



GENERAL BUSINESS REGULATIONS OF PROCREDIT BANK A.D. BELGRADE APPLICABLE IN BUSINESS OPERATIONS WITH ENTREPRENEURS – PART THAT REGULATES CREDIT PRODUCTS

VIII CREDIT PRODUCTS

1. Loan types

The Bank grants to entrepreneurs and loans for working capital, permanent working capital, fixed assets, loans for purchase, construction and expansion of business premises, energy efficiency loans, loans for refinancing, i.e. loans used for settling the previously accepted liabilities, current account overdraft, cash limit on current account and other credit products.

Depending on the type and intended use, credit products of the Bank can be with or without a purpose, long-term or short-term, indexed or non-indexed.

2. Establishing and changing contractual relationship

Business relationship between the Bank and the client is established on the basis of conclusion of an agreement in written form or another appropriate form, prescribed by the internal acts of the Bank, and accepted by the Contractual parties.

If during the validity term of the contractual relationship the need for change of one of the mandatory elements of the agreement arises, which are stipulated by the relevant regulations, the Bank is obliged to obtain the client's previous written consent, prior to application of the respective amendment. If the client does not agree with the proposed amendment, the Bank may not be for that reason able to unilaterally change the mandatory elements of the agreement.

If the Bank wishes to change any other element of the agreement, which does not have the character of a mandatory element of the agreement stipulated by the relevant regulations, the Bank has the right to change those conditions, provided it has previously timely informed the clients about the respective amendment by sending a notification to the address earlier reported to the Bank by the client, email address, via SMS or in any other agreed manner according to the General Business Regulations.

The Bank shall deliver to the client's private individuals once per six months notification about the outstanding liabilities under the concluded agreements on loan, i.e. credit card, and at the client's request such notification shall be charged pursuant to the current Price List.

The Bank shall deliver to the clients, in the case of an overdraft, at least once per month, the notification-statement on all changes under the client's account, free-of-charge, in the written form or on any other permanent data carrier, and at the client's request without delay and with a fee that shall be charged pursuant to the current Price List.

During the contractual period, the client has the right to obtain a copy of the repayment plan free of charge in the case of a change in a repayment plan, or once a year if there is no change in a repayment plan.

3. Minimum and maximum loan amount approved

The minimum and maximum amount of a loan granted to a client depends on the type of loan, current credit policy of the Bank, credit eligibility, and the needs of a certain client, regulations governing loan approval, and other factors.

The limits defined in EUR are indexed at the middle exchange rate of the National Bank of Serbia on the date of disbursement

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of the subject credit product. In special cases, the Bank may, following the client's request, grant a loan the amount of which deviates from the above-mentioned amounts. The Bank reserves its right to alter the above-mentioned minimum and maximum values of credit products in accordance with its business goals.

4. Loan Granting Period

The maturity of a loan depends directly on the purpose of the loan, as well as on the business policy of the Bank. The shortest period of a loan is not defined, whereas the longest is 180 months. The maturity of each credit product is stipulated in the contract signed between the Bank and the client for a specific credit product. The Bank reserves its right to alter the maturity of each type of loan in accordance with its business policy.

The Bank has a discretionary right to grant a loan to the client, following the client's request, the repayment period of which exceeds the repayment period mentioned above.

5. Currency used for expressing/granting or indexing a loan, applicable exchange rate

The Bank grants dinar loans to its clients which can be non-indexed or indexed in a foreign currency, as well as foreign currency loans in accordance with the current legal regulations. The respective loans are indexed in EUR. In the event of disbursement and repayment of loans, the Bank shall apply the middle exchange rate of the National Bank of Serbia.

The Bank shall apply the same type of foreign currency rate for payment, which was used for loan approval.

6. Types of nominal interest rates

Depending on the type, maturity, and amount of the loan, the bank disburses loans with variable, fixed or combined interest rate. The variable interest rate may be related to the change of reference of the interest rate (EURIBOR, reference interest rate of the National bank of Serbia, BELIBOR). The interest rate related to the reference interest rate consists of the reference interest rate which is expressed in a certain percentage.

