

**GENERAL TERMS AND CONDITIONS FOR ISSUANCE AND USE
OF THE MASTERCARD PLATINUM CREDIT CARD
WITH LOUNGE KEY PROGRAM AND ADDITIONAL INSURANCE CARDS OF THE
PAYMENT CARD BENEFICIARY**

1. MasterCard Platinum Credit Card is issued by Universal Capital Bank A.D. PODGORICA (hereinafter referred to as the Bank).
2. By receiving the MasterCard Platinum Card, the Beneficiary participates in the LoungeKey airport lounge access program offered by Lounge Gateway Limited, a subsidiary of Priority Pass UK (hereinafter referred to as **LKL**), and receives the Payment Card Beneficiary's Insurance Card (hereinafter referred to as the Insurance Card).
3. MasterCard Platinum Card is a credit card and it shall be used for payment of goods and services at points of sale with POS terminals, internet sales points and for cash withdrawals at ATMs and bank counters with a MasterCard label in the country and abroad.
4. For each transaction, the Bank shall charge the Beneficiary with a fee in accordance with the provisions of the Bank's business policy.
5. Lounge Key program enables the Beneficiary who shows his valid MasterCard Platinum card to access airport lounges all over the world with a special treatment, under the conditions provided in Conditions for Use of MasterCard Platinum Credit Card and General Terms and Conditions for LoungeKey Program Use.
6. The Insurance Card allows the Beneficiary of the Generali Insurance Montenegro company insurance package, which includes travel health insurance, travel disruption insurance, financial loss insurance in case of payment card abuse or other perils and roadside vehicle assistance coverage with a maximum coverage of up to 35,000 EUR, under the conditions provided in Contract on Issuance and Use of a MasterCard Platinum Credit Card and the special General Terms and Conditions for Insuring Payment Card Holders.
7. The Bank is the owner of a MasterCard Platinum Credit Card and any additional cards in accordance with the Contracts the Bank has concluded with the Lounge Gateway Limited company and the Generali Osiguranje Montenegro company, and the Bank provides the Card to the Beneficiary for use.
8. At the request of the Beneficiary, the Bank may issue not more than two additional credit cards to the persons authorized by the Beneficiary.
9. The card is made out to the Beneficiary and is not assignable.
10. Persons who reached the age of majority may obtain MasterCard Platinum Card by submitting the Card Issuance Request Form. The Bank may approve or refuse to issue a credit card, and it is not obliged to explain its decision.
11. The Bank shall issue a MasterCard Platinum Credit Card and an Insurance 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 credit card rules on credit card and rules provided in the General Terms and Conditions for LoungeKey Program Use in the previous period.
12. The Bank shall charge the annual membership fee by directly debiting the MasterCard Platinum card Beneficiary's account.

13. The membership shall be paid in 12 monthly instalments.
14. The MasterCard Platinum Card Beneficiary is required to cancel further use of the Card at least 60 days prior to the expiration of the validity period, otherwise the MasterCard Platinum Card and the Insurance Card will be reissued and debited to the Beneficiary account on behalf of the outstanding liabilities arising from the use of the card, including liabilities incurred in the current month.
15. A **REVOLVING/CHARGE** method shall be used for collecting debt incurred by using this Credit Card, and the Bank shall calculate interest at the interest rate determined by the Bank's business policy provisions.
16. The Bank shall grant the total credit limit to the Beneficiary for expenditure which is contracted for each basic credit card individually.
17. Should the Beneficiary deposit a specific-purpose deposit as a security instrument for approval of the credit limit, the Bank shall calculate interest to the amount of specific-purpose deposit at the interest rate set out in the Bank's business policy provisions.
18. The Bank shall determine security instruments for each individual Beneficiary.
19. The Bank shall open a card account for the MasterCard Platinum Card beneficiary, where all expenditures of the basic card and the additional cards in the country and abroad shall be recorded, in euros.
20. The 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 Beneficiary 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.
21. The Beneficiary's duty is to require that all transaction procedures at the point of sale are performed in his/her presence.
22. The Bank shall provide the Beneficiary 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, the amount of mandatory payment (amounting to 100% or 3% of the total debt from the previous period), and the deadline until which the Beneficiary needs to make the payment. In the case of overdue payment, the card shall be automatically blocked until the debt is settled.
23. 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.
24. The Beneficiary agrees that the Bank may collect any unpaid claims arising out of the use of the MasterCard Platinum Card with LoungeKey Program and the Insurance Card from the specific-purpose deposit or all other accounts that the Beneficiary may have in the Bank or by activating the payment security instruments, without the obligation to inform the Beneficiary beforehand, or to ask for approval for such a collection.
25. The Beneficiary 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 Beneficiary 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.

26. Any complaints regarding the quality and quantity of the goods or services shall be settled between the Beneficiary and the sales point.

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

28. The Bank shall have the right to block the use of a credit card or an additional card if the Beneficiary does not comply with the General Terms and Conditions for Issuance and Use of a MasterCard Platinum Credit Card, the General Terms and Conditions for Insurance of Payment Card Beneficiaries and the General Terms and Conditions for Loungekey Program Use, and to require the Beneficiary to return the cards to the Bank.

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

30. The Beneficiary shall keep the MasterCard Platinum 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, or at the nearest bank abroad with a MasterCard label. If the Beneficiary suspects that the card was stolen, he/she shall report it to the Bank and the police.

31. In case of loss or theft of the Insurance Card, the Beneficiary shall immediately report the event to the Bank at the nearest Bank office.

32. The General Terms and Conditions of insurance of the payment card beneficiaries define to what extent and on what basis Generali Osiguranje Montenegro undertakes material damages caused by loss or theft of a MasterCard Platinum and/or PIN, as well as the cost of issuing new cards and/or PIN. In all other cases, the damage caused by loss or theft of cards and/or PIN shall be borne by the Beneficiary until the loss or theft is reported to the Bank.

33. In the event of sudden illness or accident, vehicle failure or car accident, Generali Osiguranje Montenegro cooperates with the Europ Assistance company, which provides help for the Beneficiaries on site. In such cases, the Beneficiary can call +361 46 53 752.

34. These General Terms and Conditions for Issuance and Use of MasterCard Platinum 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.