mBanking application Instruction manual

14:27 🕇

UniCredit Bank

mBanking expert

GET SUPPORT

mcash

Pips IPS SCAN

PS IPS SHOW

CTIVATE MTOKEN

LOGIN

unicreditbank.rs

Banking thats matters. **I UniCredit Bank**

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CONTENT

Application functionalities for mobile banking	3
Benefits	3
Installation and activation	4
Applying for a service and first activation	4
Activation for existing users	4
Activation by username and activation code	5
Activation by payment card	5
Setting up a PIN	6
Application layout before logging in	6
Using the application	7
Accounts	7
Overview of current accounts	7
Overview of savings accounts	8
Overview of loans	9
🔜 Payment cards	9
mCash	10
Payment card information	10
Setting limits on credit cards	11
Credit card blocking	12
Filtering transactions	12
🖻 Payments	12
New payee	13
Templates	13
Internal transfers	14
Currency exchange and currency rate list	14
Entering data by invoice scanning	14
IPS payment at points of sale	15
IPS QR invoice code scanning and payment	17
Products	18
Travel insurance	19
More	21
✓ Messages	21
Documents	21
o ° Settings	22
Application language settings	22
Safety	23
Push notifications	23
Communication channels	23
Instant payments	24
Widget setup	24
Consent for personal data processing	25
Consumption	28
Categories	28
Monthly statement	28
Info pages within the application	28
Loss or theft of your mobile phone	29
Attachment 1 Code list	

APPLICATION FUNCTIONALITIES FOR MOBILE BANKING

The UniCredit Bank mBanking application allows you to quickly complete your daily banking transactions and to always be the first to find out about the most important information.

The following features are available:





- INSIGHT INTO ACCOUNTS AND PAYMENT CARDS
- ALL TYPES OF PAYMENT
- **OVERVIEW OF CONSUMPTION BY CATEGORIES**
- MONTHLY STATEMENTS ON CONSUMPTION
- INFORMATION AND THE OPTION OF APPLYING FOR PRODUCTS AND SERVICES
- LOCATING THE NEAREST ATMS AND BRANCHES
- CURRENCY EXCHANGE
- ATM CASH WITHDRAWAL - MCASH
- TEMPORARY BLOCKADE AND SETTING DAILY LIMITS ON THE USE OF CREDIT CARDS
- RECEIVING IMPORTANT NOTIFICATIONS AND INFORMATION ABOUT CHANGES TO ACCOUNTS BY PUSH NOTIFICATIONS
- SELECTING THE COMMUNICATION CHANNEL WITH THE BANK
- IPS OR PAYMENT CODE AT POINTS OF SALE
- LIST AND STATUS IN BANK
- CONSENT FOR PERSONAL DATA PROCESSING (GDPR)*

→ BENEFITS

24/7

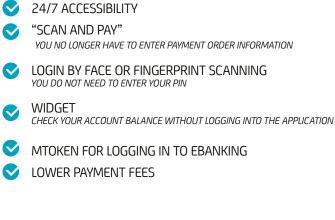
The UniCredit Bank mobile banking is simple to use and offers many benefits:





LOGIN BY FACE OR FINGERPRINT SCANNING





APPLYING FOR A SERVICE AND FIRST ACTIVATION

In order to start using mobile banking, you need to:

1 2 ... 3 ...

SUBMIT AN APPLICATION FOR THE MOBILE BANKING SERVICE YOU CAN CONTRACT THE MOBILE BANKING

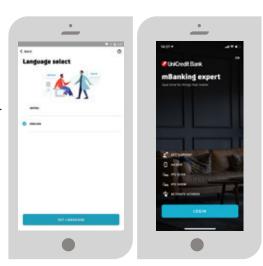
YOU CAN CONTRACT THE MOBILE BANKING SERVICES AT ANY UNICREDIT BANK BRANCH.

INSTALL THE MBANKING APPLICATION ON YOUR MOBILE DEVICE

AFTER CONTRACTING THE SERVICE, YOU WILL RECEIVE AN SMS ON YOUR MOBILE DEVICE CONTAINING A LINK FOR DOWNLOADING MOBILE BANKING. OPEN THE SMS AND DOWNLOAD THE APPLICATION.

