

 Part of the
ProCredit Group



ProCredit Bank

ProCredit Bank BiH
Franca Lehara bb
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**GENERAL TERMS AND CONDITIONS OF BUSINESS
WITH LEGAL ENTITIES**

www.procreditbank.ba

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1. Basic terms

- Client – any legal person or entrepreneur - a client of ProCredit Bank (hereinafter: the Bank) who uses or has used the services of the Bank, or a person who has approached the Bank in order to use its services.
- Non-resident – a legal person, a representative office of a legal person, entrepreneur or an association registered abroad.
- Banking services – financial services offered to clients, such as: account opening; issuing payment cards; effecting bank transactions; granting credits; granting overdrafts; facilitating deposit transactions, etc.
- Business relationship – any contractual relationship established or entered into with a Client, that is closely related to the implementation of the Bank’s activity.
- Bank’s acts – the documents adopted by the Bank’s bodies in accordance with the pre-defined and pre-approved procedures, regulating the rights, powers and obligations of the Bank and the Client and any other person in a contractual relationship with the Bank that their rights and obligations to the Bank are based on.
- Loan agreement – a contract regulating the relationship between the Bank and the Client based on any long-term and short-term credits.
- Bank guarantee/letter of credit agreement – a contract on issuing a bank guarantee/letter of credit based upon the law regulating contracts and torts, referring to any business conducted by the Bank with regard to issuing banking guarantees or letters of credit.
- Deposit agreement – a contract defining the relationship between the Bank and Client (depositor) with regard to a cash deposit.
- Agreement on account opening and administration – a contract defining the relationship between the Bank and the Client with regard to payment transactions.
- Revolving loan agreement – a loan contract enabling re-withdrawals of the approved loan amount within a specified time period and on the same terms as initially agreed, with the unused portion of the loan increased by the repaid amounts.
- Payment cards – cards enabling access to accounts via an ATM network in the country and abroad; payments via POS terminals, and Internet purchases. Payment cards are equipped with a magnetic stripe and a chip containing all relevant information on the Client, including the card number, Client’s name, account number, validity term, PIN code, etc.
- Overdraft – a service offered by the Bank to Clients who occasionally need current assets, granting them a limit to allow withdrawals of amounts (in line with a pre-approved limit) in excess of the balances available in their accounts.
- Nominal interest rate (NIR) – a percentage of monetary units paid by the Client to the Bank per a loan unit, or by the Bank to a depositor per a deposit unit. Two types of interest rates are applied by the Bank: variable and fixed interest rates.
- Effective interest rate (EIR) – a cost to Client on the basis of a loan or a return on a deposit after all costs and fees relating to the loan or deposit have been counted in in the interest rate calculation.
- Repayment/payment schedule – a chronological cash flow overview intended for Client’s information to facilitate tracing their payment obligations on the basis of loan agreements, or receivables on the basis of deposit agreements.
- Payment order – an unconditional instruction issued to the Bank to credit or debit a particular sum of money from a specified account to the beneficiary account. It may be provided in person or via e-banking and must contain all mandatory elements: name

of the ordering party and their account number; name of the beneficiary and their account number; amount; currency; description of transaction, date; stamp and signature by the ordering party.

- Account – an account opened on the basis of an agreement between the Client and the Bank for diverse purposes. Hence, current accounts, savings accounts, ad hoc accounts for execution of a single payment transaction, etc. are offered by the Bank accordingly.
- Term savings account – a passive account for acceptance of payments and deposits of Client funds by the Bank for a fixed term.
- Appropriate coverage – means an adequate amount of funds available for execution of payment orders and payment of fees for services rendered by the Bank.
- Available balance – coverage and granted overdraft.
- Complaint – a verbal or written communication of the Client with the Bank on the basis of a complaint due to a violation of the provisions of the positive law, concluded contract, best business practices and/or published general terms and conditions of business operation.
- IRS (Internal Revenue Service) – The United States of America Internal Revenue Service for collection of income taxes.

2. Introduction

The ProCredit Bank's General Terms and Conditions of Business with Legal Entities (hereinafter: the General Terms and Conditions) establish the standards and terms of business operation applied by the ProCredit Bank (hereinafter: the Bank) to all Customers; the general terms for establishment of a relationship between the Client and the Bank; and the general terms of carrying out transactions in the operations of loan granting, accepting cash deposits, opening, administrating and closing accounts; issuing and using payment cards; and other business activities performed by the Bank in accordance with the Law.

For the purpose of the General Terms and Conditions, a Client shall be a person who has entered into a business relationship with the Bank, or its business units, to use the services for the purposes of performance of their business activity, who uses or has used the services of the Bank or has approached the Bank in order to use its services and who has been identified by the Bank as such (hereinafter: the Client).

The business between the Client and the Bank shall be regulated by appropriate contracts. A contract in light of the Law on Contracts and Torts and the General Terms and Conditions shall mean a consent of wills of the two parties, that is the following:

- A contract is concluded between the Bank and the Client
- A statement, request, application form, or another document signed by the Client, in accordance with the Bank's acts
- Another document pertaining to different forms of business cooperation between the Client and the Bank in accordance with the Law, other regulations, and/or the rules of the international banking practices confirming the consent of wills of the Client and the Bank based on the mutual interest and general principles of banking business.

A contract for the supply of services shall be made in writing or in electronic form and each party shall be provided with one copy of the contract.

The General Terms and Conditions shall apply to the relations between the Bank and the Client resulting from a contract. The General Terms and Conditions shall supplement the specific agreements as determined by contract between the Bank and the Client if such agreements are integrated and referred to in the contract.

The General Terms and Conditions and any amendments thereto shall not later than 15 days prior to the commencement of their application be posted at the Bank's web site www.procreditbank.ba where they shall be made permanently available.

3. Confidentiality of information and protection of personal data

3.1 Bank secret

In a business relationship with the Client, the Bank shall respect the secrecy of customer information in accordance with the Law, other regulations and acts of the Bank. The Supervisory Board, Management, and all employees, as well as any person engaged to work in the bank on any basis, shall be required to keep business secret, and not to use for personal gain or permit to be examined by others, any information that they obtained in the course of their services to the bank, except to the Agency, which includes supervisors and auditors appointed by the Agency and except to such other institutions as the Law shall provide. Such persons shall be required to keep business secrets even after the completion of their engagement in the bank.

