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GENERAL BUSINESS CONDITIONS FOR PRIVATE INDIVIDUALS, ENTREPRENEURS AND AGRICULTURISTS
UNICREDIT BANK SERBIA JSC BELGRADE - GENERAL PART

Belgrade, 20th of July 2026

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Pursuant to Article 73, paragraph 1, point 5 of the Law on Banks ("RS Official Gazette" nos. 107/2005, 91/2010, 14/2015,19/25), as well as to the Article 9 of the Law on the Protection of Users of Financial Services ("RS Official Gazette" nos. 36/2011, 139/2014,19/25 meeting held on 20th of July 2026 adopted

GENERAL BUSINESS CONDITIONS
FOR PRIVATE INDIVIDUALS, ENTREPRENEURS AND AGRICULTURISTS
of UniCredit Bank Serbia JSC Belgrade – General part

I. INTRODUCTION

1. General provisions

1.1 The General business conditions of the Bank – General part (**hereinafter: the GBC – General part**) are standard conditions of the Bank's operations which are applied in business activities with the Clients, for establishing relations and the procedure of communication, as well as the conditions for carrying out the transactions between the Client and the Bank. With this document Bank ensures the application of good business customs, good business practice and fair treatment of the Client.

1.2 Integral parts of these GBC – General part are:
Enclosure 1. - Catalogue of the Bank products for private individuals, Catalogue of the Bank products for entrepreneurs and Catalogue of the Bank products for agriculturists (hereinafter: Catalogue),

1.3 In accordance with the Bank's GBC – General part, Bank's Client is interpreted as any domestic and foreign private individual who uses or had used the Bank's services, or has approached the Bank for using these services, and who the Bank has identified as such, and whose listed payment and financial services are used by abovementioned private individual for purposes other than his business or other commercial activities (hereinafter referred to as Client). The Bank's Client is considered, by the GBC – General part, as a private individual with legal capacity and a registered business activity with the competent authority - the entrepreneur, who performs activities in order to achieve the revenue and benefits, who uses or has used the Bank's services, or has approached the Bank for using these services, and the Bank has identified this private individual as such (hereinafter: Client).
The Bank's Client is interpreted by the GBC – General part as a farmer who is: 1) a holder of a family farm, or a private individual - farmer and entrepreneur who performs agricultural production, and is registered in the Register of agricultural holdings, as the bearer of a family farm in terms of the law governing agriculture and rural development and
2) a member of the family farm, which is exclusively engaged in agricultural production (hereinafter: Client).

1.4 The basis of all business relations between the Bank and its Clients, private individuals, is mutual trust.

1.5 The purpose of the GBC – General part is establishing of clear and binding bases for the Clients and for the Bank in terms of carrying out all business transactions.

1.6 In addition to these GBC – General part, together with other acts that make up the General Business Conditions for private individuals, entrepreneurs and agriculturists the applicable laws and by-laws are applied to business relations between the Bank and the Client, and generally accepted rules of domestic and international Banking practices, business practices and fair treatment of the Client.

1.7 The Bank is obliged to prominently display a copy of these GBC - General Part, together with other acts that make up the General Business Conditions for private individuals, entrepreneurs and agriculturists in the Serbian language, in its business premises and on the Bank's website, in order to enable Clients to familiarize themselves with the terms of business with the Bank.

1.8 The Bank will, within 30 days before the day of implementation of amended GBC – General part, enable the Client to get informed about any amendments to these GBC – General part in Client's main branch, and upon the Client's written request deliver amended GBC – General part in written form or on permanent data carrier.

1.9 A Permanent data carrier means paper and any other means (e.g. optical disc, memory cards, computer hard drive and electronic mail) that allows the Client to save the data intended for him, to access that data and to reproduce it in an unaltered form for a period corresponding to the purpose of its storage.

1.10 Written form means a text, i.e. a document made on paper or another permanent data carrier, including an electronic document. The Bank will release the GBC on its Internet page within 15 days at the latest before the start of their application.

1.11 The Bank will publish the General terms and conditions of business on its website no later than 30 days before the start of their application, as well as inform the Client in the agreed manner and make those changes available to him.

1.12 The Bank is bound to provide the Client with adequate explanations and instructions relating to the implementation of the GBC regarding certain financial service and upon the Client's written request to deliver those conditions in written form or on a permanent data carrier without any delay.

2. Bank's services and products

2.1 The Bank makes available the entire range of its Banking services to the Clients, as follows: opening and maintaining various types of accounts, domestic and international payment operations, various types of loans, issuing of guarantees, letters of credit (for entrepreneurs), binding, non-binding letter of intent (for farmers). discount bill of exchange (for entrepreneurs), citizens' cheques, custody services, investments services, investment services, payment cards, electronic banking services, mobile banking services, RSD and foreign currency termed deposits, sight deposits, foreign exchange services, escrow accounts as well as other banking and financial services in accordance with applicable regulations and renting of safe boxes only to existing Bank's clients who have an active business relationship with the Bank and a history of positive transactions for more than a year.

3. Bank secrecy and personal data protection

3.1 The Bank will strictly protect the secrecy of transactions and services that it provides, as well as the Client's and related persons data, in accordance with applicable laws, international practice and other regulations.

3.2 Client by signing the Agreement with the Bank, expressly agrees in accordance with Law on Banks, that the Bank has the right to make available information under Request, Offer and Agreement, information about the Client, its related entities, the documentation that makes loan file, and other information considered Bank secrecy and data about obligations under Agreement and the manner of settling and adherence to the contractual provisions, to the central database of UniCredit Group, the members of its bodies, its shareholders, Bank employees, external auditor of the Bank, the Credit Bureau Association of Banks of Serbia, National bank of Serbia, upon the request of the court and/or other authorized state bodies, to the competent tax authorities in order to exchange data with the tax authorities of other countries on the basis of concluded bilateral and multilateral agreements, letters of intent to conclude the same or recommended guidelines for the conduct of financial institutions from the territory of the Republic of Serbia, and other persons who regarding the nature of their work must have access to such data, as well as third parties with whom the Bank has concluded an agreement which regulates the handling of confidential information.

3.3 The Bank processes client's personal data in a lawful, fair and transparent manner in accordance with the Law on Personal Data Protection.

3.4 The client is informed of the manner in which the Bank processes his personal data through the Notice on the processing of personal data that has been handed over to him and which is available on the official website of the bank, in accordance with Articles 23 and 24 of the Law on Personal Data Protection

4. Authorized persons

4.1 The Client may authorize another person on his name and his behalf to conclude an agreement with the Bank, in which case the Bank shall determine the identity of authorized persons and sign the agreements under the power of attorney certified by the competent authority, and which cannot be older than 6 months.

4.2 Authorized persons act in the name and for Account owner, as the person granting the authorization, within the limits and pursuant to the issued due authorization on the Bank's form or the authorization certified by the competent body, and the identity of such person must be established on the basis of identity documents.

4.3 The authorized person mentioned in the previous sub-paragraph is not authorized to grant new or to withdraw the existing authorities. The authorized person can have the same authorities as the account owner, private individual, only in the case of the owner's death, on the basis of valid court decision on inheritance and special power of attorney certified by the competent body.

4.4 The deposited signatures of proxies are valid until the same are revoked in written form satisfactory to the Bank.

4.5 The deposited signatures of proxies -entrepreneurs are valid until the same are revoked in written form satisfactory to the Bank even in the case that the amendment as regards the authorization for management of the account is made in the appropriate register or in other manner.

4.6 The amendments and supplements of data will be legally binding for the Bank only from the moment of arrival of the same in the form of written notice to the Bank's premises.

5. Interest

5.1 The Bank for banking transactions, namely the loans, credit cards, overdrafts on the account and deposit stipulates, calculates, pays and charges interests in accordance with the Catalogue, agreement and these GBC – General part.

5.2 Interest may be stated on an annual or monthly or daily basis.

5.3 Interest calculation is performed by applying the proportional calculation method.

5.4 When calculating the interest, the Bank applies the actual number of days in the month from a year of 360 days.

5.5 The nominal interest rate (**hereinafter: NIR**) applied by the Bank may be fixed or variable.

5.6 The Bank regulates the type of the NIR and calculation method by an agreement.

5.7 The variable NIR value can depend on contracted variable elements, or on variable and fixed elements, and variable elements are those officially published, as follows:

- reference interest rate,
- consumer price index, etc.

5.8 Bank is obliged to keep a prominent notice on the movement of the value of the contracted variable elements mentioned in the previous point in its business premises, on the Bank's website, as well as on a permanent data carrier within the electronic services.

