

Rules and Conditions for the Use of RaiffeisenOnLine Electronic Banking Services

I GENERAL PROVISIONS

These Rules and Conditions for the Use of services of RaiffeisenOnLine Electronic Banking (hereinafter: the Rules) being integral part of the Request for the approval for using RaiffeisenOnLine services (hereinafter: RaiffeisenOnLine) regulate the rights and obligations of the User of services and Raiffeisen banka a.d. Beograd (hereinafter: the Bank) on the basis of the use of digital certificates for performing cashless transactions and other payment system services.

By submitting signed Request for the approval for using RaiffeisenOnLine services (and verified with the stamp, in the case User decided to verify with the stamp documents related to payment services), the Submitter of the Request certifies that he/she has been duly presented the Rules and fully accepts all provisions therein.

The terms used herein, such as "Digital Certificate", "Electronic Signature", "Electronic Document" shall have the meaning as defined by the Law on Electronic Signatures, hereinafter: the Law, whereas the terms below shall have the following meaning:

"Smart card" - security device with integrated chip where digital certificate and cryptographic keys needed for the use of RaiffeisenOnLine are saved.

«e-banking USB Token» - security device with integrated chip where digital certificate and cryptographic keys needed for the use of RaiffeisenOnLine (hereinafter: USB Token) are saved.

"Smart card reader" – device for reading data from smart card

"PIN Code" – combination of characters chosen by the User and used for login to RaiffeisenOnLine.

"PUK Code" – combination of characters assigned to the User by the Bank, which serves for smart card unblocking.

II CONCLUDING CONTRACT ON THE USE OF RaiffeisenOnLine

1. The User of RaiffeisenOnLine services can be any legal entity or an entrepreneur conducting a business activity and holding an account opened with the Bank (hereinafter: the User).
2. For the approval for the use of RaiffeisenOnLine services, the User completes, submits in original and signs the following documents:
 - Request for the approval for using RaiffeisenOnLine services (hereinafter: the Request)
 - The List of individual users to whom smart cards will be issued (hereinafter: The List of individual users)

The Request and the List of individual users can be submitted electronically, signed with qualified certificate issued by the serification institutions registered in Republic of Serbia.

The User is obliged to provide, along with specified documentation, photocopies of personal IDs of the individual users to whom smart cards will be issued. For individuals who are not residents of the Republic of Serbia the User is obliged to provide photocopies of valid passports/other personal documents.

3. The User may start using RaiffeisenOnLine after the Bank has approved the Request and the User has been handed over USB token or smart card.

4. Based on the List of Individual Users, the Bank shall issue digital certificates for individual users with defined privileges for the specified accounts. The User may request changes in the defined privileges for an individual user under specified accounts or defining privileges for additional accounts. The request for change or modification, signed by the authorised person, may be submitted in person, by post, scanned by e-mail or by e-mail signed with qualified certificate issued by the serification institutions registered in Republic of Serbia. The Bank is obliged to carry out such changes in accordance with the Client's request. In case the request for a change of modification is sent by fax or by e-mail as a scanned copy, risk of possible abuse of the specified changes as well as material consequences shall be borne by the Client.
5. By signing the Request, the User authorises the Bank to debit its account for transactions carried out by the use of the digital certificate.
6. The user accepts the digital certificate as an exclusive proof of its identity during the use of the services of RaiffeisenOnLine electronic banking, without the right of denying it in the future. By using the digital certificate, the possibility of false representation is disabled, which means that a reliable authenticity of the User is provided.
7. In order to use RaiffeisenOnLine, the User is obligated to provide the Bank with all relevant data related to the account number, as well as to mark the way of signing for specific account (single, jointly or hierarchy of signing) as well as to mark all relevant fields necessary for usage of that specific service.
8. In case the User requests joint signing and hierarchy of signature for payment orders, it should be noted that for a change of priority and value date of the sent payment order, cancellation of the sent dinar and foreign currency payment orders, acceptance of incoming payment, FX/FX Exchange, File transfer (Salaries and Document transfer) and signing request for guarantees-loans RaiffeisenOnLine shall request only one electronic signature.
9. Privileges in RaiffeisenOnLine for the following services are defining independently of the privileges defined for dinar and foreign currency accounts:
 - a. Acceptance of incoming payments
 - b. Document transfer
 - c. FX
10. For the given privileges for the service Acceptance of incoming payments, individual user is allowed to send data necessary to book the incoming payment (to credit foreign currency account)
11. For the given privileges for the service FX, individual user is allowed to debit dinar and foreign currency account with the single signature as follows:
 - a. By confirming the transaction (the offered rate) using the option "Buying", User gives the authorisation that chosen dinar account will be debited for dinar equivalent of the bought foreign currency, regardless of the fact what is defined way of signing and limit for that dinar account
 - b. By confirming the transaction (the offered rate) using the option "Selling", User gives the authorisation that chosen foreign currency account will be debited for the amount that is sold, regardless of the fact what is defined way of signing and limit for that foreign currency account