The following information shall be treated as secret:

- Personal information, ownership-related information and information on business connections of the Client
- Information on the Client's account balance and turnover
- Information that may involve regularity of payments by the Client to the Bank
- Other information obtained by the Bank in the course of its business operation with clients.

The following information shall not be treated as secret:

- Public data and data accessible from other sources to stakeholders having legitimate interest;
- Consolidated data not disclosing individual client's identity;
- The obligation to keep the bank secret shall not apply if the information is disclosed to the following: judicial authorities, other bodies and organisations of state, in accordance with the authority provided for under the Law.
- The Bank shall provide protection against loss, destruction, violation of secrecy, unpermitted access, change, disclosure and any other form of misuse of information available on its files.

3.2 Obligation to keep bank secret

The persons to whom secret information is made available obtained in the course of performance of the tasks and duties within their scope of work shall keep such information in accordance with the applicable legislation of BiH, the FBiH and RS Laws on Banks and the bylaws adopted based on the law and other prescribed acts regulating the retention of secret information, and shall not use such information for personal gain and needs or disclose them to third parties.

Such persons shall be required to keep business secret even after the completion of their employment with the Bank or termination of the status enabling access to such information.

The information subject to the obligations prescribed under the applicable laws of Bosnia and Herzegovina, the Federation of BiH, the Republika Srpska, and international treaties shall be exempt from the obligation to keep bank secret.

Upon signing of a contract and/or a suitable declaration whereby a business/contractual relationship is established with the Bank, the Client explicitly agrees to collecting, entering, organising, storing, taking, consulting, transferring, disseminating or making otherwise available, classifying, combining or otherwise processing or communicating their information, data, facts and circumstance, including information, subjects and documents deemed as business secret to the following:

- Members of the ProCredit Group in the country and abroad for the following purposes: creating a single client database; implementing measures of the comprehensive client analysis; managing risks; preventing money laundering and financing of terrorism, and determining whether the Client is obligated to pay tax to the United States of America pursuant to the provisions of the Foreign Account Tax Compliance Act (hereinafter: FATCA)
- The USA Internal Revenue Service (hereinafter: IRS), on the persons having the FATCA status, for the purposes of fulfilment of their obligations and conduct of the activities the ProCredit Group has undertaken by signing of an agreement with this authority.
- Third parties conducting business for the Bank on the basis of business cooperation agreements associated with the basic activity of rendering banking services or required for or related to the business relationship between the Client and the Bank for purposes of the execution of a contract between the Client and the Bank.

Prior to establishing a business relationship with the Bank, the Client shall provide information required to determine the FATCA-related status for persons holding 10% or more of ownership share within the structure of a legal entity and/or the persons who are authorised signatories of the Client. The Client shall agree that the persons holding 10% or more of the ownership share and its authorised signatories sign a declaration providing the Bank with an explicit approval to use and process their personal information, data, facts and circumstance made available to the Bank on entry into a contract with the Client and/or on signing of an appropriate declaration with the Client, and/or signing of their appropriate declaration, or such information that became known to or obtained by the Bank in the course of execution of a specific contract, and the disclosure thereof to IRS as defined above.

By affixing their signature to a contract establishing a business relationship with the Bank and/or appropriate declaration, the Client certifies they were, prior to signing of the contract and/or appropriate declaration, informed of the intention to use the data, information, facts and circumstance specified in the contract and/or appropriate declaration, and of the right to object thereto.

By affixing their signature to the appropriate declaration, the persons holding 10% or more of the ownership share in a legal entity, and the persons specified as authorised signatories of the Client certify they were prior to signing of appropriate declaration, informed of the intention to use the data, information, facts and circumstance specified in appropriate declaration, and of the right to object thereto.

If the Client agrees, the Bank may, via the relevant means of communication (the letter, telephone, e-mail, fax, etc.) provided to it beforehand, inform the Client of the services offered as part of the Bank's business activity aimed at product and service promotion in the form of promotional marketing materials and other means of business communication and presentation.

4. Establishing business relationship between the Client and the Bank

4.1 The basis of business relationship between the Client and the Bank

- A business relationship between the Client and the Bank shall be established by signing of a contract or exchange of appropriate documents, orders, or notifications constituting evidence of a service/transaction provided or carried out by the Bank based on an order from or in favour of the Client.
- A contract shall be signed in writing and printed in two copies, one for each party.
- On signing of a loan/deposit/overdraft contract, the Bank shall provide for the Client one copy of a loan repayment or deposit payment schedule, as appropriate (save for a vista deposits).
- The Bank shall arrange, calculate, charge and pay interest and fees in accordance with the applicable Price List for Legal Entities, Decision on interest rates, Contract, and the General Terms and Conditions of Business Operation.
- Should the Client fail to settle their liabilities in accordance with the defined terms as they fall due, the Bank shall apply a rate of default interest in accordance with the Law on Amount of Default Interest Rate.
- Pursuant to the Contract and the positive law, the Bank's receivables may be collected from any of the Client's accounts held with the Bank without additional notification to or approval from the Client.

4.2 Conditions for establishment of business relationship between the Client and the Bank

4.2.1 Banking services

Since the Bank operates according to the principle of transparent and responsible banking, it seeks to offer to its clients the services suiting their actual needs. Hence, to facilitate and simplify banking services, the Bank promotes to highest extent possible the advantages of the use of the electronic channels to carry out banking transactions. The clients are provided with the option to use a wide range of services, including: account opening and administration, domestic and international payments, different types of loans, payment cards, e-banking, term deposits, a vista deposits (FlexSave), currency exchange, and other banking and financial services as defined by and complied with the applicable legislation.

4.2.2 Client identification

- Prior to establishing a business relationship with the Client (and also prior to carrying out of single transactions) the Bank shall undertake the actions provided for by the law and the measures required for prevention and detection of money laundering and financing of terrorism, including also the measures required to determine the FATCA status for any person holding 10% or more of share in the Client's stocks and for any person authorised as a signatory for the Client.
- The Client shall at the Bank's request provide the required documentation prior to entry in the business relationship.
- If the submitted documentation fails to satisfy the request by the Bank, it shall have the right to, based on an evaluation from the competent Bank units and decisions of its bodies, choose the Client with whom it wishes to establish business relationships. In that regard, the Bank shall retain the discretionary right to refuse to establish a business relationship or execute a transaction. If the business relationship has already been established with the Client, the Bank shall have the right to terminate or revoke the relationship without the Client's consent.
- The Bank shall notify the Client of the type, content and method of submission of the documents (specifying whether originals or copies are required, etc.) and their validity period, methods of verification and other relevant elements that the documentation the supply of which is mandatory in accordance with the regulations governing prevention and detection of money laundering and terrorism financing and the contract signed between the ProCredit Group and IRS must comprise.
- The Bank shall retain the right to for purposes of undertaking the legally prescribed actions and measures of prevention and detection of money laundering and financing of terrorist activities, postpone or deny entirely a service or execution of a transaction ordered by or in favour of the Client.

