

**THE GENERAL RULES FOR ISSUING AND USING
MASTERCARD BUSINESS DEBIT CARDS**

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1. GENERAL PROVISIONS

The rights and obligations of the legal entity, i.e., the Cardholder, are governed by the General Terms and Conditions for the issuance and use of payment cards as a payment instrument at Zapad Bank AD Podgorica, the General Rules for the issuance and use of Mastercard Business Debit Cards, and the Terms of Use of the Zapad Secure service, which form an integral part of the Agreement on the issuance and use of the Mastercard Business Debit Card (“Agreement”).

The Mastercard Business Debit Card (“Card”) is the property of Zapad Bank AD Podgorica (“the Bank”).

- The Card is issued in the name of the Cardholder and is non-transferable.
- The holder of the Mastercard Business Debit Card (hereinafter: “Cardholder”) is responsible for the accuracy of all information provided to the Bank and is obliged to report any changes to the information stated in the Application for the issuance of the Mastercard Business Debit Card (“Application”) to the Bank.
- All costs arising from failure to report changes shall be borne by the Cardholder. The Cardholder agrees that the Bank may verify the information provided in the Application or collect additional information about the applicant.
- The Bank guarantees the confidentiality of all data about the Cardholder obtained through the issuance and use of the Card.

2. CARD ISSUANCE

The Card is issued to a business entity – a legal person, a government authority, a state administration body, local self-government units, associations and organizations (sports, cultural, charitable, etc.), and to entrepreneurs or natural persons engaged in economic activity for profit, not on behalf of another, as well as to individuals performing independent professional activities regulated by special laws, unless otherwise provided by those laws, and other non-consumers who may have the status of residents or non-residents – (“Cardholder”), who is a client of the Bank and whom the Bank deems capable of duly settling all costs arising from the use of the Card.

Issuance preconditions:

1. An authorized representative of the Cardholder who has an open transaction account and/or a transaction account – payment card account with the Bank submits a Card issuance request (“Request”).
2. A signed Card issuance request, in which the Cardholder specifies which card they wish to obtain, the currency to which the card will be linked, the number of the transaction account to

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which the card will be linked, the users of additional cards, as well as the daily and monthly limits for ATM, POS, and money transfers;

3. The Cardholder – a resident – has the option to choose whether to link the Card to the primary transaction account or to a transaction account – payment card account.

For the purpose of reducing exposure to potential card misuse, the Bank provides the Client, whether a resident or non-resident, with the option to open a transaction account – payment card account to which a Mastercard payment card will be linked, individually for each user of the primary and additional cards.

The Bank issues the MC Business Debit Card, which debits the client's account in EUR or USD.

The Bank issues the Card(s) within no more than 15 (fifteen) business days from the date the Application is submitted by the Cardholder.

In the Application for Card issuance, the Cardholder specifies the currency to which the Card will be linked and the transaction account number to which the Card will be linked.

The authorized representative of the Cardholder may request the issuance of multiple Cards for individuals they designate. The provisions of the General Rules for the Mastercard Business Debit Card also apply to Cardholders.

The authorized representative of the Cardholder may revoke the use of the Card for Cardholders in writing, by submitting a Card Cancellation Request.

The authorized representative of the Cardholder receives the Card and the PIN (Personal Identification Number). It is in the interest of the authorized representative to keep the assigned PIN confidential to protect the Card from misuse. Otherwise, the Cardholder bears any consequences resulting from misuse of the Card.

Upon issuance/reissuance of the Card, the account of the authorized representative of the Cardholder to which the Card is linked will be debited for the issuance/reissuance fee and monthly for the previous month's card maintenance fee (membership fee), in accordance with the Bank's Tariffs, for each issued Card, starting from the month in which the Card was activated.

3. CARD VALIDITY

The validity period of the Card is three (3) years and expires on the last day of the month indicated on the Card.

If the authorized representative of the Cardholder does not cancel the use of the additional Card within thirty (30) days from the expiration date, and the Card is used in accordance with the provisions of the Agreement and the General Rules, it will be renewed with a new validity period of three (3) years.

4. CARD USAGE

The Card is a debit card and may be used by the Cardholder both domestically and abroad for the payment of goods and services at points of sale displaying the Mastercard logo, or for cash withdrawals (at banks and/or ATMs displaying the Mastercard logo, EFTPOS terminals, or other self-service devices), up to the amount of available funds in the account. Also, it may be used for payments via internet and money transfers.

