

SPECIAL CONDITIONS FOR CREDIT CARDS TO PRIVATE INDIVIDUALS, ENTREPRENEURS AND AGRICULTURISTS UNICREDIT BANK SERBIA JSC BELGRADE

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Introductory provisions:

UniCredit Bank Serbia JSC Belgrade (hereinafter referred to as: Bank), by these Special Conditions for credit cards to Private Individuals, Entrepreneurs and Agriculturists (hereinafter referred to as: SC for credit cards) regulate mutual rights and obligations of the Bank and Cardholders related to the conditions for credit card issuance and use.

I. MEANING OF CERTAIN TERMS

Card - in terms of these SC for Credit Cards is credit card issued in physical form (plastic) or digital form (card data available within mobile application), which represents a payment instrument, which allows the Cardholder to perform debit and credit payment transactions, in accordance with and in a way described by this SC for Credit cards.

Request for issuing a card - the Bank's form that is filled out by a potential user in order to issue a credit card.

Main Card - card issued in the name of the Cardholder, the owner of the account. natural person, entrepreneur or farmer, who concluded a contractual relationship with the Bank on the use of the Bank's funds through a credit card means a card issued to the Cardholder, the account owner.

Additional Card - a card linked to the accounts of the main card, which is used to debit/approve the accounts of the Cardholder, a card issued in the name of the person for whom the Main Card User submitted a request, and with the use of which the credit limit from the Basic Card User's contract with the Bank is debited/approved.

User - means the user of the main and additional cards in the following text of these Special Conditions.

PIN - means a personal identification number, a numeric code known to the Cardholder only, and allowing identification of the Cardholder using the card at an ATM or POS terminal whose entry is used to approve the payment transaction, and which is as such strictly confidential.

Acceptance point – the point of sale of the payee's goods and/or services where there is a device through which card transactions can be initiated (ATM, POS terminal, online point of sale).

Online point of sale - a point of sale of the payee's goods and/or services on the Internet that accepts a card as a non-cash means of payment.

Payee - a legal person designated as the recipient of funds that are the subject of a payment transaction.

ATM - means an electronic device which, depending on its features, may serve for cash withdrawal or deposit, statement enquiry, PIN change, etc.

POS (Point of Sale) terminal - is an electronic device authorising transactions and electronic acceptance of cards at an acceptor's points of sale. It constitutes an integral part of an electronic system for card transaction acceptance and processing.

Digital wallet - in a term of this SC for Credit cards is a mobile payment application solution of a digital wallet service provider, which allows the User to register data related to one or more payment cards within the application and thus digitize the cards for the purpose of initiating payment transactions. On the Bank's website, the user can find out in which digital wallets one or more cards issued by the Bank can be registered as a digitized card.

Digitized card means the credit card registered in a Digital Wallet and/or electronic and mobile banking applications, which enables the User to make contactless payment transactions at points of sale, at ATMs that support contactless transactions and at the Online points of sale that allow this type of payment. The user can find out which credit cards can be digitized on the Bank's website.

Mobile device - in a term of this SC for Credit cards means the device on which the Digital Wallet is installed.

Installment payment is a model for card liabilities repayment, which provides to the cardholder the possibility to split individual transactions into installments, in a way described in these Special Conditions and Instructions for splitting into installments.

Instructions for splitting transactions into installments is a document which describes a process for initiating split of the transaction into installments, process steps, technical preconditions and channels of communication with the Bank for initiating transaction split into installments.

SMS CARD ALARM - is a service available to the Cardholders allowing them to receive text messages via their mobile phone in respect of each approved card transaction in accordance with the Instructions for splitting transactions into installments.

Billing period - a period for which calculation of outstanding balance and liabilities is performed, i.e. for which the client is provided card statement with overview of due and undue liabilities, and is equal to each calendar month during the card use period.

CVV2 code - means a three-digit number on the back of the card used for the card verification in online payments.

Daily Limit - means a daily allowed amount of funds and number of transactions for withdrawing cash and paying for goods and services.

Credit Limit - is a contractually agreed amount of funds made available by the Bank to the Cardholder.

Card Statement/transaction report - means an overview of information on individual payment transactions, due and undue liabilities per all spending models, booked payments of the cardholder, executed for a billing period and submitted to the card holder.

3D Secure environment - an environment for payments at Internet points of sale, which implies additional authentication of the Cardholder at the time of giving consent for the execution of a payment transaction initiated with Mastercard or VISA payment cards.

Contactless payment - It's necessary to put the payment instrument on the device (POS / ATM) where the acceptor has enabled contactless payment, where PIN entry is not required up to certain amount of the transaction defined by the card association for the Republic of Serbia. When initiating contactless transactions at ATMs, it is necessary to enter a PIN.

Payment transaction means the payment, transfer or payment of funds initiated by the payer or on his behalf or by the payee, and it is performed regardless of the legal relationship between the payer and the payee.

Payment transaction initiation means the taking of actions which are a precondition for starting the execution of a payment transaction, including payment order issuance and Authentication.

Remote payment transaction means a payment transaction initiated via internet or through a device that can be used for distance communication.

Authentication means a procedure which allows the payment service provider to verify the identity of a payment service user or the validity of the use of a specific payment instrument, including the use of the user's personalised security credentials.

Strong customer authentication means an authentication based on the use of two or more elements categorised as knowledge (something only the user knows), possession (something only the user possesses) and inherence (something the user is) that are independent, in that the breach of one does not compromise the reliability of the others and is designed in such a way as to protect the confidentiality of the authentication data.

Personalised security credentials mean personalised data and features provided by the payment service provider to a payment service user for the purposes of authentication (eg PIN code or OTP code for 3D Secure authentication).