The combined interest rate is determined on the way to a period of time of the conclusion of the contract shall be determined at a fixed nominal interest rate per annum, and after a certain period of time determined by the nominal interest rate which is determined based on the variable interest rate.

7. Range of annual nominal interest rates

The amount of the nominal interest rates depends on the type, maturity, and purpose of a credit product and the fact whether the said loan is indexed or in RSD.

8. Criteria for alteration of the interest rate

The Bank coordinates the annual nominal interest rate, which has been stipulated as variable, and which is tied to a reference interest rate, with the trends of the six-month or three-month EURIBOR, or three-month BELIBOR, as well as reference interest rate of the National bank of Serbia, depending on the loan type. Adjusting to the six-month EURIBOR is executed on a semi-annual basis on 01.12. and 01.06. preceding the month in which the change shall start to apply, i.e. on the first subsequent working day if 01.12. and 01.06. are non-working days, and shall apply as of the first day in January and as of the first day in July of the current year for the upcoming six-month period. Adjusting to the three-month EURIBOR, BELIBOR is executed on a

quarterly basis on 01.12.,01.03.,01.06. and 01.09. preceding the month in which the change shall start to apply, i.e. on the first subsequent working day if 01.12.,01.03.,01.06. and 01.09. are non-working days, and shall apply as of the first day in January, April, July, and October. Adjusting to reference interest rate of the National bank of Serbia value is executed on quarterly basis on 01.12.,01.03.,01.06. and 01.09. preceding the month in which the change shall start to apply, i.e. on the first subsequent working day if 01.12.,01.03.,01.06. and 01.09. are non-working days, and shall apply as of the first day in January, April, July, and October provided that the value valid on the date of conclusion of any individual agreement is applied as the initial reference interest rate of the National bank of Serbia value, which is later to be adjusted in the manner specified.

If the Bank concludes an agreement with competent institutions or state authorities under subsidized or other loans, determination of interest rate shall be regulated by special agreements between the Bank and such institutions, i.e. state authorities and/or special regulations and/or other acts.

The Bank shall inform its clients on the change at least 15 days prior to the application of the adopted alterations in the most convenient way, including, without limitation to, information by electronic mail, announcement on the Bank's web presentation, display of notices and price lists in the Bank's branches, distribution at the Bank's premises, or in writing by submitting the new loan repayment schedule if issued for a particular credit product.

If the client fails to continue repayment of the loan in accordance with the new loan repayment schedule, the Bank is entitled to unilaterally terminate the agreement on the respective credit product, and the client shall, within the period of 8 days from the date of the receipt of the notification on termination of the contractual relationship related to the subject credit product, pay the outstanding debt to the Bank, with all pertaining interests and all other potential Bank receivables, if any, in accordance with the latest applicable repayment schedule, if this plan has been submitted for a particular credit product.

The Bank reserves the right to increase the interest rate if the client fails to fulfil the contractual obligation and pay the specified amount or percentage through an account opened with the Bank in accordance with the contract concluded between the Bank and the client, or in case of non-observance of other contractual obligations.

The Bank reserves the right to increase the nominal interest rate up to 0.30 percentage points at the monthly level, or in the case the nominal interest rate has been determined on an annual basis up to 3.60 percentage points annually, as of the day the change has become effective, or to unilaterally terminate the contract on a particular credit product if the client:

