash to non-resident accounts is done on the basis of an order submitted by the non-resident, by submitting a written confirmation of the invoiced foreign currency issued by the Customs Administration of the State. The certificate shall be valid for 5 business days from the date of issue and should be addressed to a person authorized to dispose of the funds in the accounts. The certificate may be used only for one payment, regardless of whether the total amount or an amount that is lower than the one stated. The bank confirms the original receipt with a signature and stamp and keeps the photocopy in its records. As an exception, the non-resident may make payment of foreign currency cash on foreign currency accounts without a document, up to the amount for which according to the regulations, when entering the Republic of North Macedonia, no special certificate is issued (amount up to EUR 9,999.00) over one calendar month. Also, payment can be made if the funds that are being paid originate from unspent foreign currency cash previously withdrawn from those accounts.

Payment of effective Denars on Denar accounts of non-residents shall be done only in cases when they originate from:

- issued visa documents from foreign embassies or consulates in the Republic of North Macedonia;
- sold own transport documents from representative offices of foreign persons engaged in agency activities in air transport in the Republic of North Macedonia;
- unspent Denars in cash, previously withdrawn from their accounts with the Bank in a period of 3 months from the date of withdrawal

The restrictions on payment with effective foreign currency do not apply to the diplomatic missions of foreign countries and international organizations, as well as to foreign individuals that shall confirm their identity to the Bank with a document issued by the Ministry of Foreign Affairs of the Republic of North Macedonia.

Manner of performing exchange operations of individuals/natural persons

The bank is obliged to confirm the identity of any individual for each purchase / sale of foreign currency cash. A nonresident person may make purchases of foreign currency cash only on the basis of repurchase.

When a non-resident sells foreign currency cash in the amount of EUR 10,000 and more in MKD counter value, the Bank is obliged to request and keep a written confirmation of the foreign currency that is brought in the Republic of North Macedonia issued by the Customs Administration of the Republic of North Macedonia, or a document in the original as evidence that the funds were withdrawn from the account opened with the Bank.

(3) Persons over the age of majority who have been deprived of business ability or have limited business ability.

Business ability is the ability of a person to express a relevant will to participate in legal transactions.

The accounts of persons who have been deprived of their business ability or who have restricted business ability are managed by the guardian, to whom the Center for Social Work has issued a document of guardianship containing the scope of his powers.

15. Term Deposits

(1) Term deposits - general

Term deposits are money that is accepted for a fixed period, which is determined at the moment of concluding the contract or before the funds are deposited.

Each client holding a term deposit must also have a transaction account in the respective currency. The client authorizes the Bank to record all incoming and outgoing payments of the term account on the linked transaction account of the client. This account cannot be closed until the term account is active. The interest rate is fixed for the agreed deadline. Term deposits with automatic rollover are revised with an interest rate that is in accordance with the Official Tariff Schedule of the Bank on the date of the renewal. The validity of the contract is extended for the same time period defined in the agreement (s) concluded with the client, whereas the principal from the previous period will be the new principal for the new period, and the amount of the due interest for the last month is mandatorily transferred by the Bank to the transaction account of the Client, unless the Client, one working day before the expiration of the deadline, at the latest, goes directly to the bank or goes via the E- Banking System and / or the Mobile Application, and states that he/she disagrees with extension of the validity of the contract for term denar / foreign currency deposit. In that case, the Bank is obliged to transfer the amount of the term foreign currency / denar assets defined in the Agreement together with the interest for the last month to the Client's transaction account.

(2) Duration of the deposit

The duration of the deposit starts on the day when the funds on the deposit account are deposited and a deposit agreement is concluded and ends exactly on the day when the agreed deadline expires. The possible time limits for the funds are given in the Official Tariff Schedule of the Bank.

Exceptionally, in special situations, the Bank may approve a time deposit for a period shorter than one month or in a specified number of days. In these cases, interest rates are determined separately for each deposit.

(3) Minimum amount

The minimum amount that can be invested as a term deposit is specified in the Official Tariff Schedule of the Bank.

(4) Interest

Interest is calculated from the day when the assets are invested until the maturity date. The calculated maturity interest is transferred to the appropriate transaction account in accordance with the Agreement concluded with the depositing client.

(5) Payment / Closing of term account

During the period, for which term accounts is agreed payments from the term account are not allowed.

In case of early withdrawal of term account, The Bank calculates and pays interest in accordance with the Official Tariff Schedule of the Bank for that purpose. If the amount of interest paid so far is higher than the interest calculated according to the Official Tariff Schedule, it is charged from the amount deposited, reducing it to the already paid interest.

16. SMS service

The Bank reserves the right to realize changes in the type of notifications that it will send to the client via SMS.

Through the Service, the Bank enables the Client to receive information through SMS notifications that are in accordance with the agreed terms and conditions.

The Bank delivers notifications according to the defined deadlines in the Agreement (s) concluded as well as in accordance with the legal regulations and internal acts of the Bank.

By enabling this service, the Client agrees to receive other free announcements that would arise from the business cooperation between the contractual parties i.e. the bank and the Client for which the Bank does not charge a fee. The Bank reserves the right to send notifications arising from the business cooperation between the contracting parties, for example, notification of debt maturity and / or similar, which are not foreseen in the Application / Agreement, for the duration of this contractual relationship.