DOWNLOAD THE ACTIVATION CODE

A BRANCH EMPLOYEE WILL PROVIDE YOU WITH A USERNAME AND AN ACTIVATION CODE, WHICH MUST BE ENTERED IN ORDER TO REGISTER.



ACTIVATION FOR EXISTING USERS

If you applied for the mBanking service and you have not activated the application, or if you have changed your device, locked or deleted the application, the following options for activation are available, without going to A branch:



ENTERING THE USERNAME AND THE ACTIVATION CODES AFTER CONTACTING THE BANK

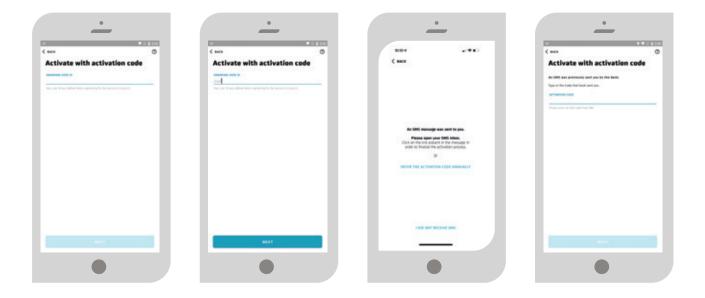


ENTERING 16 DIGITS FROM YOUR PAYMENT (DEBIT/CREDIT) CARD





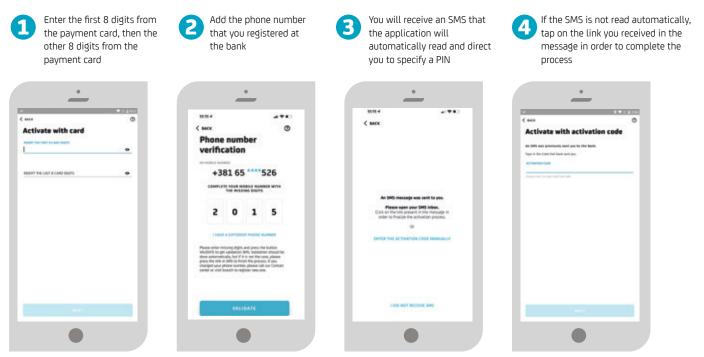
If you select the option "ACTIVATION BY USERNAME AND CODE", you need to contact the Unicredit Bank Contact Centre (+381-11-3777-888), after which you will be able to activate the account by entering the username and activation code, which will be sent by SMS to the telephone number registered at the bank.





ACTIVATION BY PAYMENT CARD

If you select the option "ACTIVATION BY PAYMENT CARD", you need to follow the following steps:



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Once the device has been registered, you need to set up your PIN, \Box which you will later use to access the application. If your mobile device supports unlocking by fingerprint scan, you can also select this way to access the application, by unlocking this option.

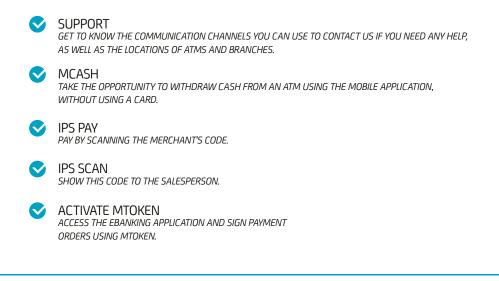
The PIN consists of 6 to 8 digits of your choice. The PIN cannot consist of the same digits (e.g. 111111), or consecutive digits (e.g. 12345678). If your mobile device supports fingerprint or face recognition scanning, you can choose whether you want to access the application and sign an order by fingerprint or face recognition scanning.

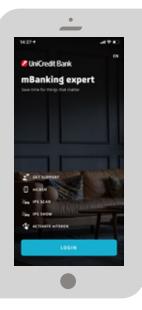
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After installing the application and using the activation code, the link and the activation code cease to be valid. Your mBanking application is ready to use!

