



Pursuant to Article 55 paragraph 4 point 9 of the Law on Credit Institutions (Official Gazette of Montenegro, No. 72/19, 82/20, 8/21 and 24/25) and Article 29 paragraph 4 point 9 of the Articles of Association of Universal Capital Bank AD Podgorica dated 22 December 2025, the Management Board of Universal Capital Bank AD Podgorica, at its session held on 27 February 2026, adopted the following

## GENERAL TERMS FOR THE ISSUE AND USE OF CREDIT PAYMENT CARDS FOR NATURAL PERSONS

### I INTRODUCTORY PROVISIONS

#### Definition of specific terms used in the General Terms:

**General Terms** – are the general terms that apply to all credit cards (primary and additional) which Universal Capital Bank (hereinafter: the Bank) issues to its customers.

**Bank** - Universal Capital Bank AD Podgorica, Bulevar Stanka Dragojevića bb, 81000 Podgorica, BIC (SWIFT): UNCBMEPG, www.ucbank.me, registered with the Central Registry of Business Entities, registration number 4-0008441, TIN 02684462.

The Central Bank of Montenegro is the body responsible for the supervision of the Bank's operations in Montenegro.

The Central Bank of Montenegro issued a banking license number 0101-2933/3-2 dated 12 July 2007.

Contact details:

E-mail address: info@ucbank.me

Address: Universal Capital Bank AD Podgorica, Bulevar Stanka Dragojevića bb, 81000 Podgorica Telephone: +382-20-481-481; Fax: +382-20-481-482.

**Application Form** – application for the issue of a card.

**Framework Agreement** – Agreement covering the terms of use under which a payment card is offered.

**Card** - a payment card that allows the Cardholder to dispose of funds at ATMs, POS terminals and via internet trading sites.

**Cardholder/Primary User** – a natural person, client of the Bank (Account Holder), to whom the Bank has issued a Card in accordance with the terms of use Agreement for payment cards.

**Additional User** – a natural person who is authorised by the Cardholder/Primary User or who pursuant to the law is authorised to dispose of the funds in the account, and to whom the Bank has issued a Card, and whose name is printed on the Card.

**Account** – a credit card account that the Bank, on the basis of the Agreement and the General Terms covering the account, opens for the Cardholder of payment services, and which is used for the execution of payment transactions in domestic and foreign currency as well as for other purposes related to the payment transaction services to which the credit card is linked.

**Card number** - a 16-digit number appearing on the payment Card that identifies the transactions made using the Card.

**PIN** – a personal identification number assigned to the Cardholder by the Bank, which is known only to the Cardholder and which is strictly confidential.

**Authentication** – a procedure that enables the Bank to verify the identity of the Cardholder or the validity of the use of the Card, including the use of the Cardholder's security data.

**Reliable cardholder authentication** – authentication using two or more verification methods categorised as knowledge-based, possession-based and inherence-based, that are mutually independent



and represent data only known and possessed by the Cardholder, and which is designed so as to protect the confidentiality of the data, which is successively authenticated.

**ATM** – an electronic machine that primarily enables the automatic payment of cash from an account, checking the status of a Cardholder's account, as well as other services provided through it by the Bank, using PIN authorization.

**EFT-POS terminal** – electronic device at a point of sale or payment point used to carry out payment transactions for the payment of goods and/or services or the payment of cash, as well as other payment transactions created by the use of the Card and supported by the device.

**Application** – application for changing the status and terms of a Card.

**Credit limit** – the spending limit on a credit card.

**Minimum payment** – the lowest amount accepted towards credit card dues.

**Daily limit** – total number and amount of cash payment transactions permitted per Card per day, and the total daily number and amount of payment transactions at points of sale per Card.

**Foreign exchange reference rate** – the exchange rate defined by a payment brand, used to calculate the equivalent value in EUR - as the domestic currency of a debited Account, of a Card transaction originally expressed in a foreign currency.

