



**GENERAL TERMS AND CONDITIONS
FOR SINGLE PAYMENT TRANSACTIONS**

In Podgorica, May 2025

Pursuant to Art.55 para.4 item 9 of the Law on Credit Institutions (Official Gazette of Montenegro, No. 72/19, 82/20, 8/21 and 24/25) and Art.29 para.4 item 8 of the Articles of Association of Universal Capital Bank AD Podgorica dated 27 August 2024, the Management Board of Universal Capital Bank AD Podgorica, at its 15th session held on 6 May 2025, adopted the following:

GENERAL TERMS AND CONDITIONS FOR SINGLE PAYMENT TRANSACTIONS

I BASIC PROVISIONS

Subject Matter

Article 1

These General Terms and Conditions apply to the relationship between the payment service user who is a consumer and Universal Capital Bank AD Podgorica (hereinafter: the Bank) when executing a single payment transaction.

Use of Gender-Sensitive Language

Article 2

Expressions used herein for natural persons in the masculine gender shall include the same expressions in the feminine gender.

Terms and Expressions

Article 3

The terms used herein have the following meaning:

-payment service user - a natural person who uses the payment service to execute a single payment transaction in the capacity of a payer;

-payer - a natural person/consumer who does not have a payment account with the Bank and who gives a payment order;

-consumer - a natural person who gives a payment order to execute a single payment transaction for a purpose that is not intended for his activity, business or profession;

-payee - a natural or legal person receiving the funds that are the subject of a single payment transaction;

-payment order - an instruction submitted by the payer to the Bank requesting the execution of a single payment transaction;

-single payment transaction - the execution of a single payment transaction based on a payment order;

-national payment transaction - a single payment transaction in the execution of which the Bank participates as the payer's payment service provider and the payee's payment service provider providing payment services on the territory of Montenegro;

-reference code - a number assigned by the Bank and which allows the payer to identify a single payment transaction;

-Tariff - Tariff for individuals for national payment transactions, displayed in a visible place in branch offices and on the Bank's website;

-Term plan - Schedule outlining the timeframes for payment transactions in national payment system, displayed in a visible place in branch offices and on the Bank's website;

-unique identification code - transaction account according to the Basic Bank Account Number (BBAN) structure (total 18 numeric characters);

-branch office - organisational unit within the Bank's Retail and Corporate Sales Department;

-single payment transaction agreement - an agreement between the Bank and the payer that regulates the execution of a single payment transaction and which consists of these general terms and conditions, the Tariff and the Term Plan.

Bank

Article 4

The Bank provides banking and other financial services.

The Bank is registered with the Central Registry of Business Entities, under registration number 02684462, with its registered office in Podgorica, at Ulica Stanka Dragojevića bb, SWIFT: UNCBMEPG, website: www.ucbank.me, telephone: +382 20 481 481, email: info@ucbank.me.

The Central Bank of Montenegro (hereinafter: the Central Bank) governs the operations of credit institutions, issues licenses and approvals for the operation of credit institutions and performs supervision of credit institutions.

In accordance with the Decision of the Central Bank No. 0101-2933/3-2 dated 12 July 2007, the Bank provides the following services:

-receives deposits and other funds from natural persons and legal entities and approves loans and other placements from these funds, in whole or in part, for its own benefit;

-issues guarantees and assumes other obligations;

-purchases and collects receivables;

-issues, processes and records payment instruments (including credit cards, traveller's and bank checks);

- payment transactions in the country and abroad;
- financial leasing;
- securities transactions;
- trades in its own name and for its own benefit or for the benefit of its customers: foreign means of payment, including exchange transactions; currency and interest rate instruments;
- collects data, prepares analyses and provides information and advice on the creditworthiness of companies and entrepreneurs and other business-related issues;
- deposit operations;
- safe deposit boxes;
- custodian services.

II PAYMENT TRANSACTIONS

Single payment transaction

Article 5

The Bank provides a payment service for the execution of a single payment transaction.

The execution of a single payment transaction is provided to the consumer/individual.

The single payment transaction is executed in the euro currency.