Sensitive payment data means data, including personalised security credentials which can be used to carry out fraud, for the activities of payment initiation service providers and account information service providers, the name of the account owner and the account number do not constitute sensitive payment data.

Digital content means goods or services which are produced and supplied in digital form, the use or consumption of which is restricted to a technical device, and which do not include in any way the use or consumption of physical goods or services.

A payment initiation service provider is a payment service provider that performs a service where, at the request of a payment service user, a payment order is issued to the credit of the payer's payment account maintained with another payment service provider.

II. GENERAL CONDITIONS

1. The rights and obligations of the Cardholder are regulated by the Contract on Issuance and Usage of Credit Cards (hereinafter referred to as: Contract), the SC for Credit cards and Tariff of fees for debit and credit cards for individuals, entrepreneurs and agriculturists, and Tariff of fees for debit and credit cards for private individuals and entrepreneurs (hereinafter referred to as: Tariff of fees).
2. The cards are the property of Unicredit Bank Belgrade JSC, issued to the name of the Cardholder who may not give it away for use to third parties.
3. The Bank issues to the private entities a nationally valid card to be used to pay for goods and services, the receipt of funds and withdraw cash in the territory of the Republic of Serbia (DinaCard), as well as Internationally valid cards, which can be used to pay for goods and services, the receipt of funds and to withdraw cash within the ATM network in the country and abroad (Mastercard cards).
4. The cards issued by the Bank for entrepreneurs, can be used to pay for goods and services, the receipt of funds via POS terminals and online, to withdraw cash within the ATM network in the country and abroad (Mastercard credit cards).
5. The Cardholder is obliged to provide on the day of maturity of liabilities sufficient cover on his/her current account or Card repayment account.
6. The main cardholder is responsible for the usage of his/her card as well as for the use of additional cards in accordance with these SC for Credit cards.
7. The Cardholder is liable for the accuracy of all information provided to the Bank and obliged to notify any change in the information from the Application to the Bank in a way defined by the General Conditions for providing payment services to Private Individuals Entrepreneurs and Agriculturists.

III. INTEREST RATE, FEES AND COSTS

1. The Bank shall agree, calculate and charge the interest on cards in accordance with the Contract and these SC for Credit Cards
2. The interest may be stated on annual, monthly or daily basis. The calculation of the nominal interest is done by applying the straight-line method. When calculating the interest, the Bank applies the actual number of days in the month against a 360-day year. The nominal interest rate applied by the Bank is fixed and for each type of cards is described in details in the Contract on Issuance and Usage of Credit Cards.
3. The fees and costs charged by the Bank may be fixed or variable. The amount of costs and fees, the method and dates of payment are stipulated in the Fee Tariffs and Contract on Issuance

and Usage of Credit Cards.

IV. CARD ISSUANCE

1. The Bank issues the card on the basis of previously submitted Application for the issuance of the credit card by the Cardholder (hereinafter referred to as: Application) and the concluded Agreement on the issuance and use of credit card (hereinafter: the Contract). The Bank delivers the card to the User in a branch or by delivering the card to the User's valid address in the Bank's system (if the specified option is available).
2. When submitting a Request for the use/modification of a package, the User has the option of submitting a request for issuing a debit card in digital form, whereby the data of the card (card number, CVV/CVC, validity period) as well as the PIN, are available within the Bank's mobile application in a very short period after submitting the request, by selecting the appropriate option 'display card data', i.e. 'define PIN' or 'view PIN, with authentication by the selected method (mbanking PIN, biometrics). If the User requested the issuance of a card only in digital form, he can at any time request the issuance of a card in physical form (plastic) through the mobile application or in the nearest branch of the Bank, in which case plastic with the same number, validity period and CVV/CVC number will be issued. In the case of a DinaCard debit card, in addition to issuing a card in digital form, the Bank automatically issues a plastic card to the User, which for security reasons is issued with a new card number as well as a CVV number and which must be activated during collection/handover. By issuing the plastic card, the client still has the possibility of viewing the card data within the mobile application through the appropriate option to display the card data.
3. When Client is applying for theCard, the Bank will open Transaction account (Card repayment) in RSD, which is the account for covering liabilities from using card and this is the only purpose of that account.
4. The Bank reserves the right to reissue cards without a previously signed application of the Cardholder only in the following cases: replacement of a card, the product's migration to new technological solutions, or in the case of increasing the level of product protection and the cardholder of the card, to which the cardholder expressly agrees by signing a certificate when collecting the card and PIN.
5. The Bank may, upon application of the primary Cardholder, issue additional cards. The costs incurred by using of additional cards are charged to the account of the primary card, in accordance with the Tariff of fees.
6. When creating a card, the Bank generates a PIN (personal identification number) for the Cardholder, which is used to withdraw cash from ATMs as well as perform transactions at POS terminals. The Bank bears the risk in connection with the delivery of the card and PIN to the Cardholder. The Bank enables the User to view the PIN and card data (card number, expiry date, CVV/CVS) through the mbanking application immediately after activating the card and they are available to the User at all times for all cards issued at his request. Card issued in physical form can be used after activation, with mandatory previous checking of the cardholder identity. Activation of the plastic in case of previous issuing of a card in digital form, should be performed with first successful transaction with the use of correct PIN value (cash withdrawal, balance enquiry, purchase at the point of sale). It is the Cardholder's obligation to sign the card immediately upon receipt. An unsigned card is invalid, and any financial consequences which may arise as a consequence of the fact that the plastic is not signed, in case of misuse of an unsigned card are borne by the Cardholder. The cardholder is obliged to keep the assigned PIN secret, as well as to take all reasonable and appropriate measures to protect it, in order to protect the card from misuse, which in particular implies the prohibition of accepting the help of third parties when entering the PIN at an ATM or point of sale. Also, it is especially important that the PIN is not written down on the card, or on any other document kept with the card. The cardholder bears all the financial consequences of misuse of the card in case of negligent storage and use of the card.
7. When making the card, the period of validity term indicated in the format MM/YY on the face of the plastic, i.e. in a digital form of the card in mobile application, shall be decided on the period of validity of the card expires on the last day of the month indicated on the card at 24:00 hours.
8. If the Cardholder fails to cancel the use of the card no later than within 60 days before the expiry date and uses it in accordance with these SC for Credit cards, upon expiry the card will be automatically renewed with a new validity term and delivered to the cardholder under condition of renewed credit limit and valid Contract with the Bank. If the Cardholder has ceased to fulfil the conditions in accordance with applicable laws and internal regulations of the Bank, or the Contract expired without a new one being signed, the card will not be automatically delivered to the Cardholder.
9. Considering the specificity of the card and the different level of functionality of certain types of cards, which primarily relates to the authorization of offline transactions, authorizing the transaction without checking the available funds by the Bank, and according to the purpose for which the client plans to use the card, The Bank reserves the right to reject the request for issuing a particular type of card if it determines the existence of a risk or the client refuses to fulfill the required prerequisites by the Bank for the use of a specific card.