**mToken** – a feature of the Mobile application, activated by fingerprint/facial recognition and, together with the associated mToken PIN and mToken serial number, is used to authenticate the Cardholder during purchase transactions at online sales points.

**Fingerprint** – a biometric characteristic of the Cardholder, which can be used in combination with the mToken to access OTP passwords, and which is stored in the fingerprint recognition application in the Cardholder's mobile device.

**Phishing** – constitutes an attempt to steal personal data through websites, e-mail correspondence, SMS messages or phone calls.

**Skimming** – a technique used to capture payment card data and PIN codes (most often by installing skimming devices on ATMs), which are then used to create counterfeit payment cards, and ultimately to fraudulently withdraw money from accounts and carry out fraudulent purchases.

**Permanent media** – devices that allow a consumer to save data for personal use, in such a way that the data remains available for future use, for a period commensurate with the purpose of the information, and that enables exact reproduction of the saved data.

## **II GENERAL PROVISIONS**

The use, issue, as well as the rights and obligations of the holder of the payment card (hereinafter: the Card), are stipulated by the Bank under the General Terms for the Issue and Use of Payment Cards.

The Card is a means of non-cash payment. The Card can be used for all types of payments for goods and services. The Card can also be used to withdraw cash from ATMs and bank counters.

The Card is issued exclusively in the name of the Cardholder and is non-transferable.

The Card is the property of the Bank and must be returned at its request either by the Cardholder, an authorised person or a third party that came into its possession.

## **III CARD TYPES**

A credit card is issued in the name of and for an account opened to a natural person. The Bank opens an account for the Cardholder, in which it records spending in the country and abroad in EUR.

The Bank offers Mastercard credit cards for natural persons, as follows:

- Mastercard Standard Credit
- Mastercard Platinum Credit

## **IV ISSUING THE CARD**

The Bank issues the card on the basis of a completed and signed Application Form for a Mastercard card submitted by a natural person. (hereinafter: the Cardholder).

The Cardholder is obliged to provide correct information in the card Application Form and to notify the Bank of any changes to this information.

The Bank gives the Card to the Cardholder to use for paying for goods and services at POS terminals, online sales points, as well as for cash withdrawals at ATMs and bank counters in the country and abroad. The contractual relationship between the Bank and the Cardholder is established by the conclusion of the terms of use Agreement for the payment card.

The Bank grants the credit card Cardholder a credit spending limit in an amount determined on the basis of internally defined rules and conditions regulated by the Bank. The credit limit is determined for each primary card individually, as well as all additional cards.

The Bank contracts security instruments for each individual Cardholder. The Bank reserves the right to change the amount of the approved credit limit during the validity period of the credit card agreement in accordance with changes in the Cardholder's financial capacity and creditworthiness, of which it shall notify the Cardholder.

By signing the Application Form, the Cardholder authorises the Bank to debit their credit card account for the card production costs, membership fees and expenses arising from the use of the card.

Before concluding the Agreement, the Cardholder shall complete the Application Form, and by signing the Application Form the Cardholder confirms that they are familiar with and agrees with the General Terms for the Issue and Use of Payment Cards.

The Cardholder is responsible for the accuracy of all data provided to the Bank and is obliged to notify the Bank of any change in the data submitted in the credit card Application Form.

The Cardholder is obliged to notify the Bank of any change in address, employment and other data essential for the proper use of the card.

The Bank guarantees the secrecy of all data on the Cardholder, in accordance with the law, other regulations and the internal directives of the Bank.

Mastercard cards are issued with a validity period of two or four years and are reissued for the same period if used in the previous period in accordance with the General Terms on payment cards. Where the Cardholder does not want the card to be reissued, they must contact the Bank in writing 60 days before the expiration date of the card by submitting a signed request.

At the Cardholder's request, the Bank may issue a maximum of two additional cards to persons authorised by the Cardholder.