User Identification

Article 6

The Bank identifies the payment service user in accordance with the Law on the Prevention of Money Laundering and Terrorist Financing, by-laws and internal acts of the Bank.

Agreement Execution

Article 7

The day payment order containing all the necessary data and the signature of the payment service user was submitted is considered the day of execution of the agreement on a single payment transaction between the payment service user and the Bank.

By submitting the payment order, the payment service user confirms that, prior to executing the agreement on a single payment transaction, they are familiar with

these general terms and conditions, the Term Plan and the Tariff, they agree with them and accept them in full.

Provision of Funds and Fee Payment

Article 8

The payment service user shall pay a fee for the execution of a single payment transaction, in accordance with the Tariff.

Before executing a single payment transaction, the Bank shall inform the payment service user of the amount of the fee.

Before submitting a payment order, the payment service user shall provide the funds to be transferred to the payee and the funds to pay the fee.

III PAYMENT ORDER

Contents

Article 9

If the amount of one or more associated payment orders is under EUR 1,000, the payment order shall contain: payer's name and surname, payment purpose; the name of the payee; payment amount; payee's transaction account; a reference number.

If the amount of one or more associated payment orders is higher than EUR 1,000, the payment order shall contain: payer's name and surname, payer's address and the country of residence; the number of the payer's personal document (ID card or passport); the payer's unique identification code or date and place of birth; payment purpose; the name of the payee; payment amount; payee's transaction account; a reference number.

Submitting Payment Order

Article 10

A payment order is submitted on a rectangular form, the completion and signing of which creates a payment order.

The payment order is submitted to an employee at the branch counter.

The payment order form is completed clearly, it should include all necessary information, and have no errors or changes.

The payer may orally communicate to the bank teller the data for completing the payment order, which is then signed by the payer.

The payer is responsible for the accuracy and completeness of the data on the payment order, including the case when they are orally communicated to the bank teller.

Payment Order Receipt

Article 11

Receipt of a payment order is the moment when the Bank/branch receives a payment order initiated directly by the payer.

If the payment order was not received during a business day, the payment order is deemed to have been received on the next business day.

The deadline for receiving a payment order during a business day is determined by the Term Plan.

If the Bank/branch receives a payment order after the deadline for receiving payment orders, the payment order is deemed to have been received on the next business day.

Revocation

Article 12

Revocation of a payment order is carried out in accordance with the Term Plan.

IV TRANSACTION EXECUTION

Authorisation

Article 13

A single payment transaction is deemed authorised by submitting a payment order containing all necessary data and the signature of the payer.

Payment Transaction Execution

Article 14

The Bank shall ensure that the amount of a single payment transaction is credited to the account of the payee's payment service provider by the end of the business day, in accordance with the Term Plan.

The Bank shall execute no single payment transaction if its execution is contrary to the regulations on the prevention of money laundering and terrorist financing or other regulations.

Unique Identification Code

Article 15

If a payment order is executed in accordance with a unique identification code, the payment order is deemed to have been executed duly for the benefit of the payee identified by the unique identification code.

The Bank is not liable for an unexecuted or incorrectly executed single payment transaction if the payer provides an incorrect unique identification code.

V BANK'S LIABILITY

Unexecuted or Incorrectly Executed Transactions

Article 16

If the Bank is liable for an unexecuted or incorrectly executed single payment transaction, it shall refund the amount of the unexecuted or incorrectly executed single payment transaction, the amount of the fee charged and interest in the amount calculated and paid by the Bank on term funds for demand deposits.

The Bank is not liable for an unexecuted or incorrectly executed single payment transaction in the event of:

- extraordinary and unforeseeable circumstances defined by by-laws that the Bank could not influence and whose consequences it could not avoid;
- when the Bank was obliged to act in accordance with the law;
- fraud initiated by the payer;
- incorrect and incomplete data on the payment order.

VI DATA PROCESSING

Business Secret

Article 17

Data obtained by the Bank during the provision of the service of execution of a single payment transaction, concerning the payment service user, data on their identity and data on the payment transaction, constitute a business secret.