V. TERMS OF USE OF A DIGITISED PAYMENT CARD

1. To register a debit card in the Digital Wallet, it is necessary for the Cardholder to have a valid mobile phone number registered with the Bank, to use a Mobile Device with NFC technology and an appropriate operating system according to the requirements of the Digital Wallet service provider, as well as to set the lock on the Mobile Device used.

2. The cardholder can register his debit card in the Digital Wallet through the Digital Wallet or through the Bank's mobile banking application, if the Bank allows it. By registering a debit card in the Digital Wallet, a Digitized Card is created for which all the conditions apply to a debit card whose Digitized Card is a digital representation, and in accordance with these Special Terms and Conditions. The cardholder can register more than one card in the Digital Wallet, whereby the first one registered becomes the default card for payments. The cardholder can set the default card in the Digital Wallet.
3. A Digitized card transaction is initiated by bringing the Mobile Device to the POS terminal or ATM, i.e. by selecting the Digital Wallet payment option at the online point of sale and confirming the transaction itself on the Digital Wallet. The Bank will debit the Cardholder's payment account to which the registered debit card is linked for the amount of the payment transaction thus executed.
4. If, for any reason, the Bank replaces the debit card registered by the Cardholder in the Digital Wallet with a new debit card (for example, if it is reported as lost, stolen, replaced with a new one after the expiration date), re-registration of the Digitized Card through the Digital Wallet is not required. If for any reason the Cardholder abandons the use of the debit card or the Bank denies the Cardholder the right to use the debit card, the right to use the Digitized Card also ceases at the same time. The blocking of the debit card results in the blocking of the Digitized card, while the blocking of the Digitized card does not imply the blocking of the debit card.
5. The Cardholder can delete the Digitized Card from the Digital Wallet at any time, which does not affect the ability to use his debit card, nor the Digitized Cards on other Mobile Devices on which he digitized the same card.
6. In the case of a change of Mobile Device, it is necessary for the Cardholder to delete the Digitized Cards from the Digital Wallet on that device, in order to prevent their further use, and if he wants to continue using the Digital Wallet on a new Mobile Device, he needs to repeat the card registration process.
7. By registering a debit card in the Digital Wallet on a certain Mobile Device, the Cardholder assumes the obligation to handle the Mobile Device with due care, and to take all reasonable measures to protect it from unauthorized use, loss and theft, as well as to notify the Bank without delay of loss, theft, unauthorized access or use of the Mobile Device, in which case the Bank blocks the Digitized Cards on that device.
8. The Bank is not responsible for the functioning of the Digital Wallet in situations caused by technical defects or settings of the Mobile Device itself and the Digital Wallet over which the Bank has no control

VI. RIGHT OF CARDHOLDER TO WITDRAW FROM CONTRACT ON ISSUANCE AND USAGE OF CREDIT CARD

1. The Cardholder has the right to withdraw from the concluded Contract on Issuance and Usage of credit cards within 14 (fourteen) days from the day of conclusion, without giving any reasons for withdraw, by delivering a notice to the Bank in writing with the obligation of proof of delivery.
2. The date of receipt of the notice by the Bank shall be the date of withdrawal from the contract by the Cardholder.
3. The cardholder who withdraws from the concluded Contract shall immediately, and no later than 30 (thirty) days from the date of notification, return to the Bank part of the used credit limit and accrued interest and fees charged for the period until the withdrawal.

VII. CARD USAGE

1. The credit card issued in physical form (plastic) can be used to make payments at points of sale, pay via the Internet, and withdraw cash within the acceptance network of the card association to which the card belongs (DinaCard, Mastercard, Visa). The credit card issued in physical form can be used for cash payments at certain Bank ATMs marked for that purpose.
2. Credit cards issued in digital form are enabled for payments via the Internet with 3D Secure authentication (Mastercard, Visa cards), i.e. payment via the Internet (DinaCard cards). Credit cards issued in digital form can be registered in a digital wallet (Mastercard and Visa cards), which enables the performance of all transactions with a digital wallet, in the manner and in accordance with Article VII of these Special Conditions.
3. The Cardholder is not entitled to give the card as collateral or security instrument for the payment.
4. If the Cardholder has been denied by the Bank the right to use the card, he shall at the request of the seller of goods and/or services (Acceptor) or the paying bank, hand over the card.
5. The Cardholder shall, when purchasing goods and/or services at the point of acceptance that is equipped with a POS terminal, personally enter his PIN with all possible discretion, if so requested by the Acceptor. The Cardholder must not tell his PIN to the Acceptor or to any other person.
6. In addition to card debiting based on payment and cash withdrawals, upon the User's order, the Bank can debit the credit card directly and, based on the User's instructions, transfer the funds to a third party account, and if the User opts for that option, divide the debit amount into a certain number of installments.
7. Card can also be used to initiate a credit transaction approval, which imply the inflow of the funds on the account linked to the card. Posting the authorization transaction does not settle the due obligation of the Cardholder, but rather increases the available credit card balance.
8. The use of PIN shall be considered the Cardholder's signature. With his signature, the Cardholder guarantees that the amount is correct and that he will settle it in accordance with the SC for Credit cards. A copy of the slip (receipt) shall be retained by the Cardholder, in case of complaint.