The Cardholder is required to use the card in accordance with the available balance of funds in the account in EUR/USD to which the card is linked. By making timely deposits into the specified accounts, the Cardholder determines the available balance for card usage. For transactions in currencies different from the card currency, the settlement is performed in EUR/USD in accordance with the Mastercard exchange rate. The available balance for card usage represents the sum of all funds in different currencies in the client's account, converted into the selected card currency (EUR or USD) using the Bank's selling exchange rate on the date of the transaction.

In the event of insufficient available funds in the card currency (EUR or USD) required to execute a transaction, and provided that funds are available in other currencies, the Bank shall convert those funds into the card currency.

The conversion is performed using the Bank's applicable selling exchange rate for the relevant currencies on the date and at the time of transaction processing.

The order of use of funds in other currencies is determined according to the amount of their countervalue expressed in the card currency, calculated using the Bank's applicable selling exchange rate. Funds in currencies with a higher countervalue are used with priority, until the obligation is fully settled or the available funds are exhausted.

The Cardholder is obliged to use the Mastercard Business Debit Card in accordance with the General Rules and General Terms and Conditions.

The Card owner is responsible for any unauthorized use of the Cards in accordance with applicable legal regulations and the Bank's internal policies.

The use of a Card manufactured in accordance with standards may be hindered or disabled by electronic readers (ATM, EFTPOS, or others) due to improper storage of the Card by the Cardholder, including physical, thermal, or magnetic damage to the Card. In such cases, the Bank bears no responsibility, and the cost of Card replacement shall be borne by the Cardholder.

5. CASH WITHDRAWAL

- The amount of cash that can be withdrawn at ATMs or EFTPOS terminals at banks is limited by daily and monthly limits defined by the Bank's Decision at the time of submitting the Card issuance request. The Client may change the daily or monthly limit at the Bank's counter or independently via digital channels (internet banking/mobile banking), up to the maximum daily/monthly limits also defined by the Bank's Decision. Any change of the daily/monthly limit above the maximum defined requires the Bank's approval.
- When completing/submitting the request for issuance of an MC Business Debit Card, the authorized representative of the Cardholder is informed of the daily and monthly limits, and gives consent by signing the Card issuance request.
- Cash withdrawals using the Card are made in the national currency of the country where the transaction is carried out.
- Cash withdrawals at ATMs of Hipotekarna banka AD Podgorica using the Card are treated as withdrawals from the User's account with the Bank and do not incur additional costs;
- Any use of the Card for cash withdrawals at ATMs of other banks in the country and abroad results in the calculation and charging of additional fees.
- The Bank shall not be held responsible if, after a successfully authorized transaction, the Cardholder forgets to take the cash dispensed by the ATM.

6. PAYMENT OF GOODS AND/OR SERVICES (POS/E-COMMERCE) AND MONEY TRANSFERS VIA PAYMENT CARDS

6.1. Payment of goods and/or services

- Payment for goods and/or services at merchants is limited by daily and monthly limits defined by the Bank's Decision at the time of submitting the Card issuance request. The Client may change the daily or monthly limit at the Bank's counter or independently via digital channels (internet banking/mobile banking), up to the level of available funds in the account. Any change of the daily/monthly limit above the maximum defined requires the Bank's approval.
- At the time of completing a transaction, the Cardholder is required to present an identification document upon the merchant's request.
- After completing a transaction, the Cardholder must retain a copy of the receipt for their own records.
- The Cardholder must not perform cashless transactions with a merchant (acceptor) for the purpose of obtaining cash. Exceptionally, if the merchant officially offers a "Cash Back" option, the Cardholder may withdraw cash.

6.2. Money Transfers

- **Sending money** using a payment card via money transfer platforms is a payment transaction whereby the payment service user, using the payment card as a payment instrument, initiates a payment order to transfer funds from their payment account linked to the card to the recipient's payment account or to another payment card, in accordance with the rules of the card scheme and the Bank's terms and conditions.
- **Receiving money** via a payment card through money transfer platforms is a payment transaction whereby funds are transferred and made available to the payment service user in the payment account linked to their payment card, based on a payment order initiated by the payer using a payment card or the relevant card infrastructure.
- **Money transfers** are subject to daily and monthly limits in accordance with the Bank's Decision. Any change to the daily/monthly limit above the maximum defined requires the Bank's approval.

