

GENERAL TERMS AND CONDITIONS FOR ISSUANCE AND USAGE OF DEBIT CARDS – INDIVIDUALS (CONSOLIDATED TEXT)

The Consolidated text includes:

- General Terms and Conditions for issuance and usage of debit cards - individuals (hereinafter General Terms and Conditions), effective from 01.12.2018;
- Amendments adopted by the Decision of the Management Board number 2780 from 29.07.2022.

1. INTRODUCTORY PROVISIONS

1.1 General Terms and Conditions content

General Terms and Conditions for issuance and usage of debit cards for individuals (hereinafter: General Terms and Conditions) regulate mutual rights and obligations between HALKBANK a.d. Belgrade (hereinafter: the Bank) and clients as individuals (hereinafter: the User), on the basis of debit cards' issuance and usage.

In addition to the General Terms and Conditions, the Bank will also provide to the User, the Tariff of Fees for Retail Services, which among others, refers to debit cards of the Bank and contains information on the type and value of fees and charges related to debit cards' issuance and usage, domestic and international, as well as an overview of product characteristics (Enclosure no. 1).

These General Terms and Conditions are an integral part of the single agreement on opening, maintenance and termination of current account for individuals and payment services performance (hereinafter: the Agreement), and together with the General Terms and Conditions for opening, maintenance and termination of accounts and provision of payment services to retail clients, the Timetable for the execution of payment transactions, the Tariff of Fees for Retail Services and Enclosure no. 1, constitute the Framework Agreement.

The Bank issues debit cards in accordance with the above documentation, as well as Enclosure no. 1 of these General Terms and Conditions. Payment cards are property of the Bank and are personalized to the User, who must not give cards to third parties.

The General Terms and Conditions are displayed in a visible place within the business premises where the Bank offers services to the Users, as well as on the Bank's website: www.halkbank.rs.

Basic information about the Bank:

Business name: HALKBANK a.d. Belgrade

Headquarter: Milutina Milankovića 9e, 11070 Novi Belgrade, Republic of Serbia

Phone +381 11 2041 900

e-mail address: office@halkbank.rs

website: www.halkbank.rs

SWIFT: CABARS22

Registration ID no: 07601093

Tax ID no: 100895809

The Bank has the operating license in accordance with the National Bank of Yugoslavia O.no. 328 from 26th December 1990.

The authority supervising the operations of the Bank: National Bank of Serbia, Belgrade, Kralja Petra 12 / Nemanjina 17, 11000 Belgrade, Republic of Serbia.

2. DEBIT CARDS

2.1 The meaning of specific terms

- **Issuer and card owner (Bank)** represents the service provider that issues debit card to the User;
- **Acquirer** represents the service provider that accepts debit cards on ATMs, POS terminals and internet point of sale;
- **Acceptor** represents each outlet where card acceptance is enabled (ATM and merchants - POS terminals, e-commerce, MO/TO);
- **User** represents individual who uses or has used a payment service as the payer and / or the payee, or has referred to the Bank, as a payment service provider, for the services in question, as well as the user of an supplementary card;

- **Payment transaction** represents payment, transfer or disbursement of funds, initiated by the payer or the payee and is done regardless of the legal relationship between the payer and the payee;
- **Payment order** represents instruction of the payer or the payee to its payment provider, requesting the execution of the payment transaction;
- **Debit card** is a payment instrument and can be primary or supplementary debit card, including Digital card (hereinafter: Card), issued by the Bank to the User. The card represents a cashless payment instrument and can be used for the purchase of goods or payment of services, cash withdrawals at ATMs and Banks' business premises, as well as payments via internet;
- **Primary debit card** represents the card issued by the Bank to the User, account holder;
- **Supplementary debit card** represents the card that is linked to the current account of the primary card User, which the Bank may issue to individuals at the request of the primary card User;
- **Digital Wallet** - mobile payment application solution developed and offered by a digital wallet provider, enabling Cardholder to register card data and generate a digital card;
- **Digital card** – Bank's card added/registered to Digital wallet;
- **Mobile device** – device where Digital wallet is installed;
- **Wallet Provider** - legal entity that provides the Digital Wallet service, in which the Bank, based on the cooperation agreement with the service provider, allows cardholder to register Bank's cards in the digital form.
- **Token** - is a pseudo card number that is mapped to a real card number and is formed based on Wallet provider rules. The token is used to enable an alternative device (eg mobile device, wristwatch) to execute payment transactions.
- **Card account** is current account opened by the Bank to the User (RSD and EUR account), from which transactions, performed with the card, are executed, including fees related to card maintenance, as well as the accompanying costs related to card usage;
- Application for card issuance represents the form of the Bank, which is filled in by the User, for the purpose of payment card issuance;
- **ATM (Automated Teller Machine)** represents device that, depending on the functionality, enables card Users' payment and/or withdrawal of cash, and/or usage of other services (transfer of funds, balance inquiry, PIN code change, etc.);
- **POS (Point of Sale) terminal** represents device, installed at the point of sale or a business premises of a payment service provider, which allows card usage, whereby information on payment transactions is recorded electronically;
- **PIN code** represents personal identification number, through which the User identifies when using the card on ATM and POS terminal, and which is, as such, strictly confidential and known exclusively to the User;
- **CVV2/CVC2** number represents three-digit code printed on the back of the card, used to identify and verify the User and the card, when performing payments on the Internet;
- **3D Secure** technology is an additional security protocol used when performing payments on the Internet, for the purpose of additional protection against unauthorized payment card usage. The above service within Visa International is named Verified by Visa, and within MasterCard it is MasterCard SecureCode;
- **MO/TO/EC** – payment through post or phone communications (Mail Order, Telephone Order) and payment through the internet (e-commerce);
- **Contactless transaction** represents financial transaction that occurs through contactless card payments at POS terminals, or by contactless payment using a Digital card through Mobile Device with a Digital Wallet installed, as well as cash withdrawals at ATMs, that support contactless technology. The transaction is performed by simply tapping the POS terminal, or ATM with the card or Mobile device;

