

GENERAL TERMS AND CONDITIONS FOR DIGITAL CHANNELS

I INTRODUCTORY PROVISIONS

Article 1

These General Terms and Conditions for Digital Channels (hereinafter: General Terms and Conditions) shall regulate the mutual rights and obligations of the PaySpot doo Novi Sad Electronic Money Institution (hereinafter: Institution) and the users of the Institution's digital channels.

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:	Number 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

Meanings of particular terms

Article 2

Digital Channels means a set of remote internet communication and telecommunication services between the Institution and the User, enabling Users to use the payment services of the Institution and other functionalities of the Institution's Digital Channel applications, without the User being physically present at the Institution, comprising: the Institution's Web and Mobile Applications.

Mobile Application – an application of the Institution enabling Users to create and issue payment orders for the purpose of executing payment transactions, as well as to use other payment services of the Institution, via a mobile phone.

Web Application – an application of the Institution enabling Users to block the Mobile Application and the User's

payment instruments issued by the Institution.

User means a natural person who is a user of the Institution's Digital Channel applications.

Activation means the process of registering the User for the Digital Channel applications.

OTP – a one-time password representing a sequence of characters generated by the Institution's information system and sent to the User for the purpose of verifying the User's identity. The OTP has a limited validity period.

User Authentication means the process of verifying and confirming the User's identity for access to the Digital Channels by previously activated Users, using the following elements:

- in the Web Application: e-mail address and OTP code, after which the User enters the Password;
- on mobile devices: PIN or biometrics.

Card Transaction Authorization means the validation of the security elements and the payment card by the issuer of the payment instrument for the purpose of approving the transaction.

Payment Card means a payment instrument in the form of a physical or electronic card used to initiate a payment transaction.

Payment Order means an instruction submitted electronically by the User to the Institution requesting the execution of a payment transaction.

Payer means a natural person, a User of the Digital Channels, who issues a payment order in favor of the Payee.

Payee means a legal entity, sole proprietor, or natural person, resident of the Republic of Serbia, designated as the recipient of the funds that are the subject of a payment transaction executed through the Digital Channels.

Time Schedule means a specific document of the Institution which defines the times of receipt and execution of payment orders, as well as the terms and methods for executing payment transactions and handling electronic money. The Time Schedule is available through the Digital Channels.

Means of Remote Communication is any means which the payment service provider and the payment service user may use to conclude a payment services agreement when they are not physically present at the same time.

PIN – a code consisting of four digits defined by the User during the process of registering the User for the Digital Channels.

Password means numbers and letters selected by the User when creating the Password and used by the User when accessing and/or activating the Digital Channels.

Deep Link - means the creation of a link between an online point of sale and the mobile banking application of the User's bank. By using deep link technology, the mobile banking application of the bank selected by the User is launched from the Merchant's online point-of-sale page.

IPS Scan Method – a method of presenting the Institution at the Institution's online point of sale (Digital Channels), whereby an instant credit transfer is executed using the mobile banking application of the User's bank, by scanning an IPS QR code or by using so-called deep link technology (by selecting a bank from the offered list of banks whose mobile banking application is used by the User).

Push Notifications mean a service within the Digital Channels enabling the receipt of notifications regarding executed payment transactions. This service within the Digital Channels is available to Users from the moment of Activation.

Branches of the Institution means the branches of PaySpot d.o.o. Novi Sad or locations at which registered Agents provide payment services in the name and for the account of the Institution.

Agent means a legal entity or sole proprietor which, on the basis of an Agreement concluded with the Institution and pursuant to a decision on registration in the register of agents of the Electronic Money Institution maintained by the National Bank of Serbia, provides one or more payment services in the name and for the account of the Institution, except for electronic money issuance services.

Instructions means a set of instructions and explanations defined by the Institution for the use of the Digital Channels, which are available to the User within the Mobile and Web Applications and on the Institution's website.

