



## GENERAL RULES AND TERMS FOR ISSUING AND USING VISA BUSINESS CLASSIC CARD

### I GENERAL PROVISIONS

Using and issuing, as well as the rights and the obligations of the users of the payment cards (the card) in the Universal Capital Bank AD Podgorica (the Bank) is established by general rules and terms for using and issuing payment cards.

The card is a mean of a non-cash payment. All types of payment in the trade of goods and services are done with the card. The card can be used also for retrieving money from ATM and in the bank office.

The card is exclusively signed to a name and it is not transferable.

The card is a property of the Bank and if requested, must be returned by the owner, the authorized person or a third party that acquired it.

### II TYPES OF CARDS

VISA BUSINESS Classic is a debit card issued for the legal persons. It is connected to the transaction account of a legal subject.

### III CARD ISSUING

Card owner can be an entrepreneur or a legal person (hereinafter: the Card user).

The card is issued by the Bank, according to the filled and signed Application for VISA Business Classic card.

By signing the application the card user is authorizing the Bank to charge his current/giro account in the amount of the expenses for making of the card, the memberships and the expenses occurred in the process of using the card.

By signing the application, the Card user confirms that he is accordant and introduced to the General rules and terms for issuing and using payment cards.

The Card user is responsible for the accuracy of all the information given to the Bank and he is obliged to report to the Bank any change in the information given in the Request for card issuing.

The user of the card is obliged to report any change of address, employment and other information relevant for adequate card using.

The Bank guarantees the secrecy of all information regarding the card user, according to the law, other regulations and internal acts of the Bank.

At the beginning the cards are issued with one four years validity period, and reissued with four years validity period.

VISA Business Classic debit are signed to the name of legal person and the name of individual authorized by the legal person to use the card. Legal person the user of VISA Business Classic card can authorize indefinite number of persons for using additional cards.

With every issued card, the Bank also gives the PIN – personal identification number. The Card user is obliged to sign the card immediately upon the reception and take care that no unauthorized persons acquire the information about the PIN.

For the card issuing the Card user pays monthly membership and other fees to the Bank, according to the Decision on fees for services of the Bank.

For transactions/expenses occurred by using the card abroad, the calculation is done in EUR, according to the calculation and currency list of Visa International, and the cash is retrieved in the national currency of the country in which the transaction was concluded.

Every usage of the card for retrieving cash carries additional costs according to the valid act of the Bank which establishes the fees in card business, and that costs are added to the amount of the transaction and charged from the Card user.

### IV SECURITY AND CARD USING

The card can be used only by the user whose name is imprinted on the card.

The Card user is obliged to protect the card and all the information about it, and to keep his PIN in secrecy.

Unsigned card is not valid. All eventual consequences occurred in the case of using an unsigned card will be carried out by the card user.

The damage that occurs as a result of the abuse of a PIN that came in possession of an unauthorized person falls onto the Card user.

When paying for the goods and services, the card user is obliged to present the ID and to sign the bill in the same way he signed the card.

The card user is obliged to keep the copy of the report from the POS and the copy of the report from the ATM as a confirmation of an executed transaction for his future needs or eventual reclamation.

If the user uses PIN in the process of payment, it is treated as the signature.

When retrieving cash from the ATM, the card user is identified by entering his PIN. The number of unsuccessful PIN entering is limited to three. After the third unsuccessful enter, the card will be withheld in the ATM.

In case of an inadequate card keeping by the Card user, heat or magnetic damage, the Bank is not responsible whatsoever, and the costs of the card exchange fall onto the Card user, according to the valid act of the Bank, which establishes fees in the card business.

The obligation of the Card user is to demand that all transaction business in selling places are done in his presence.



Financial loss that occurred due to the careless card using falls onto the Card user. The Card user must not leave his cards as a pawn or a security instrument.

## **V LOST/STOLEN CARD**

The Beneficiary shall keep the card and the PIN safe, and in the event of loss or theft, he/she shall immediately notify the Bank's Call Center at +382 20 481 400 in order to prevent further misuse. Oral notice is valid only if it was confirmed in writing within 3 days at the nearest Bank office, or by fax at + 382 20 481 482. If the Beneficiary suspects that the card was stolen, he/she shall report it to the Bank and the police.

The Card user takes up the costs of losing or stealth of the card or PIN until submitting the written report from the previous article.

The costs of issuing new card/cards or PINs caused by losing or stealth, are the obligation of the Card user.

The card that is found after losing or stealth must not be used and must be returned to the Bank.

## **VI RECLAMATIONS**

The Card user is obliged to keep copies of the slip/bill for eventual reclamations.

The Card user submits eventual reclamations to the Bank in written form of the Bank, latest 8 days from the day of receiving the excerpt/bill (invoice) with the transaction number or copy of the slip/bill which is given in the process of using the card.

Reclamations that are not submitted in the set period will not be accepted, and eventual financial loss occurred as a result of that is the responsibility of the Card user.

In the case of an unreasonable reclamation, for all operational costs the Bank will charge the account of the card with the valid act of the Bank that establishes the fees in card business.

Reclamations regarding the amount or the quality of goods or services are done exclusively in selling department/store.

Transactions concluded with some clients (hotels, rent a car, air companies) in the amount less than 25, 00 USD cannot be the subject of a reclamation.

## **VII CARD CANCELLATION**

The Bank can deny the right of using the card without any notice or explanation, if the Card user does not respect the General rules and terms for issuing and using cards.

The Card user is obliged to return the card to the Bank immediately upon receiving the notice on cancellation.

The Card user can resign the card using.

The Card user is obliged to notify the Bank on his intention to resign the card, latest 30 days before the expiration date on the card, in a written form, and also to return the primary and all the additional cards that are issued with the primary card.

All the obligations according to the transactions received in the Bank until 90 days from the cancellation and all the eventual expenses related to them are the responsibility of the Card user.

## **VIII OTHER AND FINAL PROVISIONS**

These General Terms and Conditions for Issuance and Use of a Card have the power of a Contract and the Beneficiary by signing the Application Form confirms that he/she agrees with the Terms and Conditions.

For anything that is not regulated by the General rules and terms for issuing and using payment cards, Visa International operative rules, law provisions and other internal acts of the Bank will apply.

## **UNIVERSAL CAPITAL BANK AD PODGORICA**