5.9 The interest accrues in the same currency in which deposit is made, or loan is approved.

5.10 Bank is obliged to inform Client about every change of contracted variable NIR, in written, namely to deliver the amended plan for loan/deposit, before the day of applying the changed rate, of periodically in accordance with the agreement, and to state in that notice the date from which the amended interest rate is applied.

5.11 The Bank is obliged to make available annuity plan, listed in the previous point for the duration of the agreement, on the Client's request.

5.12 The Effective interest rate (hereinafter referred to as: EIR) in credit service contracts (services provided by the Bank based on loan agreements, credit card agreements, overdraft agreements) represents the total price that includes interest rates, fees and costs for the provided banking service, i.e. in deposit agreements it represents the total income from services based on the deposit agreement after deduction of taxes and other costs, expressed in relation to the amount of the deposit as a percentage on an annual basis, in accordance with the regulations that regulate the same.

5.13 The Bank shall calculate the EIR in regulated manner, and to inform the Client in accordance with the law and bylaws.

5.14 If Client fails to fulfill its obligations within the agreed period - the matured claims Bank charges a default interest rate in accordance with the Law on amount of default interest rate, and if it is lower than contracted interest rate, then the Bank shall charge the contractual one. For clients, private individuals, the amount of default interest rate is regulated by the Law on the Protection of Users of Financial Services, and in the case of farmers and entrepreneurs, the Law on Default Interest is applied.

6. **Fees and costs**

6.1 The Bank shall calculate and charge fee for service performed to the Client.

6.2 Fees and costs which the Bank charges may be fixed or variable. The amount of the cost, the fee and the manner and deadlines for its collection, adjustment periods and method of adjustment, are established in the Tariff/Agreement for a specific banking service.

6.3 The Bank is obliged to notify the Client of any change in the agreed fees, as well as costs, in the manner and within the deadlines prescribed by law. In the case of payment services, the Bank may, in accordance with the Law on Payment Services, apply silent consent, while in the case of other banking services, it is necessary to conclude an Annex with the client.

6.4 The Bank reserves the right to, in accordance with its internal acts, contract with clients more favorable interest rates, fees and expenses, for its products and services, which will be determined by the contract concluded with the client.

II. PRECONTRACTUAL STAGE

1. Advertising

1.1 The Bank shall advertise its products in clear and comprehensible manner by advertisement in newspapers, television and other public broadcasters in line with the law and these GBC – General part.

1.2 In the course of advertising of the deposits and loans from its offer through advertisements and in its premises and on its internet page, the Bank shall clearly specify:

i. type of deposit / loan,
ii. the amount of deposit / loan,
iii. the amount and type of nominal interest rate (fixed, variable or both if applicable), together with all fees included in the total cost of the loan/deposit for the Client
iv. effective interest rate,
v. the currency in which the deposit/loan is contracted,
vi. credit indexing method,
vii. loan repayment term, i.e. deposit payment term,
viii. the total price of the loan/lease for Client,
ix. all costs incurred by the Client,
x. the total amount that the Client pays on the basis of the loan/revolving loan agreement, the number of installments and the amount of the individual installment, and in the case of the deposit agreement, the total amount (amount of deposit and interest) that the bank is obliged to pay,
xi. collateral instruments
xii. where applicable - a warning that a change in exchange rates may lead to a change in the total amount paid by the user under the loan/revolving loan agreement
xiii. a warning about the existence of a risk for a specific loan agreement/revolving credit, if applicable

2. Informing the Client in the pre-contractual phase

2.1 The Client has the right to receive from the Bank, at any time, in written form, in the manner chosen by the Client, clear and comprehensible information about the financial services offered by the Bank. Bank shall provide the consumer with clear and understandable information and relevant explanations of the terms referring to the deposit/loan agreement, overdraft agreement, and on the agreement on issuing and use of a payment card (hereinafter: Offer) in a manner that will enable the Client to compare different offers of providers of the same services and assess whether the agreement suits his/hers needs and financial situation, but which would not be misleading to the Client at any time.

2.2 The Bank shall offer the service to the Client primarily in dinars and shall, at the request of the Client, and if has it in the offer, enable him to negotiate the service in dinar counter value of foreign currency, or in foreign currency in accordance with regulations that govern foreign currency operations.

2.3 If the loan is negotiated in dinar counter value of foreign currency or in foreign currency, the Bank shall warn the Client of the risks he assumes in such case, in written, which receipt of such information the Client will confirm with his signature on paper or other permanent data carrier.

2.4 The Bank shall supply the Client and the person who intends to provide the collaterals with the Offer on a proper form in accordance with the Law and bylaws of NBS, on paper or other permanent data carrier and the Bank shall keep that in the Client's file.

2.5. For potential clients, who are interested for a mortgage loan, as well as entrepreneurs interested in investment loans for business premises and for machines and equipment, the bank will provide a list of necessary documentation in written form, consist of documents which should be submitted as part of loan request.

2.6. The Bank shall submit to the client, who intends to conclude with it the contract, at his request, the draft text of the contract as a proposal for its conclusion. Draft of the contract should be submitted to the person who intends to provide collateral (guarantee, bill of exchange, administrative ban, etc.) along with the Offer. Receipt of the draft contract Client and the provider of the collateral confirm by signature on the takeover, which Bank keeps in the file of the Client.

3. Assessment of Client's creditworthiness

3.1. Before giving the Offer and entering into a loan agreement, the overdraft agreement, the agreement on the issuing and use of credit card, and for entrepreneurs, the agreement on the issuing of guarantees and letters of credit, the agreement on discount bill of exchange, the Bank is obliged to assess the Client's creditworthiness. The assessment of creditworthiness is carried out on the basis of indicators and data that the Bank obtains from relevant and reliable sources that can prove their credibility, from the client, as well as on the basis of an insight into the database of the client's indebtedness. The Bank is obliged to verify indicators and data in an appropriate manner, including the use of documentation that can be independently verified (such as extracts from publicly available registers, etc.). If the contracting parties agree to increase the Client's credit, the Bank will reassess his creditworthiness. Bank concludes an agreement on credit services only if the result of the creditworthiness assessment indicates that it is likely that the Client will fulfill the obligations under the agreement in the manner and within the terms stipulated in that agreement.

3.2. Bank is obliged to decide on the Client's request for using the credit service, i.e. to enable the Client to conclude the contract within 15 working days from the day when the Client submitted all the required data, information and documentation. In the case of a housing loan, i.e. a loan secured by a mortgage - the bank can extend the deadline by 10 working days, but it is obliged to inform the Client about this extension of the deadline.

3.3. If the Bank rejected the loan request, it is obliged to inform the client about it, and if it was rejected based on an inspection of the database on the Client's indebtedness, it is obliged to immediately inform the Client in writing about the data from that database, free of charge.

III. RIGHTS AND OBLIGATIONS OF CONNTRACTUAL PARTIES

1. Right of withdrawal

1.1 Right to withdraw from the agreement with the Bank

1.1.1 The Client shall have the right to withdraw from the loan agreement, agreement on overdraft, agreement on issuing and use of a credit card, and for entrepreneurs, the agreement on the issuing of guarantees and letters of credit, the agreement on discount bills of exchange, within 14 days from the date of conclusion of the agreement, without giving any reason for withdrawal.

1.1.2 In the case of a housing loan agreement, i.e. a loan agreement covered by a mortgage - the Client may cancel from the agreement provided that he has not started using the loan, i.e. financing.

1.1.3 Prior to expiry of the 14 days from the day of conclusion the agreement, the Client shall notify the Bank in written or on another durable medium, when withdrawing from the loan agreement, agreement on authorized overdraft facility, agreement on issuing and use of a credit card and for entrepreneurs – the agreement on the issuing of guarantees and letters of credit and the discount bills of exchange.

1.1.4 Client is obliged to have proof of delivery of the Notification to the Bank.

1.1.5 The date of receipt of the Notification by the Bank shall be considered the date of withdrawal from the contract by the Client.

1.1.6 In the case of distance contracting, the Client has the right to withdraw from the distance contract within 14 days from the date of conclusion of the contract, without stating the reason for withdrawal. The Client is obliged to submit a statement of withdrawal from the distance contract to the service provider in writing or on another permanent data carrier. The distance contract ceases to be valid at the moment the Bank receives the statement.

1.1.7 The client who withdraws from the concluded contract is obliged to return to the Bank the principal amount and interest from the main deal during the use of the loan within 30 (thirty) days from the date of sending the notice, and in the case of a housing loan contract, i.e. a loan contract secured by a mortgage, the client is also obliged to pay compensation for the actual costs incurred by the Bank in connection with the conclusion of that loan contract.

1.1.8 If the Client withdraws from the concluded contract, along with which a secondary service was provided, the Client will no longer be bound by the contract on secondary services.