4.2.3 Assessment of Client's creditworthiness

- Prior to signing a loan agreement, the Bank shall examine the Client's creditworthiness based on the submitted mandatory documentation that it shall analyse, and upon a

review of the available database containing information on the debts owed by the Client, as approved by the Client beforehand in writing.

- The Bank shall be free to decide on lending to a Client in accordance with the positive law and own internal acts, including also the discretionary right to refuse to enter in a contract or provide service to the Client.

5. Responsibilities of the Bank and Client

5.1 Responsibilities of the Bank

- The Bank shall conduct its activities with due diligence, in accordance with the banking laws and regulations, best business practice and the principle of due diligence and integrity. The Bank shall maintain a professional approach to its work and consider the actual needs and intentions of the Client. In fulfilment of its obligations toward Clients the Bank shall take over the responsibility for actions of its employees.
- The Bank shall provide, on Client's request, information on the balance at their accounts, loans, deposits, and other services used by the Client. The Bank shall act in accordance with the written findings of Client unless they are contrary to the law, internal regulations and acts of the Bank.
- The Bank shall keep the Client informed of its activities, services, and respond in writing to the written complaints by the Client within the term provided for by the law.
- The Bank shall undertake any measure feasible to minimise and restrict any influence that may be detrimental to the Client.
- The Bank shall not be held liable for the damages occurring due to the following:
 - force majeure, armed conflicts, state of emergency, earthquake and other natural disasters, strike or other circumstance beyond the Bank's control.
 - consequences of actions undertaken by the competent state authorities, or as a consequence of disruption of the Bank's operation the was unable to control or prevent.
 - Client's business activities, with the damages occurring on the basis of written or verbal communication with the Bank without specification of unconditional obligation on the part of the Bank.

5.2 Responsibilities of the Client

- The Client shall supply to the Bank the official financial statements of its operation, and regularly inform the Bank in cases of potential changes in the ownership structure, amendments to its instruments of incorporation pertaining to the legal form of organisation, activity or equity and in case of such changes provide the Bank with a Certificate of Court Registration. The Client shall also notify the Bank of the change of address or headquarters and any other changes that affect or may affect the business between the Client and the Bank.
- The Client shall be held liable for any potential loss occurring on account of the fact that the Bank was not notified of the changes or potential disruptions with regard to the legal or business capacities of the Client or other authorised persons.
- The Client shall reimburse the costs of any losses that may be caused as a consequence of forgery, incompleteness, legal deficiencies, misinterpretation and/or

wrong translation of the documents submitted to the Bank with reference to the business it conducts with the Bank.

- The instructions provided by the Client to the Bank must be clear and explicit at all times.

6. Rights of Parties

6.1 Premature loan repayment

- The Client shall have the right to settle their obligations from a loan agreement at any time, in full or in part, in which case they shall be entitled to a reduction of the total price of the loan by the amount of interest and costs for the remaining term of the contract (premature loan repayment). The Client shall inform the Bank of premature loan repayment in writing at least 45 days in advance.
- The Bank shall have the right to charge a fee for premature loan repayment in accordance with the concluded contract and the applicable legislation.

6.2 Complaints by Clients

- Should the Client deem the Bank to act in contravention of the obligations specified in a concluded business relationship contract, or legal procedures, or to violate the provisions defined under the General Terms and Conditions of Business Operation, they may file a complaint to one of the following:
 - the Bank's address: ProCredit Bank dd Sarajevo, Franca Lehara bb
 - the e-mail address clearly displayed at the Bank's web site: prigovori@procreditbank.ba
 - via the Complaints Form at any of the business units of the Bank.
- A response shall be provided not later than within 30 days from the date of submission of complaint.
- Should the Bank fail to respond within the provided deadline or should its response be to the Client's dissatisfaction, the complaint may be referred to the FBiH/RS Banking Agency within 3 months following the date of receipt of the response from the Bank.

7. Termination of contractual relationship

7.1 Manner of termination of contractual relationship

A contractual relationship between the Client and the Bank may be terminated for several reasons:

- Fulfilment of contractual obligations, if all obligations have been fulfilled duly
- Expiry of the term of the contract
- Withdrawal of any party from the contract; mutually agreed termination or cancellation of the contract, provided that all undertakings related the contract have been met.

7.2 Procedure of termination of contractual relationship

- The Client and the Bank may, at their discretion, terminate or cancel the mutual business relationship at any time, except when this is not provided for under the contract and relevant legal acts and regulations, provided that each party shall settle their liabilities arising from the contract.
- The full amount of the loan, including the accrued fees and other receivables shall automatically fall due on the date of termination or cancellation of the contract.
- In the case of failure on the part of the Client to fulfil the non-pecuniary contractual obligations, the Bank shall retain the right to terminate or cancel the contract prior to the expiry of its term, whereby it shall have the right to declare as fully due the receivables based on the contract before the expiry of the repayment term, which shall be regulated in more detail by the contract.
- The Bank may terminate or cancel the business relationships at any time if so agreed by the Bank and the Client, and in particular in the following circumstance:
 - The Client has failed to provide the Bank with access to accurate information
 - In case of any breach of contractual obligations of Client to the detriment of the Bank
 - In case of violations by the Client of the provisions of the law and other regulations
 - The Client has failed to duly fulfil its obligations to the Bank or other creditors
 - If, on the request of the Bank, the Client fails to provide additional security for its liabilities resulting from the contract
 - If the security provided is not legally valid, accurate or true
 - If, according to an evaluation made by the Bank, a new circumstance and situation may threaten the fulfilment by the Client of any obligation from the Contract
 - If the Client has become insolvent or a bankruptcy or winding-up procedure has been initiated against them
 - If the Client has had their main business activity changed
 - If the Client and/or the person holding 10% or more of the ownership share and/or the authorised signatory for the Client that has a FATCA status revokes the approval to use, process and transfer information, as defined under the General Terms and Conditions.
- A written notification on termination or cancellation of the contract shall be provided to the Client to the address specified in the contract, or the address subsequently notified to the Bank in writing.
- A contract shall be deemed terminated or cancelled on the date of receipt by the Client of a written notification on termination or cancellation of the contract. Furthermore, a contract shall be deemed terminated or cancelled if the Client has not received the notification due to the change of address without due notification to the Bank thereon, or has evaded the receipt of such notification, or in case of failed delivery of the notification on termination or cancellation by registered post at the address specified in the contract, in which case the date of the confirmation by the courier service of the attempted delivery of the notification shall be deemed as the termination or cancellation date.