The activation of the Service is performed on the basis of the signed Request of the client. The Client has the right to cancel the Service at any time, without compensation, with a written Request that is personally delivered in the business premises of the Bank or through the e-banking system.

The Bank has the right to terminate the use of the Service without a prior explanation if the Client fails to comply with the agreed conditions or irregularly pays the monthly fee for the same.

The Client agrees to pay the fee for the SMS Service in accordance with the official Tariff Schedule of the Bank.

If the Client does not have sufficient funds on the transaction account, the Bank reserves its right to collect the receivables on the basis of the use of the Service from the existing funds of the Client for all current and future denar and foreign currency inflows on its accounts with the Bank.

The Bank is obligated to protect the personal data in accordance with the Bank's Legal and Banking Regulations.

The Bank guarantees the confidentiality and integrity of the data until the moment of their exit from the information system of the Bank. The Client waives any compensation for damages caused by the non-delivery or untimely delivery of the SMS sent by the Bank that was caused by technical problems.

17. Final provisions

The General and Special Business Regulations of the Bank are available in Macedonian language.

II.1 SPECIAL BUSINESS REGULATIONS (NATURAL PERSONS)

18. Termination of the Banking Services Set Agreement

The Banking Services Set Agreement may be terminated by one of the contracting parties as well as if the conditions for termination of the business relationship are met. The Bank may terminate the agreement for opening an account if the Client acts contrary to the General and Special Business Regulations of the Bank, by adopting a Decision, if the conditions provided for in the legal regulations are fulfilled, as well as on the basis of an effective court decision. The account holder may terminate the Agreement only if

he/she has previously fulfilled all the obligations stipulated in the Agreement and the Official Tariff Schedule of the Bank.

19. Savings Deposits

(1) Savings Deposits

Each client can own up to one type of savings account per currency. The client authorizes the Bank to pay all incoming and outgoing payments on the savings account to the client's linked transaction account. This account must not be closed by the client until the savings account is active.

(2) The Bank shall issue a statement of account for all the inflows and outflows made to the account of the Client in the following manner:

- in the Bank's branches or
- in electronic form, through the e-banking system.

All incoming and outgoing payments from the savings account are recorded in the electronic savings account which is available to the client through the e-banking system through the account turnover option.

(3) Minimum deposit

According to the internal acts of the Bank, depositing a minimum amount is not a binding condition at the moment of opening the savings account.

(4) Interest

(a) Interest rate on sight

Unless otherwise agreed, the Bank shall pay interest to the client at the rate specified in the Official Tariff Schedule of the Bank. The interest rate on the savings account is variable, and the Bank shall notify the Client of the changes published in the official tariff schedule of the bank, which is displayed in a public place in the premises of its branches or on its website.

In certain exceptional cases, the Bank may approve a preferential interest rate in accordance with the applicable internal acts.

(5) Termination of a savings deposit

The client can terminate the savings deposit at any time, personally in the bank's branches.

The Bank shall make a new calculation of interest from the first day of the current month of filing a request for termination of the Agreement or the day of the last payment of the interest until the termination of the Agreement.

The Bank may terminate this Agreement at any time by submitting a notification according to article 10. All notices are deemed to have been received by the expiration of the third working day from the date of dispatch of the notices.

In the event of termination of the Agreement by the Bank, the Bank shall make a new calculation of interest on the first day of the current month or the day of the last payment of the interest until the day of its termination, and the total amount will be transferred to the transaction account of the Client.

20. Mastercard debit card

GENERAL RULES FOR ISSUING AND USING A DEBIT CARD

Issuing and activating a card

- The card is and remains the property of the Bank and it must be returned to the Bank upon its request.
- The card can be issued to any person who has the right to open a transaction account in the Bank or is authorized to a transaction account opened with the Bank.
- The card and the activation PIN must be picked up personally by the Client in the Bank, i.e. to be delivered personally to the client if the card is sent by mail or through the mobile team. The card has a validity of five years from the date of issue.
- Activation of the card starts after the activation PIN is entered, which changes with the first insertion of the ATM card in the option for changing the PIN on the ATMs. The change of the activation PIN for the activation of the card is not subject to the collection of commission fees by the Bank, in accordance with the official tariff schedule of the bank.
- After successful activation of the card, the card shall be used, i.e., the Client is identified by entering the changed PIN (hereinafter PIN code).

Issuance and activation of a card sent by mail or through the mobile team

- If the client lives in a populated area (town) where the bank does not have a service unit, the bank shall send the card to the client by mail or through the mobile team at the address that is registered in the bank's banking system in accordance with a valid identification document submitted by the client. Sending a card by mail or through the mobile team in this situation is applicable to newly created cards, as well as cards made due to loss, theft or misuse of an existing / already issued card.
- When accepting the delivery by mail, the customer is obliged to check whether the card is properly placed in a sealed envelope. If there is doubt that the delivery has not been properly executed, the client is obliged to report it immediately to the Contact Center of the bank. The Client has the right to refuse admission of a package that he / she suspects is not properly delivered. By signing the delivery form, the client agrees to having received a proper shipment.
- After accepting the card, the client is obliged to sign the card, otherwise the card will be considered invalid and the bank will not bear the liability for eventual losses. By signing the card, the client accepts the General Rules for issuing and using a Master Debit Card for individuals.
- The client's bank also provides the client with an activation PIN along with the card. In order to activate the card, the client is obligated to call the Contact Center. After successful identification of the client through the Bank's Contact Center with the method of verification of the identification code, the client receives an identification code via SMS sent to the mobile phone of the client, which is verified by him with a data update form. The card can be activated at any ATM on the territory of the Republic of North Macedonia.