- **Internet payment transaction** represents transaction performed through merchant websites, that could have security standards website (https);
- **SMS CARD notification** represents service of the Bank through which the User, via SMS, receives information on the transaction performed with the debit card;
- **Unique identifier** represents a combination of letters, numbers and/or symbols specified to the payment service user by the payment service provider, to be used in a payment transaction to identify unambiguously the respective payment service user and/or its payment account when applying 3DS technology;
- **Statement** represents current account turnover, i.e. overview of data on single performed payment transactions, as well as related fees and charges, created for a specific period;
- **Available balance** represents current account funds, reduced by blocked funds and increased by payments recorded on the current account;
- **Periodic spending limits** represent the maximum number and amount of purchases and cash withdrawals, that limit the spending of the primary and supplementary cards and are presented in Enclosure no. 1 of these General Terms and Conditions;
- **Authorization** represents the process in which approval or rejection of debit card transactions is performed, at the request of the Acceptor and such transactions are considered as online transactions;
- **Offline transactions** represent transactions performed on devices that, due to technical functionality or according to the rules of card organizations, do not support an authorization process, and are performed with predetermined limits by card organizations, and as such they are charge to the card;
- **Clearing and settlement** represent processes of processing, netting and settlement of transfer orders, issued based on the debit card usage;
- **Transaction date**, i.e. value date represents the date when transaction occurred;
- **Posting date**, i.e. modification date represents the date when card account was debited or credited;
- **Permanent data carrier** represents any means that allows the User to store the data intended for him, to access these data and reproduce them in the unchanged form in a period corresponding to the purpose of the storage;
- **Domestic payment transaction** represents a payment transaction where the payer's payment service provider and the payment service provider of the payee provide the service on the territory of the Republic of Serbia;
- **International payment transaction** represents the transaction that is performed with the debit card accepted abroad, in the network of payment service providers registered outside the territory of the Republic of Serbia;
- **The timetable for the receipt and execution of payment transactions** is a separate document of the Bank defining the deadlines, methods and conditions for execution of payment transaction.

3. INFORMATION DELIVERY IN PRE-CONTRACTUAL PHASE

In order to inform and get the User acquainted with the service providing conditions that are the subject of the General Terms and Conditions, before concluding the Contract (pre-contractual phase) the Bank shall, at the pre-contractual stage, provide the User, without compensation, with the information that is defined by the regulations in effect as mandatory elements of the Agreement.

The Bank provides information to the User by submitting an Agreement draft and documents forming an integral part thereof (Framework Agreement). Documents are delivered to the User in business premises where the Bank offers services and products or by sending them to the e-mail address of the User.

The submission of documents / information referred to in the second paragraph of this item, is considered to be an Agreement closure for which acceptance the client has five days deadline from delivery date. If the client does not approach the Agreement closure within the stated deadline, it shall be deemed to have withdrawn from the closure.

4. TERMS AND CONDITIONS FOR THE USE OF DEBIT CARDS

4.1 Terms under which the Bank issues debit cards

Card operations are performed in accordance with established rules and conditions, and according to the operational standards for each type of card within the appropriate national and international program / brand.

The card is approved to an individual who concludes with the Bank a Framework Agreement based on the debit card operations, including the payment obligations for card management fees, as well as the accompanying costs related to the use of the card.

After the opening of the current account, the Bank is obliged to issue to the User, free of charge, a card where in the domestic payment transactions processing, netting and settlement of transfer orders issued on the basis of its use are performed in the payment system in the Republic of Serbia, which is a payment instrument on the basis of which the User disposes of funds on the account, or initiates payment transactions.

Upon the issuance of the Card referred to in paragraph 3 of this item, with a special written application for card issuance, the Bank may issue a Card that can be used for initiating payment transactions from a current account and in which processing, netting and settlement of transfer orders issued on the basis of its use do not perform in the payment system in the Republic of Serbia.

The card is issued with a validity period that is printed on the card and shall terminate on the last day of the month specified on the card. Card is issued on User and is not portable. By the termination of the Agreement, the primary as well as any supplementary cards, including digital cards, will cease to be valid, regardless of the validity period imposed on the Card.

The User is obliged to notify the Bank without delay of any change of personal data relevant for the undisturbed use of the Card.

At the request of the User, who fulfill the conditions foreseen by the Agreement, up to two supplementary cards may be issued which are linked to the primary card User's account.

The Bank delivers a card to the address in the Republic of Serbia which the User stated upon conclusion of the Agreement. After receiving a debit card, the User is obligated to generate the PIN code. Detailed steps for forming a PIN code are submitted by the Bank to the User in the accompanying letter with the card. Additionally, the User has the possibility to generate the PIN code at the POS terminal in the business premises of the Bank.

4.2 Obligations and rights of the Bank and the debit card User

The Bank keeps and uses data related to debit card operations in accordance with positive regulations.

When collecting and processing personal data, the Bank is obliged to act in accordance with the regulations governing the protection of personal data.

The cards are used in accordance with the conditions stated in Enclosure no. 1. While taking the card, the User is obliged to check whether the card is delivered in a unopened, original envelope. If the User receives a card in an open and / or envelope whose originality is suspected, as well as if it is suspected that the card data is compromised, it is obliged to immediately block it by calling the Call Center of the Bank at the telephone numbers 0800 100 111 and +381 11 2041 900, which is available 24 hours a day for 7 days a week, and then returns to the nearest business premises of the Bank.

The obligation of the User is to sign on the back immediately after receiving the card. An unsigned card is invalid and any financial consequences in case of abuse of an unsigned card are borne by the User.

