Zapad Banka

General Rules for the Issuance and Use of Mastercard Debit Cards

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1. GENERAL PROVISIONS

The rights and obligations of an individual, as the Cardholder, shall be governed by the General Terms and Conditions for the Issuance and Use of Payment Cards as Payment Instruments at Zapad Bank AD Podgorica, the General Rules for the Issuance and Use of Mastercard Debit Cards, and the Terms and Conditions for the Use of the Zapad Secure Service, all of which form an integral part of the Agreement on the Issuance and Use of a Mastercard Debit Card (the "Agreement").

Mastercard Debit Cards are the property of Zapad Bank AD Podgorica (the "Bank").

The Bank issues the following types of payment cards:

- Mastercard Standard Debit Card; and
- Mastercard Platinum Debit Card

(hereinafter collectively referred to as the "Cards").

With effect from 1 January 2027 (hereinafter referred to as the "Effective Date of the New Terms"), the Mastercard Gold Debit card product shall cease to be issued as a separate card product and shall be replaced by the Mastercard Platinum Debit card product. Existing holders of Mastercard Gold Debit Cards shall, until their Cards expire, be subject to the terms and conditions applicable to the issuance and use of Mastercard Platinum Debit Cards, including the fees set out in the Bank's applicable Tariff of Fees and the additional benefits associated with that card product. Existing Mastercard Gold Debit Cards shall remain in use until their respective expiry dates.

- The Card shall be issued in the name of the Cardholder and shall not be transferable to another person.
- The holder of a Mastercard Standard Debit Card or a Mastercard Platinum Debit Card (hereinafter referred to as the "Cardholder") shall be responsible for the accuracy, completeness and currency of all information provided to the Bank when submitting the Application for the Issuance of a Mastercard Debit Card (the "Application") and throughout the contractual relationship.
- The Cardholder shall notify the Bank without undue delay, in writing or by any other means provided for in the Bank's internal regulations, of any change to the information stated in the Application, particularly changes to personal and identification details, residential or temporary address, contact telephone number, email address and any other information relevant to the issuance and use of the Payment Card.
- The Bank shall not be liable for any consequences arising from the provision of inaccurate, incomplete or outdated information, or from the Cardholder's failure to notify the Bank of changes in a timely manner, except where the Bank's liability is prescribed by applicable law.
- All costs arising from the failure to report changes shall be borne by the Cardholder. The Cardholder agrees that the Bank may verify the information provided in the Application. The Cardholder also agrees that, when opening transaction accounts to which the Card will be linked and during the Card issuance process, the Bank may request additional information and documentation and verify the same.

- The Bank guarantees the confidentiality of all information concerning the Cardholder obtained in connection with the issuance and use of the Cards.

2. ISSUANCE OF THE CARD

The following conditions must be met for a Card to be issued:

1. The Cardholder must have a primary transaction account and/or a transaction account for payment cards opened with the Bank for the primary Card.
2. The Cardholder must complete and sign an Application for the Issuance of a Card, specifying the type of Card requested, the currency to which the Card is to be linked, the number of the transaction account to which the Card is to be linked, the holders of any supplementary Cards, and the daily and monthly limits for ATM withdrawals, POS transactions and money transfers.
3. The Cardholder must deposit funds into their account with the Bank sufficient to cover the costs of issuing and maintaining the Card, in accordance with the Bank's Tariff of Fees for Card Services applicable to residents and non-residents.
4. To obtain a Mastercard Platinum Debit Card, the Cardholder must also submit and sign the relevant Application/Accession Form or another document prescribed by the Bank's procedures. Together with the General Terms and Conditions, these General Rules, the Terms and Conditions for the Use of the Zapad Secure Service and the applicable Tariff of Fees, that document shall form part of the contractual documentation.

In order to reduce exposure to potential card misuse, the Bank enables resident and non-resident clients to open a transaction account for payment cards to which a Mastercard payment card will be linked, separately for each primary and supplementary Cardholder.

The holder of the primary account may have one or more transaction accounts for payment cards and may request the issuance of one or more payment cards linked to those accounts, including supplementary Cards, even where the account holder does not hold a primary Card linked to the relevant transaction account.