APPLICATION LAYOUT BEFORE LOGGING IN

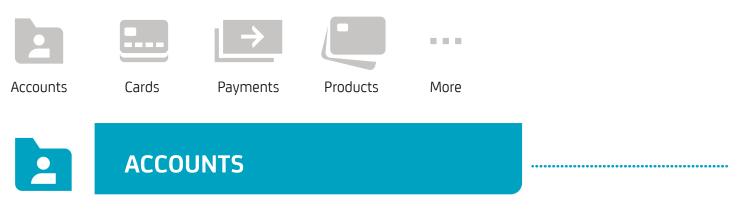
You can log in directly to any of the following functionalities:





→ USING THE APPLICATION

The main menu with the most important shortcuts can be found at the bottom of the screen:



After successful application login, you will see a screen with a chart showing the movement of the account balance and changes in the accounts. By swiping the chart area at the top of the screen to the left, you have the option of viewing other accounts and their details.

In this part of the application, you can find information about:

- CURRENT ACCOUNTS IN ALL CURRENCIES
- SAVINGS ACCOUNTS AND TERM DEPOSITS IN ALL CURRENCIES
- ACCOUNTS OF LOANS BEING USED

OVERVIEW OF CURRENT ACCOUNTS

There is a chart showing how the account balance has changed over a period of five weeks in your current account. This chart shows when the largest changes in the accounts took place and it can help you better understand when you are seeing the biggest expenditures and what they are, as well as to try and plan them better.

MESSAGES

Within the account layout in the upper right corner, there is an icon for messages that can be used to access your mailbox containing messages from the bank. The small number highlighted in red indicates the number of unread messages in the mailbox.

ATM LOCATION MAP

The map icon \prod provides information about available branches. In the open map menu, the list of branches and ATMs is available, as well as a filter for searching and displaying currently open branches.

There are several options in the current account section:



account number, account overdraft, available funds, etc.



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SHARING DATA <
you can send account details (number, balance, name of owner...) using the function for sharing data.

- INTERNAL TRANSFERS
 a shortcut to internal payments between your accounts.
- 🛇 MCASH 🕺

in a couple of simple steps, you can withdraw money without your payment card.

By selecting the account, you can view all the transactions (amounts credited or debited), as well as details about the transactions and the account. By selecting the filter, you can view all the transactions by periods.

You will see a category next to each transaction. If the category is dashed, that means that we could not be entirely sure which category was involved, so you can choose to confirm or change the suggested one.

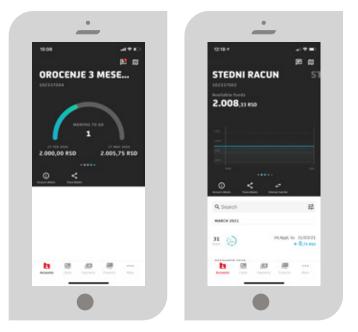
By choosing the transaction, you can view the transaction details, as well as repeat the payment by tapping the icon 📴

By tapping the icon, do you can change the payment category and a payment confirmation in PDF format is available, which you can send to your pre-defined e-mail address.

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OVERVIEW OF SAVINGS ACCOUNTS

By selecting the menu option or swiping the screen to the left, you can view all the savings accounts and term deposits, as well as all details. For term deposits, the amount of term savings, the term period, the interest rate, the maturity date and the total amount are available.



OVERVIEW OF LOANS

In the overview of loans being used, all the details are available about the loan, the total repayment chart, as well as information on the next payment due date.





CARDS

By choosing the "Cards" option in the menu, you will be provided with a list of all payment cards - debit and credit cards.

By choosing the payment cards option, you can view all the transactions (amounts credited or debited), as well as details about the transactions and the payment card.

By tapping on the card, the following options are provided:

- MCASH FOR DEBIT CARDS
- INFORMATION ABOUT THE PAYMENT CARD FOR ALL PAYMENT CARDS

Additional options are available for credit cards:

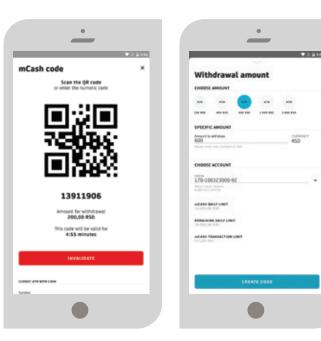
- CARD SETTINGS
- SIDCK CARD





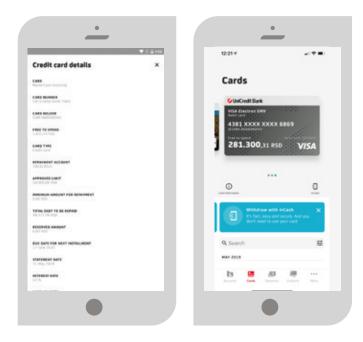


Functionality that allows cash withdrawal from an ATM without a payment card. The mCash option is launched by tapping on the icon in the debit card overview or by tapping on the image of the card in the menu. Enter the amount you want to withdraw from the ATM or choose one of the offered amounts, then click on the button "GENERATE CODE". A QR code will appear on the screen, which you need to scan on the ATM. There are digits below the code that you can enter instead of scanning, if you decide to do so. Choose the mCash option on the ATM home screen.