- Fails to inform the Bank without delay about each event which might deteriorate his/her financial position or jeopardize his/her property,
- Fails to inform in writing the Bank without delay about change of the address and residence,
- Subsequently, until the final repayment of the credit product, at the request of the Bank, fails to provide and practically implement, through the court or out of court, new collateral items for securing the collection of the receivables,
- Fails to inform the Bank without delay about every loan he/she plans to use or has used after the Bank has disbursed the loan,
- In the period between loan approval and the final repayment of the loan, fails to provide the Bank representatives, as well as the representatives of the Bank's shareholders, with the access to the pledged movable and/or immovable property in order to enable them to determine the condition of the pledged property,
- In the period between loan approval and the final repayment of the loan, fails to allow the Bank representatives, as well as the representatives of the Bank's shareholders, to perform the financial monitoring, which includes submitting the requested

documentation and granting them access to the client's premises,

- Fails to regularly submit financial statements (official financial statements, i.e. balance sheet and income statement notarized by the NBS) for the shops which are in a contractual relationship with the Bank, for all accounting periods, and which are the property of the client,
- Fails to inform the Bank in writing without delay about all changes of the legal status, change of head office, change of business activity, change of the shop owner, and fails to submit to the Bank verified copies of all changes and/or additions to the extracts from the Serbian Business Registers Agency, with all appendices of the entrepreneurial shop which has a contractual relationship with the Bank, and which is in the client's ownership,
- Fails to use the loan for the purpose it has been granted for, the Bank reserves the right to increase the nominal interest rate up to 0.30 percentage points per month or, if the interest is determined for the period of a year, up to 3.60 percentage points annually, as of the day when the change is executed, and in case of deterioration of the client's risk category, in accordance with the classification of the National Bank of Serbia.

9. Interest calculation method

The interest is calculated on the basis of the nominal interest rate calculated onto the outstanding amount of the principal, i.e. the used amount of the acceptable current account overdraft or the approved credit card limit, taking into consideration the real number of calendar days in the period between the previous instalment and the upcoming one (for loans), i.e. in the period between the previous and the upcoming interest calculation (for overdraft and credit cards).

The Bank calculates compound interest rate for the effective number of days from the date of disbursement loan until start of the loan repayment, in all cases when the date of disbursement loan is different from the maturity date of the annuity.

The Bank applies the proportional method for interest (30/360 calculation for all types of loans except when the comfort method is stipulated by relevant legal regulations.

10. Amount of interest rates in case of arrears

In case of belated payments of the client, the Bank will charge The Law on Default Interest Rate.

11. Types and amounts, i.e. the range of all reimbursements and other expenses included in the calculation of the effective interest rate and charged to the client

Calculation of the effective interest rate should, apart from the nominal interest rate, loan amount and the repayment period, and in accordance with the by-laws of the National Bank of Serbia, also include the commission for the following:

- For processing of a loan application, application for revolving credit frame agreement, as well as an application form for overdraft under current account of an entrepreneur that depends on the type of loan/overdraft in accordance with the applicable Price List and accounts from 0% to 5% of the amount of the approved loan/overdraft, and it is paid on a one-time basis, and the once calculated amount may not be changed during the loan term. The Bank reserves the right to change the amount of the fee for disbursement of loans granted after alteration of this fee in accordance with the business policy of the Bank,
- In the name of the fee for the annual maintenance of the credit party according to the Bank's Price List
- In the name of the fee for monitoring duly loan repayment, if this fee is stipulated by the individual

agreement, the amount of which is fixed in absolute amount or ranges between 0% and 3% of the outstanding amount of the loan principal on the due date for fee payment, and it shall be settled periodically, in line with the provisions of the concluded individual agreement in accordance with the applicable Price List,

Other expenses which are included in calculation of the effective interest rate and are charged to the client are:

- Expenses incurred for obtaining the report of the Credit Bureau of the Association of Serbian Banks defined in the price list issued by the Credit Bureau of the Association of Serbian Banks,
- Expenses incurred for the evaluation of the pledged property used as financial security for regular fulfilment of the obligations under the contract on the subject credit product,
- Expenses incurred for obtaining an excerpt from the relevant registry of immovable property or the registry of pledge on the movable property and rights,
- Expenses and fees paid for the realization of the pledge related to security of the receivables, as well as expenses of cancellation of the mortgage (during the loan repayment period), depending on the amount of the fees defined by legal regulations,
- Expenses incurred by insuring the immovable property which is used as security for regular fulfilment of the obligations undertaken under the contract on the subject credit product, against fire, additional risk of water damage from a pipe, and other risks (lightning strike, explosion, storm, hail, etc). The Client shall submit to the Bank evidence of the payment of the insurance premium in accordance with the policy, vinate the policy for the benefit of the Bank, pay the insurance premium regularly for the entire validity period of the contract in question, and regularly submit evidence of that to the Bank,
- Expenses incurred for delivery of new findings and opinion of the authorized court appraiser with respect to the value of immovable property every three years from the date of loan disbursement with the registered out-of-court mortgage as claim security, until full settlement of all liabilities towards the Bank;
- Insurance of the movable property which is used as security for the fulfilment of the obligations undertaken under the contract on a particular credit product,
- The costs of opening and maintaining current / package accounts for the use of credit products,
- The cost of loan disbursement,
- The costs of promissory notes, other expenses, all according to the current Price list.

If there is a change in the amount of expenses, which have not been included in the calculation of the effective interest rate, but have been prescribed by a decision of the competent authorities, the Bank reserves the right to adjust the said expenses to the decisions of those authorities.

The types and amounts of all fees and other costs given in the Price List are variable and will be determined on a quarterly basis according to the General Business Regulations.

12. Types of collateral and the possibility of their replacement during the loan repayment period, as well as expenses which the client may be exposed to due to such replacement

The Bank shall accept, as security of the loan and other credit products, the following:

- mutual surety of a private individual or legal entity,
- promissory note of the client and the guarantor,
- claim on salary of the client and the guarantor,
- collection authorizations issued by the client and the guarantor,
- pledge on the movable property, shares, stocks and

rights,

- pledge on the immovable property,
- dedicated deposit means,
- bank guarantee issued by a first-class bank,
- pledge to the bank (gold or jewellery with a certificate issued by a certified appraiser or other valuables which can be stored in the Bank's safe),
- old foreign currency savings bonds,
- insurance of the pledged asset,
- loan insurance,
- other collateral, depending on the nature of the subject business and current regulations.

The Bank reserves the right to change or add a type of security accepted as adequate during the procedure of approval of a credit product to the clients and restructuring of their liabilities during the period of loan repayment.

The Bank may, based on evaluation of the client's credit eligibility, for the entire validity period of the Contract, ask for additional collateral items which have not been mentioned in this Article, in accordance with the decision of the Credit Committee of the Bank.

The Client may, during the loan term, submit a request for the replacement of the collateral given, and the Bank shall, in accordance with the decision of the Credit Committee, analyze the collateral offered and make a decision on acceptance or rejection of the said collateral. If the Client disagrees with the decision of the Credit Committee on replacement of the collateral, the Bank reserves the right to terminate the Contract.

The service of any amendment the Bank charges once according to the current Price list.

After the conclusion of contract on the loan or overdraft, the Bank submit a copy of the contract to the person who provided the collateral with the repayment schedule and a review of the compulsory elements, unless the contract or overdraft user is at the same time the provider of security or a person who will become the owner of property that is the subject of the mortgage or other lien on the basis of a sales job for which realisation funds have been approved.

13. Conditions for the early loan repayment and the range of respective expenses

The Client may make pay the entire loan amount or a part thereof early provided that the Bank submits a written request.

The Bank will only accept the request for early repayment of loan if on the day of early repayment on the client's account has sufficient funds for early payment.

On the day of early payment, besides the principal, the Client, shall pay accrued and unpaid interest on the principal debt until the date of early repayment.

- The Bank establishes a fee for early repayment of the loan if the period of loan repayment is at fixed nominal interest rate, fixed or variable nominal interest rate in the loan agreement which is the subject of the purchase of real estate. The Bank negotiates compensation for early repayment as follows: up to 1% of prepaid credit, and if the period between prepayment and due date from loan contract is longer than one year, a prepaid amount for a period of twelve months is more than 1,000,000 dinars.
- the fee cannot be above 0.5% of the amount of the early paid loan if the period between early payment and due date from loan contract is shorter than one year, a prepaid amount for a period of twelve months is above 1,000,000 dinars.