Mastercard Standard Debit Cards and Mastercard Platinum Debit Cards denominated in EUR or USD may be linked to transaction accounts and transaction accounts for payment cards, in accordance with the Bank's product offering.

The Bank issues Mastercard Standard Debit Cards and Mastercard Platinum Debit Cards that debit the Cardholder's account in EUR or USD.

The Bank shall issue the Card(s) within a period not exceeding 15 (fifteen) working days from the date on which the Cardholder submits the Application.

The holder of a primary Card may request the issuance of multiple Cards for persons designated in the Application.

The provisions of the General Rules for Mastercard Debit Cards shall also apply to holders of supplementary Cards.

The holder of a primary Card may terminate the use of that Card, as well as any supplementary Card, by submitting a written request to the Bank for cancellation of the relevant Card.

The Cardholder shall be provided with the Card and a PIN (Personal Identification Number). The Cardholder must keep the assigned PIN confidential in order to protect the Card against misuse. Otherwise, the Cardholder shall bear any consequences arising from misuse of the Card.

Upon the issuance or reissuance of a Card, the account to which the Card is linked shall be debited with the applicable issuance or reissuance fee. The account shall also be debited monthly, in arrears, with the card maintenance fee (membership fee), in accordance with the Bank's Tariff of Fees, for each Card issued, commencing with the month in which the Card is activated.

The above fees shall apply from the Effective Date of the New Terms, irrespective of whether Cardholders continue to use their existing Mastercard Gold Debit Cards until their respective expiry dates.

3. CARD VALIDITY PERIOD

The Card shall be valid for a period of 3 (three) years and shall expire on the last day of the month indicated on the Card.

Unless the Cardholder terminates the use of the Card no later than 30 (thirty) days after its expiry date, and provided that the Card is used in accordance with the General Terms and Conditions and these General Rules, the Card shall be renewed for a further period of 3 (three) years.

An existing holder of a Mastercard Gold Debit Card may continue to use that Card until the expiry date indicated on the Card, subject to the terms and conditions applicable to the issuance and use of the Mastercard Platinum Debit card product, which shall apply from the Effective Date of the New Terms.

Upon expiry of an existing Mastercard Gold Debit Card, the Bank shall, subject to obtaining the Cardholder's prior consent, issue a Mastercard Platinum Debit Card in accordance with the Bank's procedures. The Cardholder shall submit and sign the relevant Accession Form or other required document.

4. USE OF THE CARD

The Card is a debit card and may be used by the Cardholder domestically and abroad to pay for goods and services at merchants displaying the Mastercard logo, and to withdraw cash at banks, ATMs, EFTPOS terminals or other self-service devices displaying the Mastercard logo, up to the amount of funds available in the account and subject to the agreed daily and monthly limits. The Card may also be used to make payments over the internet and to transfer money.

The Cardholder shall ensure that the Card is used in accordance with the funds available in the EUR or USD account to which the Card is linked. By depositing funds into the relevant accounts in a timely manner, the Cardholder determines the amount available for use with the Card.

Transactions denominated in a currency other than the currency of the Card shall be converted into EUR or USD, as applicable, using the Mastercard conversion rate.

The available balance for Card use shall be the aggregate of all currency balances held in the client's account, converted into the selected Card currency (EUR or USD) using the Bank's applicable selling exchange rate on the transaction date.

If there are insufficient available funds in the Card currency (EUR or USD) to execute a transaction, but sufficient available funds exist in other currencies, the Bank shall convert those funds into the Card currency.

The conversion shall be carried out using the Bank's applicable selling exchange rate for the relevant currencies on the date and at the time the transaction is processed.

The order in which funds held in other currencies are used shall be determined by the amount of their equivalent value in the Card currency, calculated using the Bank's applicable selling exchange rate. Funds in currencies with a higher equivalent value shall be used first, until the obligation has been settled in full or the available funds have been exhausted.

Holders of Mastercard Standard Debit Cards and/or Mastercard Platinum Debit Cards shall use their Cards in accordance with these General Rules, the General Terms and Conditions and any other Bank regulations forming part of the contractual relationship.