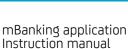




In this area, you can view all the details about the selected payment card, such as: name, type, status, related accounts, limits and validity.





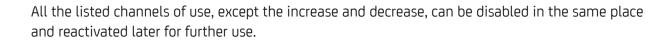


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SETTING UP A LIMIT

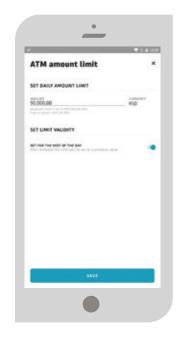
Credit card users can set up the limit on cards through multiple usage channels:

- VITHDRAWING CASH FROM AN ATM
- CONSUMPTION USING PAYMENT CARDS AT POINTS OF SALE
- ONLINE PAYMENTS





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ADJUST THE VALIDITY OF THE LIMIT

VALID UNTIL THE END OF THE DAY This limit will expire the next calendar day



The limit can also be defined as a total number of transactions (without specifying the amounts of those transactions), which can be restored to the factory settings by clicking on the link "RESTORE TO PREDEFINED SETTINGS".





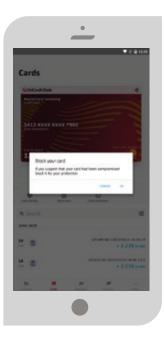
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BLOCKING A PAYMENT CARD

The option for blocking a payment card allows you to set a temporary blockade, i.e. disabling use. You can activate the card in the same way during the day. If there is any suspicion of misuse, we cordially ask you to contact the bank.

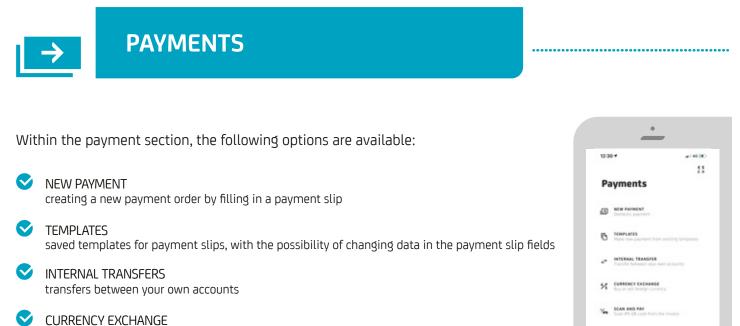






FILTERING TRANSACTIONS

By choosing the filter, you can view all the transactions for the previous week, the previous month, the previous three months, the previous six months, the previous year or another period.



IPS SCAN AND PAY PAY BY SCANNING THE MERCHANT'S CODE.

buying and selling foreign currency





The payment order contains mandatory and optional fields. Mandatory fields are displayed and they include:

 PAYEE enter the payee's name
 AMOUNT the currency is automatically withdrawn
 PAYMENT CODE the code 289 is initially entered; for other codes, see the attachment to this document - Code list

PURPOSE OF PAYMENT

PAYEE'S ACCOUNT NUMBER

PAYMENT

PAYMENT DATE this is initially filled in with today's date, but it can also be changed to some other date in advance

Optional fields - these fields are hidden and you need to show them using the "show additional fields" option:

DEBIT MODEL

OEBIT REFERENCE NUMBER

Advice: You can save the payment order as a template by selecting the option for saving a template, after the payment has been made.

TEMPLATES

When paying (before payment), you can save every payment order that you will pay again, with or without small adjustments, by specifying the name and category under which it will be saved in the mBanking application.

For future use, you choose templates when paying, with the possibility of changing certain data on the payment slip. The template can be deleted by swiping the template to the left and selecting the option "Delete".