With each issued card, the Bank assigns a PIN - personal identification number - to the Cardholder. The Cardholder is obliged to sign the card immediately upon receipt and to ensure that unauthorised persons do not obtain the PIN data.

The Cardholder shall collect the card and the PIN in person at a branch of the Bank.

## **V CHARGES FOR COSTS**

The Cardholder shall pay the Bank a monthly membership fee and other fees for issuing the card in accordance with the directives of the Bank in effect, which determine the fees for transactions with payment cards.

Transactions made with the Card reduce the funds available in the account after a transaction is made.

All transactions made with the Card, as well as the associated fees, shall be calculated in EUR.

For transactions/expenses incurred by the use of the Card abroad, the calculation is made in EUR, according to the calculation and foreign exchange reference rate, and cash is withdrawn in the national currency of the country where the transaction is concluded.

In the case where a request for the issue of a card is abandoned after the Card has been created, the Cardholder shall bear the cost of its production, in accordance with the Decision on Bank Services Fees.

The Cardholder may not revoke consent for the execution of a payment transaction created with the Card after giving consent for the execution of that payment transaction, unless the Point of Sale submits to the Bank in writing, in a form and including content satisfactory to the Bank, their consent to revoke consent for the execution of the payment transaction.

The Revolving method shall be used for the collection of debt incurred through the use of a credit card together with the appropriate calculation of interest at the rate envisioned by the Bank's business policy.

The interest rate on the used amount of the credit limit shall be calculated using the conforming method, applying the agreed nominal interest rate.

In the event of revolving repayment, interest shall be calculated on the used but unpaid amount of the credit limit from the date of the obligation until the date of its full repayment.

In the case of charge functionality of the card, regular interest may not be calculated, but the Cardholder is obliged to settle the entire amount of the due obligation within the due date. In the event of a delay in settling due obligations, only default interest shall be calculated, in accordance with applicable regulations.

The total debit on a credit card shall include all transactions, monthly membership fees and other fees incurred by the use of the primary card and all additional cards in the country and abroad made in the previous month.

The effective interest rate (EIR) for Cardholders represents the total cost of the loan expressed as an annual percentage of the total amount of the credit limit made available to the Cardholder. The EIR includes the nominal interest rate and all costs that the Cardholder is obliged to pay in connection with the Cardholder Agreement, including fees for issuing and maintaining the card, costs of security instruments, costs of accessing the credit register, as well as all other fees known to the Bank at the time of conclusion of the agreement. The calculation of the effective interest rate does not include costs that the Cardholder pays for failure to fulfil contractual obligations, including default interest, costs of forced collection and other costs incurred due to late payment. The EIR is calculated in accordance with the Decision of the Central Bank of Montenegro on the calculation and presentation of the effective interest rate on loans and deposits. When calculating the effective interest rate, the assumption is made that the Cardholder will use the credit limit in full. The effective interest rate for Cardholders may not exceed the average weighted effective interest rate on the balance of all consumer loans entered in the credit register, as determined by the Central Bank of Montenegro. Before concluding the Cardholder Agreement, the Bank shall inform the Cardholder about the amount of the effective interest rate by means of a representative example of the calculation, prepared in accordance with applicable regulations. The representative example is of an informative nature, based on assumptions of a typical way of using the card and does not constitute an individual offer.

The amount of the minimum payment may be 3% or 100% of the total debt from the previous period, as per the Cardholder's request in their credit card Application Form.

Once a month, the Bank shall deliver a statement to the Cardholder with the amount of the total debt, a list of transactions from the previous month, the amount of calculated interest, the minimum payment due, as well as the deadline by which the Cardholder must make the payment.

The Bank shall charge the amount of the minimum payment specified in the statement to the credit card Cardholder's transaction account by standing order, from the first working day after the end of the month in which the debit was incurred.

In the event that the credit card obligations due are not settled by the Cardholder in full, the Bank shall charge the Cardholder default interest at the rate stipulated by the Bank's business policy for the entire period of the delay, from the due date to the date of collection of the amount in full. Default interest shall be calculated exclusively in the event of delay in settling due obligations.

