

Dear Users,

We hereby inform you of upcoming changes to financial service regulations. The newly adopted **Law on the Protection of Financial Service Users**, dated March 14, 2025, will take effect as of July 1, 2025.

To comply with the Law on the Protection of Financial Service Users, the Bank has amended the following general terms and conditions:

- General Terms and Conditions of Banca Intesa AD Beograd for Credit Transactions,
- General Terms and Conditions of Banca Intesa AD Beograd for Deposit Transactions,
- General Terms and Conditions of Banca Intesa AD Beograd for Other Products and Services,
- General Terms and Conditions of Banca Intesa AD Beograd for Account Overdraft,
- General Terms and Conditions of Banca Intesa AD Beograd for Credit cards for natural persons,
- General Terms and Conditions of Banca Intesa AD Beograd for Business Credit Cards for Entrepreneurs.

Below is an overview of the amended general terms and conditions for the purpose of compliance with the Law on the Protection of Financial Service Users, which will take effect as of July 1, 2025

In the General Terms and Conditions for Credit Transactions, the General Terms and Conditions for Deposit Transactions, the General Terms and Conditions for Other Products and Services, and the General Terms and Conditions for Account Overdrafts, the following amendments have been made:

- the definition of "Durable medium", which reads:

"Durable medium within the meaning of the General Terms and Conditions, means any instrument that enables the client to store data related to him/her, to access such data and to reproduce it in an unmodified form within the period corresponding to the purpose of storage."

shall be amended to read as follows:

"Durable medium within the meaning of the General Terms and Conditions, means paper and any other medium (e.g. optical disc, memory cards, computer hard drive and e-mail) that enables the client to store data intended for him/her, to access such data and to reproduce it in an unmodified form within the period corresponding to the purpose of storage."

- the term in writing was introduced, which reads as follows:

"In writing within the meaning of the General Terms and Conditions means any text or document presented on paper or another durable medium, including an electronic document."

In the General Terms and Conditions for Credit Cards for Natural persons and the General Terms and Conditions for Business Credit Cards for Entrepreneurs, the definition of Credit Card/Business Credit Card which reads:

"Credit card/Business credit card means a payment and identification instrument issued by Banca Intesa AD Beograd upon the request of the User, based on the contract with the card organization that owns the business credit card brand;"

shall be amended to read as follows:

"Credit card/Business credit card means a payment instrument that enables the withdrawal of cash and the payment of goods and services on credit, issued by Banca Intesa AD Beograd upon the request of the User and based on the contract with the card organization that owns the business credit card brand;"

In the General Terms and Conditions for Credit Transactions, the General Terms and Conditions for Account Overdrafts, in the section *"Specific Obligations of the Bank Concerning Product and Service Advertising and Providing the Information to the Client – Natural person"*, the provisions which read:

"(1) The Client has the right to receive understandable and clear information, data and instructions related to business relationship with the Bank, free of charge, in writing or on any other durable media, in the manner and within terms provided by the agreement.

(2) When advertising credit products through advertising message which contains interest rate or any figure related to the price, the Bank shall clearly and precisely specify by means of representative example the following:

- a) *type of loan;*
- b) *level and variability of annual nominal interest rate;*
- c) *effective interest rate;*
- d) *currency in which the loan is agreed;*
- e) *period for which the loan is agreed;*
- f) *criteria for loan indexation;*
- g) *total amount of loan;*
- h) *all costs payable by the client.*

(3) If the advertising contains the amount of effective interest rate, it should be indicated or written in such way that it is more prominent than other elements.

(4) Advertising referred to in paragraph 2 of this article means advertising within the meaning of regulations on advertising – advertising in public media, in the Bank's premises in the form of brochures, promotional leaflets etc and/or on the Bank's website.

(5) If conclusion of the agreement on ancillary services (especially insurance agreement) is necessary for conclusion of the loan agreement, and cost of ancillary services cannot be determined in advance – such obligation shall be included in the agreement in a clear, concise and prominent way, in addition to the effective interest rate.

(6) If a loan with nominal interest rate of 0% is advertised, all terms under such loan is granted must be specified.

(7) When advertising, the Bank shall not use terms which indicate that a loan is free or similar terms, if granting such loan depends on conclusion of another agreement or on any other costs for the client or if it creates any other obligation.

(8) The Bank shall also apply all other detailed conditions of products and services advertising, prescribed by the NBS.

shall be amended to read as follows:

(1) The Client has the right to receive understandable and clear information, data and instructions related to business relationship with the Bank, free of charge, in writing, in the manner and within terms provided by the agreement.

(2) When advertising credit products through advertising message which contains interest rate or any figure related to the price or income, the Bank shall clearly and precisely specify, in a manner that is easily readable or clearly audible and adapted to the technical limitations of the medium of advertising, by means of representative example the following standard information:

a) the Bank's business name;

b) type of loan (permitted overdraft);

c) amount of loan (permitted overdraft);

d) level and type of nominal interest rate (whether it is fixed, variable, or both if variable), including details of all fees included in the total loan price;

e) effective interest rate;

f) currency in which the loan is agreed;

g) manner of loan indexation;

h) loan repayment period;

i) total loan price for the client;

j) all costs payable by the client;

k) total amount payable by the client based on loan/revolving loan agreement, number of installments and amount of individual installments;

l) collaterals;

m) where applicable, a warning that exchange rate changes may result in a change in the total amount payable by the client based on loan/revolving loan agreement;

n) a warning of the risk specific to a particular loan/revolving loan agreement, if applicable;

(3) If the advertising contains the amount of effective interest rate, it should be indicated or written in such way that it is more prominent than other elements.

(4) Advertising referred to in paragraph 2 of this article means advertising within the meaning of regulations on advertising – advertising in public media, in the Bank's premises (brochures, promotional leaflets etc.) and/or on the Bank's website., social media etc.

(5) When advertising a financial service, the Bank is not required to provide a representative example if the advertisement states the effective interest rate without specifying the nominal interest rate or other numerical data.

(6) In exceptional, justified cases where the communication medium used for information under paragraph (2) does not permit visual display, the total amount payable by the client under a credit service agreement may be omitted from the representative example.

(7) In exceptional, justified cases when an electronic medium used to communicate information under paragraph (2) cannot provide a prominent and clear visual display, the Bank shall provide the client with access to the total amount payable under loan agreement, number of installments and amount of individual installments via a single tap or click.

(8) If conclusion of the agreement on ancillary services (especially insurance agreement) is necessary for conclusion of the loan agreement, and cost of ancillary services cannot be determined in advance – such obligation shall be included in the agreement in a clear, concise and prominent way, in addition to the effective interest rate.

(9) If a loan with nominal interest rate of 0% is advertised, all terms under such loan is granted must be specified.

(10) When advertising, the Bank shall not use terms which indicate that a loan is free or similar terms, if granting such loan depends on conclusion of another agreement or on any other costs for the client or if it creates any other obligation.

(11) The Bank shall also apply all other detailed conditions of products and services advertising, prescribed by the NBS."

In the General Terms and Conditions for Deposit Transactions, in the section "Specific Obligations of the Bank Concerning Product and Service Advertising and Providing the Information to the Client – Natural person", the provisions which read:

(1) The Client has the right to receive understandable and clear information, data and instructions related to business relationship with the Bank, free, of charge, in writing or any other durable media, in the manner and within terms provided by the agreement.

(2) When advertising deposit products through advertising message which contains interest rate or any figure related to the income, the Bank shall clearly and precisely specify by means of representative example the following:

a) type of deposit;

b) level and variability of annual nominal interest rate;

- c) effective interest rate;*
- d) currency in which the deposit is agreed;*
- e) period for which the deposit is agreed;*
- f) criteria for deposit indexation;*
- g) total amount of deposit;*
- h) all costs payable by the client.*

(3) If the advertising contains the amount of effective interest rate, it should be indicated or written in such way that it is more prominent than other elements.

(4) Advertising referred to in paragraph 2 of this Article means advertising within the meaning of regulations on advertising – advertising in public media, in the Bank's premises in the form of brochures, promotional leaflets etc and/or on the Bank's website.