8. Defining communication between the Client and the Bank

- The Bank and the Client shall have verbal communication, but any definitions of a business relationship shall be made in writing, as only written documents shall be of relevance to their future formal law and material relations.
- The Client shall provide the Bank with the accurate address of their headquarters, as any communication between the Client and the Bank shall be made via the address of the Bank's head office or its relevant organisational unit and the address the Client has supplied to the Bank.
- A notification sent to the Client's most recent address shall be deemed duly delivered upon elapse of the usual amount of time required for postal deliveries, or the date when a fax/electronic mail was sent to the Client. This shall be proven by a fax machine confirmation of receipt, or printed computer confirmation.
- Any written communication between the Client and the Bank made by delivery by hand and provided for under the General Terms and Conditions shall be deemed received by the Bank only after the Client's copy of the document has been verified by the Bank's stamp of receipt or after a written confirmation of receipt has been issued by the service centre where the relevant account is maintained.
- The Bank shall not be held legally or materially liable for any potential loss occurring if for some reason the Client has not received a notification from the Bank sent to the most recent address furnished by the Client.
- In case of documentation delivered by the Client, the Bank shall carefully analyse whether the documents, including the Client's order, are in compliance with the internal instructions of the Bank.
- The Bank shall not undertake or bear responsibility with regard to the validity or full authenticity of received documents or be held liable for potential detrimental consequences that may arise in connection with accurate interpretation or translation.
- The Bank shall handle with care the foreign documentation presented to the Bank as proof of identity or authority, to determine whether the documentation is conformance with the law, applicable regulations and internal acts of the Bank.
- In other cases, not defined under these Terms and Conditions, the Bank shall not bear responsibility for damages or loss sustained by the Client or a third party on such grounds.

9. General terms of conducting banking business

9.1 Opening and administrating client accounts

- To become a Client of the Bank, a legal entity shall complete and sign the Account Opening Application Form stating clearly and unequivocally the type of service they choose and supply to the Bank any required documents as stipulated under the applicable regulations pertaining to account opening. Upon entry into a contract, the Bank shall open transaction and other accounts. The Client shall bear the responsibility for the authenticity of all information supplied to the Bank.
- Originals or copies verified by a competent authority shall be provided for all documents.

- The Account Opening Application Form and any accompanying documents shall be signed by the legal representative or authorised person and verified by the Client's official stamp.
- Based on the signature card, the Bank shall identify the person authorised for administration of Client's accounts with or without defined restrictions, if any. Only the persons whose specimen signature has been provided on the signature card shall have the right to administer the Client's accounts with or without defined restrictions.
- The following information shall be taken from the authorised persons for specimen signature: full name, main information from the ID card, type of authorisation, the authorised person's signature, and the stamp from the Client – account holder.
- In case of any changes or supplements to the authorisation to dispose with an account, such as a change of the name of the authorised person (e.g. change of family name after entering in marriage); change of person authorised for representation; change of place or permanent residence or change of any other fact (e.g. amending articles of association or any other internal act) of relevance to the relationship between the Client and the Bank, the Client shall immediately and explicitly notify the Bank in writing of any such change not later than 8 days from the date of entry of such change in the proper registers. The Bank shall request from the Client to supply certified copies or originals of the documents evidencing the above information (e.g. a decision on appointment, ID card, passport, etc.). The authorised person shall complete a new specimen signature card. Amended or supplemented information shall be legally binding for the Bank only upon receipt thereof by the Bank in the form of a written notification.
- The Bank shall have the authority to reject an account opening application without statement of reasons thereof.
- The Bank shall inform the Client of all terms of use of payment services and provide them with accurate and explicit information prior to entry in a contract.
- Immediately on receipt of a statement of account, the Client shall review it, verify its accuracy and completeness and notify the Bank any inconsistency.
- A reconciliation of balance with the Client shall be made at least once a year when the Bank shall send to the Client the Open Item Statement (OIS). If the Client has no objections against the proposal of OIS, the Client shall be deemed to agree with the noted account balance held with the Bank and with the potential receivables and liabilities that may occur in the course of regular business between the Client and the Bank. The Client may request correction after the expiry of the specified period of time, in which case they shall have to provide proof that the shown account balance was incorrect.
- All services offered by the Bank and the services used by the Client shall be charged in accordance with the applicable Price List for Legal Entities.
- The Bank shall close the account on Client's request, in accordance with the legal regulations, or ex-officio. Prior to closing the Client's account for regular business, all accounts of its organisational parts and its special-purpose accounts held with the Bank shall have to be closed.
- If the Client has not used their account with the Bank for 12 months, i.e. no activities have been initiated by the Client in the account, the Bank shall have the right to deem such account inactive and close it.
- The Bank shall notify the Client that the account shall become inactive if no transaction has been initiated within a month's time. One of the following media shall be used to send the notification: text message, e-mail, or post.