The Cardholder agrees that due and unpaid claims arising from the use of the credit card can be collected by the Bank from the designated deposit and from all other accounts that the Cardholder has in the Bank or by

activating means of payment security, without the obligation to notify the Cardholder beforehand, nor to request additional consent for such payment.

## **VI SECURITY AND CARD USE**

The Cardholder is obliged to use the Card in accordance with the terms of the Cardholder Agreement and these General Terms.

The Card represents a payment instrument owned by the Bank and may be used:

- to pay for goods and services at points of sale in the country and abroad, as well as online points of sale displaying the symbol of the corresponding payment card;
- for cash withdrawals at ATMs and payment points, in the country and abroad, displaying the symbol of the corresponding payment card;
- for other services.

The Card may only be used by the Cardholder whose name is printed on the Card.

The Cardholder must protect the Card and all card data, and keep the PIN confidential.

The Cardholder may not use the Card for illegal purposes, including the purchase of goods and services prohibited in Montenegro.

An unsigned Card shall be deemed invalid.

The Cardholder may use the Card only up to the amount of the approved credit limit, and within the daily limits. Daily limits are variable and with the consent of the Bank may be changed at the request of the Cardholder, by submitting a signed request. In accordance with its business policy, the Bank reserves the right not to change daily limits and is not obliged to provide the Cardholder with explanations for its decisions.

The Cardholder must save copies of POS receipts and ATM receipts, as confirmations of concluded transactions, for possible future needs or claims.

Each use of the Card for cash withdrawal entails additional costs in accordance with valid Bank directives, which determine the fees for card operations, which are added to the transaction amount and charged to the Cardholder.

Where the Cardholder used their PIN to make the payment, this shall be deemed as the Cardholder used their signature.

When withdrawing cash from an ATM, the Cardholder shall identify themselves by entering their PIN. The number of unsuccessful PIN entry attempts is limited to three. After the third incorrect entry, the Card shall be withheld by the ATM.

Responsibility for damages caused by careless use of the Card, as well as the resulting costs, fall on the Cardholder. The risk of abuse of the PIN is borne solely by the Cardholder.

When making online payments, the entering and providing of personalised card security features (card number, card expiration date and three-digit control number printed on the back of the Card), the use of the mToken application, which includes entering a PIN or applying fingerprint/facial recognition during the authorisation of a payment card, and the supplying of other data at the merchant's request, shall be deemed exclusive and unequivocal confirmation of the Cardholder's identity.

When paying for goods and services through a payee, where the payment transaction is executed without the presence of a card, the Cardholder makes the payment by providing the card information to the point of sale (card number, card expiration date and three-digit control number printed on the back of the Card). By providing the card data to the point of sale, the Cardholder confirms the amount of the transaction and that they shall pay it in accordance with the Agreement and General Terms.

Payment transactions through a payee, where the transaction is executed without the presence of the Card, are performed by the Cardholder at their own risk and with increased attention. In the event that the Cardholder gives their consent for the execution of a payment transaction, they can no longer revoke it. Cancellation of the transaction is possible only in the case of an express agreement between the Cardholder and the point of sale.

The Bank does not apply reliable authentication of the Cardholder where the Cardholder initiates a card payment transaction at a point of sale, if the amount of the payment transaction is under EUR 40.

The Bank shall bear no responsibility for inadequate care of the Card by the Cardholder, i.e. physical, thermal or magnetic damage, and the costs of replacing the Card shall be borne by the Cardholder, in accordance with the valid directives of the Bank, which determine the fees for card services.

The Cardholder is responsible for demanding that all transaction procedures at points of sale are performed in their presence.

To prevent possible abuse, the Bank makes available to the Cardholder a notification service on each authorised transaction made using the Card, via SMS, to the mobile phone number specified by the Cardholder in the Application Form.