In order to safely use the card, the User is obliged to:

- knows at any time where the card is located and does not leave the card unattended;

- does not disclose card information to other persons by phone or e-mail, or in any other form of transmission, and does not provide access to card data to other persons;
- keep the PIN in secret and take all reasonable and appropriate measures to protect it, in order to protect the card against abuse, which in particular implies the prohibition of accepting third party assistance when entering the PIN code at the ATM or point of sale;
- not give PIN to other persons and not write it on the card or any other document, and if it is suspected that another person is informed about his / her PIN code, to change PIN code immediately without delay;
- always check the final amount before verifying the transaction, and to regularly control the account balance of the card.

The User is responsible for all the financial consequences of misusing the debit card in case when the User keeps and uses the card irresponsibly and without taking into account its storage.

Also, in order to prevent potential card abuse, the Bank gives the User the ability to use SMSCard notification. In a situation where, via SMS, the User receives information about a transaction that he does not recognize as his own, it is necessary to immediately request the blocking of the card contacting the Call Center of the Bank on the phone numbers 0800 100 111 and +381 11 2041 900, which is available 24 hours a day 7 days of the week.

4.3 Terms for using debit cards

A debit card can be used in all places where the logo of the respective card brand is displayed. Card operations are performed in accordance with established rules and conditions, and according to the operational standards for each type of card within the appropriate national and international program / brand.

Within one working day from the interbank settlement date, transactions are delivered to the Bank for processing (clearing and settlement).

Based on the electronic record of the transactions performed by using the card, the card account is

debited, accompanied by the calculation and debiting of the account under the fees and expenses for the specified transaction. The payment card User authorizes the Bank to posted account also for transactions that are performed without the physical presence of the card (card not present), and on the basis of all the required information provided by the User to the merchant.

The User gives consent for the performed of a payment transaction, or the same is considered verified by the User:

- by performing a transaction at the point of sale for payment of goods and services and by signing a purchase receipt (slip), or by entering PIN code at the POS terminal;
- by performing a transaction at a point of disbursement, in order to make payment transactions of withdrawal of cash and by signing a receipt for withdrawal of cash generated by the POS terminal at a pay point, or by entering the PIN code at the POS terminal;
- by entering debit card or digital card information, including the security elements required at the Internet point of sale as well as by providing the above information to merchants in order to perform the transaction by direct contact, in writing or in some other way;
- handling a debit card in the manner that the self-service device enable along with the required verification method (online and offline transactions);
- by placing a card at points of sale and ATMs where is the transaction performed without contact;
- by using the Digital Wallet or Digital card in the manner described in point 6.1 of these General Terms and Conditions.

It is also considered that the User has consented to the performing of a payment transaction if during the transaction the validation of data from the card or personalized security elements of the card is performed in the case of payment transactions where the physical presence of the card is not necessary (MO / TO / EC transactions - card not present) by entering the security elements required by the trader (card number, validity date, CVV2 / CVC2 code, unique identifier, etc.).

In order to verify the authenticity of the User, the Bank will require additional User authentication by entering a unique identifier on Internet points of sale that provide payment using the 3D Secure service. The Bank reserves the right not to approve a transaction initiated at Internet points of sale that provide payment using the 3D Secure service unless authentication of User has not been performed. Bank's payment card Users are automatically registered to use the 3D Secure service. For the sake of clarity, the above provisions do not apply to online sales points or Payment cards that do not have the 3D Secure mechanism implemented, i.e. in these cases, the transaction will be carried out without the described additional authentication of the User.

When performing a contactless transaction, there is no need to enter the PIN code to the limits defined by the Acceptor. Contactless payment can also be done in transactions above the defined limits, but in that case the PIN code entry is necessary. Occasionally, for security reasons, the User may be required to perform the transaction by reading the data from the card chip while entering the PIN code, and then continuously performing the contactless transactions.

The Bank will performed a payment order requesting execution of a payment transaction for the transfer of funds:

- if the User has provided sufficient funds for performing of order, including the amounts of the Bank's fees;
- if the User has given consent for performing the payment order;
- if there are no legal obstacles for performing transaction..

If, even after the expiration of 30 days from the date of performing transaction using the payment card, there is no change in the current account of the User, ie no change on Statement, the User is obliged to notify the Bank without delay.

The Bank reserves the right to refuse the application for card issuance if it determines the existence of a risk or the client refuses to fulfill the required preconditions by the Bank, without the obligation to state the reasons for the decision.

The Bank reserves the right to restrict the use of a debit card if:

- there are justifiable reasons relating to the security of the payment card;
- there is a suspicion of unauthorized use of the payment card or its use for fraud purposes;
- transactions on internet sites, POS terminals or ATMs have been performed with the card, where the previously compromised activity has been recorded (installation of skimmer devices, data abuse, etc.);
- enter the wrong PIN code three times consecutively.

If the User is denied by the Bank the right to use the payment card, he is obligated to hand over the debit card at the request of the seller of the goods and / or services or the bank of point of disbursement. In this situation, the User shall bear the potential costs and fees arising from the use of the card.

The User has no right to give a payment card as a pledge or collateral.

4.4 Limits for performing transactions with debit cards

For security reasons, the Bank determines the limit of the amount and number of cash withdrawal transactions and the payment of goods and services. Users can dispose of funds up to the approved limit.

When issuing each card, primary and supplementary, the initial limits of consumption are set, which restrict the use of the card at ATMs, POS terminals and on the Internet, as presented in Enclosure no. 1 of these General Terms and Conditions.

Exceptionally, the debit card User has the right to change the limit, by submitting a request on a special form. The limit set for the primary card applies to supplementary cards. The primary card User initiates a change of the limit based on his own and any supplementary cards.