(5) The Bank shall also apply all other detailed conditions on products and services advertising prescribed by the NBS."

shall be amended to read as follows:

"(1) The Client has the right to receive understandable and clear information, data and instructions related to business relationship with the Bank, free, of charge, in writing, in the manner and within terms provided by the agreement.

(2) When advertising deposit products through advertising message which contains interest rate or any figure related to the price or income, the Bank shall clearly and precisely specify, in a manner that is easily readable or clearly audible and adapted to the technical limitations of the medium of advertising, by means of representative example the following standard information:

- a) the Bank's business name;*
- b) type of deposit;*
- c) amount of deposit;*
- d) level and type of nominal interest rate (whether it is fixed, variable, or both if variable);*
- e) effective interest rate;*
- f) currency in which the deposit is agreed;*

g) manner of deposit indexation;

h) deposit repayment period;

i) all costs payable by the client;

j) total amount (amount of deposit and interest) payable by the Bank.

(3) If the advertising contains the amount of effective interest rate, it should be indicated or written in such way that it is more prominent than other elements.

(4) Advertising referred to in paragraph 2 of this Article means advertising within the meaning of regulations on advertising – advertising in public media, in the Bank's premises (brochures, promotional leaflets etc) and/or on the Bank's website, social media etc.

(5) When advertising a financial service, the Bank is not required to provide a representative example if the advertisement states the effective interest rate without specifying the nominal interest rate or other numerical data.

(6) In exceptional, justified cases where the communication medium used for information under paragraph (2) does not permit visual display, the total amount payable by the Bank under a deposit agreement may be omitted from the representative example.

(7) In exceptional, justified cases when an electronic medium used to communicate information under paragraph (2) cannot provide a prominent and clear visual display, the Bank shall provide the client with access to the total amount payable by the Bank under a deposit agreement via a single tap or click.

(8) The Bank shall also apply all other detailed conditions on products and services advertising prescribed by the NBS."

In the General Terms and Conditions for Credit Transactions, in section "Other Obligations of the Bank", the provisions which read:

"In the pre-contractual phase, the Bank shall also present in writing to its client – natural person information about the documentation that the client needs to submit to apply for a loan and shall inform the client without delay in writing or by e-mail about whether proper and complete documentation accompanying the loan application has been submitted.

1) The Bank shall make its decision on proper loan application within the time limit of:

a. 30 (thirty) business days of the day when the proper application was made for a loan secured by a mortgage on a real estate – if the client is a natural person using these services, has used

them or intends to use such services for purposes that are not intended for business or other commercial operations

b. 30 (thirty) business days of the day when the proper application was made for a loan secured by a mortgage on a real estate or a pledge on movables – if the client is an entrepreneur within the meaning of the law regulating companies and if the client is a farmer as head or a member of an agricultural holding within the meaning of the law regulating agriculture and rural development.

Business days shall be all days from Monday to Friday, excluding state holidays that are bank holidays in accordance with the positive regulations of the Republic of Serbia.

2) The Bank also has other obligations related to its relationship with the client which are provided by law, the General Terms and Conditions and the agreement concluded with the client."

shall be amended to read as follows:

"In the pre-contractual phase, the Bank shall also present in writing to its client – natural person information about the documentation that the client needs to submit to apply for a loan and shall inform the client without delay in writing or by e-mail about whether proper and complete documentation accompanying the loan application has been submitted.

The Bank shall make its decision on proper loan application within the time limit of: 15 (fifteen) business days of the day when the proper application was made for a loan secured by a mortgage on a real estate, the bank can extend the deadline by 10 (ten) business days, but shall notify the client about this extension before the expiration of the specified deadline.

Business days shall be all days from Monday to Friday, excluding state holidays that are bank holidays in accordance with the positive regulations of the Republic of Serbia.

The Bank also has other obligations related to its relationship with the client which are provided by law, the General Terms and Conditions and the agreement concluded with the client."

In the General Terms and Conditions for Credit Transactions, in section "*Bank's Offer for Conclusion of Contractual Relationship with the Client*", the provisions which read:

"4.1.1. General provisions

(1) The Bank shall, at request of the client, provide all information and appropriate explanations on conditions of the agreement on provision of banking services, as well as offer for conclusion of contractual relationship, in the manner that will not be misleading to the client, as well as to provide all requested information on conditions for loan granting.

4.1.2. Specific provisions on the Bank's offer for conclusions of contractual relationship with the client – natural person

(1) The Bank is obliged to:

a) provide the offer for conclusion of the agreement to the client, in the manner which allows the client to compare offers from different banks and assess if the agreement suits its needs and financial situation;

b) offer service to the client in dinars, except if the client requests the service to be offered in dinar counter value of foreign currency, i.e. in foreign currency, in accordance with regulations on foreign exchange operations.

(2) The Bank is obliged to inform the client in writing on risks it assumes when services are provided in dinar counter-value of foreign currency, i.e. in foreign currency.

(3) In case of an offer for conclusion of loan agreement, for which the client has showed interest, offer is prepared in prescribed form, on paper or other durable media and shall contain data prescribed by the Law on the Protection of Financial Services Consumers (hereinafter referred to as: the Law).

(4) The Bank shall notify the client which intends to conclude the agreement with the Bank that it can receive, at the request, draft version of the agreement – as a proposal for its conclusion.

(5) Before conclusion of the loan Agreement the Bank is obliged to submit the offer, i.e. information to the person intending to provide collateral (guarantee, bill of exchange, administrative ban, etc.), except for loan where the borrower is at the same time the owner of the subject of pledge, i.e. mortgage or will become the owner of the assets based on purchase transaction for which realization loan is granted.

(6) The client accepts the conditions from the Bank's offer by submitting written request for conclusion of the agreement.

4.1.3. Assessment of client's creditworthiness – natural person

(1) Before conclusion of the loan agreement the Bank assess client's creditworthiness based on data it provided and by reviewing the database to acquire information on client's debt, upon the written consent of the client.

(2) If the contracting parties agree to increase indebtedness, the Bank shall reassess client's creditworthiness.

(3) If loan application is rejected based on review of database mentioned in paragraph 1 of this article, the Bank shall immediately notify the client in writing on data obtained from the database.

(4) The database mentioned in paragraph 1 of this article also contains data process with prior written consent of the client, and, in particular, data on its indebtedness with financial institutions and regular fulfillment of liabilities arising from financial services.

(5) In order to ensure reliability of database mentioned in paragraph 1 of this article, the Bank shall regularly submit and update data stored in the database, and shall be liable for accuracy of such data."

shall be amended to read as follows:

"4.1.1. General provisions

(1) The Bank shall, at request of the client, provide clear and understandable information and appropriate explanations on conditions of the agreement on provision of banking services for which the client has shown interest (offer), in the manner that will enable the client to compare offers from different banks and assess whether such conditions suit their needs and financial situation.

4.1.2. Specific provisions on the Bank's offer for conclusions of contractual relationship with the client – natural person

(1) The Bank is obliged to:

a) provide the offer for conclusion of the agreement to the client, in a timely manner prior to conclusion of the agreement or acceptance of the offer;

b) offer service to the client in dinars, except if the client requests the service to be offered in dinar counter value of foreign currency, i.e. in foreign currency, in accordance with regulations on foreign exchange operations. The Bank is obliged to inform the client in writing on risks it assumes when services are provided in dinar counter-value of foreign currency, i.e. in foreign currency.

(2) Timely manner referred to in the previous paragraph means an adequate period which cannot be shorter than two business days, and counts from the day of receipt of the Bank's binding offer to the day when the client concluded the agreement. If the client expressly requests in writing to conclude the agreement immediately after offer submission, the Bank is not obliged to wait for the adequate period to pass.

(3) In case of an offer for conclusion of loan agreement, for which the client has showed interest, offer is prepared in prescribed form, in writing, and shall contain data prescribed by the Law on the Protection of Financial Services Consumers (hereinafter referred to as: the Law).

(4) The Bank shall notify the client which intends to conclude the agreement with the Bank that it can receive, at the request, draft version of the agreement – as a proposal for its conclusion.

(5) The client accepts the conditions from the Bank's offer by submitting written request for conclusion of the agreement.