The time of the receipt of a payment order for executing the Card shall be considered the moment the Cardholder gave their consent for the execution of a payment transaction, that is the moment the Bank carried out the authentication procedure. The Bank shall execute the order received under the condition that it has received a debit order from the point of sale as the payee, i.e. from the payee's payment service provider.

## **VII STOLEN/LOST CARD**

The Cardholder shall keep the Card and PIN safe, and in case of loss or theft, they shall immediately notify the Bank's Call Centre at +382 20 481 440 in order to prevent any abuse.

Verbal notification is only valid if it is confirmed in writing within 3 days at the nearest branch of the Bank, the nearest bank abroad displaying the Mastercard symbols or by fax to +382 20 481 482. Should the Cardholder suspect that their card has been stolen, they are obliged to report the theft to both the Bank and the police.

The Cardholder shall bear the damage caused by the loss or theft of the payment Card and/or PIN until a written report is submitted.

The Cardholder shall not bear losses arising from transactions made after reporting to the Bank the loss, theft or unauthorised use of the Card or card data, unless the Cardholder has abused the Card or participated in the abuse or acted with the intent to defraud.

Notwithstanding the previous paragraph, the Cardholder is responsible for all unauthorised payment transactions up to a total amount of EUR 50, if their execution is the result of the use of a lost or stolen card or the result of other abuse, if the Cardholder did not protect the PIN, the Card or the security data of the Card, i.e. the Cardholder is responsible for the full amount of an unauthorised payment transaction if the Cardholder has acted fraudulently or if intentionally or due to gross negligence has not fulfilled one or more points from these General Terms.

The cost of issuing a new card/s, due to the loss or theft of the Card and/or PIN, shall be borne by the Cardholder.

A Card found after loss/theft may not be used and must be returned to the Bank.

## **VIII CLAIMS**

The Cardholder shall submit any claims to the Bank in writing on the form provided by the Bank, immediately upon becoming aware of a disputed charge and no later than 45 days from the date of the transaction, i.e. the day the account associated with the Card was debited.

A claims procedure is one that the Bank carries out at the request of the Cardholder, where the Cardholder disputes that they authorised or carried out a transaction with a Card. After submitting a claim, in which the Cardholder disputes the transaction, the Bank checks whether the disputed transaction has been properly authenticated and authorised, properly recorded and processed in the Card's account.

The Bank shall ask the Cardholder for additional data, which the Cardholder is obliged to provide, if such data is required to process the claims procedure.

The Bank does not accept claims that have not been submitted within the stipulated period, and the Cardholder shall bear any financial loss that may arise as a result.

The Cardholder must keep copies of receipts/invoices in case of possible claims.

In the event of an unjustified claim, the Bank shall debit the card account in accordance with the Bank directives in effect, which determine the fees for card operations.

For claims related to the quantity or quality of goods and/or services paid with the Card, the Cardholder must contact the point of sale only.

If the Bank reasonably suspects that the Cardholder has acted fraudulently or that they intentionally or due to gross negligence have not fulfilled the obligations stipulated in these General Terms, it has the right to withhold the return of funds for transactions that are the subject of a claims procedure, including unauthorised payment transactions, and of which the Cardholder is aware and agrees. Gross negligence refers to violating the provisions specified in these General Terms, including the disclosure of security data from the Card to a third party involved in Phishing or Skimming.

If, after a claims procedure is processed, it is established that the Cardholder has acted fraudulently, the Bank shall recover the amount unjustifiably returned to the Cardholder based upon the claim submitted, by debiting the card account and/or collecting other funds kept by the Cardholder in the Bank, along with the associated costs.

## **IX MEASURES PRECEDING FORCED COLLECTION**

Before terminating the Cardholder Agreement and initiating the procedure for forced collection of due but unpaid obligations based on the use of a credit card, the Bank shall take appropriate measures with the aim to enable Cardholder to settle the obligations voluntarily.