Basic characteristics of the Digital Channels

Article 3

The Digital Channels comprise the Institution's Mobile and Web Applications and enable Users to use payment services without the User being physically present at the Institution. The Digital Channels may enable:

- issuance of payment orders in dinars in favor of accounts of legal entities, sole proprietors, or natural persons resident in the Republic of Serbia;
- execution of domestic money remittances;
- a communication channel in respect of all contractual relationships established between the User and the Institution;
- initiation, approval and complete implementation of the opening and activation of the Institution's products and/or services by using an appropriate Means of Remote Communication and/or signature;
- where the User decides to complete the entire process, from submitting a request for approval of any of the Institution's products and/or services, through the Digital Channels, the contractual documentation shall be prepared on a durable medium in electronic form

(electronic document) and signed by means of two-factor authentication of the User and/or, optionally, by other means of identification and authorization, and/or by electronic signature (where permitted by applicable legal regulations), all in accordance with the provisions of the applicable regulations governing this area;

- other products and/or services which the Institution may introduce, of which the User shall be notified in the agreed manner.

The User may provide funds for the execution of payment orders by means of a payment card issued by the Institution or by other issuers, from a payment account or from electronic money.

The manner of use, services and functionalities of the Digital Channels are available to the User within the Instructions.

Agreement on the issuance and use of Digital Channels

Article 4

For the purpose of enabling the use of the Digital Channels, the User, on the basis of a submitted request, enters into an Agreement on the Issuance and Use of Digital Channels with the Institution (hereinafter: Agreement). The Agreement, together with the General Terms and Conditions of the PaySpot d.o.o. Novi Sad Electronic Money Institution (hereinafter: General Terms and Conditions of the EMI), these General Terms and Conditions, the Fee Schedule and the Time Schedule, constitutes the Framework Agreement.

Pre-contractual information

Article 5

For the purpose of informing and enabling the User to become acquainted with the conditions of the use of the Digital Channels, prior to concluding the Framework Agreement, the Institution shall provide the User with information prescribed as mandatory elements of the Framework Agreement. The Institution shall provide the said information to the User by delivering a draft Agreement on the Issuance and Use of Digital Channels, the General Terms and Conditions of the EMI, these General Terms and Conditions, the Fee Schedule, and the Time Schedule (draft Framework Agreement).

The delivered documents shall be considered a proposal for concluding the Framework Agreement, which the User may accept immediately or within 1 (one) day.

The documents shall be delivered to the User by e-mail or in person at the branches of the Institution or the Institution's Agents.

Concluding a Framework Agreement

Article 6

A User who accepts the offered terms and conditions on the basis of the documents delivered as part of the pre-contractual information process shall submit a request for the issuance and use of the Digital Channels. Before

concluding the Framework Agreement, the Institution shall identify the User for the purpose of establishing a business relationship and conduct all procedures in accordance with the applicable legal framework governing the prevention of money laundering and terrorist financing in the Republic of Serbia. Identification shall be carried out at the branches of the Institution/the Institution's Agents or by means of video identification.

The Framework Agreement is concluded in written form, in the Serbian language, for an indefinite period. By signing the Framework Agreement, the User confirms receipt of one copy and has the right to request, during the term of the contractual relationship, a copy of the Framework Agreement or the information provided during the pre-contractual phase, in paper/written form or on another permanent data carrier.

The Framework Agreement shall be deemed concluded when the Institution and the User sign the Agreement on the Issuance and Use of Digital Channels. The Framework Agreement comprises the Agreement on the Issuance and Use of Digital Channels, these General Terms and Conditions, the General Terms and Conditions of the PaySpot d.o.o. Novi Sad Electronic Money Institution, the Fee Schedule, and the Time Schedule.

Access to the Digital Channels

Article 7

The User may access the Digital Channels as follows:

- by downloading the Institution's Mobile Application from the Google/Apple online store;
- via the website <https://online.payspot.rs>, where a link to the Institution's Web Application is available.

For the use of services within the Digital Channels, the User shall ensure appropriate computer, hardware, software and communication equipment, which may differ depending on the type of Digital Channel. The Instructions are available to the User, and the User shall be obliged to comply therewith.

For the purpose of using the Digital Channels and executing payment transactions, the following actions are required of the User:

- registration and Activation of the User account;
- setting up the PIN and Password.

The User performs Activation by entering their first name, surname, e-mail address and mobile phone number designated for use with the Digital Channels.

The User enters the OTP codes received for the purpose of validating the e-mail address and mobile phone number. Thereafter, the User independently creates the PIN and Password in accordance with the Instructions.

The User shall keep the authentication data protected against unauthorized access and use by third parties.