12. When the authorisation for Exchange office is given to the individual user (person with issued electronic certificate) based on their request, authorisation for review of account balance for the respective account will be given at the same time (review of account balance for the first page when logged in).

13. For every individual user (person with issued electronic certificate) who has privilege for creation of dinar payment order or any kind of signing, authorizations for changing the priority and value date as well as possibility to cancel sent dinar payment order shall be automatically added.
14. For every individual user (person with issued electronic certificate) who has authorization for creation of foreign currency payment order or any kind of signing, authorizations for to cancel sent foreign currency payment order shall be automatically added.
15. When executing international and domestic payment orders in FCY, the Bank will take into consideration the value date stated in the field „Datum“ in accordance to General Operating Terms of Raiffeisen banka a.d. Beograd for Payment Services for Legal Entities and General Operating Terms of Raiffeisen banka a.d. Beograd for Payment Services for Entrepreneurs, in the article related to execution of payment transaction.
16. Bank keeps the right to give authorisations for additional functionalities in order to adjust existing functionality used by the Client.
17. In the case of Individual user has authorisations in several legal entities/entrepreneurs that are Users of RaiffeisenOnLine, the Bank will issue one electronic certificate for the first individual user for whom request is submitted, and every new company will be connected to the same/first certificate, without issuing separate smart card/USB token.

III DIGITAL CERTIFICATE ISSUANCE

1. To ensure safety of the use of RaiffeisenOnLine, the Bank issues a digital certificate on USB Token or a smart card as well as a sealed envelope with printed PIN and PUK codes for each smart card/USB Token.
2. The Bank issues USB Tokens or smart cards at the request of the authorised representative for individual users whose privileges are specifically defined.
3. Smart cards and USB Tokens allow authorised access to RaiffeisenOnLine as well as electronic signature for payment orders and other electronic documents within RaiffeisenOnLine application.
4. The User shall provide the Bank with all relevant data and information of any changes that affect or are likely to affect reliability of establishing identity of signatories.
5. The Bank shall be entitled to check the provided data as well as to collect additional information regarding the submitter of the Request. The Bank shall decide on the issuance of USB Token or smart card. If rejecting the Request, the Bank is not obliged to justify its decision.
6. An envelope with PIN and PUK codes, which is delivered to the User along with smart card /USB token may not be opened without visible damage. In case it is established, on handover of the envelope with PIN and PUK codes, that the envelope has been

damaged, the User is obliged to request the issuance of a new envelope. The User shall change the PIN code when logging on for the first time.

7. Smart card and USB token are the property of the Bank and the User is obliged to return them upon the Bank's request. Smart card and USB token are not transferrable and are issued to the name of the individual user (persons specified in the List of Individual Users).
8. Smart cards/USB tokens are issued with defined validity period of digital certificate; after the expiry of such period, the digital certificate validity must be renewed. The costs of the renewal of digital certificate and smart card/USB token issuance shall be borne by the User, according to the conditions applied at the time of renewal.
9. Prior to the expiry of the digital certificate, the User shall receive the notification from the Bank by e-mail, application or telephone. For re-issuance of the digital certificate, the Bank shall accept confirmation of the Client by e-mail, telephone or fax. Privileges on the reissued digital certificate shall be identical to the privileges on the previous certificate, except in case the User requests change in privileges, whereupon the Bank must be informed in writing.
10. For taking over the new or re-issued smart card /USB token, the User shall provide the Bank with the authorisation (in person, by fax or scanned by e-mail) for such takeover, signed by the authorised representative. After taking over the smart card/USB token by the User, the digital certificate shall be activated by the Bank and the User may use RaiffeisenOnLine E-banking in accordance with the privileges specified in the List of Individual Users.