In this regard, the Bank shall promptly notify the Cardholder of the existence of due but unpaid obligations via available contact details (by telephone, written notification or electronically), with an invitation to the Cardholder to settle the debt within the given deadline or to contact the Bank in order to find an appropriate solution.

The Bank may, in accordance with applicable regulations, internal directives and credit risk assessment, offer the Cardholder appropriate measures to facilitate the settlement of obligations, including, but not limited to: agreement on the repayment schedule, temporary rescheduling of due obligations or other measures in accordance with the law.

Should the Cardholder, after the above measures have been taken, fail to settle the due obligations, the Bank has the right to terminate the Cardholder Agreement and proceed with forced collection of the receivables, in accordance with the law and these General Terms.

## **X BLOCKING OF CARD AND CANCELLING CARD USE**

The Bank has the right to temporarily or permanently block a payment card for objectively justified reasons related to:

- 1) suspicions of payment card security risk;
- 2) suspicions of unauthorised use or fraudulent use of a payment card;
- 3) in the case of credit cards, due to a significant increase in the risk that the payer will be unable to fulfil payment obligations;
- 4) the need to adapt the Bank's operations to current legal regulations.

Temporary blocking of the Card occurs when there is a suspicion of abuse or the Cardholder reports the theft or loss of the Card. Permanent blocking of the Card represents the cancellation of the Card, in cases where the Cardholder violates the provisions of the Agreement or these General Terms, if the Card is not delivered or collected within the prescribed period, when there is a suspicion that the Card was used at a point of sale where a card copying device was installed, and at the Cardholder's written request.

The Bank may temporarily or permanently block the Cardholder's card and in any other cases in accordance with the law, and shall inform the Cardholder immediately after the blocking, i.e. the restriction of the use of the Card.

Before blocking the payment Card, the Bank shall notify the Cardholder of its intention and the reasons for blocking the payment Card by calling the Cardholder's contact number registered with the Bank.

If the Bank is unable to notify the Cardholder in accordance with the previous paragraph of this article, it shall do so immediately after blocking the payment Card.

The Bank is not obliged to notify the Cardholder in the manner defined in the preceding paragraphs of this article in the event that such notification would be in conflict with objectively justified security reasons or is in violation of the law.

At the Bank's sole discretion, a Card may be unblocked by the Bank by accepting a signed Request, previously submitted by the Cardholder at a Bank branch, if the reasons for the blocking of the Card have been removed.

The Bank shall unblock the payment Card or replace the blocked payment Card with a new one when the reasons for the block no longer exist.

The Bank may deny the right to use the Card without notification and justification if the Cardholder does not comply with the General Terms for the Issue and Use of Payment Cards.

The Cardholder must return the Card at the Bank's request immediately after receiving a cancellation notice.

The Cardholder may deny the use of the Card to additional users at any time, by submitting a request in writing to the nearest branch of the Bank.

The Cardholder may abandon the use of the Card.

The Cardholder must notify the Bank of their intention to stop using the Card no later than 60 days before the card's expiration date, in writing on the form provided by the Bank, with the obligation to return to the Bank the primary card and any additional cards that may have been issued with the primary card.

All obligations for transactions received by the Bank up to 90 days after the Cardholder's cancellation or withdrawal from its use, as well as all possible costs in connection with this, shall be borne by the Cardholder.

## **XI COMPLAINT PROCEDURE AND OUT-OF-COURT DISPUTE RESOLUTION**

Should the Cardholder believe that the Bank has acted contrary to the provisions of the Cardholder Agreement, the Cardholder may submit a complaint to the Bank in writing, addressing it to: Universal Capital Bank AD Podgorica, Ulica Stanka Dragojevića bb, 81000 Podgorica (Attn: Compliance Officer) or by email to: [prigovori@ucbank.me](mailto:prigovori@ucbank.me).

The Bank shall respond to the complainant within a reasonable period of time, and no later than eight days from the date of receipt of the complaint, unless the law stipulates a different period for certain services.