If there is a need to increase the security of the User's funds, the Bank may decide to change periodic limits of consumption.

The Bank may provide the User to perform the payment in RSD currency to his account which is linked to the card only at the ATMs of the Bank, in accordance with the Framework Agreement.

4.5 Applying exchange rate in authorizing and posting

The Bank's debit card transactions are linked to the current account of the User, RSD and EUR account. For domestic transactions, the primary account is in dinars, while for foreign transactions the primary account is in EUR currency. The Bank's calculated currency for debit / credit transaction made abroad is EUR, ie for debit / credit transactions in the country is RSD.

For transactions performed in the country, at the time of authorization, reservation of funds is made in dinars. If there are not enough available funds on the RSD current account, for the remaining funds up to the full amount of the transaction, fees and expenses incurred on the basis of it, the funds will be reserved on EUR current account at the Bank's purchase exchange rate for FX on the transaction date. At the moment of debiting the account, the Bank performs the conversion of the transaction in the described manner, depending on the balance of funds available on the RSD or EUR currency account

For transactions executed abroad, the authorization is made in EUR. If the transaction is executed abroad, in a currency other than EUR, the conversion is made according to the exchange rate of an international card organization whose brand is a specific card. The amount of the original transaction in the EUR currency is converted according to the stated exchange rate. If there are insufficient funds available on the EUR current account, for the remaining funds up to the full amount of the transaction, fees and expenses incurred on the basis of transaction realization, the funds of the RSD current account are posted at the Bank's sale exchange rate for FX valid at the moment of transaction. When debiting the account, regardless of the currency in which the transaction is made and the acceptor country, the Bank shall debit the account in the EUR currency. If there are not enough available funds in the EUR current account, the Bank will incur debt of the remaining funds up to the full amount of the transaction, fees and expenses incurred in the realization of the transaction

by conversion of the transaction in the dinar account at the Bank's sale exchange rate on the day of debiting the User's account.

Bearing in mind the above, the amount of the reservation of funds per account have not be equal to the amount by which the Bank will debit the account at the stage of transaction posting due to exchange differences.

When paying goods and services on websites and POS terminals, as well as ATMs that allow the User to select the currency of the debit at the time of the transaction (authorization), the debit transaction on the User account will be made in accordance with the information provided to the Bank by the international card organization

The Bank acts conscientiously in the execution of the User's order and takes all necessary measures to protect the interests of the User in each individual case.

4.6 Complaints

In the event of a disputed transaction, the User has the right to file a complaint no later than 45 days after the debit account date. The right to submit a complaint arising from the transaction realized with the primary card has only the primary card User, while according to the transactions generated by the supplementary card, the right to file a complaint has the User of primary card and also the User of supplementary card on whose behalf the card has been issued. The complaint is submitted to the Bank in writing, by posting, by electronic way and / or by filling out the appropriate form. The initiation of the complaint procedure does not delay the payment of matured liabilities to the Bank. Complaints that are not delivered within the prescribed deadline and form are not accepted by the Bank, and the financial loss is borne by the User of the debit card.

Complaints on cards transactions do not release the User of the obligation to pay the transaction, but in the case of proven and positively resolved complaints, a refund of the reclamation proceeds and any accompanying costs will be approved to the User's account.

Complaints for transactions resulting from the use of a card opposite to the General Terms and Conditions and all accompanying documents shall be considered unfounded. All costs of an ungrounded complaint procedure shall be borne by the User. The Bank shall charge the costs of the ungrounded complaint to the User of payment services in accordance with the valid decision on Tariff of Fees for Retail Services. The Bank is not responsible for the quality, quantity, delivery of goods or services paid by the card, nor for the truthfulness and completeness of the information obtained from the point of sale. If a merchant makes a refund to the User on the basis of the advertised quality of goods or services complaint, or on a different occasion, the Bank does not bear the cost of exchange differences that may arise if the initial transaction is executed in a foreign currency or is posted by debiting the User's account in another currency in relation to the currency of refund.

The Bank does not bear responsibility for damages caused by circumstances that it can not influence (loss of electricity, failure of ATMs, omissions or non-repayment by other banks, payment institutions or merchants, etc.).

5. INFORMATION ON PROTECTIVE AND OTHER MEASURES RELATED TO THE EXECUTION OF PAYMENT TRANSACTIONS

5.1 Action in case of damage, theft or loss of the card and / or card data, device and/or digital card

The User informs the Bank in writing about the destruction or damage to the debit card by filling in the appropriate form.

The User is obliged to notify the Bank on the loss or theft of the debit card or card data, or device and/or digital card immediately, or in the shortest possible time, and to request from the Bank to block further use. The Bank enables the Payment Service User to report the case to the Bank or Call Center at the telephone numbers 0800 100 111 and +381 11 2041 900 available

in publicly available media (web addresses, social networks, Bank's branches, advertising material, etc.). The Bank is responsible for any transactions that have occurred after the blockade. The User shall not bear the losses incurred on the basis of transactions made after the loss, theft or unauthorized use of the debit card or debit card information i.e. device and/or digital card report to the Bank, unless he has committed an abuse or participated in fraudulent activities.

In case the User reports to the Bank a transaction performed by unauthorized use of the card or card data and/or digital card, in addition to the application to the Bank in writing, he is obligated to report unauthorized use to the authorized department of the MIA of the Republic of Serbia. Reporting to the MIA of the Republic of Serbia does not condition the initiation of a complaint procedure.