4.1.3. Assessment of client's creditworthiness – natural person

(1) Before conclusion of the credit service agreement the Bank shall assess client's creditworthiness.

(2) If the contracting parties, after concluding the credit service agreement, agree to increase indebtedness, the Bank shall reassess client's creditworthiness.

(3) The Bank assesses creditworthiness based on indicators and data obtained from relevant and reliable sources with verifiable credibility, the client, and the client's indebtedness database. The Bank shall verify indicators and data through appropriate means, including independently verifiable documentation such as extracts from public registers.

(4) The client's indebtedness database includes data collected and processed with the client's prior written consent, and data collected and processed in the DB directly as legally required, particularly concerning indebtedness to banks and other financial institutions, and the regularity of obligation settlement.

(5) To maintain reliability of the database referred to in previous paragraph (4), the Bank shall regularly submit and update data, and is responsible for its accuracy.

(6) The Bank shall only enter into credit service agreements if the creditworthiness assessment indicates the client's likely ability to fulfill contractual obligations in the manner and within time limits specified in such agreements.

(7) The Bank shall decide on the client's service request, or enable agreement conclusion, within 15 working days of receiving all required data, information, and documentation from the client.

(8) In case of a housing loan, or loan secured by a mortgage, the Bank may extend the deadline referred to in paragraph (3) by 10 business days, and shall notify the client of such extension before the specified deadline expires.

(9) If the Bank rejects a credit service agreement request, it shall promptly provide the client with written notice containing 1) the rejection decision, and optionally, the reasons for rejection, and 2) the indebtedness database data influencing the rejection. If the Bank enters into a credit service agreement with the client, it shall not subsequently terminate or amend such agreement to the client's detriment based on an improperly conducted creditworthiness assessment. However, if the client knowingly withheld or misrepresented indicators, information, or documentation referred to in paragraph (3) hereof, the Bank may terminate or amend the agreement to the client's detriment.

In the General Terms and Conditions for Account Overdrafts, in section "*Bank's Offer for Conclusion of Contractual Relationship with the Client*", the provisions that read:

"4.1. Bank's Offer for Conclusion of Contractual Relationship with the Client

4.1.1. General provisions

(1) The Bank shall, at request of the client, provide all information and appropriate explanations on conditions of the agreement on provision of banking services, as well as offer for conclusion of contractual relationship, in the manner that will not be misleading to the client, as well as to provide all requested information on conditions for granting overdraft.

4.1.2. Specific provisions on the Bank's offer for conclusions of contractual relationship with the client – natural person

(1) The Bank is obliged to:

a) provide the offer for conclusion of the agreement to the client, in the manner which allows the client to compare offers from different banks and assess if the agreement suits its needs and financial situation;

b) offer service to the client in dinars, except if the client requests the service to be offered in dinar counter value of foreign currency, i.e. in foreign currency, in accordance with regulations on foreign exchange operations.

(2) The Bank is obliged to inform the client in writing on risks it assumes when services are provided in dinar counter-value of foreign currency, i.e. in foreign currency.

(3) In case of an offer for conclusion of account overdraft agreement, for which the client has showed interest, offer is prepared in prescribed form, on paper or other durable media and shall contain data prescribed by the Law on the Protection of Financial Services Consumers (hereinafter referred to as: the Law).

(4) The Bank shall notify the client which intends to conclude the agreement with the Bank that it can receive, at the request, draft version of the agreement – as a proposal for its conclusion.

(5) The client accepts the conditions from the Bank's offer by submitting written request for conclusion of the agreement.

4.1.3. Assessment of client's creditworthiness – natural person

(1) Before conclusion of the account overdraft agreement the Bank assess client's creditworthiness based on data it provided and by reviewing the database to acquire information on client's debt, upon the written consent of the client.

(2) If the contracting parties agree to increase overdraft limit for the account, the Bank shall reassess client's creditworthiness.

(3) If an application for account overdraft is rejected based on review of database mentioned in paragraph 1 of this Article, the Bank shall immediately notify the client in writing on data obtained from the database.

(4) The database mentioned in paragraph 1 of this Article also contains data process with prior written consent of the client, and, in particular, data on its indebtedness with financial institutions and regular fulfillment of liabilities arising from financial services.

(5) In order to ensure reliability of database mentioned in paragraph 1 of this Article, the Bank shall regularly submit and update data stored in the database, and shall be liable for accuracy of such data."

shall be amended to read as follows:

"4.1. Bank's Offer for Conclusion of Contractual Relationship with the Client

4.1.1. General provisions

(1) The Bank shall, at request of the client, provide clear and understandable information and appropriate explanations on conditions of the agreement on provision of banking services (offer), in the manner that will enable the client to compare offers from different banks and assess whether such conditions suit their needs and financial situation.

4.1.2. Specific provisions on the Bank's offer for conclusions of contractual relationship with the client – natural person

(1) The Bank is obliged to:

a) provide the offer for conclusion of the agreement to the client, in a timely manner prior to conclusion of the agreement or acceptance of the offer;

b) offer service to the client in dinars, except if the client requests the service to be offered in dinar counter value of foreign currency, i.e. in foreign currency, in accordance with regulations on foreign exchange operations.

(2) Timely manner referred to in the previous paragraph means an adequate period which cannot be shorter than two business days, and counts from the day of receipt of the Bank's binding offer to the day when the client concluded the agreement. If the client expressly requests in writing to conclude the agreement immediately after offer submission, the Bank is not obliged to wait for the adequate period to pass.

(3) The Bank is obliged to inform the client in writing on risks it assumes when services are provided in dinar counter-value of foreign currency, i.e. in foreign currency.

(4) In case of an offer for conclusion of account overdraft agreement, for which the client has showed interest, offer is prepared in prescribed form, on paper or other durable media and shall contain data prescribed by the Law on the Protection of Financial Services Consumers (hereinafter referred to as: the Law).

(5) The Bank shall notify the client which intends to conclude the agreement with the Bank that it can receive, at the request, draft version of the agreement – as a proposal for its conclusion.

(6) The client accepts the conditions from the Bank's offer by submitting written request for conclusion of the agreement.

4.1.3. Assessment of client's creditworthiness – natural person

(1) Before conclusion of the account overdraft agreement the Bank assess client's creditworthiness.

(2) If the contracting parties, after concluding the account overdraft agreement, agree to increase overdraft limit for the account, the Bank shall reassess client's creditworthiness.

(3) The Bank assesses creditworthiness based on indicators and data obtained from relevant and reliable sources with verifiable credibility, the client, and the client's indebtedness database. The Bank shall verify indicators and data through appropriate means, including independently verifiable documentation such as extracts from public registers.

(4) The client's indebtedness database includes data collected and processed with the client's prior written consent, and data collected and processed in the DB directly as legally required, particularly concerning indebtedness to banks and other financial institutions, and the regularity of obligation settlement.

(5) To maintain reliability of the database referred to in previous paragraph (4), the Bank shall regularly submit and update data, and is responsible for its accuracy.

(6) The Bank shall only enter into credit service agreements if the creditworthiness assessment indicates the client's likely ability to fulfill contractual obligations in the manner and within time limits specified in such agreements.

(7) The Bank shall decide on the client's service request, or enable agreement conclusion, within 15 working days of receiving all required data, information, and documentation from the client.

(8) If the Bank rejects an account overdraft agreement request, it shall promptly provide the client with written notice containing 1) the rejection decision, and optionally, the reasons for rejection, and 2) the indebtedness database data influencing the rejection. If the Bank enters into an account overdraft agreement, it shall not subsequently terminate or amend such agreement to the client's detriment based on an improperly conducted creditworthiness assessment. However, if the client knowingly withheld or misrepresented indicators, information, or documentation referred to in paragraph (3) hereof, the Bank may terminate or amend the agreement to the client's detriment."

In the General Terms and Conditions for Credit Transactions, in section "Right of Withdrawal", the provisions that read:

"4.2.2.2. Right of withdrawal

(1) The client has the right to withdraw from the concluded loan agreement within 14 days from date of the agreement, without giving any reasons for withdrawal.

(2) In case of a loan agreement secured by a mortgage, as well as for agreement which subject is purchase, i.e. financing of purchase of real estate, the client may withdraw from the agreement provided he/she has not started to use the loan and/or financing.