The complaint must contain:

- personal data (name and surname, address and telephone number);
- description of the disputed event/situation/circumstances;
- relevant documentation (if applicable).

The Bank does not respond to anonymous complaints.

A Cardholder who is not pleased with the Bank's acts or omission may file a complaint with the Central Bank. The Cardholder may contact the Central Bank only if they have previously used all legal possibilities to protect their rights in the procedure with the Bank. The complaint may be sent in writing to the Central Bank of Montenegro, addressed to Bulevar Svetog Petra Cetinjskog 6, 81000 Podgorica; by email to: [zastita.potrosaca@cbcg.me](mailto:zastita.potrosaca@cbcg.me); via the Central Information System for Consumer Protection app ([www.potrosac.me](http://www.potrosac.me) website). For information about their rights, clients of credit institutions can contact the Central Bank by phone: +382 20 480 248 and +382 20 664 549.

The Cardholder can initiate out-of-court dispute resolution by submitting a proposal to initiate mediation. The proposal can be submitted to the Committee for Out-of-Court Resolution of Consumer Disputes at the Chamber of Commerce of Montenegro ([www.komora.me](http://www.komora.me) website), in writing addressed to: Chamber of Commerce of Montenegro, Novaka Miloševa 29/II, 81000 Podgorica; by email to: [pkcg@pkcg.org](mailto:pkcg@pkcg.org). For information, Cardholders may contact the Committee for Out-of-Court Resolution of Consumer Disputes at the Chamber of Commerce of Montenegro by phone: +382 20 230 545 or +382 20 230 546. The initiative can be submitted to the Centre for Alternative Dispute Resolution ([www.centarzaars.me](http://www.centarzaars.me) website), in writing addressed to: Centre for Alternative Dispute Resolution, Ulica Serdara Jola Piletića bb, 81000 Podgorica; by email to: [centarzaars@centarzaars.me](mailto:centarzaars@centarzaars.me). For information, clients can contact the Centre for Alternative Dispute Resolution by phone: +382 20 206 350 or +382 20 265 349.

## **XII CORRESPONDENCE AND NOTICES**

Unless otherwise agreed between the Bank and the Cardholder, Cardholder Agreement shall be concluded in bilingual form in Montenegrin and English.

Documents and notices in a foreign language must be submitted by the Cardholder to the Bank together with certified translations into the Montenegrin language.

In the event that the Cardholder fails to act in accordance with the above, the Bank may at its own discretion:

- not fulfil its obligation to the Cardholder;
- call upon the Cardholder to submit certified translations into the Montenegrin language of foreign language documents and notices.

The Cardholder is obliged to notify the Bank in writing without delay of any essential updates, changes in the personal data of Authorised Persons and changes of other data related to the Account, which were specified in the Application Form, and to support said changes with documentation. The Cardholder is responsible for any omissions and any damage occurring due to the fact they failed to provide updated data.

### **XIII FINAL PROVISIONS**

These General Terms shall be displayed in all organisational units of the Bank, as well as on the Bank's official website, and are delivered to the Cardholder in printed form upon signing the Agreement or on another permanent medium and/or as requested.

The Bank reserves the right to amend these General Terms in accordance with the provisions of the law.

Legal provisions and other regulations as well as Bank directives on operations with natural persons shall apply to anything that is not expressly determined by these General Terms.

These General Terms have been drawn up in accordance with the valid regulations of Montenegro, which shall also apply in their interpretation.

All possible disputes between the Bank and the Cardholder that may arise from mutual agreements and these General Terms shall be resolved by applying the laws of Montenegro. In case of dispute, the court in Podgorica has jurisdiction.

Following the date of adoption of these General Terms, the previous General Terms for the Issue and Use of the Credit Payment Cards for Natural Persons dated 27 January 2026 shall cease to apply.

These General Terms shall enter into force on the eighth day following that of its adoption.

#### **THE MANAGEMENT BOARD**

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**Miloš Pavlović, Chairman**