1.2 Right to withdraw from the loan agreement with the Vendor – linked loan agreement

1.2.1 In the case of related credit agreements that are concluded for the purpose of purchasing certain goods, where the possibility of returning the goods and the entire paid amount

is foreseen within a period longer than 14 days - the Client has the right to withdraw from the financial service agreement within that period.

2. Informing the Client during the contractual relationship

2.1 The Client shall have the right to obtain from the financial service provider, in writing or on another permanent data carrier, free of charge, information, data and instructions relating to his contractual relationship with the provider, in the manner and within the terms specified by the agreement.

2.2 Bank shall, free of charge, submit to the Client the information on the status of its debt, every six months.

2.3 For overdraft agreement, the Bank shall provide the Client, at least once a month and free of charge, with the information – account balance statement on all changes on the Client's account.

3. Changes to compulsory and to other elements of the agreement

3.1 If the Bank intends to change any of the mandatory elements of the contract, it is obliged to obtain his consent in the manner provided by law before applying that change. If the Client does not agree with the change, this cannot be the reason for the Bank to unilaterally change the terms of the agreement, nor to unilaterally terminate or cancel the agreement. Exceptionally, in case that change of fixed interest rate or a fixed element in the variable interest rate, or the amount of fees and other costs, is in favour of the Client, the Bank may apply those changes instantly and without the Client's prior consent. In that case, the Bank is bound to inform the Client without delay in writing or in other permanent data carrier about the stated changes and to state a date in that notice from which the changed conditions are applied. If the change of the fixed interest rate or a fixed element in the variable interest rate is to the benefit of the Client, the changed annuity plan or the plan for deposit payment is delivered to the Client, along with the respective notice.

3.2 The Bank shall inform the Client in due time and in the agreed manner of any changes of provisions that are not compulsory elements of the agreement.

4. Information on variable nominal interest rate, outstanding debt and account overdue

4.1 If the variable nominal interest rate is negotiated, the Bank shall inform the Client of the change of that rate in writing or on another permanent data carrier, before it starts to implement the changed rate, or periodically in accordance with the agreement, and shall specify in that information the date as of which the changed rate applies.

4.2 Along with the information, in the case of a loan /deposit agreement, the Bank shall deliver to the Client in writing or on another permanent data carrier the changed annuity plan/ deposit payment schedule.

4.3 The Bank shall make the annuity plan / deposit payment schedule available to the Client/provider of collateral, at his request and free of charge, during the contractual relationship, and free of charge once a month.

4.4 The obligation of providing information shall also exist in the case of change to variable elements that influence the amount of other pecuniary liabilities.

4.5 The Bank is obliged to, within 15 days from the date of entering data on the Client's arrears in the debt database, notify the Client free of charge of the state of his debt under the loan agreement.

4.6 For overdraft agreement, the Bank shall deliver once a month to the Client, free of charge, in writing or on another permanent data carrier, information in the form of a account balance statement showing all transactions in the account and, in case that Client requests such information, to deliver to the Client without delay with the right to charge a fee for such information in accordance with the Bank's Tariff.

4.7 Information shall contain the following data:

i. the account number,
ii. the period to which the statement of account relates,
iii. the date of transaction, description of transaction, the amount and kind of transaction (credit or debit),
iv. previous and new balance of account and the date of the statement,
v. the applied nominal interest rate,
vi. any costs charged,
vii. the minimum amount that the Client must pay, if any.

4.8 In the event of significant non-allowed overdraft in amount higher than available funds, the Bank shall inform the Client without delay, in writing or on another durable medium:

i. amount of overdraft,
ii. of the interest rate to be applied to the amount of overdraft,
iii. of any other charges and penalties,
iv. the date by which the Client must pay the due amount

5. Information on settling agreement obligations

The Bank is bound to inform in writing the Client, or the issuer of security instruments, that the Client has settled all of his obligations towards it under the specified agreement – within 30 days starting from the day of settling those obligations. The stated notice shall contain the data about the agreement under which obligations towards the bank have been settled, the signature of a responsible person and the seal of the Bank.

6. Rights related to taking over unused collaterals

6.1 The Client, i.e. the collateral provider, has the right to, after full settlement of the Client's obligations to the Bank under a certain contract, take over the unused collateral provided under that contract, including the collateral entered in the appropriate register.

6.2 If the means of security referred to in paragraph 6.1 of this article is a promissory note - the right of the user, i.e. the provider of that means of security (issuer of the promissory note) to take over the unused promissory note ceases after one year from the date of settlement of obligations under the contract in connection with which the promissory note was issued. After the expiry of that term, the Bank is obliged to destroy the bills in question, keeps a record of it, and delivers it to the beneficiary and the issuer of the bill.

6.3 If it cannot enable to provide to the issuer of the bill of exchange to take over the bill of exchange (lost or destroyed bill of exchange at the moment when the user has settled all his obligations), the Bank is obliged to deliver to the beneficiary, i.e. the issuer of the bill of exchange, a notification about the settlement of obligations under the contract and a confirmation that the bill of exchange has been lost or destroyed, in which case it is obliged to pay the issuer of the bill of exchange the amount of the costs incurred by the user in connection with the bill of exchange form, with legal default interest of from the date of settlement of obligations under the specific contract to the date of payment of those costs to the issuer.

6.4 If the promissory note from paragraph 6.2. of this article is collected, i.e. misused - the Bank is obliged to compensate the issuer of that promissory note for actual damages, with legal default interest from the day of collection of the promissory note until payment of that compensation.

6.5 If the means of security is a mortgage registered in favour of the creditor or a movable object over which a lien has been established by entering a right of lien in the appropriate register, the Bank is obliged to take appropriate actions immediately after repayment of the loan to delete the mortgage, i.e. the right of lien from that register and to notify the user of this without delay, as well as of their deletion, except in the case of deletion of the mortgage, and the fact of deletion of the credit user and the provider of the security means shall be notified to the competent register by submitting a decision. The Bank cannot charge a fee for the implementation of the above-mentioned activities, regardless of the existence of real costs.

7. Overdue

7.1 If the Client does not fulfill his obligation within the agreed period, on the due and unpaid obligation, the Bank applies the default interest rate in accordance with the law that regulates the amount of the default interest rate, and if it is lower than the agreed, then the agreed rate is applied. For clients of natural persons, the amount of default interest rate is regulated by the Law on the Protection of Users of Financial Services, and in the case of farmers and entrepreneurs, the Law on Default Interest is applied.

7.2 If, during the duration of the contractual relationship, circumstances occur that put the Client in a difficult financial situation, i.e. other important circumstances that cannot be influenced by the Client, the Bank must apply reasonable measures to make it easier for the Client to repay the amount owed before the initiation of enforcement proceedings, whereby the Client's personal circumstances will be taken into account.

7.3 The Bank is not obliged to apply the measures from paragraph 7.2 to the Client to whom it has already applied those measures, after which that Client has fallen into arrears again, i.e. it is not obliged to apply those measures if the Client does not respond to the Bank's offer within the deadline set by the Bank, which cannot be shorter than ten days.

8. Client's special rights

8.1 Rights referring to revolving loan

8.1.1 The client may terminate the revolving credit agreement in the usual way, without charge and at any time, unless a notice period of no more than one month has been agreed upon.

8.1.2 The Bank may terminate revolving credit by giving a notice to the Client in writing or on another permanent data carrier two months earlier.

8.1.3 The Bank may due to justified reasons (unauthorized use of credit, significant deterioration in the Client's creditworthiness and similar) deprive the Client of the right to draw down funds, but shall inform the Client of the reasons for deprivation in writing or on another durable medium, if possible immediately or within the next three days, except when provision of such information is prohibited by other regulations.

8.2 Right to application of the same type of exchange rate

8.2.1 When approving a loan indexed in a foreign currency and when repaying that loan, the Bank is obliged to apply the official middle exchange rate of the dinar according to the currency in which the loan is indexed.

8.3 Right to application of the same method of interest calculation

8.3.1 If the Client has an obligation of making special-purpose deposit with the agreed interest rate to obtain credit, he shall be entitled to the same method of interest calculation on that deposit as the method applied to the interest calculation on the amount of extended credit, and the Bank shall enable him to exercise that right.

8.4 Early repayment

8.4.1 The client has the right to fulfill his obligations under the loan agreement at any time, in whole or in part, in which case he has the right to reduce the total price of the loan by the amount of interest and all other fees charged to the Bank for the remaining period of the contract.

8.4.2 When calculating the reduction referred to in paragraph 8.4.1, the total price of the loan is reduced by the proportional amount of fees charged once in favor of the Bank for the entire repayment period, and in the case of complete early repayment, it may be reduced by the proportional amount of fees charged in favor of third parties.