(3) When withdrawing from the agreement referred to in paragraph 1 of this article, and before expiration of the term referred therein, the client shall notify the Bank on its intention to withdraw, in the manner which confirms the receipt, where date of the notice is considered the date of withdrawal from the agreement. This notification shall be in writing or on any other durable medium.

(4) The client who withdraws from the loan agreement shall immediately, and no later than 30 days from the date notification from paragraph 3 hereof has been sent, repay to the Bank the principal and interest accrued under the main transaction for the period the loan has been used.

(5) The Bank shall not be entitled to other fees, except for fees provided by paragraph 4 of this article and costs incurred with competent authorities, and in case from paragraph 2 of this article the Bank shall be entitled to reimbursement of costs related to conclusion of the loan agreement

and the client shall be informed about these actual costs before the conclusion of the loan agreement.

(6) If the bank, under the concluded agreement, also provides any ancillary services related to financial services referred to in paragraph 1 and 2 of this article, the client shall no longer be bound by the agreement on ancillary services if the client exercises the right of withdrawal from the main agreement in accordance with the Law and provisions hereof."

shall be amended to read as follows:

"4.2.2.2. Right of withdrawal

(1) The client has the right to withdraw from the concluded loan agreement within 14 days from date of the agreement, without giving any reasons for withdrawal.

(2) In case of a housing loan agreement or loan agreement secured by a mortgage, the client may withdraw from the agreement provided he/she has not started to used the loan and/or financing.

(3) In the case of related loan agreements that are concluded for the purpose of purchasing specific goods, where the goods and the entire paid amount return option is foreseen within a period longer than 14 days - the client may withdraw from the financial service agreement within that period.

(4) When withdrawing from the agreement referred to in paragraph 1 of this article, and before expiration of the term referred therein, the client shall notify the Bank on its withdrawal, in the manner which confirms the receipt, where date of the notice is considered the date of withdrawal from the agreement. This notification shall be in writing.

(5) The client who withdraws from the loan agreement or revolving loan agreement shall immediately, and no later than 30 days from the date notification from paragraph 3 hereof has been sent, repay to the Bank the principal and regular interest accrued under the agreement for the period the loan or revolving loan has been used.

(6) The Bank shall not be entitled to other fees, except for fees provided by paragraph 5 of this article and actual costs incurred, and in case from paragraph 2 of this article the Bank shall be entitled to reimbursement of costs related to conclusion of the loan agreement and the client shall be informed about these actual costs before the conclusion of the loan agreement.

(7) If the bank, under the concluded agreement, also provides any ancillary services related to financial services referred to in paragraph 1 and 2 of this article, the client shall not be bound by the agreement on ancillary services if the client exercises the right of withdrawal from the main agreement in accordance with the Law and provisions hereof."

In the General Terms and Conditions for Credit Transactions, in section "*Notifying the client during the contractual relationship*", the provisions that read:

"A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of compulsory elements of the agreement, it shall obtain prior written consent of the client. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client – such changes may be applied immediately and without client's prior consent.

(3) In case referred to in paragraph 2 of this article, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

(4) If level of fixed interest rate or fixed element of variable interest rate is changed in favor of the client, amended loan repayment schedule should be submitted to the client in addition to the notice mentioned in paragraph 3 of this article.

B) Changes to other elements of the agreement

(1) The Bank shall notify the Client in due time and in the agreed manner on changes in data that do not constitute compulsory elements of the agreement prescribed by the Law.

C) Notification on variable nominal interest rate

(1) If a variable nominal interest rate is agreed, the Bank shall notify the client on change of such rate in writing or on any other durable medium, before it starts to implement the changed interest rate, i.e. periodically in accordance with the agreement, and such notice should include the date from which such changed interest rate is applied. In case of loan agreement, in addition to the notice provided in writing or on any other durable medium the Bank shall also provide to the client the changed loan repayment schedule. The Bank shall, at the request of the client, make him/her available loan repayment schedule for the entire duration of the agreement and free of charge.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed.

D) Notification on outstanding loan debt

(1) The bank shall every six months submit to the client, free of charge, information on outstanding debt under the loan agreement, which contains data on the amount of principal, interest rate, fees, etc, expressed individually, as well as data on total debt balance for particular date.

E) Notification on exchange rate movement

(1) The Bank shall at least once a year notify borrowers using the loan in dinar counter-value of foreign currency on dinar exchange rate movement during the reporting period, according to data obtained and which can be checked in official sources."

shall be amended to read as follows:

"4.2.2.4. Notifying the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of the compulsory elements of the loan agreement, it shall conclude an annex to the agreement with the client in the form prescribed for such an agreement. If the client does not agree with this change, the Bank cannot, for that reason, unilaterally change the conditions of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client, or if the client is granted specific rights to use additional or ancillary services without introducing new or increasing existing interest rates, fees or other costs – such changes may be applied without applying paragraph 1 of this point and paragraph 1 of point B) below.

(3) If level of fixed interest rate or fixed element of variable interest rate is changed in favor of the client, the Bank shall notify the client thereof in writing and deliver or make available amended loan repayment schedule before the modifications start to apply, unless otherwise prescribed by a regulation.

B) Changes to other elements of the agreement

(1) If the Bank intends to change any elements of a loan agreement that do not constitute compulsory elements of the agreement prescribed by the Law, it shall provide the client with a written proposal of such changes at least one month before the changes take effect.

C) Notification on variable nominal interest rate

(1) If a variable nominal interest rate is agreed, the Bank shall notify the client, in accordance with the agreement, of change of such rate in writing, before it starts to implement the changed

interest rate (before the start of repayment period or use of the remaining loan amount at the new rate), i.e. at least 15 days before the maturity date of the loan at changed interest rate, and such notice should include the date from which such changed interest rate is applied. In the notice, the bank shall separately state the new value of the variable element (reference rate, index, etc.) along with the date on which that value was published by the administrator of that element, as well as the amount of the fixed element and the total amount of the new interest rate. Along with the notice, the Bank shall provide the changed loan repayment schedule to the client in writing. The Bank shall, upon the request of the client, make him/her loan repayment schedule available for the entire duration of the agreement and free of charge.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed.

D) Notification on exchange rate movement

(1) The Bank shall at least once a year notify borrowers using the loan in dinar counter-value of foreign currency on dinar exchange rate movement during the reporting period, according to data obtained and which can be checked in official sources.

In the General Terms and Conditions for Deposit Transactions, in section "Notification of the client during the contractual relationship ", the provisions that read:

"4.2.2.3. Notification of the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of compulsory elements of the agreement, it shall obtain prior written consent of the client. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client – such changes may be applied immediately and without client's prior consent.

(3) In case referred to in paragraph 2 of this Article, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

(4) If level of fixed interest rate or fixed element of variable interest rate is changed in favor of the client, amended deposit payment schedule should be submitted to the client in addition to the notice mentioned in paragraph 3 of this Article.

(5) In case of automatic extension of deposit term – the Bank shall inform the client, at least 15 days before expiry of the term of deposit, on period of extension of deposit agreement and new interest rate, and the client shall be entitled to terminate the agreement within 30 days from the date such notice is received, without fees and with interest agreed for the expired term.

B) Changes to other elements of the agreement

(1) The Bank shall notify the Client in due time and in the agreed manner on changes in data that do not constitute compulsory elements of the agreement prescribed by the Law.

C) Notice on variable nominal interest rate

(1) If variable nominal interest rate is agreed – the Bank shall notify the client on changes to such interest rate in writing or on any other durable medium before it starts to implement the changed interest rate or periodically in accordance with the agreement, and such notice should contain the effective date of changed interest rate.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed."

shall be amended to read as follows:

"4.2.2.3. Notification of the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of the compulsory elements of the agreement, it shall conclude an annex to the agreement with the client in the form prescribed for such an agreement. If the client does not agree with this change, the Bank cannot, for that reason, unilaterally change the conditions of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client, or if the client is granted specific rights to use additional or ancillary services without introducing new or increasing existing interest rates, fees or other costs – such changes may be applied immediately without prior delivery of such changes to the client and without the application of paragraph 1 of this point and paragraph 1 of point B) below.

