

GENERAL TERMS AND CONDITIONS FOR ISSUANCE AND USE OF THE MASTERCARD BUSINESS PLATINUM CREDIT CARD

- 1.** Business Platinum Card is issued by Universal Capital Bank A.D. PODGORICA (hereinafter referred to as the Bank).
- 2.** The Card Issuance Request Form shall be filed by an Authorized Representative of a legal entity (the Cardholder).
- 3.** The Authorized Representative of the Cardholder is obliged to provide accurate data in the Card Issuance Request Form and to notify the Bank of any change thereof.
- 4.** The Bank guarantees the confidentiality of all data related to business card use.
- 5.** The Bank may approve or refuse to issue a business card, and it is not obliged to explain its decision.
- 6.** The Business Card shall be issued by the Bank to the Authorized Representatives and/or Employees (Beneficiaries) of the legal entity (the Cardholder) for the use in payment of official charges, goods and services at POS terminals, internet sales points and for cash withdrawals at ATMs and bank counters in the country and abroad. For each transaction, the Bank shall charge the Beneficiary with a fee in accordance with the provisions of the Bank's business policy.
- 7.** The Bank is the owner of a business card and provides it to the Beneficiary for use.
- 8.** The card is made out to the Beneficiary and is not assignable.
- 9.** At the request of the Cardholder, the Bank may issue several additional business cards.
- 10.** The Bank shall issue a business card for a period of two years, after which the card is automatically reissued, with a validity period of two years if the card was used in accordance with business card rules in the previous period.
- 11.** The Bank shall charge the annual membership fee by directly debiting the Cardholder's account. The Authorized Representative of the Cardholder is required to cancel the use of the card at least 60 days prior to the expiration of the validity period, otherwise the card will be reissued and debited to the Cardholder account on behalf of the outstanding liabilities arising from the use of the card, including liabilities incurred in the current month.
- 12.** The Bank shall offer the Cardholder the option of choosing between a CHARGE business card with a 100% repayment percentage of funds spent in the previous month and a REVOLVING business card with a 3% repayment percentage of the funds spent in the previous month with a corresponding interest rate determined by the Bank's business policy.
- 13.** The Cardholder shall deposit a specific-purpose deposit and/or other security instruments on the basis of which the Bank grants the total credit limit to all the Beneficiaries. The Bank shall calculate interest at the interest rate determined by the Bank's business policy provisions. The Bank shall determine security instruments for each individual Cardholder.
- 14.** The Bank shall open a business card account for the Cardholder, where the expenditure in the country and abroad shall be recorded, in euros.
- 15.** The business card Beneficiary shall sign a receipt upon payment of goods and services at points of sale and shall thereby guarantee that the receipt is credible (the amount in the receipt is accurate) and that the Beneficiary shall settle the amount within the prescribed deadline. The signature must be identical to the signature on the card. A copy of the receipt is kept by the Cardholder for his own records and any possible complaints. Electronic records from ATMs and POS terminals represent proof of transaction. Use of a Personal Identification Number (PIN) is considered to be the signature of a Beneficiary.

16. The Beneficiary's duty is to require that all transaction procedures at the point of sale are performed in his/her presence.

17. The Bank shall provide the Cardholder with a monthly account activity statement which includes the amount of total debt, the list of transactions from the previous month, the amount of interest charged, the amount of mandatory payment, and the deadline until which the Cardholder needs to make the payment. In the case of overdue payment, the card shall be automatically blocked until the debt is settled.

18. The Bank shall charge a default interest at the rate determined by the Bank's business policy for any overrun of the credit limit or the overdue payment.

19. The Cardholder agrees that the Bank may collect any unpaid claims arising out of the use of the business from the specific-purpose deposit or all other accounts that the Cardholder may have in the Bank or by activating the payment security instruments, without the obligation to inform the Cardholder beforehand, or to ask for approval for such a collection.

20. The Authorized Representative of the Cardholder may submit any complaint by filling out the appropriate form at the Bank's counter and by submitting receipts and other documents that the Bank may request. The deadline for filing a complaint is 30 days from the date of receipt of the account activity statement. If the complaint is groundless, the Bank shall charge the costs of the complaint to the Cardholder in accordance with the Bank's valid decision.

The Bank shall not assume responsibility for the quality and quantity of the goods or services purchased with the card. Any complaints regarding the quality and quantity of the goods or services shall be settled between the Beneficiary and the sales point.

Regardless of the outcome of the complaint, the Cardholder is required to pay the total cost per card.

21. The Bank shall have the right to block the use of a business card if the Beneficiary does not comply with the General Terms and Conditions for Issuance and Use of a Business Card and to require the Beneficiary or the Authorized Representative of the Cardholder to return the business card to the Bank.

22. The Beneficiary may not use a business card to obtain goods and services whose purchase is not permitted by law

23. 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 20 673 311 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, the nearest bank abroad with a MASTERCARD label 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.

24. In the event that the Beneficiary should find the card, it shall not be used, but he/she shall return it immediately to the Bank.

25. The costs of issuing a new card and/or PIN due to loss or theft are borne by the Cardholder.

26. Any material damage incurred by the card or PIN theft is borne by the Cardholder until the moment the card loss or theft has been reported to the Bank.

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