8.4.3 When the Client requests repayment of the loan, the Bank is obliged to provide him immediately upon receiving that request in writing all the information necessary to understand the consequences of that decision, such as the amount of reduction of the total price of the loan for the amount of interest and fees, including the amount of reduction for the

proportionate amount of the one-time charge, as well as the amount of the fee for early repayment that the Client is obliged to pay to the Bank.

8.4.4 Bank is obliged to enable the Client to make an early repayment within three working days from the date of submission of the request from paragraph 8.4.3, with the fact that the day when the Client provided funds in the account with the Bank for the early repayment is taken as the day of early repayment

8.4.5 Bank can agree a fee for early repayment of the loan if a fixed nominal interest rate has been agreed for the early repayment period, and for housing loans and loans intended for the purchase of real estate if a fixed or variable nominal interest rate has been agreed.

8.4.6 The compensation from paragraph 8.4.5 can be agreed up to the amount of damage suffered due to early repayment, and up to 1% of the amount of the early repaid loan, if the period between the early repayment and the deadline for fulfilling the obligation from the loan agreement is longer than one year, and if this period is shorter, this compensation cannot exceed 0.5% of the amount of the early repaid loan. Bank can ask for compensation under the condition that the amount of early repayment in a period of twelve months is greater than 1,200,000 dinars.

8.4.7 Compensation for early repayment is closely defined in Catalogue.

8.4.8 The Bank may not claim the compensation for early loan repayment in following cases:

i. if the repayment has been made under an insurance agreement intended to provide a loan repayment guarantee,
ii. in the case of early repayment of current account overdraft or of the credit card,
iii. if repayment is made within a period for which the variable nominal interest rate is agreed, except for housing loans.

9. Assignation of receivables

9.1 In the event of assignment of the Bank's claim under a loan agreement, agreement on overdraft, agreement on issuing and use of a payment and credit card and agreement on opening and maintaining an account, to another bank, the Client shall retain all agreed rights in relation to the assignee bank that he had in relation to the original bank, including the right to complaint, and the assignee bank may not place the Client in less favorable position than the position he would have if the receivable had not been assigned and the Client may not be subject to additional costs as a result of the assignment.

9.2 Bank may assign a receivable under one agreement only to another bank.

9.3 Bank is obliged to inform the user about the assignment of claims without delay.

9.4 Bank may assign a receivable from the entrepreneur and the agriculturist to another bank, and exceptionally to another legal person, in accordance with regulations that govern the bank's risk management.

10. Client's right to complaint and notice of complaint

10.1 The Client has the right to complain to the Bank in writing if he believes that the Bank does not comply with the provisions of the Law, other regulations governing these services, the General Business Terms and/or obligations from the contract concluded with the Client within six months from the day of learning that his rights have been violated. In any case, the right to file a complaint ends after three years from the day when his right was violated.

10.2 The client from the previous paragraph 10.1 is also considered to be the provider of collateral. If the Client submits a complaint after the expiration of the specified period, the Bank will inform him that the complaint was submitted after the expiration of the prescribed period and that he is not obliged to consider it.

10.3 The Consumer and the issuer of the collateral may submit a complaint in one of the following ways:

i. In the business premises of the Bank using the Contact form, which is available at all branches of the Bank,
ii. By submitting a complaint by post to the following address:
UniCredit Bank Serbia JSC.
Stakeholders and Service Intelligence Unit
Rajićeva St. 27-29
11000 Belgrade
iii. By e-mail at: josbolje@unicreditgroup.rs
iv. Through the Bank's website
v. through an electronic or mobile banking application

10.4 It is necessary that a complaint contain information about the complainant based on which it will be possible to identify the complaint i.e .determine the business relationship with the Bank to which the complaint relates, as well as reasons for submission of complaint.

10.5 Along with the complaint submitted through the proxy, a special power of attorney is also submitted by which the user/legal representative of the client 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 permission to they make available to that representative data that is 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.

10.6 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.

10.7 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 and it is also obligated to indicate in the replay the Consumer's right to complain to the National Bank of Serbia.

10.8 If, for reasons not depending on its will, the Bank is unable to submit a response within the specified period, said 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.

10.9 The Bank cannot charge the complainant a fee or make any other charges for acting upon his complaint.

10.10 The Bank is obligated to ensure the submission of complaints in the business premises in which it offers services to consumers and via Internet page that is, through an electronic or mobile banking application, i.e. to ensure the possibility for the Consumer and the issuer of the collateral to be informed about the manner in which the complaint may be submitted and managed.

11. Right to complain to the National bank of Serbia

11.1 If the Client is not satisfied with the response to the complaint or if the response has not been delivered to him within prescribed 15 days, the Client may, before starting legal proceedings, submit a written complaint to the National Bank of Serbia, if he believes that the Bank does not comply with the provisions of the Law and other regulations governing these services, the General Terms and Conditions or the obligations of the contract concluded with the Client, by mail to the address: National Bank of Serbia, PO Box 712, 11000 Belgrade or through the website: https://www.nbs.rs/sr_RS/formulari/prituzba/.

11.2 Deadline for submitting the complaint is six months starting from the day of receiving a reply or the time limit set for responding to the complaint by the Bank.

12. Extra-judicial settlement of dispute

12.1 If the complainant is not satisfied with the response to the complaint or did not receive it within the stipulated period, the disputed relationship with the Bank can be resolved in an out-of-court procedure - a mediation procedure. After this procedure has been initiated, a complaint cannot be submitted to the NBS, with the fact that the deadline for submitting it does not run while the mediation procedure is ongoing.

12.2 The period for the submission of a complaint to the National bank is not lasting during the mediation process.

12.3 The mediation procedure does not exclude or affect the exercise of the complainant's right to judicial protection.

13. Any private individual client, including agriculturist and entrepreneurs, who is not a client in terms of this General Business Conditions, and who believes that the Bank does not comply with the obligations established by law and other regulations and the obligations from the concluded contract, may submit an complaint to the Bank's procedure to the competent organizational unit in one of the ways established under point 10.3. Chapter III RIGHTS AND OBLIGATIONS OF CONNTRACTUAL PARTIES. The bank is obliged to respond to the complainant within a reasonable time.

IV. PROCEDURE OF COMMUNICATION BETWEEN THE CLIENT AND THE BANK

1. Documents, notices, instructions delivered to the Bank by the Client

1.1 The Client is bound to deliver all notices regarding the execution of mutual obligations from or under the contractual relation to the Bank, in writing or in any of the manners given as follows:

i. By a registered letter with a return receipt, sent to the address of the head office of the Bank provided in the Agreement:
ii. By personal delivery, to the bank's branch.
iii. In some other way agreed by the Bank and the Client (which includes, beside other things, delivery via contracted electronic channels)

1.2 The Bank may insist that the Client deliver particular notices and documents in the following manner:

i. An original or a copy, with or without certificate of an authorized person that the copy is identical to the original;
ii. With translation in Serbian language, certified by authorized court interpreter (in case of documents and notices in foreign language);
iii. With a label "APOSTILLE" or other confirmation of legislation, depending on the country of origin of the delivered document (in case of foreign documents) and depending on the nature of business in accordance with valid regulations and concluded agreements

2. Documents sent by the Bank

2.1 Written correspondence from the Bank to Client will be sent only to the last known address including electronic mail, fax numbers and/or telephone number, (if any) reported to the Bank by the Client and will be considered to be received by the Client at the moment of sending to the same, as follows:

i. If it is sent by post, by forwarding a registered letter via the Post Office, including sending the letter/parcel to the address of a third party authorized to receive mail on behalf of the Client, in accordance with the explicit written statement of the Client submitted to the Bank in this regard, as evidenced by an appropriate

postal document (receipt list, return slip, delivery slip, inquiry slip, etc.)

ii. If it is sent by courier service – upon the expiry of the usual time necessary for courier delivery, as evidenced by the courier service's proof of delivery or attempted delivery,

iii. If it is sent by fax – on the day when the fax was sent to the Client, as evidenced by proof of sent fax message,

iv. if is sent by e-mail – on the day when the electronic message was sent, as evidenced by the email message containing information on the date and time of transmission, as well as information on the recipient,

v. if it is sent via SMS message – on the day when the SMS message was sent to the Client, as evidenced by proof of sent SMS message

vi. if it is sent via electronic/mobile banking - by sending a notice to the registered account of the Client in the electronic/mobile banking application.

3. The way of contracting products and services

3.1 Depending on the technical capabilities, the signing of the contract and other documents related to the business relationship between the client and the Bank can be carried out through:

- Handwritten signature on the paper and/or other permanent data-storage
- Qualified electronic signature, issued by the Certification Authority, licensed by the Ministry
- Handwritten electronic signature (Biometrics), whose gathering and storage is recommended by international safety standards and prescribed by internal documents of the Bank
- Giving consent for the conclusion of the contract using at least two elements for confirming the client identity (authentication) or using schemes for electronic identification of a high level of reliability, compliant with the restrictions prescribed by the Law on the Protection of Users of Financial Services in Remote Contracting and the Product Catalog for private individual clients.
- And other modes of signing in accordance with the current regulations.