9. The Cardholder may withdraw cash at bank counters, post offices and at ATMs using a PIN. The possibility to withdraw cash, in terms of the part of the approved credit limit which can be used for this transaction type, is limited in accordance with the Tariff of fees. The Cardholder has the possibility to change the PIN, within the Bank's network of ATMs in the territory of the Republic of Serbia. In order to increase safety, the Bank defines daily, weekly or other limits (in terms of amount and number of transactions) for withdrawal of cash or payment for goods and services from the card account according to the applicable Tariff of fees. The Cardholder may request a change of limits and/or the number of transactions, by signing the Request at the branch or by sending a Request via e-banking or using the functionality in this regard, within the mBanking application, previously enabled by the Bank. The Bank independently decides on the change of the assigned limit and is not obliged to explain its decision.
10. In the event that the merchant makes a refund to the credit card account, the Bank does not have the possibility to use the paid funds to close the specific transaction for which the refund was made and to cancel the division into installments if the client made the division into installments.
11. Electronic records from ATM and POS terminals (logs) are proof of the transaction.
12. Cardholders of credit cards for private entities have the possibility to split every payment for goods or service at the point of sale or through Internet, as well as every cash transaction at ATM or bank branch, in the amount higher than 3,000 RSD, split into installments, in the way and under conditions provided by the Instructions for splitting transactions into installments. These Instructions are delivered to the Cardholders at the moment of the card delivery, and are also available at the web site of the Bank www.unicreditbank.rs, in the part describing credit cards for individuals, section Split of the transaction into installments. Split into installments is possible with the appropriate fee, defined by the Tariff of fees. Precondition for initiating split of the transaction into installments is active SMS CARD ALARM service. Activation of this service is done by signing the Request for use of SMS CARD ALARM/ Request for use/modification of the current account package, when submitting the Request for issuing a credit card, if the Cardholder has a registered mobile phone at the Bank. or in the period after the card is issued. Existing Cardholders who do not have this service active, can activate it by submitting it. Requests for the use of the SMS CARD ALARM service, i.e. Requests for the use/modification of the current account package, if the Cardholder has the option of using the SMS Card Alarm service within the account package.
13. The cards of UniCredit Bank may not execute transactions in foreign sites registered for gambling.
14. The Bank retains the right to limit the use of card (blockade) in accordance with the General Conditions for providing payment services to Individuals, Entrepreneurs and Farmers, as well as in the following cases:
 - i. if there are legitimate reasons concerning security of the payment card
 - ii. if there is a doubt with regard to unauthorised or fraudulent use of the card, or as a result of fraud. In the case of suspicious transactions, the Bank blocks the card until the Cardholder authenticates the transaction as his transaction by calling the phone number placed on the back of the card.
 - iii. in the case when transactions on POS terminals and ATM are made by the card, where a compromising activity was previously recorded (placing the skimmer, misuse of data, etc.), The Bank permanently blocks the card, makes a decision on re-issuance of the card in which case it shall automatically re-issue the card to the Cardholder, free of charge.
 - iv. after three consecutive attempts of entering the wrong PIN.
15. Depending on the circumstances mentioned in the preceding paragraph, the Bank may temporarily or permanently block the card.
16. The Bank shall notify the Cardholder of its intention to block the card and the reasons for the blockade by email or by calling or sending an SMS to the phone number that the Cardholder submitted to the Bank as a contact, and if it is unable to notify the Cardholder before the blockade of the card, it is obliged to do so immediately after the blockade. The Cardholders of SMS Card Alarm service are automatically sent an SMS notification on the blocking of the card in the manner defined by the Special conditions for using the SMS Card Alarm service for natural persons, contractors and agriculturists.
17. The Bank shall not notify the Cardholder about an intention of blockade or of card blocking if giving such notifications is prohibited by law or if there are justifiable security related reasons.
18. The Bank will again enable the use of the card or will replace it with a new one - once the reasons for its blocking cease to exist.
19. In order to protect the Cardholder in case of online payments, the Bank will create a special payment code for online payments in 3D Secure environment-ie-Mastercard SecureCode/Verified by Visa.
 - Cards from Visa and Mastercard program provide payment on the Internet in a 3D Secure environment with additional validation of the Cardholder's identity through one-time password sent to the Cardholder via SMS, or through e-banking and m-banking using biometrics. The precondition for one-time password sending is an active SMS card alarm or SMS info service. Cardholders registered for SMS Card Alarm or SMS info service, a one-time password will be delivered to the phone number that the Cardholder reported to the Bank for that service. The cardholder is responsible for updating the contact information in terms of the mobile phone number that the was reported to the Bank for the use of the SMS Card Alarm or SMS info service and is aware of the fact that this service is necessary if Cardholders plans to pay with card on the Internet on sites that support the 3D Secure environment.
 - If in the case of unsuccessful payment when Cardholder paying on an online site that supports the 3D secure environment, the Cardholder does not receive an SMS message with a one-time password, it is necessary to contact the Bank in order to check and update the mobile phone number.
 - The Bank can approve payment by card at an online site without additional verification of the Cardholder's identity via a one-time password in case of assessment that the transaction in question is of low risk (the Cardholder pays at a point of sale that he often uses, via a device that he often uses, etc.), or in situations where the Online point of sale does not require authentication of the Cardholder.