In the case that the Bank suspects that the card is misused, that the card and / or card data, and/or digital card are subject to possible misuse, the Bank may temporarily block the card and promptly notify the User thereof. Within seven days of the provisional blockade, the Bank may re-activate or permanently block the card, subject to prior agreement with the User. If the Card status remains unchanged after the expiration of the specified deadline, the Card status changes systematically from being temporarily blocked into a permanently blocked, after which the card unblocking cannot be performed. Permanent blocking after seven days temporary block, does not apply to temporary blocked digital card. In a situation where the payment card data is compromised, the only available preventive measure in order to prevent further abuse is permanent card blocking. Therefore, re-activation, for a limited and limited period of time, can only be performed in exceptional situations when the disputed card is the only source of funds for the User. The Bank shall send to the User, via SMS notification, the mobile phone number that the User has reported to the Bank, to send information on the transactions executed. The User is obliged to inform the Bank immediately upon receipt of a consumption message that he does not accept as his own, by calling the Call Center of the Bank at the telephone numbers 0800 100 111 and +381 11 2041 900 and executing the blocking of his debit card. In case that

the User finds a debit card after the disappearance / theft report, he / she should not use it, but must return it to the Bank without delay. Otherwise, it will bear the potential costs and fees arising from the use of a blocked card.

5.2 Replacement of the debit card in case of damage and / or change of the personal data of the User

In case of damage or alteration of personal data, the User has the right to exchange a debit card. If the User submits a written request by completing the intended form of the Bank for replacing the debit card, as well as by submitting the requested documentation as evidence of changing personal data, the Bank will issue to the User a card with a new number and a new validity period printed on the card and provide the User with a new PIN code.

5.3 Replacing a debit card in the event of loss, theft and misuse

In case of loss, theft or misuse of the debit card or card data, the User is entitled to replace the same. If the User submits a written request by completing the intended form of the Bank for replacing a debit card, the Bank will issue a card with the new number and a new validity period printed on the card to the User, and provide the User with a new PIN code.

5.4 Re-issuing a debit card

Card issued by the Bank to the User without compensation and where processing, netting and settlement of transfer orders issued on the basis of its use are performed in the payment system in the Republic of Serbia, which represents a payment instrument on the basis of which the User disposes funds on the account, i.e. initiates payment transactions, is reissued automatically without any fee, upon expiry of the card's validity period. The Bank will issue to the User a card with a new validity period printed on the card and provide the User with the PIN code. Also, the Bank will automatically restore the right to use any supplementary debit card to the User. The card's validity expires on the last day of the month indicated on the card. If the User does not wish to continue using this card, he / she is obliged to act in accordance with Clause 7.2, paragraph 1 of these General Terms and Conditions.

The card issued by the Bank to the User, where in the domestic payment transactions processing, netting and settlement of transfer orders issued on the basis of its use are not performed in the payment system in the Republic of Serbia, it is not reissued automatically. In accordance with the above, the User is obliged to send a written request to the Bank (by completing the envisaged form of the Bank) for reissuing the card no later than 30 days before the expiration of the validity period. The Bank will issue to the User a card with a new validity period printed on the card, and provide User with the PIN code. If the User does not wish to continue using this card, he is obliged to act in accordance with Clause 7.2, paragraph 1 of these General Terms and Conditions.

5.5 Liability of the User for unauthorized payment transactions

The User shall bear all the losses arising from the execution of unauthorized payment transactions, if these transactions were due to his intention or utter negligence, or if they were committed due to fraudulent actions of the payer or failure to fulfill obligations for safe use of the card, when the User did not take all reasonable and appropriate measures in the purpose of protecting personalized security elements (e.g. personal identification number). In order to use the card safely, the User is required to comply with the safety guidelines set out in point. 4.2 and 4.3 of these General Terms and Conditions.

At the request of the User, or on the basis of the User's complaint in written form, the Bank shall perform all necessary checks to determine the liability for the non-executed or incorrectly executed payment transaction.

The User incurs losses arising from the execution of unauthorized payment transactions up to the amounts prescribed by the legal framework on the day the transaction was executed, if these transactions were executed due to the use of a lost or stolen debit card, or the debit card was misused because the User failed to protect the personalized security elements.

5.6 Liability of the Bank for unauthorized payment transactions

If the law governing payment services is responsible for the unauthorized payment transaction, the Bank will

promptly and without delay reimburse the amount of the transaction in question to return the User or User's account to a situation in which the unauthorized payment transaction is not executed. In the above case, the Bank will recover the amount of all fees charged to the User and pay the amount of all costs and interest to which the User would have the right not to execute an unauthorized payment transaction.

The Bank shall not be liable for the damage of the User, occurred due to an unsettled or improperly executed order, if the User is responsible, in accordance with Clause 4.2 of these General Terms and Conditions.

5.7. Return of the amount of the unauthorized transaction and the proper execution of the payment transaction

The Bank is obliged to provide to the debit card User refund of funds on the basis of a non-executed or improperly executed and unauthorized payment transaction, or to ensure the proper execution of the payment transaction, if the User has sent a notice of the undelivered or improperly executed and unauthorized transaction, or if it requires the proper execution of the payment transaction, immediately after the knowledge of that payment transaction, provided that this notification or that request was submitted not later than within 13 months from the date of indebtedness.

If the Bank determines in the procedure of resolving the complaint that an unauthorized transaction has been carried out, it is obliged to make the refund of the amount of the payment transaction and the refund of the amount of all the fees it charged to the User, as well as to make a refund, or pay the amount of all interest to which the User is entitled connection with an unfulfilled or improperly executed payment transaction.

5.8 Communication of the Bank with the User and informing the User

The language in which the communication between the Bank and the User will be performed during the duration of the contractual relationship, as well as the conclusion of the Agreement is the Serbian language, unless there is a different agreement between the Bank and the User.

All information regarding the General Terms and

Conditions can be obtained by the User in all business premises of the Bank, or all the points of sale of the Bank and on the Bank's website.