The Bank does not charge a fee for early repayment for the contract on overdraft on the current account as and when repayment shall be made during the period for which it contracted variable nominal interest rate, except for the loan which is the subject of buying an immovable property.

14. Conditions for termination of the concluded agreement on loan, overdraft

The client may terminate the concluded agreement on loan, agreement on current account overdraft, agreement on credit card issue and use, within the period of 14 days from the date of conclusion of the agreement, without specifying the reasons for termination of contractual relationship.

If the loan agreement is secured by mortgage, as well as in the case of agreements the scope of which is purchase, i.e. financing of purchase of immovable property, the client may cancel the agreement under the condition that the client has not started using the loan, i.e. financing.

The client is obliged and undertakes to notify the Bank about his/her intention, on the occasion of termination of agreement, and prior to expiry of the stipulated deadline, in the manner confirming receipt of this notification, whereby the date of receipt of the notification shall be the date of cancellation of the agreement, and that in the written form or on another permanent data carrier.

The client who is a borrower, a user of current account overdraft and a credit card user is obliged to return to the Bank, without delay, and not later than within 30 days from the date of delivery of the notification, the principal and interest from the main business during the period of use of the respective product.

The Bank shall have the right to the above-mentioned fees and costs incurred with the competent authorities, as well as to reimbursement of the real expenses arising out of conclusion of the agreement. The client has to be familiar with the real costs prior to conclusion of the loan agreement.

15. Terms and conditions for collateral activation and consequences of default loan granting

The Client shall repay full amount of the granted loan increased by the amount of the interest and all incidental expenses, if any, in monthly instalments and within the deadlines defined in the individual agreement and/or current repayment schedule which is an integral part and an important element of the Agreement on the subject credit product, if the loan repayment schedule is submitted to the client for the subject credit product.

If the client fails to repay the loan in accordance with the repayment schedule, and if he/she fails to observe any provision of the subject contract and the provisions of the General Business Regulations, the Bank is entitled to unilaterally terminate the contract and collect its receivables by activating the collateral given. The client agrees that, if for any reason he/she fails to pay all due amounts and possible expenses incurred to the Bank originating from the realization of collateral items for the purpose of settling the due payment which has not been made into the account of the Bank within the stipulated period, the Bank can, automatically and without requesting a special permission and approval, transfer the unpaid amount from all accounts of the client with the Bank into its own account, and activate all collateral items given in order to settle the outstanding debt.

In case the above said liabilities have to be settled from the means in the client's foreign currency accounts with the Bank, the client hereby gives an unconditional and irrevocable order to the Bank to buy the necessary foreign currency amount from his/her accounts with the Bank, automatically and without further queries or necessity for obtaining permission, and such foreign currency shall be bought at the buying exchange rate of the Bank on the effective date of buying – converting them into dinars, and all in the total amount of the Bank's receivables from the client under this Agreement and the Bank shall settle the outstanding debt from the dinar amount obtained in the above-mentioned manner.

The Bank can activate the collateral as described in the above-mentioned paragraphs and without termination of the contract in accordance with the decision of the Credit Committee of the Bank.

On the day of unilateral termination, in all cases of unilateral termination, the outstanding loan amount shall become due for payment, together with all pertaining interests and other expenses incurred or which may be incurred to the Bank in the

process of court and/or out-of-court settlement of due receivables.

In order to collect its receivables, the Bank can institute court proceedings or non-judicial proceedings in accordance with the decision of the competent department of the Bank.

In the event that the client fails to settle his/her obligations towards the Bank, the Bank retains the right to transfer receivables to a third party in line with valid provisions, with notice to the client of the assignment of receivables.