The Bank, members of its bodies and employees or persons hired by the Bank, as well as other persons who, by the nature of their work, have access to the data referred to in paragraph 1 of this Article, may not disclose, deliver or enable access to such data to third parties.

The obligation to maintain business secrets for persons referred to in paragraph 2 of this Article shall not cease even after the termination of the status on the basis of which they gained access to the data constituting a business secret.

Notwithstanding paragraphs 2 and 3 of this Article, data constituting a business secret may be disclosed or delivered to:

- The Central Bank;

- based on a decision or request of a court, state prosecutor's office, state authority for police affairs, or prevention of money laundering and terrorist financing, as well as the state authority for tax affairs, in accordance with the law;

- to other persons, in accordance with the law.

The Bank may disclose or deliver the data referred to in paragraph 1 of this Article to the state prosecutor and the courts, as well as to other authorities exercising public powers for the purpose of protecting their rights, in accordance with the law.

Personal data

Article 18

The Bank recognises the importance of personal data protection and applies regulations governing the protection of personal data (personal data).

Personal data includes any information relating to a natural person whose identity has been established or can be established.

More detailed information on personal data protection can be found on the Bank's website (ucbank.me).

VII DISPUTE RESOLUTION

Right to Objection

Article 19

The payment service user has the right to file a written objection to the Bank in the event that they believe that any of their rights have been violated or that the Bank is not complying with the obligations under the single payment transaction agreement.

The objection shall be filed in writing to: Universal Capital Bank AD Podgorica, Ulica Stanka Dragojevića bb, 81000 Podgorica (Attn: for the Compliance Officer) or by e-mail to: prigovori@ucbank.me. The Bank shall respond to the payment service user's objection as soon as possible, and no later than eight days from the date it has been

filed; otherwise, or in the event that the payer's objection is rejected, the payment service user may submit a request to the Central Bank.

Alternative Dispute Resolution

Article 20

The payment service user may initiate proceedings before the Committee for Out-of-Court Settlement of Consumer Disputes at the Chamber of Commerce of Montenegro (website: www.komora.me), sending it in writing to: Chamber of Commerce of Montenegro, Ulica Novaka Miloševa 29/II, 81000 Podgorica; by e-mail to: pkcg@pkcg.org. For information, the payment service user may contact the Committee for Out-of-Court Settlement of Consumer Disputes by phone: +382 20 230 545 or +382 20 230 546.

The payment service user may initiate out-of-court dispute settlement by filing a proposal for initiating mediation proceedings to the Centre for Alternative Dispute Resolution (website: www.centarzaars.me), sending it in writing to: Centre for Alternative Dispute Resolution, Ulica Serdara Jola Piletića bb, 81000 Podgorica; by e-mail to: centarzaars@centarzaars.me. For information, the payment service user may contact the Centre for Alternative Dispute Resolution by phone: +382 20 206 350 or +382 20 265 349.

Applicable Law and Jurisdiction

Article 21

Any matter not provided for herein, the Tariff and the Term Plan, the provisions of the Law on Payment Transactions, the Law on Obligations and other regulations shall apply, as well as the Bank's General Terms and Conditions and the General Terms and Conditions for Transaction Accounts, Savings Accounts and Retail Payment Transaction Services.

In the event of legal proceedings, the court in Podgorica shall have jurisdiction.

VIII FINAL PROVISIONS

Explanations and Instructions

Article 22

The payment service user may request additional explanations and instructions from the Bank regarding the application hereof.

Copy Delivery

Article 23

The payment service user has the right to request a copy hereof from the Bank, and the Bank shall deliver a paper copy or a copy hereof on another durable data carrier at the Bank's disposal.

Document Displaying

Article 24

The Bank shall display these General Terms and Conditions and their amendments in a visible place in its branches and on the Bank's website (ucbank.me). By displaying them in this way, it is deemed that the payment service user is aware of them and that they were made available.

Entry into Force

Article 25

These General Terms and Conditions shall be published on the Bank's website (ucbank.me) on the date of their adoption.

These General Terms and Conditions shall enter into force on the date of their adoption.

CHAIRMAN OF THE MANAGEMENT BOARD

Miloš Pavlović