3.2 The Bank is obliged to take all measures to ensure the existence of digital archive dedicated to the preservation of original electronic documents, which includes the implementation of all the organizational, physical and technical/logical measures in the process of inputting, safe-keeping and distraction of these documents.

V. RESPONSABILITIES OF CONTRACTUAL PARTIES

1. The Bank's responsibility for damage

1.1 The Bank cannot be responsible for any damage suffered by the Client, or a related person, as the consequence of actions taken by competent state bodies in the country or abroad, or as the consequence of obstruction of its operations:

i. that occurs due to force majeure, war, emergency, strike, etc., or due to circumstances that had no impact, and it could not be foreseen or prevented or avoided;

ii. due to suspension of work that has emerged as a result of actions taken by the competent authorities in the country or abroad to the Bank, or as a result of disruption of its operations, and that the Bank could not prevent or avoid;

iii. Arises from the Client's business moves made on the basis of a verbal communication with the Bank or written communication in which the Bank did not unambiguously took over the responsibility /risk from the Client.

1.2 Exclusion of the Bank's liability is also applied in the case that the Bank, because of important reasons, completely or partially ceases or limits its operations on particular days or during the particular period of time.

2. Client's responsibilities

2.1 The Client is responsible for all losses which may be caused by the fact that the Bank has not been informed about some deficiency in connection with legal, respectively business capacity and legal authority of the Client, respectively other authorized persons.

2.2 The Client is liable for compensation of all costs and losses which may be caused as the consequence of falsifying, incompleteness, legal deficiencies or incorrect interpretation and/or translation of documents that it delivered to the Bank in transactions that it carries out with the Bank.

VI. COLLATERALS

1. General conditions

1.1 The Bank is entitled to request from the Client to provide additional collaterals for all existing liabilities that the Client has towards the Bank, in the form and with the content satisfactory for the Bank if that is defined by the agreement and if conditions for that are fulfilled.

1.2 At the request of the Client or the Bank's, collateral may be substituted during the period of the contractual obligations.

1.3 The expenses that Client may bear based on replacement of collateral are defined in Contract.

1.4 Each collateral that the Client has provided in the favor of the Bank, in connection with any transaction, will not cease, be under limitation or limited in any other way because of the Client's complaint but, exactly the opposite, it will continue to have legal effect and will be available to the Bank in its entirety until the business relations between the Bank and the Client are completed in the manner satisfactory to the Bank.

1.5 The property given to the Bank in pledge, as well as the property and/or rights transferred to the Bank as security, will serve as collateral for due settlement of receivables that the Bank has from the Client.

1.6 The Client is obliged to ensure the maintenance and protect the rights and property as well as the collection of receivables, which has provided the Bank as collateral for its obligations and shall promptly notify Bank of any changes in financial and legal status of those funds.

1.7 The Bank may in the interest of efficient collection of its receivables, and despite the fact that certain collaterals have been provided, try to pre-settlement receivables by reaching the agreement with the Client or concluding an appropriate settlement.

2. Types of collaterals

2.1 The Bank accepts the following collaterals:

i. administrative prohibitions (for private individuals only),
ii. bills of exchange and respective authorization /agreement on filling in the blank signed bill of exchange for entrepreneurs,
iii. direct payment authorization for entrepreneurs,
iv. real estate mortgages,
v. cash deposits,
vi. bank guarantees,
vii. pledge over the movable asset, stocks, shares and rights,
viii. joint and several guarantee of a legal entity (bills of exchange, agreement on fulfilling blank signed bill of exchange and direct payment authorization),
ix. joint and several guarantee of a private individual (bills of exchange and administrative prohibitions),
x. insurance of the loan,
xi. property insurance, life insurance, comprehensive insurance
xii. insurance for agricultural production
xiii. other collaterals depending on the nature of the transaction/business and applicable legislation.

3. Conditions for the activation of collateral

3.1 The Bank is authorized to activate the collateral under the following conditions:

i. the Client fails to settle outstanding liabilities within 30 (thirty) days of receiving written notice from the Bank,
ii. the Clients in the event of termination, does not pay its debts in full within 30 (thirty) days of receiving written notice of termination of the Agreement by the Bank.

3.2 The Bank utilizes its right to collect the receivable from collateral given to the Bank exclusively in the manner and under conditions provided by applicable laws.

3.3 In the case that the settlement of a particular receivable is secured with several collaterals provided by the Client or third parties, the Bank is authorized, when realizing the collaterals, to make the choice as regards the sequence, except when the sequence is established by some of the applicable laws.

3.4 The Bank can at its own discretion waive the pledge which does not consider necessary or appropriate in terms of ensuring its receivables from the Client.

4. Pledged receivables

4.1 If the pledged receivable gives the right to interests or some other periodical receivables, the Bank is obliged to collect them, but such collected amounts will be compensated with the Bank's receivables from the Client.

4.2 In the case of maturity of the pledged receivables, the Bank will collect such receivable and settle its receivable from the Client from the collected receivable.

VII. TERMINATION OF CONTRACTUAL RELATION

1. Methods for terminating the contractual relationship

1.1 The contractual relationship between the Client and the Bank may be terminated for the following reasons:

i. fulfillment,
ii. expiry of the period for which the agreement is concluded,
iii. due to the death of the Client,
iv. by unilateral, and by mutual cancellation.

2. Procedure for termination of the contractual relationship

2.1 Unless otherwise agreed, respectively provided by the relevant laws and other regulations, both the Client and the Bank can at their own discretion at any time terminate the mutual business relation, but each party is obliged to return to the other party what it owes to such other party.

2.2 The termination takes legal effect immediately, unless otherwise agreed between the Client and the Bank or provided by these GBC or relevant laws and other regulations.

2.3 On termination, the entire loan amount automatically is due together with accrued interest and other subsidiary receivable.

2.4 By cancellation of the Contract, Bank reserves the right to charge all overdue receivables directly debiting client's account, maintained with the Bank, up to the full settlement.

2.5 The Bank reserves the right to any breach of non-pecuniary contractual obligations by the Client, terminate the agreement or perform or apply the rules on contractual penalties in accordance with the Law of Contract and Torts, and shall be fully defined in the agreement.

2.6 In the case when it is agreed between the Bank and the Client, the Bank can at any moment, for important reasons, terminate the business relations, especially in the following se

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i. If the Client provided incorrect data to the Bank,
ii. If the Client does not fulfill the Bank's request to provide or increase the collateral,
iii. In the case of any violation of the Client's contractual liabilities to the Bank's detriment,
iv. In the case of violation of the provisions of the relevant laws and other regulations by the Client.

2.9 The provisions herein contained which are applied to termination of business relations between the Bank and the Client are accordingly also applied to partial termination of business transactions between the Bank and the Client.

2.10 After the termination of business relations between the Bank and the Client and under condition that all the Client's receivables towards the Bank are fully settled, the remaining funds in any account of the Client will be made available to the Client.

2.11 The Bank will submit the notice of termination to the Client at the valid address in accordance with the contract, or address subsequently submitted by the Client, in writing.

2.12 The agreement will be terminated on the day of receipt of written notice of termination by the Client or the agreement will be deemed terminated if the Client did not receive notice because the change of address / residence, and of such changes Client did not notice the Bank timely, or if Client avoid receiving, or if the Bank failed to provide notice of determination by registered mail to the address defined in the agreement, in which case the day of termination is considered a day when service delivery has confirmed the attempt to deliver the notice of termination.

VIII. BANK'S SERVICES

1. ACCOUNTS

1.1 **Types of accounts**

1.1.1 At Client's request, the Bank opens the following types of accounts:

i. current account in dinars,
ii. current account for farmers,
iii. account in foreign currency (one or more accounts in the same or different currencies),
iv. credit card account,
v. term deposit account,
vi. dedicated accounts for trading of securities,
vii. guarantee deposit account,
viii. savings account in dinars,
ix. savings account in foreign currency,
x. purpose humanitarian account (for private individuals only)
xi. other accounts defined by applicable regulations.

1.1.2 The basis of each Package of account is the current account in dinars (except the package accounts intended for the savings or credit card), and all other services within the account package are activated in accordance with the Client's request.

1.1.3 Savings accounts, purpose accounts and other accounts defined by applicable legislation are opened at the Client's request and on the basis of the relevant documentation depending on the account purpose. The period on which these accounts are opened, as well as the terms of maintaining and closing of these accounts is specified by the agreement.