16. Guarantees and letters of credit

The Bank issues to the client guarantees/letters of credit based on his/her order for issuing guarantees/letters of credit, signed by an authorized person, and all in accordance with the current legal regulations and the accepted banking procedures for the issue of guarantees/letters of credit, and followed by submission of all necessary documents in accordance with the Bank's demand and payment of the fees envisaged by the Agreement on issuing guarantees/letters of credit, including, but without limitation to the fee for issuing guarantees/letters of credit, application processing, guarantee alteration, protest of guarantee, foreign expenses, document review, penalty interest, and other costs according to the Price List.

If the Bank uses the services of another Bank to execute the instructions of a client (principal), it shall do so for the account and at the risk of the respective client. The Bank shall not assume obligation or responsibility for the situation when the instructions given to the third bank have not been observed, even if it itself has taken the initiative for selection of the said bank. The client (principal) shall be obligated and responsible to reimburse all the obligations and responsibilities imposed by foreign laws and customs to the Bank.

If liabilities are incurred to the Bank based on the guarantee issued at the request or for the account of the client, the Bank shall be authorized to make the payment of the liability under the guarantee according to the demand of the user of the said guarantee without instituting court procedure or requesting the client's prior consent, and in accordance with the relevant laws, regulations, practices and the conditions of the subject guarantee.

Documentary letters of credit issued by the Bank to clients shall be subject to Uniform rules and Customs for documentary letters of credit, Revision 2007, Publication MTK no. 600 (UCP), and the issued guarantees shall be subject to Uniform Rules for Demand Guarantees, Publication MTK no. 458 or Publication MTK no. 758 (URDG), depending on which rules the Bank refers to in the text of the guarantee). The specified Bank products shall also be subject to other rules of MTK and regulations governing the relevant matter in the cases in which it is applicable.

Customs guarantees

Customs guarantees are security for the payment of customs debts. Customs guarantees are valid for three months after expiry of the period defined in the customs guarantee, which represents a period of 90 calendar days (i.e. six months after expiry of the period stipulated in the customs guarantee, which represents a period of 180 calendar days in the process – temporary import and active finishing), in accordance with the current legal regulations. Apart from expiry of the guarantee validity period, a customs guarantee can become invalid if the Principal returns to the Guarantor the original guarantee prior to expiry of the validity period stipulated in the Contract on guarantee issue.

Performance guarantees for international road transport-TIR carnets

The guarantee for TIR carnets is security for timely settlement of liabilities related to the payment of customs duties and other expenses which any customs authority may demand from the client, all in accordance with the Customs convention on the international transport of goods pursuant to the document MDP – TIR carnets. The aforesaid guarantees are issued for an indefinite period of time, and they become ineffective after expiry of 27 months as of the date of issuing the final TIR carnet to the

client (principal). The guarantor reserves the right to withdraw the guarantee at any time by informing the client (principal) and the guarantor user about such intention. The Bank (guarantor) does not have to explain its decision to withdraw the guarantee, nor shall it be held liable for possible damage incurred by withdrawal of the guarantee. In case the Bank (guarantor) withdraws the guarantee, all provisions of the Agreement on guarantee issue shall continue to apply as of the date of withdrawal of the guarantee until expiry of 27 months after the issue of the final TIR carnet to the client (principal), where after it shall be deemed invalid and without any legal significance, regardless of whether the guarantee beneficiary has returned the guarantee to the Bank (guarantor). The client (principal) shall settle all due commissions and fees in the aforesaid period in accordance with the Agreement on guarantee issue.