Using the card

- The client is obliged to pay all expenses arising from the use of the card in accordance with the Bank's tariff schedule. The client can use it for the purchase and payment of goods and services at all points of sale in the country and abroad marked with the sign on the corresponding debit card, as well as for online payments or via telephone.
- Any withdrawal of cash on POS terminals entails the collection of commission under the Bank's Tariff Schedule.
- This debit card is linked to one main account. The client agrees that all transactions made with a card will be available for use only through the main transaction account. A client-requested card can be linked

to one additional account in another currency. The funds from the additional account can be used by the client only through the ATMs of ProCredit Bank AD Skopje.

- The client can deposit cash in the ATMs owned by the Bank. The client cannot make a change to the main account, after choosing it as a main account, unless he receives a notice from the Bank that it is possible.
- The bank allows the client to make a change in the PIN even during the use of the card through ATMs or via e-banking, if the option is enabled. Change of the PIN is charged according to the valid Official Tariff Schedule of the bank.
- In the event that the card has expired or has been damaged or similar, the Client must return it to the Bank, and a responsible person from the Bank must cancel it by cutting the card in two pieces.
- The client is obliged to pay all costs related to the executed transactions.
- In case of loss, forgetting or blocking of the card and PIN code, the Bank allows for reissue in accordance with the official Tariff Schedule of the Bank.
- The client authorizes the Bank to debit its transaction accounts for the amount of each transaction, and for any payment arising from the use of the card in the country or abroad.
- The client accepts the valid exchange rate of the Bank on the transaction date and the administrative costs related to the transactions.
- Change of the maximum limit of the card is realized at the request of the client. The change can be made in the bank's branches or through the e-banking system, if such an option is enabled.
- The client can also use the card in digital form by using the mobile wallet.

Loss, theft and misuses of the card

- While the card can be lost, stolen or misused, the card user is obliged to immediately inform the Bank Contact Center at +389 2 2446 000 in order to block the card.
- After the client reports that the card is lost / stolen or misused, it is blocked. If the client submits a new card application, the Bank applies for a new card with the same maturity as the previous one.
- The client can block the card himself through the bank's mobile application or through the appropriate electronic banking option.
- In case of a found card previously blocked through the Contact Center or electronic banking, and the client wants to continue using it, unlocking is possible only in one branch after submitting the request.
- In case of a found card previously blocked through the mobile application ProCredit Bank North Macedonia, the card can be unlocked independently by the client only through the mobile application.

Complaints

- In case of any complaints concerning the quality and quantity of goods and services, the Client must resolve them with the merchant. The Bank is not responsible for the quality and quantity of the goods and services purchased with the card. Regardless of the complaint, the Client is obliged to settle all the amounts made with the use of the card.
- The deadline for submitting a complaint is 8 (eight) days from the date of printing the issuance of the transaction account statement
- The Bank shall not be liable for damages incurred during the use of the card that are the result of circumstances that the Bank cannot influence, such as: refusal and improper authorization due to errors in the center of authorization or telecommunication line, power failure, malfunctioning ATM etc.
- The Bank does not bear responsibility for potential refusal by the merchant to accept the card.
- Using the card may be made impossible for electronic readers due to physical, thermal or magnetic damage and deformation of the card. In these cases, the bank shall not be liable for the inability to perform the transaction.

Expiration of the validity of the card

- After the expiry of the validity period, the card shall no longer be active and must not be used. The bank conducts automatic renewal of the cards if the main account with which the card is connected is active, except in the case of a request for cancellation by the Client or a decision of the Bank thirty days in advance.

Automatic debit card renewal

The bank automatically renews the cards, if the main account to which the card is connected is active, except in the following cases:

- If the client requests cancellation, namely declares that he does not want automatic renewal thirty days before the expiration of the card
- by decision of the Bank for non-realization of automatic renewal
- when the account is blocked or inactive for at least 2 months

Cancellation of the card

- The Bank may withdraw the privileges for using the Client's card at any time without the Client's approval.
- Merchants can keep the card, cut it in two parts in sight of the Client and take it to the Bank, in case the card is used by another person or after receiving instructions from the Bank.
- In both cases, the termination shall not affect the existing and outstanding obligations of the Client as per the Agreement.

Restriction / Termination of the Agreement / Card Blocking

- The Bank reserves the right to terminate the Agreement and to block the card at any time, if it has suspicions about the manner in which the card is used.
- The card will remain in the possession of the Bank, which may, at its discretion, terminate the validity or block the card at any time. In that case, the client should stop using the card and immediately return it to the Bank. The client will be liable if he/she continues to use the card after the expiration of its validity.

Legislation and competencies

Any use of a card that is not in accordance with the general rules for issuing and using a debit card will cause automatic cancellation of the card and the Bank has the right to take legal actions against the Client.