The Bank is obliged, on the day of the conclusion of the Agreement, to provide the User with the General Terms and Conditions and the Tariffs of Fees for Retail Services as an integral part of the Framework Agreement. The User has the right to submit a copy of the concluded Framework Agreement and the General Terms and Conditions as well as other documents forming part of the General Terms and Conditions in paper form during his contractual relationship.

Any loss, theft or abuse of the card The User is obliged to report to the Bank personally in the nearest business premises of the Bank or through the Call Center of the Bank, which is available 24 hours a day for 7 days a week, to phone numbers 0800 100 111 and +381 11 2041 900 available on publicly available means of communication (web addresses, social networks, branches of the Bank, promotional material, ..).

Through the current and foreign currency account statement, the Cardholder has an insight into all transactions and fees generated by using the base and supplementary cards in the country and abroad for the previous accounting period. The delivery method of the statement may be via an e-mail address made available to the Bank by the User for this purpose, by mail, or in the business premises of the Bank. The User may notify the Bank in writing, or by calling the Call Center of the Bank on the telephone numbers 0800 100 111 and +381 11 2041 900. The card User is obliged to take into account the statements received from the Bank and to inform the Bank about the change of the agreed e-mail address for the delivery of the statement, review them regularly, as well as to file a complaint with the Bank immediately on any disagreement or disputation. The Bank will examine any disagreement on which the Cardholder submits, provide the relevant information and, depending on them, make the necessary adjustments and corrections per account. Notices or complaints regarding the submitted statements and unauthorized or unregulated transactions can be made by the User to the Bank in the manner and under the conditions stated in points 4.6 and 8 of these General Terms and Conditions.

All notices of the Bank shall be deemed to have been

duly delivered if they have been addressed to the last address of the User known to the Bank, i.e. the e-mail address or telephone number that the User presented to the Bank, and the obligation arising from the notification shall be deemed to have been executed:

- on the day of delivery of written material - shipment of mail for delivery by registered mail;
- on the day of sending the e-mail;
- on the day of delivery otherwise chosen by the Bank, SMS, via mobile applications (Viber, WhatsApp, Messenger, Telegram, etc.) or through another permanent data carrier.

In case the User can not be notified through any of the above mentioned means of communication, the Bank has the right to block the client's account or payment instrument related to the account, as well as the use of certain Bank services, until the delivery of the correct information about the means of communication. The Bank shall have the right to use the information provided by the User to the Bank when concluding an Agreement or signing a request for some of the Bank's services and products (address, telephone number, e-mail address and other contact information with the User) services and other activities of the Bank and its related persons in the form of messages, brochures, presentations and other forms of business communication.

6. TERMS OF DIGITAL WALLET USAGE

6.1 Adding and using the card

Cardholder can add an eligible payment card of the Bank to a Digital wallet by either following Bank's instructions or by following the instructions of the Wallet provider. Payment card can be added to Digital wallet, through Digital wallet application or mobile banking application, if enabled by the Bank. Only cards that the Bank determines are eligible can be added to the Digital wallet. If card or corresponding account are not in good standing, that card will not be eligible to be added in the Digital wallet. The Bank may determine other eligibility criteria in its sole discretion. Wallet providers have not enabled the addition of DinaCard payment cards to the Digital wallet.

When cardholder adds a payment card to the Digital wallet, the Digital wallet may allow cardholder to use the Bank's Card to perform transactions where the Digital wallet is accepted, including the possibility to use the Bank's card to perform transactions at merchants'

physical locations, e-commerce locations, and at ATMs and/or enable transfers of money between cardholder and others who are enrolled with the Wallet provider or a partner of Wallet provider. It will also be possible to use other services that are described in the Wallet provider's agreement or that Bank may offer from time to time. The operations are performed in line with the cardholder's device setup and therefore are verified by fingerprint, password (graphic or numeric) and other security means available on the device. Consent for the execution of transactions initiated via the Digital wallet or digital card is given by the cardholder by bringing the Mobile device to a POS terminal or ATM, or by selecting the Digital wallet payment option at the e-commerce merchant and by entering personalized security elements determined or contracted with the Wallet Provider. The Wallet may not be accepted at all places where payment card is accepted, the acceptance depends on the device where transaction is performed and its setup. Bank reserves the right to terminate its participation in a Digital wallet or with a Wallet provider at any time and the right to designate a maximum number of cards that may be added to a Wallet. If the cardholder has more than one registered payment card in the Digital wallet, cardholder independently determines which card will be used to initiate the transaction.

6.2 Safety throughout usage

When cardholder adds card to the Digital wallet on a specific mobile device, cardholder agrees to handle mobile device with due care, as well as to take all reasonable measures to protect and preserve the confidentiality of information stored on the mobile device, agreed with the Wallet Provider, with the aim to give consent for the execution of payment transactions initiated through the Digital wallet, i.e. Bank's card. Cardholder will not use security features that anyone for any reason may guess or associate with the cardholder, nor will allow access to Mobile Device by fingerprinting other people or by recognizing other people's faces, nor any other security feature not related to the cardholder. Before adding card to the Digital wallet, cardholder will reevaluate all security elements that were set on the mobile device and change them if there is a possibility these were set in a way that someone could guess them and/or about which the cardholder has already, directly or indirectly, provided information to other persons. If

cardholder suspects that anyone knows or may know the personal security features for the Mobile Device or any security features for accessing the Mobile Device, cardholder must modify those features without delay, and in case of loss or theft of the Mobile Device or suspected misuse of the Mobile Device or personalized security elements, notify the Bank without delay. All payment transactions initiated by the Bank's card will be considered initiated by the cardholder, unless the cardholder has previously reported to the Bank the theft, loss or misuse of the Mobile Device or its personalized security features for the Mobile Device, and/or Bank's card or digital card. The cardholder is obliged to adhere to the safety guidelines listed in point 4.2 and 4.3 of these General Terms and Conditions.