1.2 **The regime in case of several accounts and compensation authorization**

1.2.1 In the case that the Client has one or several accounts with the Bank, the Bank is authorized at any moment, in accordance with relevant regulations, to carry out the compensation of any receivable from the Client with liabilities that it has towards the Client..

1.2.2 The Client is authorized to compensate his debts towards the Bank with the receivables that he has from it, under the following conditions:

i. when his receivable is recognized by the Bank explicitly and in writing,
ii. when the Client's receivable is in the same currency as his liability towards the Bank, which he compensates in this manner, and

iii. when total existing receivables of the Client from the Bank exceed the amount of total existing and potential liabilities of the Client towards the Bank.

1.2.3 When debiting the account for the fee, interest and other costs, the Bank can determine the sequence of debiting of the Client's account without the Client's explicit consent.

1.2.4 The Bank is authorized to raise receivables from any specific account of the Client separately and independently from other accounts.

1.3 Audit of the entrepreneur's account

1.4.1 The Bank performs an audit of the balance on the accounts at least once a year or as often as stipulated by relevant laws and regulations and it draws up adequate statements typically at the end of the year.

1.4.2 The Bank reserves the right to perform audits of the accounts for other periods of time as well.

1.5 Other banking services

1.5.1 The Bank performs exchange operations, operations with POS terminals, operations with securities, broker-dealer operations, custody operations, factoring operations, operations of representing in insurance as well as other operations from its registered activity. Conditions and the manner of performing the stated operations are defined in more detail in GBC.

1.6 Remote contracting for individual clients

1.6.1 The client can initiate the opening of an account remotely, where client identification is carried out via video call. The contractual documentation for opening an account can also be signed remotely, depending on the technically available conditions, with limitations defined by the Law on the Protection of Financial Services Consumers in Remote Contracting and the Product Catalog for Individuals. The possibility of opening an account remotely applies exclusively to individuals

2. DEPOSITS

2.1 General provisions

2.1.1 Conditions for receiving deposits, as well as rights and liabilities of the Bank and the Client are governed by the Agreement.

2.1.2 The Bank receives the following types of deposits:

i. sight deposits (funds deposited in the current and/or savings account with the Bank with which the depositors can dispose without any limitations at any time and without prior cancellation), and

ii. term deposits (funds deposited in the account with the Bank for fixed agreed term).

2.1.3 The Bank receives sight deposits and term deposits in currencies defined in Catalogue.

2.1.4 The Bank calculates and pays to the Client the interest on funds in dinars and/or foreign currency, current and/or savings accounts and/or term deposits of the Client with the Bank in the amount more precisely defined in Catalogue, which is presented annually. The interest accrues in the same currency in which deposit is made on which the interest is calculated.

2.1.5 The Bank can receive deposits and form interest rate also in other currencies defined by the respective Decision of NBS which are bought and sold in foreign exchange market, which are not defined in Catalogue at the Client's explicit request.

2.1.6 The interest on sight deposit savings and term deposit savings is calculated daily and accrues to the account in the agreed manner.

2.1.7 The amount of ensured deposit the disbursement of which is guaranteed by Republic of Serbia in accordance with the provisions of the Law on insurance of deposits, is EUR 50,000 per Deponent and as equivalent of other currency, and is applied when National Bank of Serbia withdraws the license for work from the Bank and enacts the decision on fulfillment of conditions for initiation of Bankruptcy proceedings

2.2 Sight deposits

2.2.1 Sight deposits are considered to be the funds deposited in current and/or savings account with the Bank with which depositors can dispose without any limitations.

2.2.2 The interest rate is defined with article V of these GBC – General part and Catalogue.

2.2.3 The Bank does not prescribe the minimum which the Client will pay as sight deposit in dinars, respectively foreign currency current and/or savings account, nor does it prescribe the minimum which must be left in the same account as basic deposit.

2.3 Term deposits

2.3.1 Term deposits are considered to be the funds deposited in bank account with the deposit period set up in advance (fixed agreed term) or with the contractual notice period. The Client may also choose the option of automatic extension of deposit period, which implies that the Bank will at the date of expiry of the previous period automatically extend the same by identical period – without specific concluding of annex to the agreement. If the Client does not choose the option of automatic extension of deposit period, by expiry of the deposit period, the Client's funds become sight deposit.

2.3.2 The interest rate, which is agreed for term deposits, is defined as fixed nominal interest rate. The interest rate defined in the particular agreement on funds in term deposit accounts will not be changed during the originally agreed period.

2.3.3 For term deposits with agreed automatic extension of deposit period, the Bank calculates interest for each new deposit period at nominal interest rate which is as regards the term, amount and currency, prescribed in Catalogue applicable at the date of beginning of such term.

2.3.4 In the case of automatic extension of the deposit term - the Bank is obliged to inform the Client, no later than 30 days before the expiry of the term, of the term for which the deposit contract is being extended and of the new interest rate, and the Client has the right to terminate the contract at any time after receiving the notice, without compensation and with the

agreed interest for the expired term if the contract is terminated within 30 days of receiving the notice at the latest.

2.3.5 In accordance with paragraph 1.3.3.4., the Bank is obliged to enable him to transfer funds in accordance with the provisions of the law regulating payment services related to the service of changing the payment account, which service is defined in the General Terms and Conditions for providing payment services to natural persons, entrepreneurs and agriculturist.

2.3.6 The Client may dispose with term deposit funds before expiry of the agreed deposit period, under condition that he sends written request to the Bank for cancellation of term deposit. In that case, the Bank will calculate the interest rate which is applied to current and/or savings accounts funds, depending on which account funds were initially transferred to deposit, for the period of term deposit duration.

2.3.7 Depending on the type of term deposits which are defined in Catalogue, the Bank cannot collect more than 5% of the amount of deposited principal as compensation for premature cancellation of deposit and maximum up to the amount of interest calculated and paid in advance.

2.3.8 The Bank receives term deposits for the periods defined in Catalogue.

2.3.9 At the Client's request, the Bank can receive term deposits and form interest rate also for the periods not defined in Catalogue which will be more precisely defined in the agreement with the Client.

2.3.10 The Bank prescribes minimum which the Client will pay as term deposit in dinars, respectively foreign currency, which is defined in Catalogue.

2.3.11 When concluding the agreement on deposit, the Bank delivers to the Client together with the agreement one copy of deposit disbursement plan, as well as the review of important elements of agreement, which contains the basic data about the deposit, on the forms prescribed in relevant Instructions of NBS.

2.3.12 The client can initiate the contracting of a term deposit remotely in the value of up to 2,400,000 dinars. The contract can be concluded without the use of a qualified electronic signature, if consent to the conclusion of that contract is given by using at least two elements to confirm the user's identity (authentication) or by using electronic identification schemes of a high level of reliability, and in accordance with the relevant laws governing electronic documents, electronic identification as well as the Law on the Protection of Users of Financial Services in Distance Contracts. This service is provided exclusively to clients who are private individuals.

3. LOAN

3.1 General provisions

3.1.1 The Bank grants the following types of loans to Clients - private individuals:

i. Overdraft on Dinar current account
ii. Cash loans
iii. Consumer loans
iv. Car purchase loans
v. Mortgage loan (including credits for reconstruction and alteration)
vi. Credit cards

3.1.2 The Bank grants the following types of loans to Clients – entrepreneurs: overdraft on Dinar current account, credit cards, loans for working capital and investment loans which are defined in the Catalogue.

3.1.3 The Bank grants the following types of loan to Clients – agriculturists: for working capital, investments loan for fixed assets, loans for purchase, construction and extension of agricultural facilities and loans for the purchase of agricultural land.

3.1.4 The agreement on the revolving loan is the loan agreement which makes it possible for the beneficiary to use several times the once granted loan in the amount of unused or repaid funds with the unused part of the loan rising by the amount of loan instalments.

3.1.5 The Bank grants the loans indexed in Euro at middle exchange rate of National Bank of Serbia at the date of releasing of loan, and the collection of annuities is calculated at middle exchange rate of National Bank of Serbia applicable at the maturity date of the liability, respectively at the date of settlement of the liability, which is more precisely defined in the agreement between the Client and the Bank.

3.1.6 When concluding loan agreement, the Bank delivers to the Client together with the agreement one copy of annuity plan, as well as the review of important elements of loan repayment, on forms prescribed in relevant Instructions of the NBS. Following the conclusion of the loan agreement, the Bank delivers a copy of the loan agreement with the annuity plan as well as preview of obligatory elements of the agreement to the provider of the collateral.