IV RaiffeisenOnLine SERVICES

1. Through RaiffeisenOnLine, the Bank offers a defined range of services, which the User accepts by signing the Request.
2. The agreed range of services may be subsequently changed with the use of the existing smart card/USB Token until the expiry of the digital certificate. The services may be defined for each individual user when the Request is submitted.
3. The Bank keeps the right to cancel RaiffeisenOnLine service and to block digital certificate in the case when the User's accounts are inactive, blocked or User has outstanding debts towards the Bank.
4. The Bank keeps the right to limit the amount of transaction, base on the solely judgement, to limit the amount of transaction (for dinar and FCY payment order) on the transaction level and weekly level for the specific User.

V OBLIGATIONS AND RESPONSIBILITIES OF THE USER

1. The RaiffeisenOnLine User is obliged to act according to the current legal regulations and is obliged to provide the Bank with necessary documentation for carrying out the payment order.
2. The User is obliged, while certificate is active, to keep its smart cards /USB Tokens and the secrecy of the PIN and PUK codes so that they do not come into possession of any other person. If the

User suspects or becomes aware that some other person knows their PIN code, the User may change it at any time. It is strictly forbidden to write PIN and PUK codes on the smart card/USB token or on any other easily accessible place.

3. Changes in the Specimen Signatures file, as part of the account opening documents, where the user requests the deleting/adding of authorized persons per account, does not mean these persons were deleted/added in RaiffeisenOnLine as individual users, but it is necessary to send to the bank a request for blocking access or issuing a new certificate (The List of individual users).
4. The User shall bear any damage incurred by the loss, unauthorised or improper use of the smart card /USB Token. The User is obliged to protect the means and data for generating electronic signature from any unauthorised access and abuse, as well as to use the same in accordance with the provisions of the Law.
5. When using RaiffeisenOnLine, the User is obliged to fully comply with the Rules as well as with the written user manuals and instructions provided as integral part of the application.
6. Any copying of the digital certificate is prohibited. All damages caused during the copying or during the attempt to copy shall be borne by the User.
7. The User is obliged to have on their computers which will be using RaiffeisenOnLine services a licenced, regularly configured operative system and additional components. Supported operative systems, browsers and Java versions are as follows:

Operative systems	
WIN 10, WIN 11	Microsoft Edge in the IE mode with Java version 1.7 or newer
	Stand-alone RaiffeisenOnLine application working independently from JAVA version and browser
	Raiffeisen browser with Java version 1.7 or newer
MacOS <ul style="list-style-type: none"> • Ventura 13 • Monterey 12 • Big Sur 11 • Catalina 10.15 • Mojave 10.14 • High Sierra 10.13 Necessary processors: Intel Core i5, i7, i9 or Apple Silicon.	Raiffeisen browser with Java version 1.7 or newer
	Stand-alone RaiffeisenOnLine application working independently from JAVA version and browser

Support for the above mentioned OS and their compatibility with the accompanying SW is in accordance with the policy that is prescribed by their manufactures (Microsoft, Apple, Google, Oracle).

If the User uses on the same computer, upon the start of using RaiffeisenOnLine, a non-licenced, inadaptable or non-tested application, the Bank shall not take any responsibility for not executing the payment orders and any other potential adverse consequences. Raiffeisen bank does not support work with RaiffeisenOnLine application in all specific cases and does not

guarantee work with RaiffeisenOnLine application for OS and browsers that are not stated here.

Raiffeisen bank also recommends the usage and work with the version of RaiffeisenOnLine that doesn't depend on a browsers installed on the User's computer, but supports Java version starting of version 1.7 or new (Raiffeisen browser) or version that can work without Java installed. Application can be downloaded from the Login page.

For the installation of both versions and regular update from time to time, it is necessary to have administrator access to the User's computer.

8. The User is obliged to follow safety instructions provided by the Bank, which may be downloaded on the login page.
9. The User is obliged, once the work in RaiffeisenOnLine is finished to logout and to remove the smart card from smart card reader or USB Token from USB port.
10. The User is responsible for the validity of all the data given in the payment order, thus bearing full risk by entering incorrect data. The User is responsible for the validity of all the data given to the Bank and is obliged to inform the Bank of any changes in such data. If the Bank becomes aware that the User data is incorrect or has been changed, the Bank reserves the right to deny further use of RaiffeisenOnLine.

The user that does not comply by the Rules, safety instructions, User manual, or instructions which are an integral part of the application, bears the consequences of such activity or the lack of it, as determined by the General Operating Terms of the Bank for Entrepreneur payment services and the General Operating Terms of the Bank for Legal Entity payment services.