21. MasterCard credit card

GENERAL RULES FOR ISSUING AND USING A CREDIT CARD

Issuing and activating a card

- The card is and shall remain the property of the Bank and it must be returned to the Bank upon the Bank's request.
- The card by decision of the Bank may be issued to any person who has the right to open a transaction account with the Bank or who is authorized to operate a transaction account opened with the Bank.
- The card and the activation PIN must be picked up personally by the Client at the Bank or if the Bank decides it can be delivered to the Client through our mobile team.
- The card is valid for a period of two years from the date of issue.
- Activation of the card starts after the activation PIN is entered, which changes upon the first insertion of the card in ATM in the option Change of the PIN on ATMs. The change of the activation PIN for the purpose of activating the card is not subject to charging commission fees by the Bank, in accordance with the official tariff schedule of the Bank.
- After the successful activation of the card, the card shall be used, i.e. the Client is identified by entering the changed PIN (hereinafter PIN code).

Using the card

- The client is obliged to pay all expenses arising from usage of the card in accordance with the Bank's tariff schedule. The client may use the card for purchase and payment of goods and services at all points of sale in the country and abroad marked with the sign of the corresponding card, as well as for online payments or payments via telephone.
- Any withdrawal of cash on POS terminals entails collection of commission under the Bank's Tariff Schedule.
- The bank allows the client to make a change of the PIN even during the use of the card on ATMs or via e-banking, provided that such an option is enabled. Change of the PIN is charged according to the valid Official Tariff Schedule of the Bank.
- In the event that the card has expired or has been damaged or similar, the Client must return it to the Bank and a responsible person of the Bank must cancel it by cutting the card in two pieces.
- The client shall be obliged to pay all expenses arising from the executed transactions.
- In case of loss, forgetting or blocking of the card and the PIN code, the Bank allows for reissue, in accordance with the official Tariff Schedule of the Bank.
- The client shall accept the valid exchange rate of the Bank on the transaction date and the administrative costs related to the transactions.
- Change of the maximum limit of the card is realized upon request of the client. The change may be made in the Bank branches or through the E-banking/Mobile banking system, on condition that such an option has been enabled.
- The client can also use the card in digital form by using the mobile wallet.

Loss, theft and misuses of the card

- While the card can be lost, stolen or misused, the card user is obliged to immediately inform the Bank Contact Center at +389 2 2446 000 in order to block the card.
- After the client reports that the card is lost / stolen or misused, it is blocked. If the client submits a new card application, the Bank applies for a new card with the same maturity as the previous one.
- The client can block the card himself through the bank's mobile application or through the appropriate electronic banking option.
- In case of a found card previously blocked through the Contact Center or electronic banking, and the client wants to continue using it, unlocking is possible only in one branch after submitting the request.
- In case of a found card previously blocked through the mobile application ProCredit Bank North Macedonia, the card can be unlocked independently by the client only through the mobile application

Complaints

- In case any complaints arise with reference to the quality and quantity of goods and services, the Client must resolve the same with the merchant. The Bank shall not be responsible or liable for the quality and quantity of the goods and services purchased with the card. Regardless of the complaint, the Client shall be obligated to settle all the amounts made by the use of the card.
- The deadline for submitting a complaint is 8 (eight) days from the date of printing the issuance of the transaction account statement
- The Bank shall not be responsible or liable for damages incurred during the use of the card that are the result of circumstances that the Bank cannot influence, such as: refusal and improper authorization due to errors in the center of authorization or telecommunication line, power failure, malfunctioning ATM, etc.
- The Bank shall not bear responsibility for any potential refusal by the merchant to accept the card.
- Card usage on electronic readers may be unable due to physical, thermal or magnetic damage and deformation of the card. In such cases the Bank shall not be responsible for the inability to perform the transaction.

Expiration of the validity of the card

- After the expiry of the validity period, the card shall no longer be active and it must not be used. The Bank conducts automatic renewal of the cards, provided the Client has regularly settled his/her debt during the validity period.
- The Bank preserves the right to its own decision to refuse to renew the card after its expiry.

Cancellation of the card

- The Bank may withdraw the privileges for using the Client's card at any time without the Client's approval.
- Merchants may keep the card, cut it in two pieces in front of the Client and take it to the Bank, in case the card is used by another person or upon receiving such instructions from the Bank.
- In both cases, the cancellation shall not affect the existing and outstanding obligations of the Client as according to the Agreement.

Restriction / Termination of the Agreement / Card Blocking

- The Bank reserves the right to terminate the Agreement and block the card at any time, if it has any suspicions regarding the manner in which the card has been used or if the client does not use it in accordance with the Agreement.
- The card will remain in the possession of the Bank, which may, at its discretion, terminate the validity and/or block the card at any time. In that case, the client should stop using the card and immediately

return it to the Bank. The client will be held liable if he/she continues to use the card after the expiration of its validity.

Legislation and competencies

Any use of a card that is not in accordance with the general rules for issuing and using a credit card will cause automatic cancellation of the card and the Bank shall be entitled to take legal actions against the Client.

22.E-banking

GENERAL RULES ON ISSUING AND USING THE E-BANKING SYSTEM

Using the e-banking system

The Bank issues the client an activation code for the installation of a digital certificate installed on a mobile device (mobile application) at his request, in the following manner:

- If the request is submitted in the bank's branches, the client's activation code will be sent via SMS to the mobile number (s) that the client has provided and for which the corresponding personal data update form has been completed.

- If the request is initiated through the e-banking system, the activation code of the client will be enabled through the e-banking system itself.

In case of unauthorized use of the e-banking system, the Client shall immediately notify the bank.