3.1.7 If borrower doesn't provide enough funds on maturity date on its dinar account, Bank will charge overdue amount from funds of overdraft which borrower have based on contract concluded with the Bank

3.2 Interest rates and method of calculating interest

3.2.1 The Bank calculates and collects from the Client interest on granted loans in the amount more precisely defined in Catalogue of these GBC – General part.

3.3 The Bank's fees and expenses

3.3.1 The Bank calculates loan fees that are more precisely defined in the Catalogue and for loans indexed in EUR at the middle rate of the National Bank of Serbia as per day of settling liabilities.

3.3.2 The Bank calculates fees and expenses on loans that are included in the calculation of the effective interest rate at the expense of the beneficiary and which are given in the Tariff.

3.4 **Repayment in advance**

3.4.1 The Client can repay the part or the entire amount of loan in advance. The costs of early partial or overall repayment of loan are defined in this GBC – General part, in the section III Article 8, Paragraph 8.4., Catalogue and the Agreement concluded between the Bank and the Client,

3.4.2 In case of early repayment of the loan (partially or total) if the client has paid the flat fee for processing the loan, the Bank should returns to the client the unamortized part of the flat fee, provided that it has not already been returned to the client.

3.5 **Remotely contracting for private individuals**

3.5.1 The client can apply for a loan remotely. Loan contracting documents can also be signed remotely, depending on the technical conditions, with restrictions defined by the Law on the Protection of Users of Financial Services in Remote Contracting and the Catalogue of Products for Private Individuals. The possibility of applying for a loan remotely applies exclusively to private individuals.

4. EXCHANGE OPERATIONS

4.1 The Bank carries out the orders for purchase and sale in accordance with relevant laws governing the foreign currency operations, and other regulations of National Bank of Serbia and other competent institutions.

4.2 In accordance with relevant legal regulations of Republic of Serbia governing the foreign currency operations, cash transactions in foreign currencies which are traded in foreign exchange market are carried out with application of the appropriate foreign exchange rates of the Bank.

4.3 The applicable exchange rates of currencies will be clearly posted in the Bank's premises.

4.4 In accordance with relevant legal regulations of Republic of Serbia governing the foreign exchange operations, the Bank applies its own exchange rates and own interest rates applicable at the date of carrying out of the transaction, also applicable on forward foreign currency transactions.

4.5 If it carries out forward purchase of foreign currency from the Client, the Bank is entitled to request from the Client to provide, at the latest two working days before the due date of the agreement, certificate of foreign exchange funds received.

4.6 If it carries out forward sale of foreign currency to the Client, the Bank is entitled to request from the Client to provide, at the latest two working days before the due date of the agreement, certificate of receipt of cover.

4.7 If the Client is not able to provide the required certificate to the Bank or for any reason it is not able to fulfill its obligations from forward agreement, the Bank can, at its own choice and at the exchange rate which it considers favorable for itself, carry out the subject transaction either at the official exchange rate applicable at the date of carrying out, or at the market exchange rate.

4.8 The Client's account will be debited or credited, for all possible differences in exchange rate.

4.9 The Client will be charged for all fees and costs that arise from above mentioned.

5. COLLECTIONS AND DISCOUNTS OF BILLS

5.1 The instructions for collection must be delivered by the Client and received by the Bank timely in advance in order that the Bank might carry out the collection in the usual manner without the need to resort to any special manner of urgent communication for that purpose, in the opposite case, the Bank does not take responsibility for timely presentation.

5.2 The Bank responsibility in the previous paragraph is not excluded in case when the Bank approves the discount Client resident, on the basis of bills of exchange and checks, and itself conduct collection only after the payment due.

5.3 The Bank will pay the funds based on bills of exchange and checks only after it makes the collection under the same itself.

5.4 If the Bank, however, before making the collection, credits the Client's account with the funds based on bills of exchange presented to it for collection, such crediting of the Client's account depends of making full collection by the Bank.

5.5 The Bank is not responsible for the loss (in transit shipments, or loss of the correspondents who were involved in the realization) lost or stolen bills of exchange during transport of them to the collection of foreign Banks.

5.6 The Bank does not take responsibility for timely presentation, protest or acquiring certificate of presentation of security in the cases when its carried out outside the Banks or abroad nor, when bills of exchange and similar orders are in question, to be carried out in the country, unless the they are delivered to the Bank at least eight working days before their maturity, under condition that necessary documentation is presented in accordance with domestic regulations (power of attorney, bills of exchange translation by a certified court interpreter).

5.7 When bill of exchange and checks domiciled abroad are in question, the Bank, also, does not take responsibility concerning taking all other actions which may be prescribed by relevant legislation governing bill of exchange in the place of such domicile.

5.8 In absence of instructions to the contrary, the Bank may, at maturity, carry out the presentation of bills of exchange, and other orders which are not submitted to it for collection but for other legal transaction, and, in connection with that, it can also protest because of non-payment (non-acceptance)).

5.9 The Bank can, in this sense, timely forward the instruction for taking such actions also abroad.

5.10 In accordance with the relevant laws and other regulations, the Client is responsible to the Bank regarding the collection of bill of exchange, under which the Bank has credited the Client's

5.11 account with clause "conditioned by collection", until full collection by the Bank, especially in the circumstances when the debtor under such bill of exchange is in the procedure of forced settlement, liquidation, bankruptcy or similar procedure, respectively if the Bank became aware of the debtor's business problems which may cause, in the Bank's opinion, problems in collection or uncertainty of the same.

5.12 If bill of exchange are not collected upon presentation or if free disposal of collected funds is limited by the law or by official enactments or if such instruments cannot be presented at all, respectively timely because of unbridgeable obstacles, or moratorium is declared or similar circumstances exist in the country in which the bills are payable, the Bank can return payment the Client's account for the amounts credited pursuant to such drafts even in the cases when the Bank cannot dispose with the subject drafts.

5.13 The same rules are applied to discounted bills of exchange.

5.14 In all cases when the Client's account is charged which is credited pursuant of such bills of exchange, the Bank reserves its request as regards such bills of exchange in relation to the Client or any other person responsible in that case, being authorized for collection of full amount of such bills of exchange, with additional receivables, until full coverage of possible payment balance in the account.

5.15 If bills of exchange payable abroad are returned to the Bank, which could not be collected because of the relevant provisions of applicable foreign law or because of the agreement with foreign Banks, and Bank has already credited the funds, the Bank is authorized to charge the Client's account adequately.

5.16 The collateral, regarding the security which the Bank has accepted or based on which the guarantee for the Client's account is issued, must be valid and/or in the Bank's possession at least

5.17 one working day before the maturity of the subject security.

5.18 In the opposite case, the Bank will collect special fee if it effects the payment under the subject security.

5.19 The fee which the Bank collects regarding with giving acceptance covers only the very act of acceptance.

5.20 The fee which the Bank collects regarding with issuing of guarantee covers only the very act of undertaking the guaranteed obligation.

5.21 In accordance with the relevant laws and other regulations, the Bank is obliged to effect the payment of securities, payable with it, only if written order with all necessary data and appropriate security instrument are timely delivered to it.

5.22 In the case of discounting of securities denominated in foreign currency, the exchange rate risk bears the person who presented the security for discount.

6. BANK GUARANTEES

6.1 General provisions

6.1.1 The Bank issues guarantees pursuant to the Client's order for issuing guarantee/letters of credit for entrepreneurs, in accordance with applicable legal regulations and adopted Banking procedure for opening of nostro guarantees/letters of credit for entrepreneurs.

6.1.2 If the claim is raised against the Bank based on the guarantee which the Bank issued by order or for the account of the Client, the Bank is authorized to pay the liability under the guarantee on the basis of the request of the beneficiary of the same, without initiating any legal proceeding or requesting the Client's prior consent, in accordance with the relevant laws, regulations and practice. After effecting the payment at the request of the Beneficiary, the Bank has the right to activate available collateral or to initiate the court proceeding against the Client for the purpose of settling the receivables from the Client under the paid guarantee.

6.2 Special provisions

6.2.1 The Bank does not bear any responsibility for losses/damage that may occur due to wrong instructions of the Client.

6.2.2 The Bank does not undertake any obligation or liability for mistakes in translation or interpretation of technical terms and may transfer the provisions without translating them.

6.2.3 The Bank shall not undertake any liability or responsibility for the form, completeness, accuracy, authenticity, forgery or legal acting of any of the documents neither for general nor for special conditions stipulated by the documents or those assigned to it, nor shall undertake any obligation or liability for the description, quantity, weight, quality, condition, packaging, shipment, value or the existence of the goods, services or other performance described in any of the documents or for good faith or activities or misses, solvency, execution or respect of the sender, transporter, freight forwarder, recipient or insurer of goods or any other person.

6.2.4 The Bank shall not undertake any obligation or responsibility for the consequences resulting from the delay and/or loss in the transit of any message, letter, call for payment or document or for delay and other mistakes that arise in transmission of any kind of telecommunication.