- The cardholder is responsible for keeping the password and performing all activities by using the received password. The cardholder is not allowed to transfer or allow access to the same to a third party. In case of lost or stolen card, any unauthorized use of a password or other data for verification, or in case of any other security breach, the cardholder is obliged to notify the Bank immediately. The Bank shall not be liable for any loss or damage arising from the Cardholder's failure to comply with the terms and conditions for the provision of this service.
- The cardholder is financially responsible for any use of Mastercard SecureCode / Verified by VISA, especially considering that these are additional security measures for performing payment transactions via a payment card on the Internet, which guarantee the adequate identification of card cardholders who as such do not may be called into question if the cardholder complies with the rules for using a payment card in a 3D secure environment that is determined by this SC for Credit cards.
- In a case of using the card for transactions where the card is not physically present, the User is obliged to take basic precautions:
 - i. to use only trusted online stores
 - ii. to never send sensitive payment data via e-mail, SMS, or phone
 - iii. to check whether the name of the point of sale specified in the SMS message corresponds to the point of sale where the User initiates the transaction, before giving consent for the execution of the transaction

VIII. TRANSACTION, AUTHORISATION AND CARDHOLDER'S PAYMENT OBLIGATION

1. All debits/credits authorisations resulting from the use of cards are made in the local currency, i.e., in dinars, and so the amount of reserved funds for debits/credits transactions in other currencies, until the posting of the transaction, may differ from the original amount.
2. The accounting currency of the Bank for debits/credits transactions made abroad is EUR, and for transactions in the country RSD. All transactions that the Cardholder makes abroad by an internationally valid card outside the euro zone are subject to conversion from local currency to euros according to the exchange rates applied by the associations Visa and MasterCard.
 - a. The Bank performs the conversion on the day of posting the debit transaction at the Bank's selling rate, that is, at the Bank's buying rate for authorization transactions. Transactions originating outside the Eurozone are subject to conversion from the local currency to EUR according to the exchange rate applied by the card associate
3. In cases where the Cardholder is given the option of selecting the debit/authorization currency during the transaction, and in which the Cardholder decides for conversion of transaction and to perform payment in RSD currency, the debit/authorization transaction on the Cardholder's account will be performed in the selected RSD currency, whereby the Bank has no insight into the conversion rate and the fees applied by the receiving place registered abroad. The information that is presented to the Cardholder on the screen of the device or on the slip is not binding for the Bank as the issuer of the card.
4. All obligations per cards incurred by debits/credits transactions executed in the country or abroad are calculated in dinars by the selling rate of the Bank on the day of transaction processing. If it is credit transaction conversion is done by Bank's bid rate.
5. If, after the expiry of 60 days from the date of the transaction made by using the card, no change is recorded in the account of the Cardholder, or the change is not recorded in the Statement, the Cardholder shall, without delay, notify the Bank. The Bank shall ensure the refund of the amount or a correct execution of the payment transaction if the Cardholder has notified the Bank about the unauthorised, failed, or incorrect execution of the payment transaction and/or has requested the correct execution of the payment transaction, immediately after becoming aware of such payment transaction, provided that he has delivered such notification and/or request within 13 months after the debit date.
6. The Cardholder agrees and authorises the Bank to collect the outstanding liabilities incurred by operations with cards also from other accounts that the Cardholder has opened at the Bank.
7. The Bank shall not be liable for damage caused by circumstances that it cannot influence (power failure, failure of ATMs, omissions and/or inaction by other banks, payment institutions and retailers, etc.).
8. The Cardholder is aware and accepts that the use of cards for payment by electronic means (Internet, MO/TO (mail order and telephone order) transactions, etc.) carries the risk of abuse that exists when communicating the card number and other personal data through the public network and all financial consequences caused by such abuse shall be borne by the Cardholder.
9. Before the execution of a transaction on the Internet the Cardholder must become aware whether the merchant through which he makes an online transaction has registered POS in the country or abroad and based on such knowledge to become aware whether the underlying transaction will be delivered to the Bank as an international or domestic transaction. The Bank will not bear any expenses, exchange loses, nor have any liability for transactions executed on the Internet, on POS terminals that are in the system outside Serbia, for which the Cardholder has not obtained all the necessary information before the execution of the transaction which caused disagreement of amounts presented to the Cardholder at the execution of the transaction and the posted transaction amount. All information on the transaction performed by the cardholder with a card issued by the Bank, presented by the merchant during its realization, especially information on the transaction currency, applied conversion rate, etc., as well as information on the conditions under which the merchant provides the service, are not binding for the Bank, nor can the Bank have them available and as such present them to the cardholder in advance.