The Bank is not liable for any losses incurred due to:

- Authorization through the e-banking system that has been caused by misuse of the system due to the negligent storage or use of the user names, passwords, software applications or devices;

- Giving inaccurate data to the bank for delivering data for access to the e-banking system;

- Misuse of information obtained through interception of telephone communications or monitoring of GMS traffic (SMS messages) by unauthorized persons;

- Wrong or incorrectly given instructions by the client

- Security failure of the devices used by the client (malware, virus, etc.)

- Other circumstances outside the bank's jurisdiction (for example: damages caused by force majeure, strike, decisions and actions by the authorities, impediments in the payment operations, telecommunications connections and e-banking links).

The Bank has the right to prevent the use of the E-Banking System on the basis of a Client's notification of losing passwords or device or having them stolen, or unauthorized access to the System.

All orders sent before the termination of the E-Banking System will be processed.

The Client shall have full responsibility for the accuracy of all electronically signed orders. The Bank shall not be liable for improperly completed orders and shall not be liable in case the Client's order is rejected in the domestic payment operations system where the refusal is a result of the Client's mistake.

The Contracting Parties agree that in the performance of transactions in international payment operations, exchange operations and other forms of payment, and for the purpose of execution of the purchase of foreign currency, the entire documentation that is to be submitted to the Bank, and in accordance with the regulations governing international payment operations, shall be delivered by the Client in an electronic / scanned form.

For obtaining the right to use the E-Banking System, the Client will submit to the Bank an application for the E-Banking System, an integral part of the Agreement(s) signed with the client. The e-banking system application must be legibly filled in with all the required data.

The client has the right to submit a complaint to the Bank regarding the operation of the E-Banking System within 15 days of insight in the bank statement.

The Bank guarantees to the Client the execution of all properly filled orders within the deadlines, which are prescribed or agreed in accordance with the Law on Payment Operations and the timetable for conducting payment operations in the country.

All data, actions and circumstances that the Bank shall learn during the execution of the services for the Client and in the cooperation with the Client are considered confidential and are a business secret. The Bank shall disclose the stated data, actions and circumstances only in cases and in the manner prescribed by law.

The Bank undertakes to store all personal data of the authorized persons and use it exclusively for official purposes, as specified in the application for the E-Banking System.

The Bank shall calculate the Client's fees in accordance with the applicable Tariff Schedule of the Bank and the Agreement for opening and maintaining a transaction account. The Bank's Tariff Schedule is displayed in the premises of the Bank as well as on its website.

The Bank may, in accordance with the applicable legislation and / or its business policy, amend and supplement the terms and conditions for using the E-Banking System, and must inform the Client thereof.

The Client, if he/she does not agree with the changes or amendments to the terms and conditions, is obliged, within 15 days from the receipt of the notification, to cancel the use of the E-Banking System. Otherwise it will be considered that the Client accepts the amendments or supplements.

Cancellation of the e-banking system

The Bank may, by notice, unilaterally cancel the use of the E-Banking System without a notice period, as well as to exclude the Client from the System without any compensation or other obligations towards the Client, if the Client:

- fails to fulfill its obligations to the Bank after a warning has been issued to him/her
- cedes the Agreement or the object of agreement to another natural person
- intentionally or accidentally causes improper operation of the System
- violates the provisions of the concluded Agreement or the applicable regulations and if the violations continue despite the warning, or the misdemeanor is not remedied within the deadline set by the Bank
- fails to immediately notify the Bank in writing of any changes in its data or circumstances, which could affect the conclusion or execution of the Agreement (s) concluded with the client.

From the day of the entry into force of the cancellation of the right to use the E-Banking System, the Bank shall block the access and use of the E-Banking System and shall require payment of all outstanding receivables from the Client according to the applicable Tariff Schedule of the Bank.

The Applicant for the E-Banking System application allows the Bank to check all the information specified in it, as well as provide additional information. The Bank has the right to collect all claims from all accounts of the Client, which it has with the Bank.

The Bank shall stop sending via post all information that the Client can take from the Bank in electronic form, once the E-Banking System is successfully installed in accordance with this Agreement.

23.Mobile wallet

GENERAL RULES FOR USING A MOBILE WALLET

In order to be able to use a mobile wallet for payment, the following conditions must be met:

- To have a bank card issued by a bank
- To have a mobile device with Android platform with version 5.0 and higher, NFC technology
- To install the latest version of the mobile application ProCredit Bank North Macedonia in order to be able to access the cards section that are available for digitization and with which the client will be able to make payments
- To provide an active internet connection
- Activate the NFC feature on your mobile device
- Install the MobileSign application (digital certificate installed on a mobile device (mobile application) required to approve bank card digitization

The cardholder is responsible for providing an active internet connection at his own expense. The bank is not responsible for possible interruptions or reduction of the internet connection or non-functioning of the mobile wallet if the mobile device does not have an internet connection at a certain moment.

The cardholder after successfully logging in to the mobile application can initiate digitization of their own cards.

The bank has the right to unilaterally change the functions of the payment application by adding or removing certain functions. For any change, the Bank informs the cardholders by publishing a new instruction on the website

The user uses the mobile wallet at his own risk and responsibility.

The Bank reserves the right to restrict the operation of a mobile wallet without special notice in the following cases:

- The operating system of the mobile device has been modified by the manufacturer or the cardholder
- Changing the operating system may have other security risks and data security risks
- In any case when the bank assesses that it is justified / ordered by an authorized body / legal obligation

The cardholder is responsible for the proper and intended use of the mobile device, the proper maintenance, protection and managing the mobile device and in terms of software and hardware.