The User logs into the Digital Channels Mobile Application by entering the PIN or by using biometric characteristics for the Mobile Application. After four consecutive incorrect PIN entries, the PIN shall be blocked for security reasons. The User shall unblock the PIN by entering their e-mail address, OTP code and the last four digits of their personal identification number. Thereafter, the User shall be enabled to set up the PIN again.

The User logs into the Digital Channels Web Application by entering the e-mail address and OTP code, after which the User enters the Password. After four consecutive incorrect Password entries, the Password shall be blocked for security reasons. The User shall receive an e-mail notification that the Password has been locked due to multiple incorrect Password entries. The message sent by e-mail shall contain the Instructions and a link directing the User to the Password setup page.

For the purpose of assisting Users, customer support is available during the Institution's working hours. Information regarding the Institution's telephone number and support e-mail address is published on the Institution's website at <http://www.payspot.co.rs>.

Change of mobile device by an existing Digital Channels User

Article 8

If the User has changed their mobile phone, the User shall download the Institution's Mobile Application available on the Google Play Store or Apple Play Store, depending on whether the User uses an Android or iOS mobile phone.

On the login page, the User selects the "Log In" option. The reset process is as follows:

- the User enters their registered e-mail address;
- if a User with the entered e-mail address exists in the Institution's information system, the User receives an OTP code at their e-mail address for verification of the e-mail address;
- the User enters the OTP code received from the Institution by e-mail and enters the last four digits of their personal identification number;
- a PIN setup form is opened. The PIN is entered twice, the second time for the purpose of validating the first entry;
- in the same step, the User may select the option to log in by means of biometric authentication (fingerprint or facial recognition), provided that the mobile device supports this functionality.

Payment order executed via Digital Channels

Article 9

A payment order sent and received electronically via the Digital Channels shall have all the legal characteristics of a

paper payment order. The Institution shall execute a payment order sent via the Digital Channels if the order has been completed, prepared and sent in accordance with the General Terms and Conditions of the Institution.

A payment order shall be issued electronically by using the Digital Channels, by completing all information necessary for the execution of the payment transaction in accordance with the General Terms and Conditions. The User shall be responsible for the accuracy of the information entered in the payment order. If the User provides the funds for execution of the order from a payment card, prior to the execution of the payment transaction, the User declares that the funds for execution of the payment order are provided from the User's own payment card.

The Institution shall not be liable where a payment order has been rejected or has not been executed due to an error on the part of the User, nor shall it be liable for the execution of payment orders incorrectly completed by the User.

Consent to the execution of a payment transaction (authorization)

Article 10

The Institution shall execute a payment transaction only if the User has given consent prior to its execution. The User gives consent to the execution of a card transaction by entering the security elements of the payment card on the payment page of the acquiring bank or by entering the PIN/using biometrics in the mobile banking application of the User's bank. The Institution shall proceed with the execution of the payment order immediately upon receipt of confirmation from the Acquiring Bank that the card transaction authorization has been successful, or that the IPS transaction authorization has been successful. The Institution shall immediately provide the User with information on successful authorization via the Digital Channels, as well as to the User's e-mail address. Where the funds for execution of the payment transaction are provided from a payment account or electronic money, the User shall authorize the payment transaction by entering the PIN or by using biometrics.

The Institution shall execute the payment transaction only if the User has given consent in the manner specified above. If the User's consent has not been given, the payment transaction shall not be executed.

By selecting payment by payment card as the payment method on the Digital Channels, for the purpose of initiating a card transaction, the User shall be redirected to the card Acquiring Bank's page in order to enter the payment card details. If the payment card of the Issuing Bank supports 3D Secure, the User shall undergo an additional verification procedure.

By authorizing the transaction, the User confirms that the User is aware and agrees that, following confirmation of the transaction, the card Issuing Bank may debit the payment card account for the amount of the payment order and the amount of the Institution's fee, or that such amount may be

transferred from the User's current account to the Institution's account.

Revocation of a payment order

Article 11

The User may revoke a payment order submitted via the Digital Channels at any time before such order becomes irrevocable. Information as to whether the payment order has become irrevocable, as well as revocation of the payment order, may be obtained or effected by the User by contacting customer support by telephone at +381 (0)21 210 3000 or by e-mail at callcenter@payspot.co.rs.

The User may not revoke a Payment Order sent via the Digital Channels after it has been entered into the Institution's system and the process of its execution has commenced, or after the Institution has forwarded it to a commercial bank for execution.