(3) If level of fixed interest rate or fixed element of variable interest rate is changed in favor of the client, the Bank shall notify the client thereof in writing and deliver or make available amended loan repayment schedule before the modifications start to apply, unless otherwise prescribed by a regulation.

B) Changes to other elements of the agreement

(1) If the Bank intends to change any elements of a deposit agreement that do not constitute compulsory elements of the agreement prescribed by the Law, it shall provide the client with a written proposal of such changes at least one month before the changes take effect.

C) Notice on variable nominal interest rate

(1) If variable nominal interest rate is agreed – the Bank shall notify the client, in accordance with the agreement, of the changes to such interest rate in writing before it starts to implement the changed interest rate, and such notice should contain the effective date of changed interest rate. Along with such notice, the Bank shall deliver, in writing, the amended deposit repayment schedule, and at the Client's request, the Bank shall make the deposit repayment schedule available to the client throughout the contractual relationship, free of charge.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed."

Within the General Terms and Conditions for other Products and Services, in section "Notification of the client during the contractual relationship", the provisions that read:

"4.2.2.3. Notification of the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of compulsory elements of the agreement, it shall obtain prior written consent of the client. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client – such changes may be applied immediately and without client's prior consent.

(3) In case referred to in paragraph 2 of this Article, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

B) Changes to other elements of the agreement

(1) The Bank shall notify the Client in due time and in the agreed manner on changes in data that do not constitute compulsory elements of the agreement prescribed by the Law.

C) Notice on variable nominal interest rate

(1) If variable nominal interest rate is agreed – the Bank shall notify the client on changes to such interest rate in writing or on any other durable medium before it starts to implement the changed interest rate or periodically in accordance with the agreement, and such notice should contain the effective date of changed interest rate.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed."

shall be amended to read as follows:

"4.2.2.3. Notification of the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of the compulsory elements of the loan agreement, it shall conclude an annex to the agreement with the client in the form prescribed for such an agreement. If the client does not agree with this change, the Bank cannot, for that reason, unilaterally change the conditions of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client or if the client is granted specific rights to use additional or ancillary services without introducing new or increasing existing interest rates, fees or other costs – such changes may be applied without the application of paragraph 1 of this point and paragraph 1 of point B) below.

(3) If level of fees and other costs referred to in paragraph 2 of this point is changed in favor of the client, the Bank shall notify the client thereof in writing before the modifications start to apply, unless otherwise prescribed by a regulation.

B) Changes to elements of the agreement

(1) If the Bank intends to change any elements of a loan agreement that do not constitute compulsory elements of the agreement prescribed by the Law, it shall provide the client with a written proposal of such changes at least one month before the changes take effect.

C) Notice on variable nominal interest rate

(1) When a variable nominal interest rate is agreed upon, the Bank shall provide the client, in accordance with the agreement, with notice of any rate change in writing before its application (before the start of the repayment period or the utilization of the remaining loan amount at the new rate) or at least 15 days before the loan installment maturity date at the changed interest rate, specifying the effective date of the new rate. The notice shall separately detail the new

value of the variable element (reference rate, index, etc.) and its publication date by the administrator, the fixed element amount, and the total new interest rate. The Bank shall also provide the client with an amended loan repayment schedule in writing alongside the rate change notice. Upon client's request, the Bank shall provide the client with a complete loan repayment schedule for the entire contractual period, free of charge.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed."

In the General Terms and Conditions for Account Overdrafts, in section "Notifying the client during the contractual relationship ", the provisions that read:

"4.2.2.4. Notifying the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of compulsory elements of the agreement, it shall obtain prior written consent of the client. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the agreement, nor unilaterally terminate or cancel the agreement.

(2) Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client – such changes may be applied immediately and without client's prior consent.

(3) In case referred to in paragraph 2 of this Article, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

B) Changes to other elements of the agreement

(1) The Bank shall notify the Client in due time and in the agreed manner on changes in data that do not constitute compulsory elements of the agreement prescribed by the Law.

C) Notification on variable nominal interest rate

(1) If a variable nominal interest rate is agreed, the Bank shall notify the client on change of such rate in writing or on any other durable medium, before it starts to implement the changed interest rate, i.e. periodically in accordance with the agreement, and such notice should include the date from which such changed interest rate is applied.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed.

D) Notification on account overdraft

(1) As for the account overdraft, the Bank shall at least once a month submit to a client, free of charge, in writing or on other durable medium, a notice – statement of changes on the its account, and at the request of the client the Bank shall provide such notice without undue delay with right to collect fees in accordance with acts of the Bank. This notice must contain all data prescribed by the Law.

(2) In case of unauthorized overdraft which lasts longer than one month, the Bank shall immediately notify the client in writing or on any other durable medium on:

a) overdraft amount;

b) interest rate which will be applied to the overdraft amount;

c) any other possible fees, costs and contractual penalties."

shall be amended to read as follows:

"4.2.2.4. Notifying the client during the contractual relationship

A) Changes to compulsory elements of the agreement

(1) If the Bank intends to change any of the compulsory elements of the account overdraft agreement, it shall conclude an annex to the agreement with the client in the form prescribed for such an agreement. If the client does not agree with this change, the Bank cannot, for that reason, unilaterally change the conditions of the agreement, nor unilaterally terminate or cancel the agreement.

Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client, or if the client is granted specific rights to use additional or ancillary services without introducing new or increasing existing interest rates, fees or other costs – such changes may be applied without applying paragraph 1 of this point and paragraph 1 of point B) below.

(2) If level of fixed interest rate or fixed element of variable interest rate f is changed in favor of the client, the Bank shall notify the client thereof in writing before the modifications start to apply, unless otherwise prescribed by a regulation.

B) Changes to other elements of the agreement

(1) If the Bank intends to change any elements of an account overdraft agreement that do not constitute compulsory elements of the agreement prescribed by the Law, it shall provide the

client with a written proposal of such changes at least one month before the changes take effect.

C) Notification on variable nominal interest rate

(1) If a variable nominal interest rate is agreed, the Bank shall notify the client, in accordance with the agreement, of the change of such rate in writing before it starts to implement the changed interest rate, and such notice should include the date from which such changed interest rate is applied.

(2) The obligation of providing notification from the previous paragraph also applies if variable elements which affect the amount of other pecuniary obligations are changed.

D) Notification on account overdraft

(1) As for the account overdraft, the Bank shall at least once a month submit to a client, free of charge, in writing, a notice – statement of changes on the its account, and at the request of the client the Bank shall provide such notice without undue delay with right to collect fees in accordance with acts of the Bank. This notice must contain all data prescribed by the Law.

(2) In case of unauthorized overdraft, the Bank shall immediately notify the client if their account is debited by the amount that resulted in unauthorized overdraft. In such a notice, the Bank shall state:

a) unauthorized overdraft amount;

b) current overdraft amount;

c) interest rate which will be applied to the overdraft amount;

d) details of any other possible fees, costs and contractual penalties.;

e) the date by which the client must pay the debt."

In the General Terms and Conditions for Credit Cards for Natural persons and the General Terms and Conditions for Business Credit Cards for Entrepreneurs, in section "*Amendments to the Framework Agreement*", the provisions that read:

"If the Bank intends to change any of compulsory elements of the agreement, it shall obtain written consent of the client prior to the change. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the Framework agreement, nor unilaterally terminate or cancel the Framework agreement.

Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client – such changes may be applied immediately and without client's prior consent.

In case referred to in paragraph 2 of this Article, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

The Bank shall notify the client of the proposal to change the contractual relationship in the part that does not refer to the compulsory elements of the agreement in terms of the Law on the Protection of Financial Services Users no later than two months before the proposed date when the amendments shall take effect, by submitting the proposed amendments to the Framework Agreement in writing or on another durable medium.

Upon receiving the proposal referred to in the previous paragraph of this point, the client may agree that the proposed amendments produce legal effect before the proposed date of taking effect.

If the client does not agree with the proposed amendments, they may terminate the Framework Agreement, without paying penalties, with the obligation to settle all their obligations to the Bank under the Agreement and return the card/s to the Bank, of which the Bank shall notify the client along with the submission of proposed amendments to the Framework Agreement.