9.2 National payments

- A national payment order means an unconditional instruction provided on the Payments Form by the Client to the Bank to carry out the payment of a sum of money from a specified account. The payment orders must be indicated in clear script in one of the official languages of BiH, signed by the authorised person and state the correct account number of the recipient, including any other information required for execution of the order.
- Originals must be provided for written orders.
- Electronic payments via well-developed digital channels are encouraged as they provide a faster, simpler and more cost-efficient payment transactions for the Client.
- If special instructions are requested by the Client for the execution of orders issued on the Bank forms, they shall be accompanied by relevant written instructions.
- The following order of priorities shall be applied by the Bank:
 - Payment orders and basis for collection of customs duties and charges, special taxes – sales tax for products and services and other taxes, in accordance with separate regulations
 - Payment orders and basis for collection of salary withholdings and contributions
 - Payment orders and basis for collection of other public revenues, in accordance with separate regulations
 - Payment orders and basis for collection under other executive decisions of administrative bodies and courts
 - Other payment orders and bases for collection.
- National payments shall include gyro clearing, RTGS, and intra-Bank payments, and shall be made in local currency.
- The acceptance of the national payment orders shall be defined as follows:
 - The orders for payments in the Bank (internal orders) submitted during the business hours of a Bank's organisational unit, but not later than by 15:30 hrs, shall be executed on the same banking day.
 - The orders for payments via gyro clearing received by 12:00 hrs shall be executed on the same banking day, whereas the orders received after such time shall be executed on the following banking day as part of the first batch file delivered to the Central Bank of BiH.
 - The orders for payments via RTGS received by 14:45 hrs shall be executed on the same banking day.
- The Bank shall accept payment orders and other documents pertaining to payment transactions only if they have been submitted properly. An order shall be executed if full coverage has been provided, including the fee charged by the Bank for execution of such orders.
- The Client shall be notified if the Bank refuses to execute a payment order. The Bank shall not be held liable for sustained loss if higher level of due diligence has been applied in the effecting of the order.
- The Client shall complete the Bank forms in full when this is necessary to ensure acting in line the order contained in the form. The Bank shall have the right to refuse to execute an order if it has been provided on the forms not created or approved by the Bank. The Bank shall not be held liable for any loss or damage arising from such act or failure to act.
- If urgent execution of an order is requested by the Client, the Bank must be specifically notified thereon on the issuance of the order.

- The Bank shall not execute an order of the Client that is contrary to the applicable regulations.
- The Bank shall file payment orders and other documents referring to open accounts and effected payments for the terms of duration defined under relevant regulations.

9.3 International payments

9.3.1 Characteristics of an international payment transaction

- The Bank shall effect the following transfers to/from abroad:
 - Outgoing international payments from current account
 - Incoming international remittances to current account
 - Contingent payments
- For written outgoing payment orders (in the form of the 1450 order), the Client shall provide the following duly completed information: names of ordering party and beneficiary, their exact addresses and account numbers, beneficiary bank swift number, amount of payment, currency of payment, purpose of payment, and who will bear the costs of the effecting of the issued payment order. The Client shall provide with the order the documentation required to determine the purpose and basis for payment (a copy of invoice, or preliminary invoice, the contract, and the documents defined under the applicable legislation).
- The Bank will promote payments via the electronic banking due to its evident advantages, and the Client will provide to the Bank's e-mail address the scanned accompanying documents referring to the purpose of payment based on which the order is to be effected (a copy of invoice, preliminary invoice, contract, and the documents defined under the applicable legislation). Otherwise, the order shall not be effected.
- The final deadline for acceptance of the international payment orders to be effected on the same banking day shall be 14:45 hrs.
- Any orders received after the defined time limit shall be effected on the following banking day and given a priority treatment in terms of the time and method of execution.
- If a foreign bank should return an order due to incompleteness, incorrectness or any other reason, the Bank shall do the following:
 - If the order has been returned due to the Client's error, the funds shall be placed at the Client's account; the Client shall be informed of the return, and the Bank shall await the Client's further instructions. The Client shall be charged a fee in accordance with the Bank's current Price List.
 - If the order has been returned due to the Bank's error, the responsible person shall notify the Client of the omission. The order shall be re-executed as initially instructed by the Client and any potential costs shall be borne by the Bank.

9.4 Card business

9.4.1. General provisions of card business

- The Bank shall issue to legal entities the payment cards to facilitate withdrawals/deposits of cash at ATMs, payments via POS terminals, and Internet purchases.
- A card End User is a natural person whose information has been imprinted on the card. On the takeover of the card, the end user shall sign the card and maintain the secrecy of the PIN code and not disclose it to third parties.
- The Client shall submit a card application form.
- Card account (an account a card is connected to) is a transaction account opened by the Bank for a Card Holder, where all card transactions effected through the use of additional cards are recorded.
- For purposes of the Client's protection the Bank has defined the permitted daily card transaction limit. The Client may, at their own initiative, file an application instructing the Bank to increase the daily limit.
- PIN (Personal Identification Number) is a personal secret identification number of the Card End User used for their identification at the ATM or POS and known only to the End User. The PIN also serves as a form of protection against misuse of information (e.g. due to a card theft).
- A card transaction means any payment for goods/services or withdrawal/deposit of cash carried out through the use of a card.
- A replacement card is a card issued to the Card Holder on their written request to serve as a replacement for a lost, stolen, or damaged card.
- Re-issuing means a process of issuing a new card upon expiry of the one previously issued.
- An ATM (Automated Teller Machine) is a self-service device for withdrawals/deposits of cash.
- EFT POS (Electronic Fund Transfer Point of Sale) is a terminal at a point of sale used for performance of electronic transactions.

9.4.2 Card issuing

- Legal entities shall be issued the Business Card.
- The Card shall be issued to the legal entities based in Bosnia and Herzegovina, performing a registered business activity using a transaction account opened with the ProCredit Bank, meaning that they have been evaluated by the Bank as having the ability to independently and timely settle their liabilities incurred through the use of the card.
- The card shall be issued in a name; it shall not be transferrable and shall be issued for a period of three years, renewable for the same term. The card shall expire on the last day of the month specified on the card.
- The card is a means of non-cash payment of official costs at the points of sale in BiH and abroad for purchases and withdrawals at the ATMs and the counters in the country and abroad authorised for acceptance of cards.
- The Bank may increase the daily card cash withdrawal limit on a written request.

- The legal entity's legal representative shall submit a Business Card application and designate on their own the card's end users.
- The applicant shall submit a completed card application form to the Bank's organisational unit and permit the Bank to verify any specified information and collect and analyse other information required for decision-making with regard to the card.
- The Bank shall decide on card issuing without having to provide mandatory statement of reasons to the Client.
- The legal entity's legal representative may request an additional card to be issued along with their card in accordance with the Basic terms and conditions of card business at the Bank and shall be exclusively responsible for the use of the principal and additional cards.
- A card shall be sent to the Client's most recent address notified to the Bank and specified as the address for card delivery within 15 days from the date of submission of the card application form. The authorised person shall sign the Basic terms and conditions of card business thereby stating they have been informed of the terms and conditions of the card use and are willing to settle their liabilities incurred through the use of the card.
- To activate the card, a Card Holder shall pay a visit the Bank's business unit. The user shall choose their PIN code and make sure its secrecy and safety are maintained. It is crucial that the PIN code is not written on the card and/or any other document kept with the card.