7. ONLINE PAYMENTS – „ZAPAD SECURE“ SERVICE

The Card may be used to pay for goods and/or services through modern communication channels. When initiating Internet transactions, if the online merchant supports the 3D Secure standard and in accordance with applicable legal regulations, strong customer authentication is required.

Strong customer authentication is carried out using the Zapad Secure service, which involves biometric authentication.

Before using the Zapad Secure service, the Payment Service User is required to familiarize themselves with the Terms of Use of the Zapad Secure service and to regularly follow the notifications made available by the Bank through its distribution channels (such as the Bank's website www.zapadbanka.me, the Zapad Secure application, etc.).

The Bank will not apply strong customer authentication when executing a card payment transaction initiated at an online merchant if:

- The transaction amount is less than EUR 30, and
- The total value of previous payment transactions at the online merchant initiated by the User since the last application of strong customer authentication does not exceed EUR 100, or
- The number of previous payment transactions at the online merchant initiated by the User since the last application of strong customer authentication does not exceed five.

8. ACCOUNT CHARGING AND TRANSACTION VERIFICATION

The amounts of completed transactions made using the Card(s) by the User, as well as any related additional charges, are debited in EUR/USD from the Cardholder's account to which the Cards are

linked. Account management and transaction monitoring can be performed via E/M-banking or at the Bank's branch counters.

8.1. E/M banking

- Authorized representatives of the legal entity may transfer funds from their basic transaction account to transaction accounts – payment cards via internal transfer/payment order.
- Authorized representatives of the legal entity may also transfer funds back from the transaction accounts – payment cards to the basic transaction account via internal transfer/payment order.
- Authorized representatives of the legal entity have access to view the balance and transactions of the basic transaction account and all payment card transaction accounts.

8.2. Bank Counter

- Authorized representatives of the legal entity can make deposits via transfer instructions to their own transaction account in EUR and USD, as well as to transaction accounts linked to the payment cards.
- Cash withdrawals from transaction accounts of payment cards at the bank counter are not possible;
- Authorized representatives of the legal entity can perform refunds from transaction accounts of payment cards to the transaction account of the legal entity via transfer instructions).
- Cardholders within the legal entity can only spend funds available in the transaction accounts of the payment cards using the cards.

All Cardholders are provided with the "notification service," which they receive for every transaction.

9. TEMPORARY BLOCKING AND CARD REVOCATION

The Bank may temporarily or permanently revoke the right to use the Card in accordance with the General Terms and Conditions for managing payment cards as a payment instrument.

Upon revocation by the Cardholder, the right to use the Card(s) ceases. The Cardholder is responsible for all transactions completed up to the moment the Card(s) are returned, as well as any associated costs. The Bank reserves the right to collect any outstanding obligations from any accounts held by the Cardholder with the Bank.

10. COMPLAINTS

The Cardholder/User is obliged to keep copies of slips/receipts for the purpose of any potential complaint.

The Cardholder shall submit a written complaint to the Bank (Complaint Request) no later than 30 (thirty) days from the date of the transaction. The Bank does not accept complaints submitted after the specified deadline, and any resulting financial loss shall be borne by the Cardholder/User.

In the case of a transaction at POS terminals or via E-commerce, before submitting a written request to the Bank, the User is required to first contact the merchant where the disputed transaction was made and attempt to resolve the issue. If the User is unsuccessful in the initial contact with the merchant, the Cardholder shall then submit a written complaint to the Bank (Complaint Request).

In the case of an ATM transaction, the Cardholder shall contact the Bank directly to initiate the complaint procedure.

Complaints related to the quality of goods and services must be submitted exclusively to the point of sale where the transaction was carried out.

11. STOLEN/LOST CARD

In accordance with the General Terms and Conditions for Issuance and Use of Payment Cards as a Payment Instrument at Zpad Bank, the User is obliged to immediately notify the Bank in the event of loss, theft, misuse, or unauthorized use of the Card through one of the following methods:

- By calling the processing center at (+382 (0)20 690 069), the number printed on the back of the Card and available on the Bank's website;
- Via the Mobile Banking application; or
- By directly contacting the Bank.