Holders of Mastercard Platinum Debit Cards, as well as existing holders of Mastercard Gold Debit Cards, shall, from the Effective Date of the New Terms and until the expiry of their existing Cards, be entitled to the following additional benefits:

- LoungeKey;
- Global Data Roaming; and
- travel and medical insurance,

in each case subject to the specific terms and conditions governing the use of those benefits.

The Cardholder shall be responsible for any unauthorised use of the Bank's Card(s), in accordance with applicable legislation and the Bank's internal regulations.

The use of a Card manufactured in accordance with the applicable standards may be impaired or prevented by electronic readers, including ATMs, EFTPOS terminals and other devices, if the Card has not been adequately protected by the Cardholder and has suffered physical, thermal or magnetic damage or deformation. The Bank shall not be liable in such circumstances, and the cost of replacing the Card shall be borne by the Cardholder.

5. CASH WITHDRAWALS

- The amount of cash that may be withdrawn from ATMs or through EFTPOS terminals at banks shall be subject to the daily and monthly limits established by a Bank decision when the Application for the Issuance of the Card(s) is submitted. The client may change the daily or monthly limit at a Bank counter or independently through digital channels (internet banking/mobile banking), up to the maximum daily and monthly limits also established by a Bank decision. Any change exceeding the prescribed maximum limit shall require the Bank's approval.
- When completing and submitting the Application for the Issuance of a Mastercard Debit Card, the Cardholder shall be informed of the applicable daily and monthly limits and shall confirm acceptance of those limits by signing the Application.
- Cash withdrawals using the Card shall be made in the national currency of the country in which the transaction takes place.
- Cash withdrawals made using the Card at ATMs operated by Hipotekarna Bank AD Podgorica shall be treated as cash withdrawals from the Cardholder's account held with the Bank and shall not incur any additional charges.
- Any use of the Card to withdraw cash at ATMs operated by other banks, whether domestically or abroad, shall result in the calculation and charging of additional fees.
- The Bank shall not be liable if, following successful authorisation of a transaction, the Cardholder fails to collect the cash dispensed by an ATM.

6. PAYMENT FOR GOODS AND/OR SERVICES (POS/E-COMMERCE) AND MONEY TRANSFERS USING A PAYMENT CARD

6.1. Payment for Goods and/or Services

- Payments for goods and/or services at merchants shall be subject to the daily and monthly limits established by a Bank decision when the Application for the Issuance of the Card(s) is submitted. The client may change the daily or monthly limit at a Bank counter or independently through digital channels (internet banking/mobile banking), up to the amount of funds available in the account. Any change exceeding the prescribed maximum limit shall require the Bank's approval.
- When completing a transaction, the Cardholder shall, upon the request of the merchant accepting the Card, present an identification document for inspection.
- Upon completion of a transaction, the Cardholder shall retain a copy of the receipt for their records.
- The Cardholder must not carry out cashless transactions with an accepting merchant for the purpose of obtaining cash. However, where the accepting merchant officially offers a "Cash Back" facility, the Cardholder may withdraw cash through that facility.

6.2. Money Transfers

- Sending money using a payment card through a money transfer platform constitutes a payment transaction whereby a payment service user, using a payment card as a payment

instrument, initiates a payment order to transfer funds from the payment account linked to that card to the recipient's payment account or another payment card, in accordance with the rules of the relevant card scheme and the Bank's terms and conditions.

- Receiving money through a payment card via a money receipt platform constitutes a payment transaction whereby funds are transferred to and made available to a payment service user in the payment account linked to that user's payment card, pursuant to a payment order initiated by the payer using a payment card or the relevant card infrastructure.
- Money transfers shall be subject to the daily and monthly limits established by a Bank decision. Any change exceeding the prescribed maximum limit shall require 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 online transactions, if the online merchant supports the 3-D Secure standard and the applicable laws and regulations so require, the Cardholder shall be required to undergo Strong Customer Authentication.

Strong Customer Authentication shall be performed using the Zapad Secure service, which involves biometric authentication.

Before using the Zapad Secure service, the Cardholder shall read and accept the Terms and Conditions for the Use of the Zapad Secure Service and regularly review notices made available by the Bank through its communication channels, including the Bank's website at www.zapadbanka.me, the Zapad Secure application and other relevant channels.