9.4.3 Card use

- A card End User whose information is imprinted on the card shall be the sole user of the card. On the takeover of the card, the end user shall sign it, keep the PIN secret and not disclose it to third parties.
- A card shall be used as a means of non-cash payment of official costs at the points of sale marked with the label of the card type issued by the Bank both in the country and abroad for purchases of goods and services up to the spending limit or the balance available at the transaction account.
- On payment of goods/services at the point of sale the card end user shall present an identification document if asked to do so.
- The card End User may use the card for withdrawals/deposits of cash at the Bank's ATMs and for withdrawals of cash at the ATMs in the country and abroad accepting the cards issued by the Bank, in accordance with the granted daily limit.
- On card issuing, the Bank shall notify the Client of the amount of cash withdrawal and the defined spending limits.
- The Card Holder shall be provided with a copy of receipt (referred to as a slip) at the point of sale. Once a transaction has been finalised, the Card Holder shall keep their copy of slip for their needs.
- The card shall not be used to unpermitted purposes such as purchases of goods and services the turnover of which has been banned and restricted under the applicable law, public order rules, and best business practice.
- The Card Holder shall in no circumstance provide or deposit the card as a security instrument.
- Cash withdrawals at the ATM devices and counters in the country and abroad shall be made in accordance with the fees defined under the Price List for Businesses. Cash

withdrawals by card shall be made in the national currency of the country where the transaction is made.

- The Card Holder's PIN code shall be the unique verification of their identity when using the ATMs or making payments via the EFT POS terminals.
- The use of a card made properly and in accordance with the relevant standards may be prevented in the electronic readers due to physical, thermal or magnetic distortion, in which case the Bank shall not be held liable.

9.4.4 Payment terms

- The Card Holder shall accept responsibility for payment of any costs incurred through the use of the card and other fees in accordance with the current Price List for Businesses.
- An additional Card Holder shall bear joint responsibility for any costs incurred through the use of the card in their name.
- Any costs incurred in the country or abroad shall be charged to the legal entity's account. The account shall be administered in BAM currency and any transactions effected abroad shall be converted to BAM according to the current exchange rate applied by the Bank.
- The Card Holder may make payments to their own account without limitation as to the amount or payment terms. The payments to the card account may also be made by third parties. The payment shall be deemed available from the time of its booking to the Card Holder's transaction account.
- A statement of account (notification) including the recorded card transactions shall be supplied by the Bank via e-mail at a monthly basis.
- The costs incurred through use of cards shall become due immediately. The Card Holder shall provide coverage at the transaction account for any costs incurred by using the card.
- The Card Holder shall verify the transactions and keep the point of sale slips and the account statements received from the Bank.

9.4.5 Complaints

- For any complaints regarding card usage, the Card Holder shall contact their main business unit where a complaint accompanied by documentation of incurred costs shall be filed.
- The complaint shall be filed within 60 days following the date of the claimed transaction.
- The Card Holder shall keep the copies of receipts/slips from the POS devices and ATMs for potential claims.
- The Bank shall not be held liable or accept the complaint if no receipts/slips are available, and any potential costs in the case shall be borne by the Card Holder.
- Any complaints concerning goods and services shall be resolved between the Card Holder and the point of sale.
- Notwithstanding the complaint, the Card Holder shall settle the full amount of the costs incurred through the card use.

9.4.6 Lost and stolen cards

- The Card Holder shall be legally liable for potential misuse of the principal or additional cards, if any.
- In cases of card loss or theft, the Card Holder shall immediately inform the Bank's Electronic Channels Unit at +387 33 250 976 which shall be available 24 hours a day, 365 days a year.
- The Card Holder shall provide the authorised employee of the Bank with any information necessary in reference to the circumstance of the card loss.
- A card that has been reported lost or stolen shall be temporarily blocked by the Bank and disabled from use only at the devices requiring electronic transaction authorisation.
- The Bank shall not be responsible for any misuse of the card at the devices other than the electronic transaction authorisation devices notwithstanding the report of the card loss or theft.
- In cases of card loss or theft, the Card Holder shall be liable for any card misuse occurring before the Bank's Electronic Channels Unit has been notified.
- The card must not be used if found upon the reported loss. The Card Holder shall notify the Bank thereof and return the card.
- On notification of a card loss or theft the Card Holder shall be issued a replacement card.
- The costs of the replacement card shall be charged from the Card Holder's account.
- The Card Holder shall at the Bank's request take part in an inquiry and agree to the Bank's submitting the user accounts claimed by the Card Holder for a graphological expertise, and undertaking any required actions to determine the relevant facts.
- The Bank shall have the authority to block the card in cases of transaction account blocking on the basis of a forced collection order.
- The Card Holder authorises the Bank to notify third parties and provide any required information in cases of card misuse.

9.4.7 Card restriction/termination/blocking

- The Bank may block or close a card prematurely in cases of failure to adhere by the Basic terms and conditions of card business and the General terms and conditions of business, in which case the Card Holder shall immediately cease to use the card and return it to the Bank. Card use continuing after such request shall be regarded as misuse, and the Bank shall have the right to undertake measures provided for by the law to sanction such action.
- The principal Card Holder may request card closing at any time by submitting a written request to the Bank, provided they return the principal and any additional cards they are responsible for.
- After the card has been blocked or rendered invalid, the Card Holder shall remain liable for full costs incurred through the use of the card.
- The use of blocked or invalid cards shall not be permitted and may lead to legal liability.
- Termination shall not affect any current or outstanding liabilities pertaining to the use of the principal and additional cards, if any.

9.4.8 Other provisions

- It is recommended to keep any received slips/transaction copies (receipts) to verify the amounts against those noted on the received transaction account statements.
- Any potential inconsistencies with regard to the amount, date, event, place, or currency of a transaction must be reported to the Bank in writing at a separate claim form within 60 days from the transaction date. On receipt of a claim the Bank shall seek to resolve the inconsistency. The Card Holder shall settle the amount due for payment regardless of the submitted claim.
- Card use for transactions via the Internet is not recommended for security reasons.
- The Bank shall not be held liable for any card misuse at the ATMs or POS devices that require the PIN code entry.
- The Bank shall in no case be held liable for any consequences that may occur as a result of card use for Internet transactions.
- Card use daily limit restrictions shall be set by the Bank for security reasons and may be changed on a written request of the Card Holder which shall be charged according to the current Price List for Businesses.
- The Bank shall not be held liable for any delays in its work caused by force majeure or other cases provided for under the positive law that are beyond the control of the Bank.
- The Card Holder shall be liable for full amount of spent funds while in possession of the card and in the following circumstance: conduct contrary to the law; violations of the Basic terms and conditions of card business and the General terms and conditions of business; facilitating card use by an unauthorised person.
- By affixing their signature on the card application form, the Card Holder certifies they have been informed of the Basic terms and conditions of card use, including the fees applicable at the time of signing of the application; that the Terms and Conditions have been presented to them; that they have read and understood them, and that they are accepted in entirety.
- The Basic terms and conditions of card business shall enter in force on the date of obtaining the card.
- Any disputes arising from the Basic terms and conditions of card business shall be resolved by mutual agreement of Parties. Otherwise, the court having territorial jurisdiction at the place of entry in the contract shall be competent to decide the dispute.