The Institution shall not act upon the User's request to revoke a payment order after the Institution has executed it, or after the payment order has been forwarded to a commercial bank for execution.

Time of payment order receipt

Article 12

Time of payment order receipt means the moment when the Institution receives the User's payment order. Immediately upon receipt of the payment order, the Institution shall provide the User with information on receipt of the payment order, provided that receipt does not mean that the payment order will be executed, but only that it has been received for execution. A payment order issued via the Digital Channels shall be deemed received when the User initiates the transaction by selecting the "PAY" option, provided that the User's authenticity and the completeness of the payment order data have previously been successfully verified. The Institution shall execute payment orders in accordance with these General Terms and Conditions, the General Terms and Conditions of the EMI, the Fee Schedule, and the Time Schedule.

If the payment order is not received during the business day as defined in the Institution's Time Schedule, it shall be deemed received on the next business day.

Execution and rejection of a payment transaction

Article 13

The Institution shall execute a payment transaction on the basis of the User's received payment order only if:

- the payment order has been completed with all required elements;
- sufficient funds have been provided for execution of such payment order and for payment of the fee for execution of the payment transaction in accordance with the Institution's Fee Schedule;
- consent to the execution of the transaction has been

given in the manner prescribed by these General Terms and Conditions;

- there are no impediments to execution under the law or other regulations.

The Institution shall be entitled to reject the execution of a payment order if:

- it has not been issued and/or consent to the execution of the payment transaction has not been given in accordance with these General Terms and Conditions;
- it does not contain information on the Payer and/or Payee, as well as other information necessary for the proper execution of the payment transaction;
- the card transaction has not been authorized;
- there are legal impediments to the execution of the transaction;
- its execution would be contrary to the regulations governing the prevention of money laundering and terrorist financing;
- there is suspicion of unauthorized use of the payment instrument or its use for fraudulent purposes or as a consequence of fraud.

The Institution shall notify the User of the inability to execute the payment transaction through the application solution by changing the transaction status after an execution attempt, in accordance with the Instructions.

The Institution shall not be liable if the User is unable to use the Digital Channel services due to disruptions in telecommunications channels, or due to other circumstances beyond the Institution's control.

The Institution shall execute payment transactions within the time limits defined by the Time Schedule.

Limits

Article 14

The spending limit applicable to the use of the User's payment card shall be defined by the bank that issued the User's card.

The Institution has established a limit for the use of the Digital Channels applicable to an individual/related transaction of the User via the Digital Channels within a period of 30 days, which may not exceed EUR 5,000.00 in RSD counter value calculated at the middle exchange rate of the National Bank of Serbia.

Fees

Article 15

The fee for the execution of payment transactions using the Institution's Digital Channels shall be calculated and charged in accordance with the Fee Schedule, which constitutes an integral part of the Framework Agreement.

Information on the type and amount of all fees for execution of the payment order shall be displayed to the User through the Digital Channels before the User gives consent to the execution of the payment order. The User shall bear all costs necessary for the execution of the payment transaction.

The Institution shall not be liable for any costs and fees which the Card Issuing Bank may charge to the User in accordance with the Framework Agreement.

Protection of Users in relation to complaints caused by exchange rate differences

Article 16

All payments shall be made in the local currency of the Republic of Serbia - Serbian Dinar (RSD). The informative presentation of prices in other currencies shall rely on the middle exchange rate of the National Bank of Serbia. The amount by which the User's payment card will be debited shall be expressed in the local currency through conversion into such currency at the exchange rate used by card organizations/the User's Issuing Bank, which cannot be known to the Institution at the time of the transaction. As a result of such conversion, there may be a minor difference between the original price indicated on the Digital Channels and the amount which the User may see on their bank statement.

Responsibility of the Users for unauthorized payment transactions

Article 17

The User shall bear losses arising from the execution of unauthorized payment transactions up to the amount of RSD 3,000.00, if such transactions have been executed as a result of the use of:

- a lost or stolen payment instrument, or
- a payment instrument that has been misused because the Payer has failed to protect his personalized security elements.

The User shall bear all losses arising from the execution of unauthorized payment transactions where such transactions have been executed due to fraudulent actions of the User or due to the User's failure to fulfil the obligation to protect identification data (username and Password), as a result of intent or gross negligence.