The Bank shall not apply Strong Customer Authentication to a card payment transaction initiated by a client/Cardholder at an online merchant where:

- the amount of the payment transaction is less than EUR 30.00; and
- the cumulative value of previous payment transactions initiated by the Cardholder at that online merchant since the last application of Strong Customer Authentication does not exceed EUR 100.00; or
- the number of previous payment transactions initiated by the Cardholder at that online merchant since the last application of Strong Customer Authentication does not exceed five.

8. ACCOUNT DEBITING AND TRANSACTION VERIFICATION

The amounts of completed transactions carried out using the Card(s) by the Cardholder, together with any additional charges relating to those transactions, shall be debited in EUR/USD from the Cardholder's account to which the Cards are linked.

The account may be managed and transactions verified through E/M-banking or at a Bank counter.

8.1. E/M-Banking

- Cardholders may transfer funds from their primary transaction account to their transaction accounts for payment cards by means of an internal transfer/payment transfer order.
- Holders of primary Cards may transfer funds from their transaction accounts for payment cards back to their primary transaction account by means of an internal transfer/payment transfer order.
- Holders of primary Cards may view the balances and transaction histories of their primary transaction account and the transaction account linked to the payment Card.

8.2. Bank Counter

- The account holder or an authorised representative of the holder of the primary Card may deposit funds into their own transaction account linked to a Card denominated in EUR or USD, as well as into transaction accounts linked to supplementary Cards.
- Cardholders may deposit funds into their transaction account for payment cards.
- Cash withdrawals from transaction accounts for payment cards at the Bank's counter are not permitted.
- Holders of primary Cards may withdraw cash at a Bank counter from their primary transaction account and may also transfer funds from their transaction accounts for payment cards back to their primary transaction account.
- Holders of supplementary Cards who are not authorised to operate the primary Cardholder's account may carry out transactions exclusively by using their payment Cards.

All Cardholders may use the notification service, under which they receive a notification whenever a transaction takes place.

9. TEMPORARY BLOCKING AND CANCELLATION OF THE CARD

The Bank may suspend the right to use a Card for a specified period or permanently, in accordance with the General Terms and Conditions for the Issuance and Use of Payment Cards as Payment Instruments at Zapad Bank.

Upon cancellation by the Cardholder, the right to use the Card(s) shall cease. The Cardholder shall remain liable for all transactions completed up to the time the Card(s) are returned, as well as any associated charges. The Bank shall be entitled to recover any outstanding amounts from any accounts held with the Bank by the holder of the primary Card.

10. COMPLAINTS

The Cardholder shall retain copies of transaction slips and receipts for the purposes of any potential complaint.

The Cardholder shall submit a written complaint to the Bank (Complaint Form) no later than 30 (thirty) days from the date on which the transaction was carried out. The Bank shall not accept complaints submitted after the prescribed deadline, and any resulting financial loss shall be borne by the Cardholder(s).

In the case of a transaction carried out at a POS terminal or through e-commerce, before submitting a written complaint to the Bank, the Cardholder shall contact the merchant with whom the disputed transaction was carried out and attempt to resolve the issue directly. If the issue cannot be resolved through this initial contact, the Cardholder shall submit a written complaint to the Bank using the Complaint Form.

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

Complaints relating to the quality of goods or services shall be submitted exclusively to the merchant or point of sale at which the transaction took place.

11. STOLEN, LOST OR MISUSED CARD

In accordance with the General Terms and Conditions for the Issuance and Use of Payment Cards as Payment Instruments at Zapad Bank, the Cardholder shall, without undue delay, notify the Bank in the event of the loss, theft, misuse or unauthorised use of a Card, by one of the following means:

- By calling the processing centre at +382 (0)20 690 069, as indicated on the reverse of the Card and on the Bank's website;
- Through the mobile banking application; or
- By contacting the Bank directly.

Upon receiving notification of the loss, theft, misuse or unauthorised use of a Card, the Bank shall block the Card.

A Cardholder who has notified the Bank that a Card has been misused must not continue to use that Card and shall be required to return it to the Bank. The same requirement applies to a Card that is found after the Cardholder has reported it as stolen or lost.

The Cardholder shall be liable for losses resulting from misuse of the Card in accordance with Section 13 of the General Terms and Conditions for the Issuance and Use of Payment Cards as Payment Instruments.