The bank is not responsible for any malfunction of the mobile device.

In case of damage when using a mobile wallet for payment with a digital card, the Bank is liable only if the damage was caused through its own fault. The Bank shall not be liable for any damages resulting from data loss, unauthorized access to data, data modification, configuration error or entry ban due to incorrect pin, which is beyond the control of the Bank and is not its fault. The bank is not obliged to identify the mobile device or the user of the mobile device when paying with a digital card.

The card user can digitize a card and use a mobile wallet on more than one mobile device,

Using PIN / biometric authentication for mobile wallet

When digitizing the card, the client enters the PIN he wants to use when making payments with the digitized card in accordance with the limits set by the bank for amounts that require the use of the PIN. The pin may differ from the PIN on the plastic, ie. on a physically personalized card. After four consecutive entering of incorrect PIN, the client will not be able to use the mobile wallet to access the digitized card.

To reset the PIN or re-digitize the card the client must follow the User Manual

Change of mobile device and transfer to a third party

The customer can use a mobile wallet on more than one mobile device.

When changing the mobile device (s) or transferring it to a third party, the cardholder is obliged to deactivate all digitized cards, remove the mobile wallet to uninstall the mobile application. After that, the process of digitizing the cards on a new device (s) can be initiated. Failure to deactivate or uninstall a mobile wallet or improper handling of it is a risk and responsibility of the cardholder himself.

Modification of the mobile device/s or use by a third party for any reason (including leaving the mobile device unattended even for a short time) is at the risk and responsibility of the User.

Complaints

The user is obliged to cover the total costs per account regardless of the complaints.

If the Bank determines that the complaint is justified, it will approve the account of the User of the digitized card, and in case of unjustified complaints, the user bears all costs arising from the complaint procedure.

The deadline for submitting complaints is 8 (eight) days after the end of the month in which the transaction is posted. Otherwise, the Bank will consider that the user of the digitized card agrees with the total costs stated in the account statement.

Whereas in case of any complaints regarding the quality and quantity of the goods and services, the Client must resolve them with the trader. The bank is not responsible for the quality and quantity of the goods and services purchased with the card. Regardless of the complaint, the Client is obliged to settle all amounts made using the card.

Fees

The cardholder with the digitization of the card accepts the conditions and the price list / tariff list publicly available on the Bank's website with all their changes.

Loss and theft of the mobile device

The cardholder bears all legal consequences and responsibility for any unauthorized use of the digitized card or mobile device on which a mobile wallet is installed.

The cardholder is obliged to act in accordance with the regulations for action in case of loss and theft of the card in accordance with the agreement for a set of banking services or the agreement for issuance and use of MasterCard debit / credit card



If the card is lost or stolen, the cardholder / authorized person is obliged to immediately notify the Bank Contact Center at the telephone number: +389 2 2446 000.

The bank has the right to block the digitized card if: The user acts contrary to general and special conditions, agreement for a set of banking services and / or agreement for use of debit / credit card.

Use of personal data

The rules for personal data protection are regulated in the General and special conditions of the bank as well as in the agreements for a set of banking services, the agreement for issuance and use of MasterCard debit / credit card

II.2 SPECIAL BUSINESS REGULATIONS (LEGAL ENTITIES)

24. Loan products

- *Obligation for the Borrower to Inform the Bank for Incidents, Accidents and Certain Circumstances.*

As soon as possible, but no later than 3 business days after its occurrence, the Borrower shall notify the Bank of any major social, labor, health and safety, security or environmental incident, accident or circumstance occurring on any site, plant, equipment or facility included in the Borrower's operations or in any manner associated with its implementation and/or operation, which includes but is not limited to direct employees, contractors and sub-contractors, having an adverse effect on the environment, health or safety or the society in general, including, without limitation, explosions, spills or workplace accidents which result in death, serious or multiple injury, major pollution, or events that affect the surrounding society and environment, specifying, in each case, the nature of the incident, accident or circumstance and the impact or effect arising or likely to arise therefrom, and the measures to be taken, or plans to be taken, to address them and prevent any future similar event.

- *Obligation for the Borrower to take Corrective Measures.*

The Borrower will investigate the incident, accident or circumstance, based on which the Borrower will undertake, as appropriate or necessary in the Bank's reasonable judgment, corrective measures to remedy any inconsistency or breach with the social and environmental requirements applicable to the Borrower's operations; these measures will be presented in a mitigation, remediation or corrective action plan including, as necessary, an implementation schedule and budget, which will be agreed to with the Bank and which, upon implementation, will enable the Borrower to carry out the proposed operations in accordance with the environmental and social requirements applicable to the Facility (the "Plan"). The Bank shall be kept informed of the ongoing implementation of the Plan.

- *Condition Precedent to Disbursement.*

Before any disbursement of Loan product, if requested by the Bank, the Borrower shall present a procedure on how to act in case of social or environmental incidents, accidents or circumstances that might occur derived from its activities, which shall include but will not be limited to: communication mechanisms, responsible personnel, investigation procedures, evaluation of impacts or effects, definition of corrective and mitigation measures and notification mechanisms.