10. When initiating a payment transaction with a card, the Bank authorizes the transaction and for authorized transactions conducts simultaneous reservation of funds in the account/accounts linked to the card, in accordance with the rules defined by these Special Conditions.
11. Cardholder gives his consent for the execution of the payment transaction before the execution of the payment transaction, and in one of the following ways:
 - a. By using the card at the POS terminal by reading the chip or by contactless reading the chip and entering the PIN code in case the same is required for authentication, or by signing the slip when reading the magnetic strip if a signature is required for authorization
 - b. By contactless reading of the chip from the card without entering the PIN code in accordance with the limits for contactless payments defined by card associations
 - c. By entering the PIN code when initiating a payment transaction at the ATM (by inserting the card into the reader or by contactless reading)
 - d. By entering the security elements required by the Acceptor when initiating a payment transaction at online points of sale (card number, CVV2/CVC2 code and/or entering a one-time password)
 - e. By using the card within the digital wallet in the manner described in these Terms of Business with debit cards
 - f. The card user can give consent for the execution of a payment transaction both through the payee and through the provider of the payment initiation service.
12. After giving consent for the execution of a payment transaction, the consent cannot be revoked except in the case of an agreement between the Card User and/or the Bank and/or the Acceptance Point. The time of receipt of the payment order means the moment when the Bank received the electronic data on the payment transaction from the Bank of the payee. Within one day from the date of the interbank settlement, the transactions arrive at the Bank for processing and are recorded with the currency date when the settlement between the banks was completed. Upon receiving the debit order from the payee's payment service provider, the Bank will book the transaction, i.e. debit the account/accounts linked to the card and cancel the reservation.
13. Bank System will release the reservation, after the expiration of deadline set by the international standards for Card operations as the deadline for delivery of debits on performed transactions by payment service providers of the payee or merchants. The stated deadlines depend on the place where the transaction was concluded, so for ATM transactions it is 5 working days, for POS terminal it is 7 working days, but they can also depend on the type of merchant, so in the case of Rent a car Agency, it is 30 days. Authorization has been systematically released after a predefined deadline, and cardholder is obliged to monitor debit of his/her account and to provide sufficient funds in order to enable settlement of the card payment transaction, in case that the reservation is released without prior charge for the specific payment transaction. If cardholder recognizes that reservation has been released without debit the account due to the transaction made or the debit was posted without releasing the reserved funds, it is necessary to contact Bank immediately in order that bank execute necessary checks and availability of funds at cardholder account and aligned it with actual status. When performing payment transactions by card, cardholder should also bear in mind that, the date of debit of account may differ from the date when the payment transaction was concluded

IX. REPAYMENT MODELS AND ORDER OF CLOSING THE OBLIGATION

1. The cardholder is required to settle his obligations to the Bank regularly, on a monthly basis unless otherwise specified.
2. The Bank shall submit to the cardholder once a month a Statement on new obligations (hereinafter referred to as: Statement) to notify the Cardholder of all transactions and fees resulting from the use of primary and/or additional card in the country and abroad for the previous month, the amount of current taxes for accounting period, the minimum amount to be paid, the amount of instalments (if the purchase model in instalments with MasterCard and DinaCard cards for individuals is used) as well as the maturity of monthly liabilities.
3. The models of repayment of debt on the cards:
 - i. Revolving model for individuals and entrepreneurs:
 - "The minimum amount for payment" - a mandatory part of the payment. If the Cardholder provides on his account for repayment the minimum payment amount or an amount greater than the minimum amount to be paid, and less than the current debt within that period, the interest will be calculate for each transaction from the previous month from the day of processing until the last day of the month, as well as interest on the debt at the beginning of the month to which the statement relates, reduced for eventual payment until the last day of the relevant accounting period. For each day of default in repayment of outstanding liabilities, default interest will be accrued.
 - "Current debt" - if the amount of the Current debt is settled by maturity date specified in a statement, the interest is not charged, whereby the Bank gives the Cardholder the possibility of a grace period.
 - ii. Instalment purchase (model for individuals) - if the amount of the due instalments is settled by the maturity date specified in the statement, the contracted interest is not charged. After due date, unpaid portion of due instalment is treated as revolving balance to which contractually agreed interest is applied. .

- iii. Charge model for entrepreneurs:
 - "The current debt" equals total debt during the accounting period, which is due in full. For each day of delay in repayment, contracted interest shall be calculated.
4. Schedule of closing the obligations:
 - i. Due liabilities (first revolving debt, then debt divided into instalments)
 - ii. Outstanding liabilities (first revolving debt, then debt divided into instalments)
5. All payments made during the month in the amount that is higher than the "Current debt" stated in the last Statement, the closing of the obligations shall be performed in the order specified in the previous paragraph. In these situations, depending on the amount of the payment, it may also lead to the closing of liabilities of undue installments, for transactions that cardholder previously divided on rates. In that case repayment period can be reduced, such as a reduction in the number of remaining installments, since the closure of debt is made starting from the installments that comes last, and will be reflected in the closing of undue liabilities on the basis of installments at the moment when the total liability for undue installments is less than or equal to the amount of higher amount paid. The payment of a larger amount from the amount of the due obligation that is shown on the statement that the Bank delivers to the cardholder on a monthly basis, represents the personal determination of the Cardholder and the Bank will book the payment in order to close the obligations in a way determined by these Special Conditions and which as such can not produce any liability on the part of the Bank.
6. If the Cardholder has paid a smaller amount than the amount of the current debit, the client will be charged interest on the entire amount of the revolving consumption with the next statement date, that is, the client will not be able to have a grace period.
7. All credit transactions, regardless of whether they are initiated by the Cardholder or the merchant on the basis of a business relationship with the Cardholder, are treated as card repayments, used to close obligations in the order specified in these Special Terms and cannot annul previously used repayment models for which the Cardholder has opted (for example - payment of funds by the merchant for the return of funds for a previously executed transaction previously divided by the cardholder in installments cannot be used to close a specific transaction or cancel installments, but the funds can only be used to close card liabilities according to the debt structure at that time)
8. Cardholder agrees that the Bank will deliver monthly card statements via a channel of communication which client selected. In case that Cardholder didn't received the Statement until the 15th of the month, and last month he used the card or have some obligation from previous period, Cardholder is obliged to immediately notify the Bank.
9. The cardholder can at any moment prematurely repay total debt free of charge and address the Bank with the request to terminate the Contract and close the card, so that the Contract in question shall cease to produce legal effect. Repayment of the credit limit in use, in full, without submitting a request to close the card, cannot be considered as termination of the Contract, nor does it imply that the Contract ceases to produce legal effect.