It shall be deemed that the client has agreed with the proposal referred to in paragraph 4 of this point if, before the day of implementation of the proposed amendments, they have not informed the Bank of disagreeing with the proposal, of which the Bank shall notify the client along with the delivery of the proposal."

shall be amended to read as follows:

"Amendments to the Framework Agreement

"If the Bank intends to change any of elements of the Agreement, it shall submit to the client a proposal of such amendment in writing at least one month before the proposed date of implementation of such amendments.

In case of changes to the compulsory elements of the Agreement, the Bank shall conclude with the client an Annex to the agreement in the form prescribed. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the Framework agreement, nor unilaterally terminate or cancel the Framework agreement.

Notwithstanding the above, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client, or if the client is granted specific rights to use additional or ancillary services without introducing new or

increasing the existing interest rate, fees and other costs – such changes may be applied immediately and without prior delivery of the proposed amendments to the Framework agreement to the client in the part relating to such a change.

In case referred to in previous paragraph of this point, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

If the Bank proposes amendments to other provisions of the Framework Agreement, it shall submit to the client a proposal of such amendment in writing no later than two months before the proposed date of taking effect.

Notwithstanding the previous paragraph of this point, if the Bank proposes a change in the fee for the provision of payment services in favor of the client, or introduces a free new service or the functionality of an existing service, such a change may apply immediately and without prior delivery of the proposed amendments to the Framework agreement to the client in the part relating to such a change.

Upon receiving the proposal referred to in the paragraph 5 of this point, the client may agree that the proposed amendments produce legal effect before the proposed date of taking effect.

It shall be deemed that the client has agreed with the proposed amendments to the provisions of the Framework agreement referred to in paragraph 5 of this point if, before the day of implementation of the proposed amendments, they have not informed the Bank of disagreeing with the proposal, of which the Bank shall notify the client along with the delivery of the proposal.

The Bank shall notify the client, along with submitting the proposed amendments to the Framework Agreement referred to in paragraph 5 of this point, of their right to terminate the Framework Agreement without payment of penalties and other costs should they not accept the proposal, at any time before the date of implementation of the proposed amendments to the Framework Agreement, as well as specify the date before the date of implementation of the proposed amendments as of which the termination shall take effect."

In the General Terms and Conditions for Credit Transactions, in section "Service of Notices by the Bank to Provider of Collateral for Liabilities of the Client – natural person", the provisions that read:

"Service of Notices by the Bank to Provider of Collateral for Liabilities of the Client - natural person

(1) Before conclusion of the loan agreement with the client – natural person, the Bank shall submit the offer, i.e. information to the person which intends to provide collateral (guarantee, bills of exchange, administrative ban, etc), except for loan where the borrower is at the same

time the owner of the subject of pledge, i.e. mortgage or will become the owner of the assets based on purchase transaction for which realization the loan is granted. After the conclusion of the loan agreement with the client – natural person, the Bank submits to the person providing the collateral (hereinafter referred to as: the provider of collateral) an original or a copy of the agreement with repayment schedule and summary of compulsory elements, except if the borrower is at the same time the provider of collateral or will become the owner of the subject of mortgage or other type of lien based on purchase transaction for which realization the loan is granted.

(2) Service of notices by the Bank to the provider of collateral for liabilities of the client – natural person shall be governed by the rules on service of notices by the Bank to the client provided by point 5.1 of the General Terms and Conditions.

shall be amended to read as follows:

"Service of Notices by the Bank to Provider of Collateral for Liabilities of the Client - natural person

(1) After the conclusion of the loan agreement with the client – natural person, the Bank shall submit to the provider of collateral a copy of the agreement with repayment schedule and summary of compulsory elements, except if the borrower is at the same time the provider of collateral is the seller of the subject or will become the owner of the subject of mortgage or other type of lien based on purchase transaction for which realization the loan is granted.

(2) The provider of collateral under a loan agreement is entitled to receive annual, or monthly upon request, free of charge and in writing, repayment schedule, statement of the debt and related settlement information for the main debtor.

(3) Service of notices by the Bank to the provider of collateral for liabilities of the client – natural person shall be governed by the rules on service of notices by the Bank to the client provided by point 5.1 of the General Terms and Conditions."

In the General Terms and Conditions for Account Overdrafts, in section "Service of Notices by the Bank to Provider of Collateral for Liabilities of the Client - natural person", the provisions that read:

"Service of Notices by the Bank to Provider of Collateral for Liabilities of the Client - natural person

(1) After the conclusion of the agreement on account overdraft with the client – natural person, the Bank shall submit original and copy of the agreement with summary of compulsory elements of account overdraft to the provider of collateral as well, except if the user is at the same time the provider of collateral.

(2) Service of notices by the Bank to the provider of collateral for liabilities of the client – natural person shall be governed by the rules on service of notices by the Bank to the client provided by point 5.1 of the General Terms and Conditions.

shall be amended to read as follows:

"Service of Notices by the Bank to Provider of Collateral for Liabilities of the Client - natural person

(1) After the conclusion of the agreement on account overdraft with the client – natural person, the Bank shall submit a copy of the agreement with summary of compulsory elements of agreement account overdraft to the provider of collateral.

(2) The provider of collateral under an account overdraft agreement is entitled to receive annual, or monthly upon request, free of charge and in writing, statement of the debt and related settlement information for the client.

(3) Service of notices by the Bank to the provider of collateral for liabilities of the client – natural person shall be governed by the rules on service of notices by the Bank to the client provided by point 5.1 of the General Terms and Conditions."

In the General Terms and Conditions for Credit Transactions, in section *"Right of client – natural person to early loan repayment"*, the provisions that read:

"(1) The client has the right to, at any moment, fully or in part, fulfill its obligations under the loan agreement, in which case it is entitled to the reduction of total loan cost for the amount of interest and costs for the remaining duration of the agreement.

(2) The Bank may agree on fees for early loan repayment, if fixed nominal interest rate is agreed for the period of early repayment, and in case of agreements on purchase of real property, if fixed or variable nominal interest rate is agreed.

(3) Fee from the paragraph 2 of this article may be agreed up to the amount of damages suffered due to early repayment, but may not exceed 1% of the amount of early repaid loan, and if:

the period between the early repayment and the agreed term for fulfillment of contractual obligations is longer than one year;

the period is shorter; the fee may not exceed 0,5% of the amount of early repaid loan.

(4) The Bank may request fees from paragraph 2 of this article provided that the amount of early repayment in the period of twelve months is higher than 1.000.000 dinars.

(5) Fee from paragraph 2 of this article may not be requested:

a) If repayment is made under insurance agreement intended to provide a loan repayment guarantee;

b) If repayment is made during the period for which variable nominal interest rate fee is agreed, except for loans granted for purchase of real property.

(6) Fees referred to in this article shall in no case be higher than the amount of interest the client would have paid during the period between the early repayment and the agreed term for fulfillment of obligations under the loan agreement.

(7) Damages referred to in this article mean difference between the interest agreed with the client and market interest under which the Bank may place the amount received from early repayment at the time of repayment, including administrative costs."

shall be amended to read as follows:

"(1) The client has the right to, at any moment, fully or in part, fulfil its obligations under the loan agreement, in which case it is entitled to the reduction of total loan cost for the amount of interest and costs charged in favor of the Bank for the remaining duration of the agreement.

(2) When calculating the reduction referred to in paragraph 1 of this point, the total loan price shall be reduced by the proportional amount of fees charged as one-time in favor of the Bank for the entire repayment period, and in the case of early repayment in full, it may be reduced by the proportional amount of fees charged in favor of third parties.

(3) When the client requests loan repayment, the Bank shall provide them with, immediately upon receiving such a request in writing, all the information necessary to understand the consequences of such a decision, such as the amount of reduction of the total price of the loan by the amount of interest and fees, including the amount of reduction by the proportionate amount of the one-time fee, as well as the amount of the early repayment fee the client is obliged to pay to the Bank.

(4) The Bank shall allow the client to make an early repayment within three working days from the date of submission of the request referred to in paragraph 3 of this point, with the date of the early repayment being the day when the client has provided funds in the account with the provider for the execution of the early repayment.