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Reference number	
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When making a transfer between your accounts and selecting an account, in the "FROM ACCOUNT" and "TO ACCOUNT" options, all the accounts available for these transfers will be displayed in the list.



CURRENCY EXCHANGE

Choose the account in the currency that you want to buy, depending on whether you want to buy or sell, and the foreign currency account is positioned as ACCOUNT FROM or ACCOUNT TO.

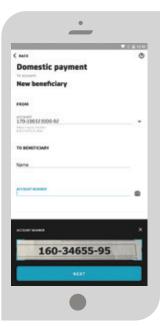
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ENTERING DATA BY SCANNING THE PAYMENT SLIP

Next to each payment slip field that can be scanned, there is a camera icon it that enables the scanning of data for the specified field.



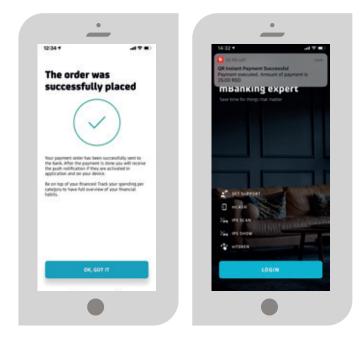
IPS PAYMENTS AT POINTS OF SALE

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< IPS SHOW

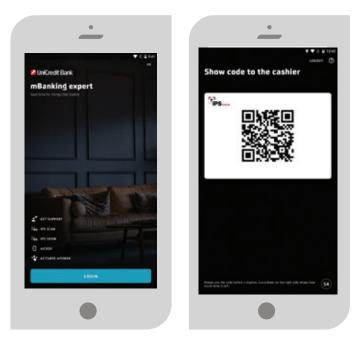
By generating the code in the application, payment is made after the salesperson has scanned the code from your mobile device. The process itself can be started with the application home screen, by tapping on the text Show IPS, after which you will be prompted to log in.

In order to avoid any errors, show the generated code to the salesperson after checking the amount and the currency of payment on the POS terminal. The duration of the code is 60 seconds and payment should be made within that period. After the expiry of the specified period, and/or after the successful or unsuccessful payment, the application will return to the home screen.



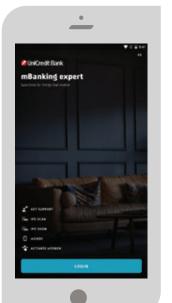
💙 IPS SCAN

By scanning the QR code issued by the salesperson, you will initiate payment directly from your current account. The process itself can be started on the application home screen, by tapping on the text Scan IPS.





Notification of the final transaction status will be sent by push notifications in the application if push notifications are enabled.

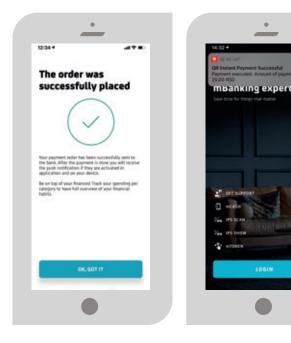




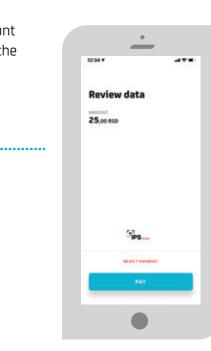
After scanning the code, you will see the payment details displayed - the amount and currency - initiated by the salesperson and then you can confirm or reject the transaction if you notice any irregularities.

If the transaction was successfully sent to the Bank, a confirmation screen will be displayed. A confirmation screen after signing means that the transaction has been successfully sent to the bank, not that it has been executed.





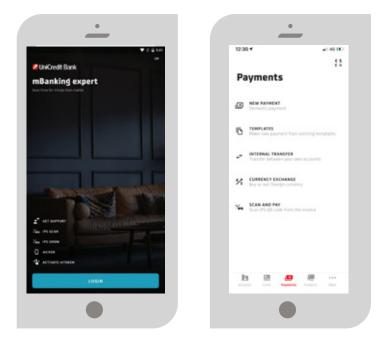
Notification of the final transaction status, i.e. the transaction execution confirmation, will be sent/accessible by push notifications in the application if push notifications are enabled, and the status can be monitored in the transaction list - account review.