6.2.5 The Bank shall not undertake any obligation or responsibility for consequences due to disruption of its operations as a consequence of a force majeure, riots, civil uprisings, wards, terrorism, or any kind of strikes or work stoppages or other causes beyond its control.

6.2.6 After the restart of its operations, the Bank shall not charge the fee or negotiate the letters of credit which expired during the disruption of its operations.

6.2.7 If the Bank uses the services of another bank in order to implement the Client's (Instructing Party's) instructions, it is done for the account and at the risk of that Client.

6.2.8 The Bank shall not undertake any obligation or responsibility in case the instructions that it has transferred to another bank are not implemented, even if it has undertaken the initiative itself regarding the selection of that other bank.

6.2.9 The Client (The Instructing party) shall be bound and responsible to compensate the Bank for all obligations and responsibilities enforced by foreign laws and customs.

6.2.10 The Bank is not bound to accept the presentation of documents under the letters of credit/guarantee after expiry of its working hours.
6.2.11 Banks operate with documents and not with goods, services or performances that the documents refer to.
6.2.12 The Bank is obliged to inspect with reasonable care all documents provided by the guarantee/letters of credit and submitted under guarantee/letters of credit, including the demand for payment under the guarantee/letters of credit, in order to establish whether they are formally in accordance with the conditions of the guarantee.
6.2.13 Uniform rules and customs for documentary letters of credit, Audit 2007, Publication MTK No.600 (UCP) are applied on each documentary letter of credit opened by the Bank.

7. SAFE-DEPOSIT BOX

7.1. The service can be used only by existing Bank's clients who are using at least one bank product more than one year.
7.2. By an agreement of safe-deposit box, the Bank provides to the Client usage of safe-deposit box for a definite period of time, while the Client undertakes the obligation to pay in return the specified fee in accordance with the Tariff.
7.3. The Bank is obliged to take all necessary measures to ensure the good condition of the safe-deposit box and to provide supervision of it.
7.4. Admittance to a safe box shall be permitted only to the Client or to his representative.

8. OPERATIONS WITH FINANCIAL INSTRUMENTS

8.1 General provisions

8.1.1 The Bank performs the following operations with financial instruments: intermediation in trading on regulated markets, multilateral trading platform, organized trading platform and over-the-counter market, on the primary and secondary market and other operations with financial instruments, as well as the operations of safekeeping and administration of financial instruments for the account of clients, including safekeeping of instruments and related services, such as administration of funds and collateral and other operations in accordance with relevant laws and regulations.
8.1.2 The Bank's client who intends to conclude an agreement on the provision of investment and additional investment services in connection with financial instruments, is obliged to submit to the Bank documentation related to the status, legal subjectivity and operations in accordance with the relevant laws, regulations and business rules of the organizational unit that performs investment services and activities, within UniCredit Bank Serbia JSC (Business Rules).
8.1.3 The Bank shall enforce the order of the Client made by telephone, by fax, directly, by mail or by electronic mail. The Client shall confirm the order submitted by telephone in written form as well.
8.1.4 The Bank will refuse to execute the Client's order, if the Client does not have enough financial instruments or funds in his financial instruments account or money account to perform transactions.
8.1.5 The Bank will refuse to accept an order for the purchase or sale of financial instruments if the execution of such an order would lead to a violation of relevant laws or an act punishable by law, or if the Bank is unable to execute such an order.
8.1.6 The Bank will suspend the execution of the order at the request of the Client, the competent regulatory body, the court or if one of the conditions on the basis of which the order was received is not met.
8.1.7 The Bank will inform the Client if the order is rejected, in accordance with the Business Rules.
8.1.8 Both the Bank and the Client are prohibited from actions involving the use of insider information and market manipulation.
8.1.9 The client shall compensate the Bank for damages in accordance with the law, which is a consequence of incorrect data, wrong documentation, non-fulfillment of obligations, as well as in other cases provided for by law.

8.2 Keeping financial instruments and similar instruments

8.2.1 The Bank performs operations of keeping financial instruments in accordance with the law and the agreement with the Client.
8.2.2 The Bank shall perform its operations in accordance with instructions of the client and for the purpose of protecting clients' interests and keeping confidential information, in particular:
i. The Bank opens and maintains FINANCIAL INSTRUMENTS with relevant register on behalf and for the account of legal possessors – its own clients (ownership account),
ii. Opens and maintains cumulative accounts of financial instruments,
iii. Executes orders for transfer of rights from FINANCIAL INSTRUMENTS and orders for entering the rights of third persons to FINANCIAL INSTRUMENTS and it takes care of the transfer of rights from those instruments,
iv. Collects receivables from due FINANCIAL INSTRUMENTS, interests, dividends for the account of legal owners of those FINANCIAL INSTRUMENTS and in achieving other rights that belong to legal owners of FINANCIAL INSRTUMENTS – the Bank's clients,
v. Other operations in accordance with law and these regulations.
8.2.3 The Bank's Client is bound to respect deadlines stipulated by relevant laws and bylaw acts and also the Bank's deadlines. Otherwise, the bank shall not be able to perform the service and the Client is bound to pay possible costs.

8.2.4 The Bank shall approve the execution of the order of the Client in case that such execution is fined by law and if there is no possibility for its execution and the Bank shall immediately notify the Client about the reasons of dismissal.

8.2.5 The Bank shall perform the collection within shortest possible period and the reception of payments to the benefit of the Client on the grounds of dividends, income, capital, transfer of assets and other payments on the current account in relation with financial instruments trading.

8.2.6 Upon receiving financial instruments, the Bank shall, based on available information, determine if they are charged with any pledges, blockades and other burdens

8.2.7 In case of conversion, return or reduction of the capital, the merger, performance or the realization of the right to share registering, it requires for the payment of shares, consolidation, changes, offer for exchange, exchange or any other measures of effect on securities. The Bank shall attempt to notify the Client in accordance with applicable laws of the Republic of Serbia if stipulated so by the agreement with the Client

8.2.8 In case of any ambiguity the Bank shall wait for special instructions of the Client.

8.2.9 The Bank, however, in accordance with its discrete evaluation, may decide to proceed on the basis of existing instructions. In that case the Bank is not responsible for any possible damage that the Client or third persons may suffer as the consequence of such instructions that are not clear, precise or in some way opposite to these GBC – General part.

IX. Applying for Bank`s Products and services through Online and Mobile banking and Bank`s website for private individuals of UniCredit Bank Serbia JSC Belgrade

9.1 Private Individuals – clients of The Bank
The possibility of applying or sending queries for certain types of Bank`s products as well as confirmation of created offer from current offer through Online and mobile banking. Products of UniCredit Bank are defined in Catalogues of the Bank, which are integral part of the GBC.

9.2 Private Individuals – non-Bank clients
The possibility of applying or sending queries for certain types of Bank`s products from current offer through Web site. Products of UniCredit Bank are defined in Catalogues of the Bank, which are integral part of the GBC.

X. FINAL PROVISIONS

10.1 Applicable laws/ jurisdiction

10.1.1 Unless otherwise expressly agreed in writing by the Bank, all legal relations between the Client and the Bank shall be governed by the valid regulations of the Republic of Serbia.

10.1.2 The international customs and practice are also applicable to regulation on any relation between the Client and the Bank to the extent to which such customs and practice are binding upon the Bank and/or the Client or generally accepted by the international business community.

10.1.3 Unless otherwise explicitly provided by the Bank in writing, any dispute arising from or in connection with the relation between the Bank and the Client (either the Client is legal or private individual) will be resolved by the competent court in Republic of Serbia.

10.2 Nullity of the provisions of General conditions

10.2.1 If any conditions or provisions of these GBC would become invalid or unenforceable, the validity of other conditions and provisions will not be affected, and the rights and obligations of the Client and the Bank will be interpreted as these GBC did not contain invalid and unenforceable conditions or provisions.

10.3 Entry into force

10.3.1 These GBC are coming into force on 24th of August 2026.

10.3.2 By coming into force of these General Business Conditions – General part, the General Business Conditions adopted at the Supervisory Board meeting, 27th of April 2026 cease to be valid.

10.3.3 Card business is regulated by Special conditions for debit and credit cards of UniCredit Bank Serbia JSC.

10.3.4 Terms and conditions of usage of electronic banking system are regulated by Special conditions for usage of electronic banking for companies.

ENCLOSURE 1. – CATALOGUE OF THE BANK PRODUCTS FOR PRIVATE INDIVIDUALS, CATALOGUE OF THE BANK PRODUCTS FOR ENTREPRENEURS, CATALOGUE OF THE BANK PRODUCTS FOR AGRICULTURISTS