

GENERAL TERMS AND CONDITIONS FOR THE EXECUTION OF INTERNATIONAL MONEY TRANSFERS**General provisions****Article 1**

These General Terms and Conditions for the execution of international remittances (hereinafter: General Terms and Conditions) govern the mutual rights and obligations of the PaySpot doo Novi Sad Electronic Money Institution (hereinafter: Institution) and the Payment Service User (hereinafter: User) in connection with the execution of international remittances via RIA money transfer (hereinafter: international money transfers).

Basic information on the Institution:

Business name:	PaySpot doo Novi Sad
Address:	Branimira Ćosića 2/II/201B, Novi Sad
Company registration number:	21157074
Tax identification number:	109296534
Activity code:	6419
Registration number with the Serbian Business Registers Agency:	106219/2015
Number of permit of the National Bank of Serbia:	No. 4 dated February 09, 2023
Institution supervised by:	National Bank of Serbia, Kralja Petra 12, Belgrade (NBS)
e-mail for communication:	office@payspot.co.rs
Institution's contact center:	+381 021/310-3000
Website:	www.payspot.rs

Article 2

The Institution executes international money transfers based on agreement concluded with foreign partner Dandelion Payments, Inc, 7000 Village Drive, Suite 200, Buena Park CA 90621, USA (RIA), based on which the Institution became the administrator and operator for RIA money transfers (hereinafter: RIA and/or Foreign Partner).

These General Terms and Conditions for the execution of international money transfers, the Fee Schedule for the

execution of RIA money transfer, and the Time Schedule are published by the Institution in the Serbian language at its business premises, the premises of its representatives providing RIA money transfer service, as well as on the Institution's website www.payspot.rs.

Terms**Article 3**

Institution: The provider of payment services for the execution of international money transfers.

User: A natural person who uses or has used a money transfer service as the payer or the payee.

Payer: A natural person who issues a payment order for the execution of a money transfer.

Payee: A person designated by the payer as the recipient of funds subject to the money transfer.

Money transfer: RIA money transfer represents an international payment service – the execution of an international money transfer between two natural persons. The payer transfers a specified amount of funds (hereinafter: nominal amount) to the payee, along with the payment of a fee for the execution of the money transfer. The payee collects the full nominal amount of the transferred funds.

Objection is any address of the User to the Institution as a service provider, in the manner established by the regulations, including transaction complaints, by which the User expresses dissatisfaction with the Institution's actions or indicates its omissions, regardless of how the User addressed the written address.

Pre-contractual phase**Article 4**

Prior to executing a money transfer, the Institution shall make the following information easily accessible to the User (who may be the payer or the payee):

- Information about the unique identification designation or other data the User must provide for the correct execution of the money transfer
- The deadline for executing the money transfer
- The type and amount of all fees charged for the money transfer, borne by the Payer
- The applicable exchange rate for the money transfer

Contractual phase

Article 5

An international money transfer is executed as an Agreement on Single Payment Transaction (hereinafter: Agreement), which consists of the following documents:

- General Terms and Conditions of the PaySpot doo Novi Sad Electronic Money Institution
- General Terms and Conditions for the execution of international money transfers
- Order for the execution of an international money transfer
- Fee Schedule for the execution of international money transfers
- The Institution's Time Schedule

By signing the payment order for execution of the international money transfer, the Agreement shall be deemed concluded and the User shall be deemed to have given consent for execution of the respective money transfer.

Payment method and terms

Article 6

Method and terms of RIA payment: Sending a money transfer and paying the fee for executing the transfer is done in RSD. Payment to the payee is made in the local currency of the payee's country or another currency selected by the sender from the currencies offered by RIA. Currency conversion from the payment currency to the payout currency is performed by RIA. The payout amount is transparent and known to the payer prior to the execution of the money transfer. The transferred funds may be withdrawn in the nominal amount at any RIA partner branch in countries where RIA operates.

When initiating the money transfer, the payer is required to identify themselves. Upon execution of the international money transfer, the payer receives a transfer code, which may only be communicated to the payee. If the applicable regulations of the payee's country require conversion at the time of payment, there may be a discrepancy between the payout amount and the amount specified in the payment order for the international money transfer.

Payout method and terms

Article 7

The transferred funds may be withdrawn in cash in EUR or RSD in the nominal amount at a branch of the Institution or at the premises of the Institution's representative providing RIA money transfer service. The payout currency and method are defined by the sender at the time of transfer. Payout is subject to the following conditions:

- verification of the payee's identity
- presentation by the payee of the following required information: transfer code, payer's full name, payer's country, and the money transfer amount.

If the payout amount is not divisible by the minimum denomination of 5 EUR, the difference shall be converted into RSD at the middle exchange rate of the National Bank of Serbia on the day of payment. Currency conversion from the payment currency to the payout currency is performed by RIA. The payout amount is transparent and known to the payer prior to the execution of the money transfer.

Costs

Article 8

The fee for executing the money transfer is defined in accordance with the Institution's Fee Schedule. The fee for payout or for receiving the transfer in Serbia is borne entirely by the payer.