17. Conditions and procedure for termination/cancellation of the loan agreement, as well as the reasons for which the Bank may request the Client to fully settle own liabilities prior to expiry of the contracted period

The Bank is entitled to unilaterally terminate the contract on a particular credit product, whereof the client has to be notified, in the following cases:

- if the client fails to settle outstanding liabilities, including due principals, interests, one-time fees, expenses and other chargeable amounts within the period and in the manner stipulated in the loan agreement or agreement on other credit product which is concluded between the Bank and the client,
- if the client submits incorrect data on the basis of which the Bank has concluded loan agreement with the client,
- if the Bank, after an analysis of the client's business situation, cash flow or in any other manner, depending on the type of the client, becomes acquainted with the fact that some changes related to the client have occurred which, in the Bank's opinion, have or may have influence on the client's credit eligibility and the ability to regularly settle liabilities,
- if the client no longer fulfils the conditions for credit eligibility,
- if the client, upon approval of a particular credit product, starts dealing with activities which the Bank does not finance in accordance with its business goals (e.g. casinos, illegal weapon and drugs traffic, and other activities which are against the law),
- if the client fails to regularly submit financial statements of the shop which is in a contractual relationship with the Bank, and whose owner he/she is, for all accounting periods until full settlement of all liabilities,
- if the business activities the clients deals with are not in accordance with the safety, environmental, social, health and working regulations of the Republic of Serbia, as well as if all transactions of the client are not in accordance with the legal and other regulations,
- if the client or a third party fails to regularly settle the liabilities undertaken under the contracts and statements regulating the collateral issue,
- if the client fails to provide additional collateral within the period determined by the Bank as of the day of receipt of the Bank's demand for submission of additional collateral,
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- if the client uses the loan for the purposes other than the ones described in the loan agreement,
- if the client is a participant in any kind of court proceedings or any other proceedings the outcome of which might have an adverse impact on repayment of the subject loan or his/her property in general,
- if criminal proceedings have been instituted against the client, if the client is under criminal investigation, as well as/or if there is a valid court ruling of the criminal court against the client,

- if the client is already encumbered by a debt, damage reimbursement or similar liabilities, except for those presented to a Bank's official during the procedure of loan application processing, and if the client failed to fully inform the Bank about the identity of the other creditor and other important data related to the subject debt, if any,
- if all or some of the documents submitted by the client are not valid, complete, truthful and represent the real financial situation of the client, as well as if they are the subject of dispute with any third party regarding their validity,
- if the client paid a certain amount of money or gave any kind of property to a Bank's official or a third party in order to receive the loan,
- if the client issues a written statement withdrawing the consent given to the Bank for obtaining a report from the Credit Bureau or the consent for personal data processing which are necessary for establishing or executing Contract agreement or Banks responsibilities
- if the client, without a prior consent of the Bank, disposes of movable property pledged by the Bank, which also entails criminal responsibility,
- if the client does not adhere to the applicable legal and other regulations.

The business relationship shall be considered terminated as of the day of enacting the decision of the competent Board of the Bank on termination. The Bank shall submit a notification on termination of the business relationship to the Client, and submission of the notification on termination of the business relationship shall be governed by the provisions of these General Business Regulations referring to communication between the Bank and the client.

On the day of unilateral termination of the contract by any contractual party, the remaining portion of the loan, i.e. the Bank's receivables under other products granted to the client, with all pertaining interests and other expenses the Bank is exposed to or may be exposed to in the process of court and/or out-of-court collection of due receivables shall become due for payment. If the client fails to settle his/her liabilities, the Bank may institute court or non-judicial proceedings for collection of the total amount of the remaining receivables.

After termination of the business relationship between the Bank and the client, and provided the client has settled all liabilities towards the Bank, the remaining funds in the client's account shall be at the client's disposal.

The provisions included in these General Business Regulations which apply to termination of the business relationship between the Bank and the client shall also apply to partial termination of business transactions between the Bank and the client, and the provisions of these General Business Regulations shall apply accordingly even after termination of the business relationship between the Bank and the client, and all until the final settlement of mutual rights and obligations.

18. Other provisions related to credit products

The client agrees that the Bank can, at all times during validity of the contractual relationship, as well as during extension of the respective period, take reports from the Credit Bureau on the credit rating of the client. In these cases, the Bank shall debit the client's account for the amount of fee paid for obtaining the report from the Credit Bureau.