9.5 Loans

9.5.1 General provisions

- The Bank's lending procedure shall be conducted under the terms specified by its internal acts.
- The loans shall be approved in the local currency with a currency clause.
- Prior to entry in a loan agreement, the Parties (Client, Joint Borrower, or another person providing personal security for the fulfilment the loan beneficiary's obligations) shall be presented at the negotiation stage with the characteristics and consequences of such business relationship and the rights and obligations arising from the legal transaction concerned.

9.5.2 Loan purpose

- The loan purpose shall be determined on the basis of the loan type.
- The following loan types shall be provided for legal entities: annuity loans, transaction account loans, and revolving loans.
- For disbursement of any loan facility the Client shall hold an active transaction account with the ProCredit Bank.

9.5.3 Loan disbursement

- A loan shall be disbursed to the Client's special-purpose account opened for loan monitoring purposes (unless otherwise stipulated by the loan agreement) on the date of entry in the loan agreement. The funds shall be transferred to the Client's transaction account upon supply of the invoices/receipts proving the purpose of the use of the loan proceeds.
- The Client shall be notified when the relevant loan amount becomes available in their account or otherwise made available for the Client.

9.5.4 Interest

- The Bank shall charge from the Client the interest defined under the agreement, to be paid by the Client in accordance with the signed repayment schedule.
- The interest rate may be:
 - Fixed interest rate (F), that shall remain fixed throughout the term of the business relationship.
 - Market variable interest rate, or variable interest rate (V) – its amount subject to the changes of the market index base.
- Interest rates for loans shall be calculated based on the decursive proportional method. The repayment shall be made in annuities, with the actual number of days of loan term as the basis for calculation, whereas the daily interest rate shall be calculated as the agreed interest rate/360 days.
- The interest rate for transaction account loans shall be calculated daily applying the simple interest rate on the amount of used limit. The daily interest rate shall be calculated as "the actual number of days/360".
- The Bank shall retain the right to change the interest rate during the term of the loan agreement, with prior notification to the Client, in case of changes to the market interest rates, legislation, Client's financial situation or due to default by the Client.
- The effective interest rate for all types of loans shall be transparently calculated and disclosed in accordance with the applicable regulations.
- If the liabilities defined by the agreement, or the repayment of the loan, interest and fee become overdue, the legal default interest shall be paid by the Client as of their due date, unless stipulated otherwise under specific agreement.

9.5.5 Fees

- The Client shall be charged with a one-off loan processing fee calculated for the full loan amount in accordance with the current Price List.

- The fee shall be charged upon loan disbursement, unless paid earlier by the Client, by deducting the amount of the fee from the loan amount.

9.5.6 Security instruments

- Credit risk, as the main risk factor at the Bank, and the security for credit exposures serve as significant risk mitigating factor that enhances the borrower's motivation to repay their financial liabilities.
- For the purpose of this document collateral is defined as a means pledged by the borrower as security for a credit exposure that will subject to forfeiture in cases of default.
- The collateral value should represent an amount that the Bank expects would be collected in case of forfeiture of collateral. This enables the Bank to respond in time and build adequate provisions for loan losses that may occur in cases of impairments or default.
- The Bank shall make sure that the collateral evaluation process is fully independent and impartial and shall hire external appraisal companies that shall be responsible for determining the fair market value of the collateral items.
- The Client shall settle any costs pertaining to supply of security instruments to the Bank.
- The Bank shall accept the following security instruments:
 - Blank bills of exchange including authorisation to complete them
 - Real estate mortgage
 - Lien over movable property, title and securities
 - Insurance policy tied to the Bank
 - Banking guarantees
 - Joint borrowing
 - Cash deposit
 - Other security instruments depending on the nature of business and the relevant law.
- The Bank shall have the authority to require additional collateral should circumstance arise that would justify an increase in the risk of collection of receivables from the Client.
- The Bank shall retain the exclusive right to decide on the eligibility of any form of security instruments.

9.5.7 Closing a loan

- A loan shall be deemed as repaid/closed only after the Client has settled their obligations to the Bank in full and any other due outstanding obligations with reference to the loan.

9.6 Documentary operations

- Documentary operations shall include the following services:
 - Banking guarantees that may be:
 - Payable

- Performance guarantees (tender guarantees; advance payment guarantees; performance guarantees; customs guarantees; guarantees on a guarantee period).
- Letters of credit (irrevocable documentary letter of credit, transferable documentary letter of credit, non-transferrable documentary letter of credit, unconfirmed documentary letter of credit, confirmed documentary letter of credit, documentary letter of credit payable on demand, deferred payment documentary letter of credit, revolving documentary letter of credit, documentary letter of credit payable in the country, documentary letter of credit payable abroad, covered documentary letter of credit, non-covered documentary letter of credit).
- The Bank shall open a letter of credit/issue a guarantee based on a Client's 1451 order, or an order to issue a guarantee containing a signature and stamp of the authorised person, in accordance with the applicable legislation and adopted banking procedure.
- The Bank shall not open a letter of credit/issue a guarantee if the order has not been duly completed or the information of relevance to the issuing is missing.
- The validity term for a guarantee/letter of credit shall be defined by a contract between the Bank and the Client.
- The price of documentary operation services shall be defined in accordance with the Price List.
- The Client shall for security purposes supply the security instruments defined in the contract that shall depend on the type of transaction, Client's creditworthiness and exposure of the Bank to the Client in accordance with the applicable Standard of documentary operations and the defined procedures of the Bank of determining and evaluating the security instruments.
- In cases of payments made by the Bank of any amounts of potential interest and costs of a guarantee/letter of credit, the Client shall reimburse on the following day upon the payment the full paid amount in accordance with the agreement on opening of banking guarantee/letter of credit agreement.
- The Bank shall not be held liable for loss/damage that may occur due to incorrect instructions by the Client or undertake any obligations or responsibility for the quantity, weight, quality, condition, packaging, delivery or value of goods, services or other obligations described in any document.
- The Bank shall not undertake the liability or responsibility for the consequences arising due to disruptions of its operation on account of force majeure, uprising, civil riots, effects of terrorism, war, or any other causes.
- The Bank shall review with due diligence all documents pertaining to a guarantee/letter of credit (including a demand for payment against guarantee) to establish whether their layout corresponds to the terms of the guarantee/letter of credit.
- **Documentary collection** – the Bank may on request of an exporter act as a collector of payments in the international market. Documentary collection may be export or import-related.
- **Letter of intent** – with a letter of intent the Bank shall demonstrate its willingness to grant to its client a specific guarantee for implementation of a project, or act as described in the letter of intent. A Letter of intent shall precede issuing various types of guarantee.