(5) The Bank may agree an early repayment fee if a fixed nominal interest rate has been agreed for the early repayment period, and in case of housing loans and loans intended for the purchase of real estate, if a fixed or variable nominal interest rate has been agreed.

(6) Fee referred to in paragraph 5 of this article may be agreed up to the amount of damages suffered due to early repayment, but may not exceed 1% of the amount of early repaid loan, and if:

a) the period between the early repayment and the agreed term for fulfilment of contractual obligations is longer than one year, and if;

b) the period is shorter; the fee may not exceed 0,5% of the amount of early repaid loan.

(7) The Bank may request fees referred to in paragraph 5 of this article provided that the amount of early repayment in the period of twelve months is higher than 1.200.000 dinars.

(8) Fee referred to in paragraph 5 of this article may not be requested:

a) If repayment is made under insurance agreement intended to provide a loan repayment guarantee;

b) If repayment is made during the period for which variable nominal interest rate fee is agreed, except for housing loans.

(9) Fees referred to in this article shall in no case be higher than the amount of interest the client would have paid during the period between the early repayment and the agreed term for fulfillment of obligations under the loan agreement.

(10) Damages referred to in this article mean difference between the interest agreed with the client and market interest under which the Bank may place the amount received from early repayment at the time of repayment, including administrative costs. The market interest rate means the average weighted interest rate for that type of loan, published by the National Bank of Serbia on its website."

In the General Terms and Conditions for Credit Transactions, in section "Special provisions on interest in case of default of the client – natural person", the provision that reads:

"(1) If, during the contractual relationship, circumstances arise which may result in difficult financial situation of the client, i.e. if any other significant circumstances arise which are outside of reasonable control of the client, the Bank may, at client's request, declare suspension of repayment (moratorium) for a specified period, during which the Bank shall not calculate interest to past due receivables."

shall be amended to read as follows:

"(1) If, during the contractual relationship, circumstances arise which may result in difficult financial situation of the client, i.e. if any other significant circumstances arise which are outside of reasonable control of the client, the Bank shall take reasonable measures to facilitate

repayment of the debt for the client before initiating enforcement collection procedure, taking particular account of the personal circumstances of the client.

(2) The Bank is not obliged to apply the measures referred to in paragraph 1 of this point to a client to whom it has already applied those measures, after which the client has defaulted 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.

(3) If the Bank, due to non-fulfillment of the client's financial obligations under the loan agreement, terminates that agreement, i.e. declares the entire amount of the remaining debt under that agreement as due - the Bank cannot collect the debt from the client's account with the Bank by applying the provisions of the law governing payment services and referring to the debiting of the client's payment account without a payment order of that client."

In the General Terms and Conditions for Other Products and Services and the General Terms and Conditions for Account Overdrafts, in section "*Special provisions on interest in case of default of the client - natural person*", the provision that reads:

"7.1.5 Special provisions on interest in case of default of the client - natural person

(1) If, during the contractual relationship, circumstances arise which may result in difficult financial situation of the client, i.e. if any other significant circumstances arise which are outside of reasonable control of the client, the Bank may, at client's request, declare suspension of repayment (moratorium) for a specified period, during which the Bank shall not calculate interest to past due receivables.

shall be amended to read as follows:

"7.1.5. Special provisions on interest in case of default of the client - natural person

(1) If, during the contractual relationship, circumstances arise which may result in difficult financial situation of the client, i.e. if any other significant circumstances arise which are outside of reasonable control of the client, the Bank shall take reasonable measures to facilitate repayment of the debt for the client before initiating enforcement collection procedure, taking particular account of the personal circumstances of the client."

In the General Terms and Conditions for Credit Transactions, the General Terms and Conditions for Deposit Transactions, the General Terms and Conditions for Other Products and Services, and the General Terms and Conditions for Account Overdrafts:

- in section "*The Right to Object*", the provisions that read:

"(1) The client has the right to file a written objection, if it finds that the Bank fails to comply with provisions of the Law and other regulations governing financial services, the General Terms and

Conditions or good business customs regarding such services or obligations arising from the agreement concluded with the client.

(2) The client from the previous paragraph of this point is also considered to be the provider of collateral.

(3) The natural person client can submit an objection within three years from the day when his right or legal interest was violated, while the client - a legal person, can submit an objection within 60 days from the day he found out that his right or legal interest was violated, and no later than within three years from the day when that violation was committed.

(4) The Bank cannot charge the Client, the objector, a fee or any other costs for handling the objection.

(5) The objection is submitted by mail to the address: Banca Intesa AD Beograd, Customer Satisfaction Office, 7b Milentija Popovica Street, Novi Beograd, 11070, by email to: kontakt@bancaintesa.rs, in the Bank's branches or through the Bank's website.

shall be amended to read as follows:

(1) The clients may file a written objection with the Bank if they consider the Bank fails to comply with applicable laws, regulations governing these services, General Terms and Conditions or obligations from agreement concluded with the client within six months of discovering a violation of their rights. The right to file an objection expires three years from the date of the alleged violation. The Bank shall provide a clear, comprehensive written response within 15 days of receiving the objection. If, due to circumstances beyond its control, the Bank cannot respond within this timeframe, the response period may be extended by up to 15 days, of which the Bank must notify the client in writing within the initial 15-day period.

(2) The client from the previous paragraph of this point is also considered to be the provider of collateral.

(3) The Bank cannot charge the Client, the objector, a fee or any other costs for handling the objection.

(4) The objection is submitted by mail to the address: Banca Intesa AD Beograd, Customer Satisfaction Office, 7b Milentija Popovica Street, Novi Beograd, 11070, by email to: kontakt@bancaintesa.rs, in the Bank's branches or through the Bank's website, as well as via the electronic and mobile banking applications.

- in section "Out-of-court dispute settlement – mediation procedure in front of the NBS", the provisions that read:

"Out-of-court dispute settlement – mediation procedure in front of the NBS

(1) If the client is not satisfied with the response received or the response has not been submitted within the prescribed period of 15 days, dispute between the client and the Bank may be settled in an out-of-court procedure – mediation procedure.

(2) After the mediation procedure is initiated, the client may no longer file a complaint, except if the mediation is finalized with suspension or withdrawal, and if the complaint has already been filed – the NBS will stop acting on the complaint, i.e. stop this procedure, if mediation is completed by agreement.

(3) The period provided for filing the complaint shall not flow during the mediation.

(4) The mediation procedure shall be initiated at the proposal of a party to the dispute accepted by the other party. This proposal must contain period for its acceptance, which cannot be shorter than five and longer than 15 days from the date proposal has been submitted to the other party in the dispute.

(5) Disputed parties may decide if the mediation procedure should be conducted before the NBS or other body or person authorized for mediation.

(6) NBS carries out mediation procedure free of charge.

(7) The proposal for mediation is submitted via the home page of the National Bank of Serbia internet presentation, by clicking on the text Submit complaint/objection to the work of a financial service provider/proposal for mediation or by mail to the address: National Bank of Serbia, Post office box 712, 11000 Belgrade."

shall be amended to read as follows:

"Mediation procedure in front of the NBS

(1) If the client is not satisfied with the response received or the response has not been submitted within the prescribed period of 15 days, dispute between the client and the Bank may be settled in a mediation procedure before the National Bank of Serbia.

(2) After the mediation procedure is initiated, the client may no longer file a complaint, except if the mediation is finalized with suspension or withdrawal, and if the complaint has already been filed – the NBS will stop acting on the complaint, i.e. stop this procedure, if mediation is completed by agreement.

(3) The period provided for filing the complaint shall not flow during the mediation.

(4) The mediation procedure shall be initiated at the proposal of a party to the dispute accepted by the other party, after which a mediation agreement is concluded. This proposal must contain

period for its acceptance, which cannot be shorter than five days from the date proposal has been submitted to the other party in the dispute.

(5) NBS carries out mediation procedure free of charge.

(7) The proposal for mediation is submitted via the home page of the National Bank of Serbia internet presentation, by clicking on the text Submit complaint/objection to the work of a financial service provider/proposal for mediation or by submitting a filled out form of mediation proposal from the National Bank of Serbia website by email to zastita.korisnika@nbs.rs or by mail to the address: National Bank of Serbia, Post office box 712, 11000 Belgrade."