Upon receiving the notification of loss, theft, misuse, or unauthorized use, the Bank is obliged to block the Card.

The User of a Card reported as misused must not use it and is required to return it to the Bank. The same rule applies to a Card that is found after being reported as lost or stolen.

The Cardholder is liable for any damage resulting from the misuse of the Card in accordance with Article 13 of the General Terms and Conditions for Issuance and Use of Payment Cards as a Payment Instrument.

After reporting the loss/theft/misuse/unauthorized use of the Card, the Bank may issue a new Card to the User, based on a request submitted by the User.

12. CANCELLATION OF CARD USAGE

The Bank reserves the right to revoke the Cardholder's right to use the Card and declare it invalid without explanation if the Cardholder fails to comply with the General Terms and Conditions in any way. The Bank also reserves the right to deny usage and deactivate the Card.

If a personalized Card and PIN are not collected by the Cardholder within at least six (6) months from the date of personalization—despite multiple written notifications that the Card is ready for collection—the Bank has the right to deactivate the Card.

Depending on the agreement with the Cardholder, the Card may remain at the Bank for longer than six (6) months.

The Cardholder may cancel the use of the Card only in writing, and at least 30 (thirty) days before the Card's expiration date. An authorized representative of the Cardholder must complete a Card Cancellation Request, including a reason for the cancellation.

A Card whose use has been cancelled at the request of the Cardholder must be either physically destroyed or returned to the Bank.

13. AMENDMENTS TO THE GENERAL RULES

The General Terms and Conditions may be amended and supplemented in accordance with the procedure of the Bank under which they were originally adopted. The Bank is obliged to inform the client of any amendments and/or supplements through one of the following methods:

- 1) In written form at the Bank's premises and/or its organizational units (branches, sub-branches, counters, or foreign representative offices) ("Bank premises");
- 2) Via electronic mail (email address);
- 3) Through Internet Banking;
- 4) By referring to the Bank's website www.zapadbanka.me ("website"), no later than 2 (two) months prior to their implementation.

If the User of payment services does not provide a written statement regarding the amendments and/or supplements to the General Terms and Conditions by the date of their implementation, it shall be considered that the User agrees with and fully accepts them.

In the event that the User of payment services does not accept the proposed amendments and/or supplements, they may cancel the Agreement without paying a fee, provided this is done before the date of implementation. If the User decides to cancel the Agreement in accordance with the above, they must notify the Bank in writing of the cancellation no later than 1 (one) business day before the effective date of the amendments and/or supplements to the General Terms and Conditions.

14. FINAL PROVISIONS

In relation to the General Terms and Conditions for the Issuance and Use of Payment Cards as a Payment Instrument of the Bank (“General Terms for Cards”), these General Rules are considered special provisions and regulate the mutual rights and obligations of the Bank and the Cardholder regarding the provision of card-related services by the Bank and the use of the Card by the Cardholder.

By signing the Application, the Cardholder declares that they have read the General Terms and Conditions for the provision of payment transaction services (for consumers/non-consumers) at the Bank, the General Terms for Cards, the Bank’s General Rules, as well as the Terms of Use for the Zapad Secure service, and that they agree to their application and accept all rights and obligations arising therefrom, and that they have informed the Cardholder(s) accordingly.

The mutual rights and obligations of the Bank and the Cardholder regarding the issuance and use of the Card are defined by a separate Agreement on the Issuance and Use of the Mastercard Business Debit Card.

In the event of a conflict between the Agreement and other Bank acts (i.e., all Bank documents and decisions adopted by the Bank’s authorized bodies and/or persons in accordance with the prescribed procedure, and made available to the Cardholder through various distribution channels, which regulate the rights, authorizations, and obligations of the Cardholder and all other persons with rights and obligations toward the Bank – “Bank Acts”), the provisions of the Agreement shall take precedence, followed by the provisions of the Framework Agreement on the provision of payment services (national and international payment transactions), then the General Terms and Conditions for the provision of payment transaction services (for consumers/non-consumers) at the Bank, and finally other Bank Acts, unless otherwise explicitly agreed.

These General Rules enter into force on the date of adoption and shall apply from May 26th, 2026. As of the date of application of these General Rules, the General Rules adopted on May 30th, 2025, shall cease to be valid.