Implementation deadline

Article 9

Funds are made available to the payee no later than 30 minutes from the confirmation of the order. Exceptionally, in cases described under the Regulatory Compliance section, execution of the money transfer may be delayed. If the payer chooses the Account Deposit option, it shall be executed within 3 business days.

Personal data protection

Article 10

The Institution and the Foreign Partner process and store the data provided by the User, as well as data from identification documents submitted during the payout or payment of funds, for the purpose of executing the payment service, customer support, and handling complaints and objections. By signing the money transfer order, the User accepts and agrees that the Institution and the Foreign Partner process and store such data and may disclose it only as prescribed by applicable regulations. The User confirms that the Institution has informed them about the processing of personal data in accordance with the provisions of the Law on Personal Data Protection and gives consent for the Institution and the Foreign Partner to make such personal data available to competent authorities and persons to whom the Institution is legally obliged to provide data, as well as for the purpose of preventing, investigating, or detecting fraud or abuse related to payment services. The User may obtain further information about their rights concerning personal data processing and protection via the Personal Data Processing Notice available on the Institution's website.

Regulatory compliance

Article 11

Applicable regulations prohibit transactions with designated individuals and specific countries in accordance with laws on the prevention of money laundering, terrorist financing, and the proliferation of weapons of mass destruction. During the execution of transactions, the Institution is obliged to verify the User's identity and compare it with official sanction lists adopted under domestic and international regulations, as well as applicable international sanction and embargo regimes. Based on the results of such checks, the Institution may refuse to execute the service, delay the payment to the payee, or take other measures as prescribed by internal acts and regulations.

Liability and exclusion of liability

Article 12

The money transfer information, including the transfer code, is known exclusively to the payer. The payer bears full responsibility if they disclose money transfer information to a third party or to a person who is not the designated payee. The payer is cautioned not to send money to unknown individuals or pay for goods and services purchased online.

The Institution is liable for the execution of the money transfer if the User did not authorize the transfer, if the User authorized the transaction without a determined exact amount, or for non-execution or improper execution of the transfer.

If the Institution is responsible for an unauthorized, non-executed, or improperly executed money transfer, it must, immediately upon learning of the unauthorized, non-executed, or improperly executed transaction, or upon being promptly notified by the User, refund the amount of the transfer, along with any fees charged and any interest to which the User is entitled, unless the situation involves fraud or abuse by the User. In the event of an unexecuted or improperly executed money transfer, regardless of the responsibility of the Institution, the User shall be entitled to submit a request to the Institution to take appropriate measures in order to determine the flow of money transfer funds and provide information on the outcome of the measures taken.

The Institution is not informed of nor responsible for the purpose of the funds being transferred, and cannot be held accountable for the delivery or quality of any goods or services potentially paid for by the money transfer. The payer alone is responsible for safeguarding the transfer information required for payout. The Institution shall not be held liable for non-execution or improper execution of the money transfer in the following cases:

- a) if execution was hindered by extraordinary events (force majeure);
- b) due to fraud committed by the User, including use of falsified documents or information;
- c) if the User failed to promptly notify the Institution of non-execution or improper execution of the money transfer, and in any case no later than 13 months from the date of debit;
- d) if the non-execution arose from compliance with regulations governing the prevention of money laundering, terrorist financing/proliferation of weapons for mass destruction, or other regulations on combating corruption and organized crime, etc., which cannot be waived.

Information on the protection of users

Article 13

All questions related to the execution of remittances may be addressed by the User via e-mail to: office@payspot.co.rs or by phone at: 021/310-3000.

The User shall have the right to submit a written objection should they wish to express dissatisfaction with the Institution's conduct or point to its omissions. Objections are submitted in writing within 3 years from the day when the rights or interests of the User were violated. Objections may be submitted in person at the Institution's/Representative's business premises, by mail, by e-mail to: prigovori@payspot.co.rs, or via the Institution's website www.payspot.rs under the "Contact" section. If the User is dissatisfied with the provided response or has not received a response within the prescribed (and possibly extended) deadline, the objecting party may, before initiating court proceedings, submit a proposal for mediation or a complaint to the NBS at the following address: National Bank of Serbia, Financial Services Consumer Protection Department, Nemanjina 6, 11000 Belgrade, P.O. Box 172; or via the NBS website at: <https://www.nbs.rs> within 6 months from the day of receipt of the response or the expiration of the period for its delivery. In addition to the right to object and complain, the User also has the right to initiate a mediation procedure in order to resolve the disputed relationship out of court.

The User may obtain further information on the method of submitting an objection in the General Terms and Conditions of the PaySpot doo Novi Sad Electronic Money Institution, Notification on the Procedure for Filing Objections as well as the template of the Objection Filing Request, which are available on the Institution's website.

Closing provisions

Article 14

All matters not regulated by these General Terms and Conditions for the execution of international money transfers shall be governed by the General Terms and Conditions of the PaySpot doo Novi Sad Electronic Money Institution, of which these General Terms and Conditions form an annex and an integral part, by the provisions of the Law on Payment Services, the Law on Contracts and Torts, and other applicable regulations of the Republic of Serbia.

The Institution shall inform the User of any changes to these General Terms and Conditions and their availability at the Institution's branches, through its Representatives, and via the Institution's website.

These General Terms and Conditions for the execution of international remittances shall apply as of September 15, 2026.