X. CARDHOLDER'S RIGHT TO CHECK TRANSACTIONS AND COMPLAINT

1. The Cardholder is obliged to save and present a copy of a slip/receipt for the eventual checks of a transaction made.
2. The Cardholder obliged to deliver the Transaction Check Request (hereinafter referred to as: the Check Request) in written form or in person to a Bank's branch as soon as he/she becomes aware of it, but no later than 13 months of the transaction date. The request for verification of the transaction is submitted by the User to the Bank in the event that the payment initiation service provider was also involved in the execution of the payment transaction
3. The Cardholder/person whose name is on the card who addressed the Check Request, is entitled to be released from any cost if it is established that the request is founded.
4. Upon termination of the Bank's about submitted Request, the Cardholder will be informed of the result, and if he is not satisfied with the performed checks or the result of the proceeding, he / she has the right to complain to the Bank, who submits in the manner defined by this SC for Credit cards.
5. If it is established that the Check Request is unfounded, the Bank will charge the Cardholder for all operational costs incurred due to the process thereof according to the relevant Fee Tariff.
6. Any complaints regarding the quality of goods and/or services paid by a card shall be addressed by the Cardholder/person named on the card only to the seller of the goods and/or services - Acceptor. If a merchant refunds the assets to the Cardholder, on the basis of founded complaint regarding the quality of goods and/or services or for other reasons, the Bank shall not incur the costs of foreign exchange differentials, if any, if the initial transaction was made in a foreign currency and/or booked by debiting the Cardholder's account in a currency other than the refund currency.
 - a. The Cardholder of the main card can send a complaint to the Bank if believes that the bank does not comply with the provisions of the law, other regulations, the General Business Conditions / Special Business Conditions or good business practices and obligations from the contract Cardholder has concluded with the bank, and with the complaint expresses dissatisfaction with the bank's actions or indicates its omissions. Regardless of whether it is a complaint related to a basic or additional debit card, the User of the financial service, i.e. the owner of the account, must also submit the complaint to the Bank, except in the situations described in more detail in point 11 of these Special Terms and Conditions

7. The Cardholder have the right to complain within a period of three years from the day his rights or legal interests have been violated in accordance with previously stated. If the Cardholder is filing the complaint after the stated deadline has expired, Bank will inform him that the complaint is submitted after the deadline and that it is not obligated to consider the complaint.
8. The Cardholder may submit a complaint in one of the following ways:
 - a. In the business premises of the Bank using the Contact form which is available at all branches of the Bank,
 - b. By submitting a complaint by post to the following address:
 - i. UniCredit Bank Serbia JSC.
 - ii. Customer experience and complaint management
 - iii. 11000 Belgrade
9. By e-mail at: josbolje@unicreditgroup.rs
10. Through the Bank's website
11. through an electronic or mobile banking application, if the complaint refers to services that the Bank provides or has provided through those services. .
12. A complaint must contain information about the complainant based on which it will be possible to identify the complainant i.e. determine the business relationship with the Bank to which the complaint relates, as well as reasons for submission of complaint.
13. Along with the complaint submitted through the proxy, a special power of attorney is also submitted by which the user/client's legal representative authorizes the proxy to file a complaint on the bank's work on his behalf and for his account and undertake actions in the procedure based on that complaint, and by which he gives approval to make available to that representative information that constitutes a banking secret, in the sense of the law governing banks, i.e. a business secret in the sense of the law governing payment services For the written complaints submitted to the Bank electronically, via dedicated e-mail or website, Bank will confirm the receipt via e-mail on the same day when the complaint is received, while for the complaints received after the regular opening hours of the Bank, complaint shall be considered to have been received on the next business day, of which the complainant shall be informed in the confirmation of receipt of the complaint.
14. The Bank shall provide the complainant with a clear and understandable response to the complaint, in writing, no later than 15 days from the day of receipt of the complaint. If, for reasons not depending on its will, the Bank is unable to submit a response within the specified period, that period may be extended for no more than 15 additional days, about which the Bank shall inform the complainant in writing within 15 days of receipt of the complaint. In its notification, the Bank shall clearly and understandably present the reasons due to which it is unable to provide a response within 15 days of receipt of the complaint, as well as the final deadline for its response.
15. The Bank shall not charge the complainant a fee or make any other charges for acting upon his complaint.
16. In case that the complainant is dissatisfied with the response to his complaint, or that response was not provided within the previously indicated time limit, prior to initiating a lawsuit, the complainant may submit a complaint with the National bank of Serbia, in writing by using the complaint form in National Bank of Serbia website or by post. The complainant may submit that complaint within six months from the date of receipt of the response of the Bank, or the expiry of the time limit set for responding to the complaint.
17. In the case that the complainant is dissatisfied with the response to his complaint, or that the response was not provided within the set time limit, his controversial relationship with the Bank can be resolved in extra-judicial proceedings i.e. by mediation. Once a mediation procedure is initiated, a complaint may no longer be filed with the NBS, however, the time limit set for its submission shall not run for the duration of the mediation process.
18. The mediation process, before the National bank of Serbia, is initiated at the request of one of the parties in the dispute that is accepted by other party. This proposal, which Cardholder submits to the National bank, must include the deadline for its acceptance that may not be less than five days and no longer than fifteen days, starting from the day of submitting the proposal.
19. A mediation process shall not preclude or affect the exercise of the right of the complainant to court protection.