IPS OR CODE SCANNING FROM BILL AND PAYMENT

The Scan and pay IPS option can be accessed through:

- Application home screen IPS scan option
- Payment IPS scan and pay option



(1) When you have an IPS QR code, tapping on the IPS scan account shortcut will start the camera on your mobile phone, which you need to use to scan the QR code.

2 After scanning the code, the payment order will be filled in. You can then choose between instant and standard payment, as well as changing certain information in the payment order if needed.







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3 Tapping on the Next button, a screen with all the transaction details will appear, after which you can confirm the payment.

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Review data

TERUCI RACUN

AMOUNT 6.914,20 RSD Payment code

PRIVER ACCOUNT NUMBER 170-102337000-28

CHECK YOUR DATA AND CONFIRM

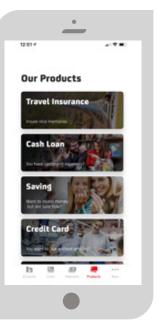
4 After confirmation, you will receive a message that the payment was successful.

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1234.7
The order was successfully placed
\bigtriangledown
Your payment order has been successfully sent the bank. After the payment is done you will re the push notification if they are activated in application and no your device.
Be on top of your finances) Track your spending category to have full overview of your financial habits.
OK, GOT IT



In the section "Our products", further information can be found about our range of products and services.

Also, advice is available on the product that best suits your needs, as well as the possibility of directly consulting us through chat, sending us an email or calling us for further information.

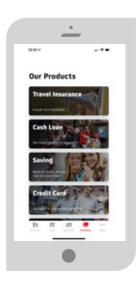




In the Products section, you can buy Travel Insurance through the mBanking application.

The steps for activating and buying travel insurance:

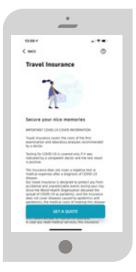
 In the Products section, choose the product Travel Insurance



3 On the next screen, enter the information about the insured person (insurance carrier and family members) and travel information (destination, travel type and period of insurance). After entering the information, tap the **Calculate** button



Read the general information about Covid-19 coverage and continue the process of buying by tapping the button Send Inquiry

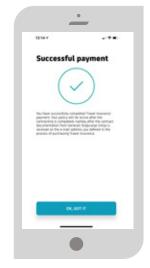


Before the offered price is displayed for the chosen Travel Insurance, confirm your personal data, which can be found in the mBanking application. If any changes to the displayed information are required, you can change them, but this change will only be valid for the Travel Insurance.

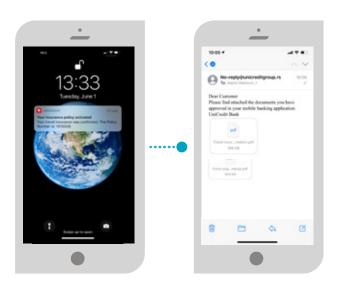
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After reviewing the offer and confirmation to continue the process (accept or reject additional benefits), you move on to the screen showing the pre-contractual documentation. We advise you to review it carefully and give your consent, which will initiate the payment for the insurance in the mBanking application. Scrolling the screen down, the button I agree will appear in order to continue the process.





9 You will receive a notification with the **activation information** of your insurance policy by mBanking, together with an email with the accompanying documentation attached.



8 Your payment is made when the Successful payment screen appears

••

→ MORE

The menu option "More" allows access to the following items:



YOUR REQUESTS*



MESSAGES

All important notifications arrive in the mailbox. By tapping the message icon son the home screen after logging in, or on the menu option "More", you can directly access and check your messages. Messages can be saved, deleted or archived. By swiping the screen to the left, you can choose to archive or delete messages.

DOCUMENTS

In this part of the application, an overview of documents sent to you by the bank is available, such as account review statements and card statements, if you chose mobile banking as a notification channel.



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The "Settings" option provides you with the following options:

- LANGUAGE
- SECURITY
- PUSH NOTIFICATIONS
- COMMUNICATION CHANNELS
- INSTANT PAYMENTS
- S WIDGET SETTINGS
- CONSENT FOR PROCESSING PERSONAL DATA

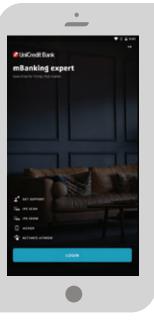
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INSTANT PAYMENTS Select account for mobile payme of use	
WIDGET SETTINGS	>
PERSONAL DATA PROCESSING Manage concert for personal dat for marketing activities.	a processed



LANGUAGE SETTINGS

You can select the application language setting when activated. The option to change the chosen language is available in the settings, but also before logging into the application, in the upper right screen corner.