Following notification of the loss, theft, misuse or unauthorised use of a Card, the Bank may issue a replacement Card at the Cardholder's request.

12. TERMINATION OF THE RIGHT TO USE THE CARD

The Bank shall be entitled to withdraw the Cardholder's right to use a Card and declare the Card invalid, without providing reasons, if the Cardholder fails in any way to comply with these General Rules.

The Bank shall also be entitled to withdraw the right to use a Card and deactivate it where the personalised Card and PIN have not been collected by the Cardholder within at least 6 (six) months of the date on which the Card was personalised, despite the Bank having sent several written notifications informing the Cardholder that the Card had been produced and was available for collection.

Subject to an arrangement with the Cardholder, the Card may remain at the Bank for longer than 6 (six) months.

The Cardholder may terminate the use of a Card only by submitting a written request, at least 30 (thirty) days before the Card's expiry date. The Cardholder shall complete a Card Cancellation Request, stating the reasons for cancellation.

At the Cardholder's request, a Card whose use has been terminated must be physically destroyed or returned to the Bank.

13. AMENDMENTS AND SUPPLEMENTS TO THE GENERAL RULES

These General Rules may be amended or supplemented in accordance with the procedure and manner prescribed by the Bank's internal regulations governing their adoption and amendment.

The Bank shall notify the Cardholder of any amendments and/or supplements to these General Rules no later than 2 (two) months before they take effect. Notification shall be provided by one of the following means:

1. In writing at the Bank's premises and/or at its organisational units, including branches, sub-branches, counters and representative offices abroad (the "Bank's Premises");
2. By email;
3. Through internet banking; or
4. By means of a reference to the Bank's website at www.zapadbanka.me (the "Website").

If the payment service user does not notify the Bank in writing of their position regarding the amendments and/or supplements by the date on which they are scheduled to take effect, they shall be deemed to have consented to and accepted them in full.

If the Cardholder does not accept the proposed amendments and/or supplements, the Cardholder may terminate the use of the Card before the date on which those amendments and/or supplements take effect. Where the payment service user elects to terminate the use of the Card on this basis, the Cardholder shall submit a Card Cancellation Request to the Bank no later than 1 (one) working day before the scheduled effective date of the amendments and/or supplements to these General Rules.

If the Cardholder does not notify the Bank, before the proposed effective date, that they do not accept the amendments and/or supplements to these General Rules, they shall be deemed to have consented to the proposed amendments and/or supplements.

A Cardholder who does not accept the proposed amendments and/or supplements shall be entitled, before the date on which they take effect, to terminate the use of the Card or terminate the relevant contractual relationship without a termination fee.

The provisions of this Section shall also apply to amendments to contractual terms resulting from the application of the terms and conditions of the Mastercard Platinum Debit card product to existing holders of Mastercard Gold Debit Cards with effect from the Effective Date of the New Terms, namely 1 January 2027, including changes to fees and entitlement to the additional benefits associated with the Mastercard Platinum Debit card product.

14. FINAL PROVISIONS

For the purposes of the General Terms and Conditions for the Issuance and Use of Payment Cards as Payment Instruments of the Bank (the "General Terms and Conditions for Cards"), these General Rules shall constitute special provisions governing the mutual rights and obligations of the Bank and the Cardholder in connection with the services provided by the Bank in relation to the Cards and the use of the Cards by the Cardholder.

By signing the Application, the Cardholder declares that they have received the General Terms and Conditions for the Provision of Payment Transaction Services (Provision of Payment Services for Consumers and Non-Consumers) at the Bank, the General Terms and Conditions for Cards, the Bank's General Rules and the Terms and Conditions for the Use of the Zapad Secure Service, and that they agree to their application and accept all rights and obligations arising therefrom.

These General Rules, together with the Application, the General Terms and Conditions and the Terms and Conditions for the Use of the Zapad Secure Service for Cards, constitute the Agreement.

These General Rules shall enter into force on the date of their adoption and shall apply from 1 January 2027 [the original text also refers to 2026; the applicable year must be confirmed]. As of the date on which these General Rules become applicable, the General Rules adopted on 25 March 2026 shall cease to apply.