XI. DAMAGED, STOLEN OR LOST CARD

1. The Cardholder must, without delay urgently upon learning of the lost or stolen of the card, block the card via the mobile application or and request from the Bank to block the card's further use.
2. The customer reports the lost/stolen card by telephone to the number of Contact Centre +381 11 3777 888, therefore, it is advised that the Cardholder always keeps the number of the Bank's Contact Center with him. After blocking the card through the mobile application or report of the card lost/stolen, the Cardholder shall confirm such report by filling in the appropriate form in the nearest Bank branch or using e-banking and m-banking application.
3. In the case that a lost or stolen card is returned to the Cardholder or the Cardholder has found it, he must notify the Bank thereof. If there is a blockade of the card, based on the previously reported stolen or loss of the card, the Cardholder can request its activation and continued use.
4. In the event that the card is destroyed/damaged, the Cardholder is obliged to notify the Bank in writing thereof by filling out the appropriate form in the branch of the Bank where the card

is issued.

5. In case of loss/theft of a mobile phone in which the Bank's mobile application is installed, through which the User is enabled to view the card data, it is necessary for the client to report the theft/loss to the Bank without delay by calling the Contact Center number +381 11 3777 888, in which case the Bank will block the card, whereby further use of the mobile application will also be disabled, in accordance with the Special Terms of Use of Electronic and Mobile Banking Services for Individuals, Entrepreneurs and Farmers.
6. When payment card that was blocked previously by the client (lost/stolen) need to be reissued, it is necessary to fulfill the preconditions that was set through this SC for Debit card in the sense that the payment card in which the domestic payment transactions processed, clearing and settlement are performed in the payment system in the Republic of Serbia, has already been issued to the cardholder. On that occasion, the User can also submit a request for the issuance of a card in digital form. After reporting the loss/theft of a mobile phone in which the Bank's mobile application is installed with the possibility of viewing the debit card data, the User is obliged to confirm the report to the Bank by filling in the appropriate form in the nearest branch of the bank, as well as to request the reissuance of the card.
7. In the event that there has been an unauthorised use of the card or of the data from the card - the Cardholder shall, immediately after finding this out, and not later than within 13 days from the date of debiting, report to the Bank the transaction executed by unauthorised use of the card or of the data on the card, in which case he may bear the losses as a result from the unauthorised use up to a maximum of RSD 3,000.
8. The Cardholder shall bear all losses in connection with any transaction executed by means of abuse which he does himself, and shall bear the losses made as a result of failing to fulfil his obligation to immediately inform the Bank of the lost, stolen and misuse of the card, the obligation to adequately keep his/her card and the PIN code, as well as other obligations under these SC for Credit cards.
9. The Cardholder shall bear no losses for an unauthorised payment transaction arising from transactions executed after reporting to the Bank the lost, stolen or unauthorised use of the payment card or payment card data:
 - i. if the loss, theft or misuse of the card was not detected by the User before the execution of the unapproved payment transaction, unless the User did not fulfill his obligations arising from these PU operations with debit cards
 - ii. If the unapproved payment transaction is the result of the Bank's action or omission,
 - iii. if the Bank does not provide at all times appropriate means of notification of a lost, stolen or misappropriated payment instrument,
 - iv. on the basis of transactions carried out after reporting to the Bank the loss, theft or unauthorized use of the debit card, i.e. the data from the debit card, unless Cardholder committed abuse or participated in abuse or acted with the intent to defraud
 - v. If the Bank does not require and does not apply reliable authentication of the Card User in cases where it is legally obliged to do so, unless the loss is due to the fraudulent actions of the Cardholder.
10. If the Bank is responsible for an unapproved payment transaction, it is obliged, at the Card User's request, to refund the amount of that transaction to the Cardholder without delay, i.e. to return the card account to the state in which it would have been if the unapproved payment transaction had not been carried out, as well as to perform refund of all fees charged to the Cardholder, except in case of suspicion of fraud or abuse on the part of the Cardholder, in which case within 10 days from the day of learning about the unauthorized payment transaction, justify the refusal of the refund and report the fraud/abuse to the competent authority or make a refund to the User, if he concludes that he did not commit fraud or abuse.

XII. CARD CANCELLATION

1. At the written request of the Cardholder of the main card, the Bank shall cancel the use of the card free of charge.
2. If the Cardholder does not comply with the obligations of the Contract and these SC for Credit cards, the Bank may deny the right of use to the Cardholder.
3. The Bank reserves the right to cancel the produced card which Cardholder does not collect within 12 months of production without a specific written request of the Cardholder.
4. All transactions concluded until the day of return of the card, as well as any expenses shall be borne by the Cardholder.
5. The Cardholder of the main card is entitled to have his/her account terminated free of charge. The card account can be closed provided that the Cardholder has previously settled all the obligations under the Contract.

XIII. FINAL PROVISIONS

1. By signing the Contract, the Cardholder agrees and authorises the Bank to charge its RSD current account or foreign currency account for all transactions and fees arising from usage of the card and in accordance with the relevant Fee Tariffs.
2. By signing the Contract, the Cardholder acknowledges that he/she is familiar with and concordant to all the provisions of the SC for Credit Cards and the relevant Fee Tariffs as well as to familiarize the Users of additional cards with them

3. The Bank shall reserve the right to amend these SC for Credit Cards, upon giving a prior notice to the Cardholder. Anything not provided by these SC for Credit Cards, shall be governed by the Bank's General Conditions for providing payment services to Private Individuals Entrepreneurs and Agriculturists and General Business Conditions for Private Individuals, Entrepreneurs and Agriculturists - General Part.
4. In case of any dispute, Court in accordance with the law will be competent.
5. These SC for Credit Cards have been drafted in accordance with the Payment Services Act and the regulations of the Republic of Serbia and are available on the Bank's webpage www.unicreditbank.rs, as well as at all Bank's branches.
6. These SC for Credit Cards have been drafted in Serbian and English. In the case of any inconsistencies between the Serbian and English versions, the Serbian version will prevail.
7. The provisions of these SC for Credit Cards shall come into force on the date of their adoption by the Bank's Supervisory Board and shall apply as of 06th of May 2025.

Management Board of UniCredit Bank Serbia JSC Belgrade