Banking thats matters. **Discredit Bank**

In the Settings section, you can select from the available communication channels as

CHANNELS

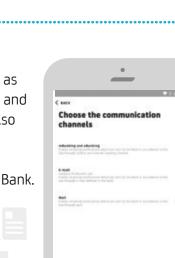
COMMUNICATION

a client of the bank and based on which, the Bank will deliver relevant information and documents to you. You can choose at least one communication channel and it is also possible to choose all three offered channels.

By pressing the Confirm button, you select your communication channels with the Bank.

There are three channels available:

- eBanking/mBanking Information/documents are delivered to you by the bank within the eBanking/mBanking application
- E-mail Information/documents are delivered by the Bank to the email address that you provided when opening the account or subsequently
- Letter Information/documents are delivered to you by the Bank through regular mail





SECURITY

PUSH

Push notifications are notifications that are sent from the application. They are not charged

NOTIFICATIONS

This contains safety settings, including changing the PIN, access by fingerprint or face scanning, and signing orders by fingerprint or face scanning. In order to be able to access the application with a fingerprint or to sign an order, you must add fingerprint/face scanning or have it activated on your mobile device.



and it is necessary for the device you are using for mobile baking to have access to an internet connection.







Information/Documents that can be delivered using the selected channel through the mBanking application by the Bank are:

- ACCOUNT STATEMENT DISPLAYING AUTHORIZED OVERDRAFT
- ✓ REDEFINING TERM SAVINGS
- CREDIT CARD STATEMENT
- UNAUTHORIZED OVERDRAFT
- SALANCE STATEMENTS FOR LOANS WITH A FIXED INTEREST RATE
- NOMINAL INTEREST RATE CHANGE
- TARIFF CHANGE



INSTANT PAYMENTS

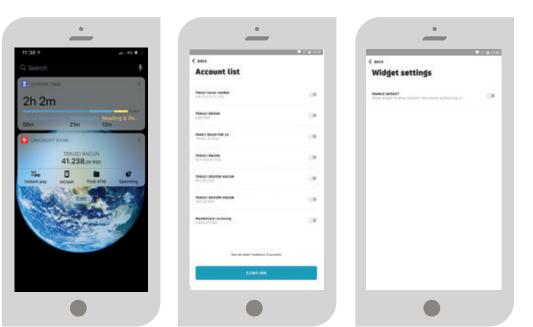
In this section, you can choose the account from which the funds are withdrawn when using the IPS payment option.





Widget settings are available in the settings. A widget allows you to have information at your fingertips about the balance in your accounts, as well as shortcuts to the services used the most.

The widget is not automatically enabled and you can choose whether you want this information to be available without additional authorization and whether you want it for one or more accounts.



The widget looks different on Android and iOS devices.

For iOS devices, in order to access the widget, you need to swipe the home screen to the right and the widget will be there along with the rest of your enabled widgets.

For Android devices, you can choose the position and size of the widget, with the size determining the options available.



CONSENT FOR PERSONAL DATA PROCESSING (GDPR)

Within the Settings category, you have the option to give/withdraw the consent for processing personal data.

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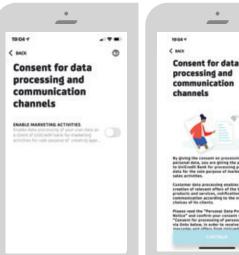


The process of giving your consent starts by swiping the button into the green status.

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Further information about the consent for processing personal data can be obtained by tapping on info (?) in the upper right corner of the screen.



By enabling the button for giving consent for processing personal data, you will move to a screen showing detailed information about processing personal data and the consent for processing personal data.





In order to continue the process of giving consent, you need to tap the link – Notification about processing personal data – read the text and confirm by tapping the button "I have read the document".

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After confirming that you have read it, the application will redirect you to the previous screen, where the circle next to the link – Notification about processing personal data – will be coloured green, which means that you can continue the process, i.e. tap the link Consent for processing personal data and continue the process of giving consent for processing personal data.