Provided it has obtained the client's written consent, the Bank may activate the standing order service by means of which it can automatically debit funds in all of the client's current accounts maintained with the Bank for regular operations, and thus the Bank itself may transfer due amount under the relevant agreement into the Bank's account. The Bank may execute account debiting without delivering a special payment order. The standing order is processed in real time, i.e. automatically upon incoming payment in any of the client's current accounts maintained with the Bank for regular operations, and shall be given priority against other payment orders, excluding forced

collection. The standing order will not be processed with respect to current account overdraft approved by the Bank prior and after issue of this standing order if and only if the client had consented. The Bank may cancel the standing order at all times. The standing order is valid from the date of its issue until the date of full settlement of all liabilities arising out of the concrete loan agreement concluded between the Bank and the client.

If an instalment or another liability of the client becomes due on public holidays, the client shall make the payment by the last working day preceding the public holiday.

A loan, i.e. credit product, as used in these General Business Regulations, means a loan, approved current account overdraft, and other credit products of the Bank.

A portion of the Bank's funds intended for lending is financed by the Federal Ministry of Germany for Economic Relations and Development through the European Fund for Serbia, which is governed by the KfW.

The Bank shall inform the client once the submitted documents are complete for a specific loan application.

The Bank shall within the period of 30 days as of the day of delivery of complete documentation reach a decision on the loan application.

The Bank retains the right to transfer receivables toward client in line with valid provisions with notice to the client of the assignment of receivables.

19. Related loan agreement

If the client, in the case of a related agreement, should desist from the agreement on purchase of goods, the vendor shall be obliged to inform the Bank about cancellation of the agreement on purchase of goods, i.e. provision of a service, within the period of 8 days, and the Bank shall be obliged to return to the user without delay the repaid loan amount with the interest, which the borrower has repaid by the moment of cancellation of the agreement, and not later than within the period of 30 days from the date of notification about cancellation.

In case of conclusion of the agreement on purchase of goods, i.e. provision of a service, and the loan based on the related agreement not be approved, then the agreement on purchase of goods, i.e. provision of a service, shall be terminated, unless the party to whom the loan has not been granted decides that the agreement shall remain in force.

20. The right to insurance funds retrieval

After full settlement of obligations by the client to the bank from a given contract, the client, that is, the provider of insurance funds, has the right to take the unused insurance stipulated under the contract, including the insurance enrolled in the appropriate register.

The Bank is required to inform the client in writing that he/she has fulfilled all the obligations from the contract within 30 days of discharge, and to inform the client to go to the Bank and request a refund of unused insurance based on a written request.

21. The client's right on complaint

The Client has the right to file a complaint with the Bank, without any charge. The client is entitled to submit a written complaint to the Bank if he/she believes that the Bank fails to comply with the legislation and other regulations which regulate financial services, general provisions or good business customs which refer to the services, or obligations from the Contract concluded with the client.

The client must submit a written complaint to the Bank at the following address: ProCredit Bank a.d. Belgrade, Milutina Milankovića 17, 11070 Novi Beograd, verbally through the contact with Info Centre, or in written form directly to the bank officer at the business premises of the Bank or to e-mail srb.prigovor@procreditgroup.combank.rs, as well as via the Bank's website www.procreditbank.rs. Complaints submitted in any other form shall not be taken into consideration and the

Bank is not required to respond. If the client isn't satisfied with the Bank's reply, or if the Bank failed to reply within 15 days (this period can exceptionally be prolonged for another 15 days) in a clear and understandable way, the client can inform the National Bank of Serbia, Nemanjina 17, 11000 Belgrade Department for Financial Consumer Protection and Education or Poštanski fax 712, 11000 Belgrade, or via the National Bank of Serbia's by selecting Consumer Complaint dedicated email address indicated on its website www.nbs.rs, or he/she may initiate mediation proceedings before the National Bank of Serbia, for extrajudicial settlement purposes.

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