In the General Terms and Conditions for Credit Cards for Natural persons and the General Terms and Conditions for Business Credit Cards for Entrepreneurs:

- in section "The Right to Object", the provisions that read:

"The client has the right to file a written objection to the Bank within three years of alleged violation of their right or legal interest, if it finds that the Bank fails to comply with provisions of the Law and other regulations governing financial services, the General Terms and Conditions or good business customs regarding such services or obligations arising from the Framework agreement concluded with the client.

The Bank cannot charge the Client, the objector or complainant, a fee or any other costs for handling the objection or complaint.

The objection is submitted by mail to the address:

*Banca Intesa AD Beograd
Customer Satisfaction Office
7b Milentija Popovica Street, Novi Beograd, 11070,*

by email to: kontakt@bancaintesa.rs, in the Bank's branches or through the Bank's website."

shall be amended to read as follows:

"The clients may file a written objection with the Bank if they consider the Bank fails to comply with applicable laws, regulations governing these services, General Terms and Conditions or obligations from Framework agreement concluded with the client within six months of discovering a violation of their rights. The right to file an objection expires three years from the date of the alleged violation. The Bank shall provide a clear, comprehensive written response within 15 days of receiving the objection. If, due to circumstances beyond its control, the Bank cannot respond within this timeframe, the response period may be extended by up to 15 days, of which the Bank must notify the client in writing within the initial 15-day period.

The Bank cannot charge the Client, the objector or complainant, a fee or any other costs for handling the objection or complaint.

The objection is submitted by mail to the address:

*Banca Intesa AD Beograd
Customer Satisfaction Office
7b Milentija Popovica Street, Novi Beograd, 11070,*

by email to: kontakt@bancaintesa.rs, in the Bank's branches or through the Bank's website, as well as via electronic and mobile banking applications"

- in section "Out-of-court dispute settlement – mediation procedure in front of the NBS", the provisions that read:

"If the client is not satisfied with the response received or the response has not been submitted within the prescribed period of 15 days, dispute between the client and the Bank may be settled in an out-of-court procedure – mediation procedure.

After the mediation procedure is initiated, the client may no longer file a complaint, except if the mediation is finalized with suspension or withdrawal, and if the complaint has already been filed – the NBS will stop acting on the complaint, i.e. stop this procedure, if mediation is completed by agreement.

The period provided for filing the complaint shall not flow during the mediation.

The mediation procedure shall be initiated at the proposal of a party to the dispute accepted by the other party. This proposal must contain period for its acceptance, which cannot be shorter than five and longer than 15 days from the date proposal has been submitted to the other party in the dispute.

Disputed parties may decide if the mediation procedure should be conducted before the NBS or other body or person authorized for mediation.

NBS carries out mediation procedure free of charge.

The proposal for mediation is submitted via the home page of the National Bank of Serbia internet presentation, by clicking on the text Submit complaint/objection to the work of a financial service provider/proposal for mediation or by mail to the address: National Bank of Serbia, Post office box 712, 11000 Belgrade."

shall be amended to read as follows:

"Mediation procedure

If the client is not satisfied with the response received or the response has not been submitted within the provided period, dispute between the client and the Bank may be settled in a mediation procedure before the National Bank of Serbia. The mediation procedure before the National Bank of Serbia is a procedure in which the parties voluntarily strive to resolve the dispute through negotiation, with the help of one or more mediators of the National Bank of Serbia.

After the mediation procedure is initiated, the client may no longer file a complaint, except if the mediation is finalized with suspension or withdrawal, and if the complaint has already been filed – the NBS will stop acting on the complaint, i.e. stop this procedure, if mediation is completed by agreement.

The period provided for filing the complaint shall not flow during the mediation.

The mediation procedure shall be initiated at the proposal of a party to the dispute accepted by the other party, after which a mediation agreement is concluded. This proposal must contain period for its acceptance, which cannot be shorter than five days from the date proposal has been submitted to the other party in the dispute.

NBS carries out mediation procedure free of charge.

The proposal for mediation is submitted via the home page of the National Bank of Serbia internet presentation, by clicking on the text Submit complaint/objection to the work of a financial service provider/proposal for mediation or by submitting a filled out form of mediation proposal from the National Bank of Serbia website by email to zastita.korisnika@nbs.rs or by mail to the address: National Bank of Serbia, Post office box 712, 11000 Belgrade."

In the General Terms and Conditions for Credit Cards for Natural persons and the General Terms and Conditions for Business Credit cards for Entrepreneurs, in section "Amendments to the Framework Agreement", the provisions that read:

"If the Bank intends to change any of compulsory elements of the agreement, it shall obtain written consent of the client prior to the change. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the Framework agreement, nor unilaterally terminate or cancel the Framework agreement.

Notwithstanding paragraph 1 of this Article, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client – such changes may be applied immediately and without client's prior consent.

In case referred to in paragraph 2 of this Article, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

The Bank shall notify the client of the proposal to change the contractual relationship in the part that does not refer to the compulsory elements of the agreement in terms of the Law on the Protection of Financial Services Users no later than two months before the proposed date when the amendments shall take effect, by submitting the proposed amendments to the Framework Agreement in writing or on another durable medium.

Upon receiving the proposal referred to in the previous paragraph of this point, the client may agree that the proposed amendments produce legal effect before the proposed date of taking effect.

If the client does not agree with the proposed amendments, they may terminate the Framework Agreement, without paying penalties, with the obligation to settle all their obligations to the Bank under the Agreement and return the card/s to the Bank, of which the Bank shall notify the client along with the submission of proposed amendments to the Framework Agreement.

It shall be deemed that the client has agreed with the proposal referred to in paragraph 4 of this point if, before the day of implementation of the proposed amendments, they have not informed the Bank of disagreeing with the proposal, of which the Bank shall notify the client along with the delivery of the proposal."

shall be amended to read as follows:

"Amendments to the Framework Agreement

"If the Bank intends to change any of elements of the Agreement, it shall submit to the client a proposal of such amendment in writing at least one month before the proposed date of implementation of such amendments.

In case of changes to the compulsory elements of the Agreement, the Bank shall conclude with the client an Annex to the agreement in the form prescribed. If the client does not agree with the change, the Bank may not, due to this reason, unilaterally change terms of the Framework agreement, nor unilaterally terminate or cancel the Framework agreement.

Notwithstanding the above, if the level of fixed interest rate or fixed element of variable interest rate, i.e. the amount of fees and other costs are changed in favor of the client, or if the client is granted specific rights to use additional or ancillary services without introducing new or increasing the existing interest rate, fees and other costs – such changes may be applied immediately and without prior delivery of the proposed amendments to the Framework agreement to the client in the part relating to such a change.

In case referred to in previous paragraph of this point, the Bank shall immediately provide notice to the client in writing or on any other durable medium, and such notice shall contain the date from which the changes shall be applied.

If the Bank proposes amendments to other provisions of the Framework Agreement, it shall submit to the client a proposal of such amendment in writing no later than two months before the proposed date of taking effect.

Notwithstanding the previous paragraph of this point, if the Bank proposes a change in the fee for the provision of payment services in favor of the client, or introduces a free new service or the functionality of an existing service, such a change may apply immediately and without prior delivery of the proposed amendments to the Framework agreement to the client in the part relating to such a change.

Upon receiving the proposal referred to in the paragraph 5 of this point, the client may agree that the proposed amendments produce legal effect before the proposed date of taking effect.

It shall be deemed that the client has agreed with the proposed amendments to the provisions of the Framework agreement referred to in paragraph 5 of this point if, before the day of implementation of the proposed amendments, they have not informed the Bank of disagreeing with the proposal, of which the Bank shall notify the client along with the delivery of the proposal.

The Bank shall notify the client, along with submitting the proposed amendments to the Framework Agreement referred to in paragraph 5 of this point, of their right to terminate the Framework Agreement without payment of penalties and other costs should they not accept the proposal, at any time before the date of implementation of the proposed amendments to the Framework Agreement, as well as specify the date before the date of implementation of the proposed amendments as of which the termination shall take effect."