The User shall not bear losses arising from unauthorized payment transactions: 1) if the User could not have detected the loss, theft or misuse of the payment instrument before execution of the unauthorized payment transaction, except where such transactions were executed due to fraudulent actions of the User or due to failure to fulfill the obligation to use the payment instrument in accordance with the Framework Agreement; 2) if the unauthorized payment transaction is the result of an act or omission of an employee of the Institution or its Agent; 3) if the Institution failed at all times to ensure that the User could, in an appropriate manner and free of charge, notify it of a lost, stolen or misused payment instrument, except where such losses arose as a result of fraudulent actions of the User; 4) if the User notified the Institution immediately after becoming aware of the loss, theft or misuse of the payment instrument through the communication channels specified in these

General Terms and Conditions, except where such losses arose as a result of fraudulent actions of the User.

Liability of the Institution and User regarding the execution of payment transactions

Article 18

The liability of the Institution and the User is further defined in the General Terms and Conditions of the EMI, Chapter X.

Information on protective and other measures

Article 19

The User undertakes to:

- use registration/authentication data in such a manner as to preserve their confidentiality, that is, not to record, disclose or make the username or Password available to third parties, and, in the event of acting otherwise, to accept liability for all obligations arising from the use of the Digital Channels;
- make payments through the Digital Channels only with a payment card issued in the User's name, where the funds for execution of the payment transaction are provided from a payment card;
- bear liability for unauthorized payment transactions in accordance with these General Terms and Conditions and the General Terms and Conditions of the EMI;
- immediately and without exception notify the Institution of the loss or unauthorized use of any registration/authentication data, all other forms of misuse of registration/authentication data, as well as any use thereof which is not in accordance with these General Terms and Conditions and/or the User Instructions;
- enter accurate data when executing a payment transaction via the Digital Channels and bear the risk of entering inaccurate and/or unnecessary data and of misuse of the Digital Channels;
- execute all transactions in accordance with the Framework Agreement and the laws and secondary legislation governing this area, and perform all contractual obligations and exercise rights in accordance with applicable regulations;
- ensure access control over the devices from which the User uses the Digital Channels;
- behave responsibly and reasonably on the internet, meaning that the User shall not open e-mails containing unknown links or malicious software, or allow the device from which the User accesses the Digital Channels to become infected with malicious software which may cause financial loss to the User;
- implement security protection measures on the devices used to access the Digital Channels, use anti-malware software and access the Digital Channels exclusively from devices which do not contain malicious software;
- regularly monitor the Institution's website, in particular the Institution's notices relating to the Digital Channels,

and respond appropriately thereto.

If the User suspects unauthorized use of the User's identification credentials or any other form of misuse of the Digital Channels, or in the event of loss or theft of the payment instrument (mobile phone), the User shall immediately notify the Institution through the following communication channels:

By telephone: +381 (0)21 310 3000; or

By e-mail: callcentar@payspot.co.rs

Sending documentation and information to the User's e-mail address

Article 20

Upon registration of the User and by entering an e-mail address, the User gives consent for the Institution to deliver to the User, to such e-mail address, *i.e.*, electronically, confirmation of an executed payment, information on a rejected order where the Payee's bank has rejected execution of the order, amendments to the Terms of Use, the General Terms and Conditions, the Time Schedule and the Fee Schedule. The Institution shall communicate with the User by e-mail, by notices published through the Digital Channels and by telephone.

Blocking/unblocking and cancellation

Article 21

In the event of loss of the mobile device on which the User has installed the Mobile Application, or suspicion of misuse thereof, the User may independently block the Mobile Application through the Web Application.

The User may block the use of the Digital Channel applications by contacting customer support by telephone or e-mail. Information regarding the Institution's telephone number and support e-mail address is published on the Institution's website at <http://www.payspot.co.rs>.

The Institution may block the use of the Digital Channels if:

- it assesses that, for any reason, the security of the User's data and funds has been compromised;
- it suspects that the User or a third party is misusing these services;
- the User's use of these services, in the Institution's sole assessment, constitutes a security threat or jeopardizes the Institution's operations;
- the User fails to comply with the agreed provisions and the Instructions;
- in other cases prescribed by law.