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By tapping the link Consent for processing personal data, the entire text of the Consent document will be displayed. By tapping the button – I agree with the document – you confirm that you agree that your personal data will be processed for marketing purposes; the application then takes you to the previous screen and the circles next to the links that you have previously read/given your consent to are green.

At that moment, your consent is being processed.





The process then leads you to choose the communication channels. Pressing the I agree button, a screen displays a list of channels through which the Bank can send you notifications related to the products and services available to you and based on the provided Consent. It is necessary to choose at least one and, if necessary, several channels of communication.







You can withdraw your consent for processing personal data by swiping the screen button to the left, and the text on the Withdrawal of Consent for Processing Personal Data and the button for confirmation of the withdrawal of your consent opens are displayed.



27

Consumption is a part of the application that provides you with detailed insight into your expenses. The home screen in this option provides an analysis for the current month, and by swiping to the right, you can review the statements for the previous months. Swiping to the left will provide you with an insight into the summary annual statement.

CATEGORIES

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REAL REAL

The application will assign a category for your expenses, but since we are not entirely certain whether the category is correct, after tapping the expense categorization (a dashed circle around the recommended category), two options will be available:

CONFIRM THE CATEGORY by which you will validate that the offered category is correct

CHANGE THE CATEGORY

by which you can choose which category best suits the expenses. After several changed categories, the application will save it a rule and you will not need to do it manually

Category change is also possible through transaction details.

MONTHLY STATEMENT

The monthly statement is an illustrative analysis of expenses according to categories that you are provided with at the end of every month. You can see if your balance at end of the month is positive or negative.

Revenues and expenditures are displayed here for all accounts in currencies calculated in RSD and added to the analysis. The expenses related to your credit card are highlighted in another colour. The expenses for the given month include all transactions that are accounted for in that month (e.g. if you made a transaction at the end of the month and it was finally paid in the following month, it will be included in the analysis of the latter).

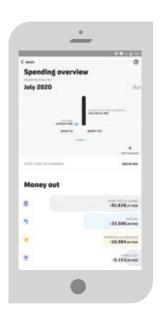
Internal transfers are not included in this statement.



On certain pages within the application, you will see an icon in the upper right corner. (1)

By tapping on that icon, you will receive a detailed explanation of the functionality of the page you are on.





LOSS OR THEFT OF YOUR MOBILE PHONE

If the loss or theft of your mobile device occurs, you should immediately inform the branch office. Your application is safe as long as the person who has your mobile device cannot access it because he/she doesn't know your PIN. It is very important that you keep all your PINs and passwords safe and inaccessible to other people.



→ ATTACHMENT 1. - CODE LIST

CODE DESCRIPTION

220	Trade of goods and services - intermediate consumption
221	Trade of goods and services - final consumption
222	Services of public utility companies
223	Facility and equipment investments
224	Other investments
225	Lease and rent
226	Lease and rent
227	Subsidies, bonuses and premiums from special accounts
228	Subsidies, bonuses and premiums from other accounts
231	Customs and other import duties
240	Salaries and other employee benefits
241	Salary suspensions
242	Other personal earnings of employees
244	Payments through the youth and student employment office
245	Pensions
246	Pension suspensions
247	Other social benefits (reimbursements)
248	Revenue from ownership
249	Other sources of income
253	Current income payment
257	Refund of charged or wrongly collected current revenues
258	Transferring of excess or wrong payments of current revenues
258	
	Insurance premiums and damage compensation
261 262	Arrangement of current revenues Transfers within state authorities
263	Other transfers
264	Transfer of funds from the budget for securing the return of more collected current revenues
265	Payment of turnover
266	Withdrawal
270	Short-term loans
271	Long-term loans
272	Active interest
273	Time deposit payment
275	Other placements
276	Payment of short-term loan obligations
277	Payment of long-term obligations
278	Term deposit returns
279	Passive interest
280	Escont Securities
281	Founder liquidity loans
282	Refund of founder liquidity loans
283	Private individuals check collection
284	Payment cards
285	Currency exchange operations
286	Foreign currency purchase
287	Donations and sponsorships
200	Donations
288	
288 289	Transaction orders for private individuals