6.3 Existing terms

The existing terms and contracts that stipulate conditions for Bank's card do not change when cardholder adds the card to the Wallet. The applicable Contract and these General Terms and Conditions that govern the card, apply in full to the digital card as well. The Wallet simply provides another way for cardholder to make purchases or other transactions with the Bank's Card.

Any applicable interest, fees, and charges that apply to Bank's card or corresponding account will also apply when cardholder uses a Digital wallet to access Bank's card. Bank does not charge cardholder any additional fees for adding Bank's card to the Digital wallet or for using Bank's card through the Digital wallet. The Wallet provider and other third parties may charge cardholder fees. Bank is not the Wallet provider, and Bank is not responsible for providing the Wallet service to cardholder. Bank is only responsible for supplying information securely to the Wallet provider to allow usage of the Bank's card in the Digital wallet. Bank is not responsible for any failure of the Digital wallet, for any errors, delays caused by or the inability to use the Digital wallet for any transaction. Bank is not responsible for the performance or non-performance of the Wallet provider or any other third parties regarding any agreement cardholder enters into with the Wallet provider or associated third-party relationships that may impact cardholder's use of the Digital wallet.

6.4 Managing digital payment card

Cardholder should contact the Wallet provider on how to remove a Bank's card from the Digital wallet, the instructions are included the Digital wallet itself. Removing a digital card from the Digital wallet does not

release the cardholder from the obligation to settle all obligations arising from that card before removal. If, after removing a digital card from the Digital wallet, the cardholder wishes to use its debit card again as a digital card, cardholder can add it to the Digital wallet again. The Bank can also block a Bank's Card in the Digital wallet for certain transactions or purchases at any time, described in detail in item 5.1 of these General Terms and Conditions. Blocking of issued Bank's debit card blocks also digital card added to Digital wallet, while blocking of digital card added to Digital wallet, does not have to be followed by issued Bank's debit card blocking. The Bank will disable the use of the digital card even in the event that the Digital wallet service, in which the digital card was generated, is no longer available for the Bank's debit cards, and will inform the cardholder in a timely manner. The Wallet Provider may disable the use of the digital card for any of the reasons agreed with the cardholder, over which the Bank has no influence. In case of re-issuance of the debit card due to expiration, loss or theft, it is not necessary to re-add the card to the Digital wallet, since the data replacement is automated.

6.5 Privacy

Cardholder's privacy and the security of information are important to the Bank. Cardholder may be provided with the ability to share Bank's card number with Wallet providers or a payment network. The wallet provider does not store the cardholder's data, but only the token, which is further used to perform transactions. These information helps Bank to add card to the Digital wallet and to maintain the Digital wallet. Bank does not control the privacy and security of information that may be held by the Wallet provider and that is governed by the privacy policy given to cardholder by the Wallet provider. The wallet provider manages the processing of personal data in relation to the personal data of the cardholder with whom the Digital wallet has contracted, and as such is responsible to the cardholder for the legality of processing his personal data necessary for concluding and executing the contract for using the Digital Wallet service contract, and the Bank submits only token data to the Wallet Provider.

7. TERMS AND CONDITIONS FOR AMENDMENTS AND TERMINATION OF THE CONTRACT AND USE OF DEBIT CARD

7.1 Amendments to the Contract

Rules for amendments, termination of validity and unilateral termination of the Agreement are defined in the General Terms and Conditions for opening, maintenance and termination of accounts and provision of payment services to retail clients.

7.2 Termination of debit card usage

If the User has a card where in the domestic payment transactions processing, netting and settlement of transfer orders issued on the basis of its use are not performed in the payment system of the Republic of Serbia and does not wish to continue the use, is obliged to cancel the use of the card no later than 30 days before the expiration deadline in written form by completing the envisaged form, and return it to the Bank.

If the User fails to comply with the Agreement and supporting documents, or acts contrary to legal regulations, the Bank has the right to terminate the Agreement. In case of cancellation or prohibition of using a debit card by the Bank, the User is obliged to return a debit card including supplementary cards. In case of cancellation of the Agreement, the validity of all debit cards issued shall be terminated regardless of the validity period of the card. The Bank shall send a statement of termination of the Agreement to the User in written form by registered mail, to the address provided by the User to the Bank.

All transactions closed until the day of returning all cards and submitting a request for closing the current account for which the cards are linked, as well as any eventual costs are borne by the User.

The Bank reserves the right to extinguish the created Card that User within 2 months of its creation didn't take, without the User's special written request or notice.

8. OBJECTION

The User has the right to file an objection to the Bank in writing within three years from the date when the violation of the right or legal interest was made, if he considers that the Bank does not abide by the legal and other regulations governing payment services and protection of financial services users, these General Terms and Conditions of Business or Obligations from the concluded Agreement, i.e. the Framework Agreement and good business practice. The Bank has no obligation to consider an oral objection, which does not

follow the written statement, nor any objections submitted after the expiration of this deadline.

The User may object in one of the following ways:

- filling in an online form via internet presentation of HALKBANK a.d. Beograd;
- by mail to the address stated in the basic information about the Bank: HALKBANK a.d. Belgrade - Public Relations and Quality Management Department;
- in the Bank's business premises;
- by sending an email to prigovori@halkbank.rs
- by calling the phone number 011 / 2041-926 or by sending a fax to the number: 011 / 2041-801

The complaint must contain the information of the complainant on the basis of which the relationship with the Bank can be undoubtedly determined, the identification of the complainant, as well as the reasons for filing an objection.

In addition to the objection submitted through the authorized person, a special power of attorney shall be submitted by which the user authorizes the authorized person to submit an objection and undertakes actions in the procedure on that objection, to the work of the Bank or a complaint to the National Bank of Serbia on his behalf and for his account, agreeing that to that authorized person information relating to him can be available, information which is a banking secret in terms of the law governing banks, or business secret in terms of the law governing payment services.