VI OBLIGATIONS AND RESPONSIBILITIES OF THE BANK

1. The Bank shall execute received payment orders and other electronic documents in accordance with the applicable legal regulations.
2. Payment or transfer orders and other electronic documents sent by the User via RaiffeisenOnLine shall be considered authorised and authenticated documents.
3. The Bank is obligated to keep track in its software system of all transactions of the User. The electronic record is kept in accordance with the applicable legal regulations.
4. Accepting these Rules, the User agrees that the Bank reserves the right to change the contents or part of the contents of RaiffeisenOnLine. On any change of the contents or part of the contents of RaiffeisenOnLine, the Bank will subsequently inform the User and provide User with an appropriate instruction manual. The User does not have any right to claim any damages in case of changes of the contents of RaiffeisenOnLine.
5. The Bank is obliged to provide a written user manual for the RaiffeisenOnLine which is available on the log in page and send it by e-mail upon request of the User.

6. The Bank is not responsible for any disturbances or interruptions in the telecommunication network as well as for the consequent unavailability of RaiffeisenOnLine which it may cause. The Bank reserves the right to conduct regular maintenance of RaiffeisenOnLine outside working hours of the Bank. During the regular maintenance, RaiffeisenOnLine will be unavailable to the User.

VII DIGITAL CERTIFICATE LOSS /BLOCKADE

1. The User is obliged to inform the Bank about lost or stolen smart card/USB token immediately to the following number +381/ 11-3202-100 or e-mail address: contact_centre@raiffeisenbank.rs
2. The User is under the obligation to send to the bank without any delay a request for blocking the electronic certificate issued on the smart card/USB token for every individual user that should not have access to RaiffeisenOnLine any longer (expired working contract, expired business contract, etc).
3. Upon receiving information from the User (by telephone, e-mail, fax or the like), the Bank shall block the digital certificate. Digital certificate is blocked upon the receipt of this information
4. Upon receiving the written request from the User the Bank issues a new smart card/USB Token with digital certificate.
5. The digital certificate found after reporting its loss cannot be used anymore and a new certificate is issued upon receiving a written request from the User. The costs of issuing a new digital certificate shall be borne by the User.
6. In case the User enters an incorrect PIN code three consecutive times, the security mechanism shall block the digital certificate and disable login. By using the PUK code received in the envelope from the Bank, the User may unblock the certificate. If the User does not have the envelope with the PUK code, smart card/USB token must be delivered to the Bank for unblocking. For more details about the card takeover, see Chapter III/10.
7. In case the User enters an incorrect PUK code three consecutive times, the same shall be blocked. The PUK code may, in some cases, be subsequently unblocked, but the User should deliver the USB token or smart card to the Bank for the issuance of a new envelope with PIN and PUK codes.

VIII FEES

1. The User shall pay the fees for the use of RaiffeisenOnLine services and for the issued digital certificate, in accordance with the current Bank's Tariff of Fees and Commissions.
2. The User authorizes the Bank to debit their dinar account directly for the costs of the digital certificate issuance and all other costs related to RaiffeisenOnLine in accordance with the current Bank's Tariff.

IX SMART CARD/USB TOKEN CANCELLATION /TERMINATION

1. In case of cancellation/termination of the right to use the smart card/USB token by individual users, it is necessary to provide the Bank with a written request for cancellation of the use of RaiffeisenOnLine.
2. The User may cancel the use of digital certificate by coming to the Bank branch, in written sending request by e-mail to contact_centre@raiffeisenbank.rs, as well as calling the Contact Centre of the Bank on phone number +381/11-3202-100. All debits incurred prior to the certificate cancellation date, as well as any possible costs and interests arising from such debits shall be borne by the User.
3. The Bank is obliged to cancel the issued digital certificate if the User ceased to exist or in case of a change of data which significantly affects the validity of digital certificate.

X FINAL PROVISIONS

1. The User agrees that the Bank shall retain the right to change the Rules in relation to the use of the digital certificate and RaiffeisenOnLine services and to inform the User in the time frame and in a way determined by the General Operating Terms of the Bank for Entrepreneur payment services and the General Operating Terms of the Bank for Legal Entity payment services.
2. The Bank and the User agree to try to resolve any disputes regarding the use of RaiffeisenOnLine services by mutual agreement; otherwise, the parties recognize the jurisdiction of the competent court.
3. The Rules shall be applicable as of 22nd of February 2023.