

TIME SCHEDULE FOR THE EXECUTION OF TRANSACTIONS OF PAYSPOT DOO NOVI SAD

BASIC TERMS

- **Working day** is any day on which the Institution/Representative of the Institution receives payment orders for execution in accordance with the working hours of the Institution's/Representative's branches.
- **Business day** is a day, i.e., part of a day in which the Institution/Representative of the Institution operates in order to enable the execution of payment transactions, in accordance with the working hours of the payment system of the National Bank of Serbia/payment system of another Institution/bank, that is, in accordance with the Time Schedule.
- **Payment order** is a printed order and means an instruction of the payer or the payee to his payment service provider, by which he requests the execution of the payment transaction.
- **Payment transaction** means a payment, transfer or disbursement of financial assets initiated by the payer or the payee and is performed regardless of the legal relationship between the payer and the payee.
- **Time of payment order receipt** is the moment when the Institution receives the payment order.
- **Time of payment order execution** is the time when the Payee's account has been credited at the Bank/Institution or when the account at another bank where the Payee holds an account has been credited.
- **Instant order** is a payment marked as urgent on the payment order and executed in accordance with the conditions and time for immediate execution of the order, and in accordance with the Time Schedule and General Terms and Conditions for providing payment services and issuing electronic money of the Institution.
- **Digital channels** – VOLET mobile application for individuals

DOMESTIC PAYMENT TRANSACTIONS		
Order type	Time of order receipt	Time of order execution
<i>Internal orders among payment accounts within the Institution</i>	By the end of the Institution/Representative's working day	Same business day
<i>External payment orders</i>		
<i>Payment order</i>	Monday to Friday, until 4.30 PM	Same business day
	Monday to Friday, after 4.30 PM	Next business day
	Saturday, Sunday	Next business day
<i>Payment order (instant) up to RSD 300,000</i>	By the end of the Institution/Representative's working day	Same business day
<i>Daily turnover payment for legal entities to accounts held with commercial banks (or according to the Agreement)</i>	Monday to Friday, until 4.30 PM	Same business day
	Monday to Friday, after 4.30 PM	Next business day
	Saturday, Sunday	Next business day
<i>Money transfers for retail clients</i>	1h before the end of the Institution's/Representative's working hours	Same business day
INTERNATIONAL PAYMENT TRANSACTIONS at the branches of the Institution/Representative of the Institution		
Order type	Time of order receipt	Time of order execution
<i>Money transfers for retail clients</i>	1h before the end of the Institution's/Representative's working hours	Same business day

Domestic payment transactions via digital channels		
Order type	Time of order receipt	Time of order execution
<i>Internal orders between payment accounts within the Institution</i>	24/7	Immediately
<i>External payment orders</i>		
<i>Payment order</i>	Monday to Friday, until 4:30 PM	Same business day
	Monday to Friday, after 4:30 PM	Next business day
	Saturday, Sunday	Next business day
<i>Payment order (instant) up to RSD 300,000</i>	24/7	Same business day
<i>Money transfers for retail clients – PaySpot Net</i>	24/7	Same business day

NOTES:

- An instant payment order with a future value date is not permitted.
- If the execution date is not specified on the payment order, it shall be considered that the desired execution date is equal to the date of receipt of the order.
- A natural person may revoke a payment order prior to its execution, *i.e.*, before it is sent to the interbank payment system, by submitting a written revocation request at a branch of the Institution or of a Representative of the Institution. When the payment transaction is initiated as an instant credit transfer, revocation is not possible after the Institution has forwarded the payment order to the interbank payment system.
- The Time Schedule for the execution of payment transactions applies only to properly completed payment orders for which the required documentation, where applicable under the regulations, has been submitted, and which fulfill the other conditions prescribed in the General Terms and Conditions for the Provision of Payment Services. The Institution shall refuse the execution of an incorrect order. If the execution of an order is refused, the order shall be deemed not to have been received.
- The Institution reserves the right, in the events of force majeure, and in cases involving the application of regulations governing the prevention of money laundering and terrorist financing, to deviate from the deadlines stated in the Time Schedule. Force majeure shall include any event that impedes or prevents the performance of these services, and which results from the effect of force majeure, war, unrest, terrorist acts, strikes, disruptions in telecommunications or other communication channels, actions or regulations issued by any governmental or other competent authority, the cessation or improper functioning of the payment system, or other unforeseeable circumstances that render the Institution technically unable to execute a properly delivered order. In the event of a delay in executing a valid payment order due to the occurrence of a force majeure event, the Institution/Representative shall not be held liable for any resulting damages.
- On working days preceding public holidays, the Institution may shorten the payment order receipt hours, and shall timely inform clients thereof at branches of the Institution or its Representatives, or via e-mail, including in the case of changes resulting from modified working hours of other participants in the payment system.

The Time Schedule for the execution of transactions of PaySpot doo Novi Sad shall apply as of September 15, 2026.