For written complaints submitted electronically outside the established working hours of the Bank, they shall be deemed to have been received on the next business day.

In written form, the Bank is obliged to provide a complete, clear and comprehensible reply to the complaint to the complainant (User), with an assessment of groundedness, no later than 15 days from the date of receipt of the complaint.

Notwithstanding the previous paragraph, if the Bank is unable to submit a reply within the period referred to in that paragraph for reasons beyond its control, that period may be extended by a maximum of 15 days, of which it must notify the User in writing within 15 days upon receipt of the complaint, with a clear and

comprehensible statement of reasons, due to which it is not possible to submit an answer within the deadline from the previous paragraph, as well as a statement of the deadline by which the reply will be submitted.

The Bank shall not charge the claimant any compensation or any other charges for handling the complaint.

If the User is dissatisfied with the response to the complaint or has not received that reply within the prescribed deadline, the User may file a complaint with the National Bank of Serbia in written form, by mail, or through internet presentation of the National Bank of Serbia. Upon receipt of the objection from the User, the National Bank of Serbia shall take appropriate measures in order to resolve the disputed relationship. The complaint may be filed within six months from the date of Bank's reply receipt, i.e. from the expiration of the deadline to submit reply to the objection.

If the User is dissatisfied with the response to the objection or the response is not delivered to him within the prescribed period, the disputed relationship with the Bank may be resolved in out-of-court proceedings - mediation proceedings. After initiating the mediation procedure, the User may not submit an objection to the National Bank of Serbia, unless this procedure is terminated by suspension or withdrawal.

The mediation proposal shall be submitted to the National Bank of Serbia in writing, by mail or via the internet presentation of the National Bank of Serbia.

9. TRANSITIONAL AND FINAL PROVISIONS

By signing the Agreement regulating the issuance of the Card, the User confirms that he is familiar with these General Terms and Conditions, that he had sufficient time to get acquainted with the content and that he fully agrees with them.

The User agrees that the Bank has the right to amend these General Terms and Conditions of Business, the Tariff of Fees for Retail Services and the Terms and Conditions without the explicit consent of the User. The Bank is obliged to submit a proposal in writing to the User in case they relate to the User's contractual relationship with the Bank, at the latest two months before the proposed date of the beginning of the implementation of these changes. The User may agree that the proposed amendments produce a legal effect

even before the proposed date of their implementation, whereby such consent shall be deemed to have been given by initiating the first transaction through the Digital Wallet, using the Digital Card and the Mobile Device. It shall be deemed that the User agrees with the amendment proposal if he did not inform the Bank prior to the date of their application that he disagrees with the proposal. If the User does not agree with the amendment proposal, he / she has the right to terminate the payment card without paying the fee for the given service before the date of the beginning of the application of the proposed changes and amendments.

During the duration of the Framework Agreement, the User has the right to request a copy of his Agreement and General Terms and Conditions relating to the use of the Card, as well as information on the obligatory elements of the Agreement delivered at the pre-contractual stage, in paper form or in another permanent data carrier.

The provisions of these General Terms and Conditions shall enter into force after the expiration of 15 days from the date of expiration in the business premises of the Bank, as well as on the Bank's website: www.halkbank.rs.

For all that is not stipulated by these General Terms and Conditions, ie the Framework Agreement, the provisions of the General Terms and Conditions of HALKBANK a.d. Belgrade, which are prominently displayed in all business premises where the Bank offers services to the Users, as well as on the Bank's website: www.halkbank.rs. In the event that a provision of the General Terms and Conditions of the Bank in a different manner regulates the subject matter of these General Terms and Conditions, the provisions of these General Terms and Conditions shall apply.

In case of non-compliance with these General Terms and Conditions, the provisions of the Agreement will have priority.

No: 2780

Date: 29.07.2022

HALKBANK a.d. Beograd
SUPERVISORY BOARD

Characteristics	DINA Debit card	VISA Debit	Mastercard Gold Debit	Mastercard Sticker
Currency:	RSD	RSD / EUR	RSD / EUR	RSD / EUR
Usage:				
ATM				
In the country	YES	YES	YES	YES
Abroad	NO	YES	YES	YES
POS				
In the country	YES	YES	YES	YES
Abroad	NO	YES	YES	YES
E-commerce				
In the country	YES	YES	YES	NO
Abroad	NO	YES	YES	NO
Technology:				
Magnetic stripe	YES	YES	YES	NO
Chip Contact	YES	YES	YES	NO
Chip Contactless	NO	YES	YES	YES
3DSecure	NO	YES	YES	NO
Benefits:				
Insurance				
Fraud insurance	optionally	optionally	optionally	optionally
Health insurance	optionally	optionally	optionally	optionally
Travelling insurance	optionally	optionally	optionally	optionally
Life insurance	optionally	optionally	optionally	optionally
Road help insurance	optionally	optionally	optionally	optionally
House help insurance	optionally	optionally	optionally	optionally
The purchased product insurance	optionally	optionally	optionally	optionally
Concierge	NO	NO	NO	NO
Lounge key	NO	NO	NO	NO
Daily limits under amount and transaction number:				
Cash withdrawal in the country	50.000 (10)	50.000 (10)	50.000 (10)	50.000 (10)
Cash withdrawal abroad	0	500 (10)	500 (10)	500 (10)
POS purchase in the country	100.000 (50)	100.000 (50)	100.000 (50)	100.000 (50)
POS purchase abroad	0	1.000 (50)	1.000 (50)	1.000 (50)
E-commerce in the country	100.000 (20)	100.000 (20)	100.000 (20)	0
E-commerce abroad	0	1.000 (20)	1.000 (20)	0

ENCLOSURE No. 1