25. MasterCard Business debit card

GENERAL RULES ON ISSUING AND USING A DEBIT CARD

Issuing and activating a card

- The card is and remains the property of the Bank and it must be returned to the Bank upon its request.

- The card and activation PIN must be picked up personally by the client in the Bank, i.e. to be delivered personally to the client if the card is sent by mail or through mobile team.

- The card has a validity of five years from the date of issue.

- The activation of the card starts after the activation PIN has been entered, which is changed with the first insertion of the ATM card in the option for changing the PIN at the ATMs. The change of the activation PIN for the activation of the card is not subject to the collection of commission fees by the Bank in accordance with the official tariff schedule of the bank.

- After the successful activation of the card, the card shall be used, that is, the user / authorized person shall be identified by entering the changed PIN (hereinafter PIN code).

Issuance and activation of a card sent by mail or through mobile team

If the client lives in a populated area (town) where the bank does not have a service unit, the bank shall send the card to the client by mail or through mobile team at the address that is registered in the bank's banking system in accordance with a valid identification document submitted by the client. Sending a card by mail or through mobile team in this situation is applicable to newly created cards, as well as cards made due to loss, theft or misuse of an existing / already issued card.

- When accepting the delivery through mail, the customer is obliged to check whether the card is properly placed in a sealed envelope. If there is doubt that the delivery has not been properly executed, the client is obliged to report it immediately to the Contact Center of the bank. The Client has the right to refuse admission of a package that the Client suspects is not properly delivered. By signing the delivery form, the client agrees to having received a proper shipment.

- After accepting the card, the authorized person is obliged to sign the card in the place indicated for signature on the back of the card. By signing the card, the authorized person accepts the General Rules for issuing and using a MasterCard Debit Card for legal entities.

- The client's bank also provides the client with an activation PIN along with the card. In order to activate the card, the client is obligated to call the Contact Center. After successful identification of the client through the Bank's Contact Center with the method of verification of the identification code, the client receives an identification code via SMS sent to the mobile phone of the client, which is verified by him with a data update form. The card can be activated at any ATM on the territory of the Republic of North Macedonia.

Using the card

- The client is obliged to pay all expenses arising from the use of the card in accordance with the Bank's tariff schedule. The client can use it for the purchase and payment of goods and services at all points of sale in the country and abroad, marked with the sign on the corresponding debit card, as well as for online payments or via telephone.

- Any withdrawal of cash on POS terminals entails the collection of commission under the Bank's Tariff Schedule.

- The client may deposit cash in the ATMs owned by the Bank.

- The bank allows the client to make a change in the PIN even during the use of the card through ATMs or via e-banking, if the option is enabled. Change of the PIN is charged according to the valid Official Tariff Schedule of the bank.

- In the event that the card has expired or has been damaged or similar, the Client must return it to the Bank, and a responsible person from the Bank must cancel it by cutting the card in two pieces.

- The client is obliged to pay all costs related to the executed transactions.

- In case of loss, forgetting or blocking of the card and PIN code, the Bank allows for reissue in accordance with the official Tariff Schedule of the Bank.

- The client authorizes the Bank to debit its transaction accounts for the amount of each transaction, and for any payment arising from the use of the card in the country or abroad.

- The Client hereby accepts the valid currency exchange rate of the Bank on the day of transaction and the administrative costs related to the transactions.

- A change of the maximum limit of the card in made with an application from the client submitted in the bank's branches or via the e-banking system, if the option is enabled.

Complaints

- In case of any complaints regarding the quality and quantity of goods and services, the Client must resolve them with the merchant. The Bank is not responsible for the quality and quantity of the goods and services purchased with the card. Regardless of the complaint, the Client is obliged to settle all the amounts made with the use of the card.

- The authorized person is obliged to dismiss all irregularities on the calculation sheet/note with a representative on the point of sale, directly during the purchase of the goods or during the use of the service.

- All additional complaints shall be resolved directly by the authorized person at the point of sale.

- Regardless of the complaint, the legal entity is obliged to pay all expenses incurred by the use of the card by the authorized person.

- If the legal entity considers that some costs are inaccurately calculated or are not incurred by them, the legal entity may address the Bank for clarification. In doing so, the legal entity must submit a statement from the transaction account and complete documentation for the subject complaint.

- If the Bank determines that the complaint is justified, the transaction account of the legal entity associated with the card will be credited for the amount that was the subject of the complaint. In the event of an unjustified complaint, the legal entity shall bear all the costs of the initiated complaint process.

- The period for submitting a complaint is 8 (eight) days from the date of printing, issuing the statement on the transaction account, by which the legal entity is informed about the costs incurred by the card

- The bank is not liable for damages incurred during the use of the card that are the result of the circumstances that the bank cannot influence, such as: refusal and improper authorization due to errors in the center of authorization or telecommunication line, power failure, malfunction of the ATM etc.

- The bank does not have responsibility for potential refusal by the merchant to accept the card.

- Using the card may be made impossible with electronic readers due to physical, thermal or magnetic damage and deformation of the card. In these cases, the bank shall not be liable for the inability to perform the transaction.

Termination of the validity of the card

- After the expiration date, the card is not active and must not be used. The Bank automatically renews all cards with which the client has performed at least 6 transactions in the last 12 months of validity of the card.