9.7 Deposits

- Deposits are cash funds deposited by the Client with the Bank for a specific term within a specific period of time and in a specific amount in the manner defined in an agreement between the Bank and the Client.
- Deposits may be a vista or term deposits made in either local or foreign currency.
- The Bank shall define the conditions of a term deposit, taking into account the current market trends.
- The deposit interest rate shall be agreed in accordance with the applicable terms pertaining to interest rates as available at the Bank's web page. The amount of the interest rate shall depend on the type of deposit, currency of deposit, amount and term.

9.7.1 A vista deposits (FlexSave)

- An a vista deposit means cash funds deposited by the Client with the Bank that they may dispose of without any restrictions at any time and without prior cancellation.
- Fixed interest rate shall be applied for a vista deposits.

9.7.2 Term deposits

- Term deposits are cash funds provided for disposal by the Bank for a specific time-period (a fixed term agreed beforehand) including an agreed fee.
- The deposit term, interest rate and other relevant elements shall be defined in an agreement between the Bank and the Client.
- The Client shall dispose with the fixed term deposit upon expiry of the deposit term.
- Should the Client choose to dispose with their term deposit funds prior to the expiry of the deposit term, they shall notify the Bank in writing of the intent and the amount of the withdrawal within the term specified in the agreement.

9.8 Electronic banking

- ProB@nking is the ProCredit Bank's electronic banking system that facilitates banking services via the Internet and the access to accounts and independent payments by the Client in the country and abroad.
- ProB@nking clients are local and international organisations and natural persons holding an account with ProCredit Bank d.d. Sarajevo. A client who wishes to become a ProB@nking user shall submit a ProB@nking application form at the nearest Bank's business unit.
- The ProB@nking service is accessed by entry of the following information („log in“): a) user name, b) password and c) the RSA SecurID token number.
- The following options are offered to the legal entities/ProB@nking users: a) a Client has full access to handle and view the accounts of the business and the authority to verify orders registered by another authorised person (A type access) b) the Client may view the accounts of the business, and is authorised to register orders that must be verified by another authorised person and is authorised to verify orders registered by another person (B type access) c) the Client is only permitted to view the accounts

of the business, account statements, review of the latest 200 orders, but not to carry out transfers (C type access) d) the Client may view the accounts of the business and is authorised to only verify orders registered by another authorised person (access type EVO) e) the Client may view the accounts of the business and is authorised to only register orders that must be verified by another authorised person (access type ERO).

- The Client shall choose the data access level on submission of the application form.
- The ProB@nking registration and service fee shall be charged immediately by debiting the Client's account.
- If case of insufficient balance in the user's account, the Bank shall have the right to charge default interest from the Client until such time that the Client has settled the payment of fees.
- The Bank has applied reasonable protective measures for the ProB@nking services, including the coding processes to prevent unauthorised access.
- The Bank does not guarantee absolute security or protection measures on any grounds.
- The Bank shall not be held liable for illegal actions by third parties inflicting damage on the Client resulting from the use of ProB@nking service or for non-execution of payment orders issued by the Client occurred on account of technical error beyond the Bank's control.
- Using software from reliable sources is of crucial importance.
- The Client shall maintain the secrecy of the "log in" information and shall also be responsible for the RSA SecurID token device. The Bank shall not be held liable if any Client information pertaining to the „log in“ and RSA SecurID token becomes disclosed to a third person in any way.
- In case of detection of a security risk, the Bank shall retain the right to suspend the service until the risk has been eliminated.
- Execution of payment orders shall depend on the business hours of the Bank, other institutions and systems involved, such as the settlement systems, or payment systems, such as SWIFT any gyro clearing.
- The Bank shall not be held liable for non-execution of orders caused by error on the part of the Client.
- A ProB@nking order shall be cancelled if the Client contacts the Bank immediately on registration of the ProB@nking order at 033/253-993 or at cell 061/228-527 or via email at: probanking@procreditbank.ba.
- After the relevant bank employee confirms that the order may be cancelled, the Client shall as soon as feasible complete the Request for ProB@nking Order Cancellation Form and send it via e-banking, using File-Upload File option. A cancellation order shall not be effective after the payment transaction has been executed.
- The access to the ProB@nking account shall be blocked automatically if three subsequent wrong attempts to log in have been made.
- The Bank shall retain the right to block a Client's ProB@nking account without statement of reason or prior notice.
- A client may cancel the ProB@nking service with a 7-day notice submitted to the business unit where their account is maintained. On submitting of the Request for termination of ProB@nking service the Client shall return the RSA SecurID token.
- In cases of loss or theft of the RSA SecurID token, the cost of the stolen/lost device shall be compensated by the Client.
- The Bank shall retain the right to terminate the service at any time, without statement of reasons.

- If within 3 months upon expiry of the most recent token the Client fails to take over a new token at the nearest ProCredit Bank business unit and extend thereby the relevant ProB@banking agreement, the agreement shall be deemed inactive and the Bank shall retain the right to terminate the service.

9.9. Other services

In addition to the aforementioned services, the Bank also provides a set of other services charged in accordance with the Price List for Businesses. Some of the services available for legal entities are:

- Conversions
- Correspondent banking
- Issuing certificates, etc.

10. Final provisions

- Any disputes arising out of or in connection with the relationship between the Bank and the Client shall be settled amicably in light of the best business practice. Any dispute shall fall under the jurisdiction of the Municipal Court in Sarajevo.
- The General terms and conditions of business shall enter in force at the date of adoption by the Supervisory Board, and shall apply 15 days following their publication at the Bank's web page.
- The Bank shall retain the right to amend the provisions of the General terms and conditions of business, with prior notice posted on the Bank's web page.