The Institution shall notify the User of its intention to block the services, as well as of the reasons for such blocking. If the Institution is unable to notify the User thereof prior to the blocking, or if the reasons for the blocking so require, the Institution shall do so immediately after the blocking. The

Institution shall deliver the notice of its intention to block, or of the blocking, by e-mail or telephone. Exceptionally, the Institution shall not notify the User if the provision of such notice is prohibited by regulations or if there are justified security reasons for not doing so. The Institution shall re-enable the use of the services when the reasons for their blocking cease to exist. Upon cessation of the reasons for blocking the Digital Channels, the User may request the unblocking of the Digital Channels by contacting customer support by telephone or e-mail, provided that the Institution shall have the right to refuse to unblock them if it assesses that security reasons for the blocking continue to exist.

Manner and language of communication

Article 22

The Institution shall communicate with the User or a potential User verbally at the Institution's branches, in writing, or verbally via the Institution's contact details available on the Institution's website at www.payspot.rs. All communication and matters relating to the execution of payment transactions shall be resolved between the Institution and the User through the available communication channels. For information which the Institution is obliged to make available to the User in accordance with its statutory obligations, the Institution shall use the communication channel specified by the User in the request for the issuance and use of the Digital Channels. The Institution shall use a secure procedure for notifying the User in the event of fraud, suspected fraud, or security threats.

Prevention of money laundering and terrorist financing

Article 23

The Institution shall have the right to request from the User the information necessary for the performance of its prescribed obligations relating to the prevention of money laundering and terrorist financing/proliferation of weapons of mass destruction. The Institution shall have the right to postpone or refuse the execution of a payment transaction and to block the use of the Digital Channels where required by regulations governing the prevention of money laundering and terrorist financing/proliferation of weapons of mass destruction. The Institution may, without the User's consent, temporarily block the possibility of executing payment transactions if, upon the Institution's request, the User fails, within the specified or a reasonable period, to provide information concerning the User, the User's business activities, the origin of funds, or the nature and purpose of transactions carried out through the Institution, in which case the Institution shall not be liable for any damage suffered by the User as a result of the non-execution of transactions or denial of access to the Digital Channels.

User protection

Article 24

The User shall have the right to submit a complaint to the

Institution in the manner stipulated by the General Terms and Conditions of the EMI (Chapter XIV – Right to Submit an Objection and Complaint).

Amendments and termination of the Framework

Agreement

Article 25

The Institution shall deliver to the User, in writing, a proposal for amendments to these General Terms and Conditions or the Framework Agreement no later than two months prior to the proposed date of commencement of their application. At the same time as delivering the proposed amendments to the Framework Agreement, the Institution shall inform the User of their right to, before the date of application of the proposed amendments, terminate the Framework Agreement, without fees or other charges, if the proposed amendments are not accepted, and indicate the effective date prior to which termination must be effected.

Upon receiving the proposed amendments to the Framework Agreement, the User may accept or reject the amendments to the provisions of the Framework Agreement before the proposed effective date.

The Institution shall deem the User to have agreed to the proposed amendments if, prior to the date of commencement of application of the proposed amendments, the User has not notified the Institution that the User does not agree thereto.

The Framework Agreement shall be concluded for an indefinite period of time. The Agreement shall terminate upon cancellation by either contracting party.

The User may at any time request termination of the Framework Agreement and cancellation of the use of the Digital Channels in writing, without a notice period.

The Institution may unilaterally terminate the Framework Agreement in writing at any time, subject to a notice period which may not be shorter than 2 (two) months.

Closing provisions

Article 26

All matters not regulated by these General Terms and Conditions for Digital Channels shall be governed by the General Terms and Conditions of the PaySpot d.o.o. Novi Sad Electronic Money Institution, to which these General Terms and Conditions constitute an appendix and an integral part, as well as by the Law on Payment Services, the Law on the Protection of Financial Service Consumers, the Law on the Protection of Financial Service Consumers in Distance Contracting, the Law on Contracts and Torts, and other relevant regulations of the Republic of Serbia.

The Institution may, in accordance with technical capabilities and developments, modify existing and introduce new functionalities within the Digital Channels, as well as modify and improve them, and shall notify the User of such changes

and new functionalities through the Digital Channels, on the Institution's website or in another appropriate manner. By using any functionality, the User confirms acceptance of the modified functionalities and shall be responsible for acting in accordance with the Instructions.

These General Terms and Conditions for Digital Channels shall apply as of September 15, 2026.