- Upon the decision of the Bank, the card is renewed within five years if the legal entity regularly fulfills its obligations and while the transaction account related to the card is active. In the event that the legal entity does not wish to renew the card of the Authorized person, it must notify the Bank in writing, at least 30 days before the expiration of the validity of the card. Otherwise, the card shall be automatically renewed and the legal entity shall debit the transaction account of the legal entity according to the Bank's tariff schedule.

Canceling the card

- The Bank may withdraw the privileges for use of the Client's card at any time without the approval of the Client.

- The bank has the right to deactivate the card, if the Client has not used the card at an ATM or POS terminal within a period of more than twelve months.

- Merchants can keep the card, cut it in two parts in front of the Client and take it to the Bank, in case the card is used by another person or after receiving instructions from the Bank.

- In both cases, the termination will not affect the existing and outstanding obligations of the Client as per the Agreement.

Restriction/Termination of the Agreement/Card Blocking

- The Bank reserves the right to terminate the Agreement and to block the card at any time if it has suspicions about the manner in which the card is used.

- The card will remain in the possession of the Bank, which at its discretion may terminate the validity or block the card at any time. In that case, the client should stop using the card and immediately return it to the Bank. The client will be liable if they continue to use the card after the expiration of its validity.

26. MasterCard Business credit card

GENERAL RULES ON ISSUING AND USING A CREDIT CARD

Issuing and activating a card

- The card is and shall remain the property of the Bank and it must be returned to the Bank upon the Bank's request.

- The card may be issued to any person who has the right to open a transaction account with the Bank or who is authorized to operate a transaction account opened with the Bank or through the mobile team.

- The card and the activation PIN must be picked up personally by the Client at the Bank or, if the Bank decides, can be delivered to the Client via the mobile team.

- The card is valid for a period of two years from the date of issue.

- Activation of the card starts after the activation PIN is entered, which changes upon the first insertion of the card in ATM in the option Change of the PIN on ATMs. The change of the activation PIN for the purpose of activating the card is not subject to charging commission fees by the Bank, in accordance with the official tariff schedule of the Bank.

- After the successful activation of the card, the card shall be used, i.e. the Client is identified by entering the changed PIN (hereinafter PIN code).

Using the card

- The client is obliged to pay all expenses arising from usage of the card in accordance with the Bank's tariff schedule. The client may use the card for purchase and payment of goods and services at all points of sale in the country and abroad marked with the sign of the corresponding card, as well as for online payments or payments via telephone.
- Any withdrawal of cash on POS terminals entails collection of commission fee under the Bank's Tariff Schedule.
- The Bank allows the client to make a change of the PIN even during the use of the card on ATMs or via e-banking, provided that such an option is enabled. Change of the PIN is charged according to the valid Official Tariff Schedule of the Bank.
- In the event that the card has expired or has been damaged or similar, the Client must return it to the Bank and a responsible person of the Bank must cancel it by cutting the card in two pieces.
- The client shall be obliged to pay all expenses arising from the executed transactions.
- In case of loss, forgetting or blocking of the card and the PIN code, the Bank allows for reissue, in accordance with the official Tariff Schedule of the Bank.
- The client shall accept the valid exchange rate of the Bank on the transaction date and the administrative costs related to the transactions.
- Change of the maximum limit of the card is realized upon request of the client. The change may be made in the Bank branches or through the E-banking/Mobile banking system, on condition that such an option has been enabled.

Complaints

- In case any complaints arise with reference to the quality and quantity of goods and services, the Client must resolve the same with the merchant. The Bank shall not be responsible or liable for the quality and quantity of the goods and services purchased with the card. Regardless of the complaint, the Client shall be obligated to settle all the amounts made by the use of the card.
- The deadline for submitting a complaint is 8 (eight) days from the date of printing the issuance of the transaction account statement
- The Bank shall not be responsible or liable for damages incurred during the use of the card that are the result of circumstances that the Bank cannot influence, such as: refusal and improper authorization due to errors in the center of authorization or telecommunication line, power failure, malfunctioning ATM, etc.
- The Bank shall not bear responsibility for potential refusal by the merchant to accept the card.
- Card usage on electronic readers may be unable due to physical, thermal or magnetic damage and deformation of the card. In such cases the Bank shall not be responsible for the inability to perform the transaction.

Expiration of the validity of the card

- After the expiry of the validity period, the card shall no longer be active and it must not be used. The Bank conducts automatic renewal of the cards, provided the Client has regularly settled his/her debt during the validity period.
- The Bank preserves the right to refuse to renew the card after its expiry.

Cancellation of the card

- The Bank may withdraw the privileges for using the Clients card at any time without the Clients approval.
- Merchants may keep the card, cut it in two pieces in front of the Client and take it to the Bank, in case the card is used by another person or upon receiving such instructions from the Bank.
- In both cases, the cancellation shall not affect the existing and outstanding obligations of the Client as according to the Agreement.

Restriction / Termination of the Agreement / Card Blocking

- The Bank reserves the right to terminate the Agreement and block the card at any time, if it has any suspicions regarding the manner in which the card has been used.
- The card will remain in the possession of the Bank, which may, at its discretion, terminate the validity and/or block the card at any time. In that case, the client should stop using the card and immediately return it to the Bank. The client will be held liable if he/she continues to use the card after the expiration of its validity.

Legislation and competencies

Any use of a card that is not in accordance with the general rules for issuing and using a credit card will cause automatic cancellation of the card and the Bank shall be entitled to take legal actions against the Client.