

# General Terms and Conditions for Payment Services for Corporate Clients, Private Individuals, Sole Proprietors and Associations



## 1. General Information and Definitions

These General Terms and Conditions are issued by: Nova Kreditna banka Maribor, Ulica Vita Kraigherja 4, 2000 Maribor, Slovenia, SWIFT code KBMASI2X, ID designation 04, [www.nkbm.si](http://www.nkbm.si), info@nkbm.si, registered with the District Court of Maribor, entry No: 062/10924200, registration number 5860580, VAT ID number: SI 94314527 (hereinafter: the Bank). The Bank of Slovenia is authorised to supervise the payment service provider or its branch or representative, in relation to carrying out payment services in the Republic of Slovenia. The Bank is on the list of banks and savings banks authorised by the Bank of Slovenia to carry out payment services; the list is published on the Bank of Slovenia's website.

These General Terms and Conditions set out the rights and obligations of the Bank and the user in relation to carrying out payment services through transaction accounts held with the Bank in accordance with the Payment Services, Services of Issuing Electronic Money and Payment Systems Act (hereinafter: ZPlaSSIED).

Specific terms used in these General Terms and Conditions for Payment Services (hereinafter: General Terms and Conditions) have the following meaning:

**Authentication** means a procedure which allows the payment service provider to verify the identity of a payment service user or the validity of the use of a specific payment instrument, including the use of the user's personalised security credentials.

**Authorization** is a process by which the provider of goods and services or ATM obtains confirmation from the Bank allowing it to execute the transaction.

**Bank:** Nova KBM d.d.

**ATM:** automated electronic device from which the payment card holder can withdraw cash from their transaction account and execute other cash transactions.

**SEPA B2B DD** scheme sets out the rules, standards and procedures for executing SEPA direct debits where the payer and the payee are legal entities.

**Contactless transaction** is a quick, secure and easy transaction; it is made by placing the card on the designated area of the POS terminal. Transactions up to a certain amount may be performed without entering the PIN. This amount varies from one country to another; the amount valid for Slovenia is published on the Bank's website.

**CRS** is an abbreviation used in these Terms and Conditions and stands for the OECD Common Reporting Standard (automatic financial account data exchange).

**Fee Schedule of Nova KBM** means the applicable Fee Schedule for Corporate Clients, Private Professionals, and Sole Traders available online at [www.nkbm.si](http://www.nkbm.si).

**Cross-border payment transaction** means a payment transaction where the payer's payment service provider and the payee's payment service provider make payment services for the payer or the payee in the territory of different Member States. A payment is carried out as a cross-border transaction also if the same payment service provider makes a payment for the payer in one Member State and the payee in another Member State.

**Value date** is the reference period used by the Bank to calculate interest on funds debited or credited to the payment account.

**Debit card** means a card with immediate debit to the transaction account or with reservation of funds on the transaction account (e.g. VISA Business Debit card).

**Business day** means any day on which the payer's payment service provider or the payee's payment service provider participating in the execution of a payment transaction is open for business and enables its user to execute payment transactions.

**Direct debit (SEPA DD)** means a payment service where the payee makes an order to debit the payer's payment account based on the payer's consent.

**Additional card** means a card issued to the authorized person of a contracting party based on an application of the party or based on an application of the party's authorized person by prior consent of the party.

**Debtor** means a person that has any payment obligations.

**Domestic payment transaction** means a payment transaction where the payer's payment service provider and the payee's payment service provider or a single payment service provider make payments for the payer and the payee in the territory of the Republic of Slovenia.

**DNT** means the 24-hour depository.

**Other payment transactions** are transactions made in any currency if the payment transaction is made by transfer of funds between at least one payment service provider providing payment services in the territory of the Republic of Slovenia and a payment service provider providing payment services in the territory of a third country or in the territory of the EU using the currency other than the Member State's currency.

**Member State** means any European Union member state or any signatory state to the Agreement on the European Economic Area (hereinafter: EEA) (Official Journal of RS, No. 1 of 3 January 1994, p. 3).

**EMV** means a technical standard for card-based payments that ensures secure transfer of card data.

**One-time password** means a randomly generated sequence of characters that is changing and is valid only for a single use. This also refers to the password that a user receives in an SMS sent to their mobile phone number and is used to register in the mobile wallet.

**Unique identifier** means a combination of letters, numbers or characters assigned by the payment service provider to the user and used in the payment transaction for an unambiguous identification of the user and their payment account or unambiguous identification of the user or their payment account.

**FATCA** is an abbreviation used in these General Terms and Conditions and stands for the Foreign Account Tax Compliance Act – the law on compliance with tax regulations related to foreign accounts.

**Fiduciary account** is a transaction account opened by the holder on their behalf but for the account of one or more third parties. A fiduciary account shall not be converted into a normal transaction account, and vice-versa. Funds in a fiduciary account shall be deemed to be the property of third parties for the account of which the holder holds such an account and not the property of the account holder. Creditors of the fiduciary account holder

cannot access such property by means of compulsory measures to recover their claims on the account holder even in case of the holder's bankruptcy. Funds in the fiduciary account are not part of the account holder's legacy.

**(Transaction) account holder** is a legal entity, private professional, sole trader, or association for whom the Bank opens a transaction account in accordance with these General Terms and Conditions for purposes of executing payment transactions and for other purposes associated with the use of banking services.

**Card holder** is a natural person authorised by a contracting party to be provided with and to use a debit card.

**Pre-paid account holder** means a legal entity, sole trader or private individual engaging in a business activity for whom the Bank opened a pre-paid account based on their application for a pre-paid card.

**Charge card** means a payment card where the contracting party repays the total card debt once per month on the chosen day by way of a direct debit to their transaction account.

**Card account** means the account to which all card-based payments (made with the first and any additional cards) are debited.

**Overdraft line of credit** means an authorised overdraft on the transaction account.

**Credit transfer** means a payment service by which the payer makes an order to its payment service provider to make a single payment transaction or several payment transactions, including a standing order, from the payer's payment account to the credit of the payee's payment account.

**Personal PIN** means the personal identification number consisting of four consecutive characters.

**Personalised security credentials** means personalised features provided by the payment service provider to a payment service user for the purposes of authentication.

**Personal password** means the combination of a sequence of characters chosen by the user themselves.

**Mobile wallet personal password** means the personal identification number the user uses to identify themselves when logging into the mobile wallet.

**PAN** is a sixteen-digit card number.

**PIN (Personal Identification Number)** means the personal identification number that consist of four characters.

**Bundle** means a product set combining payment services and electronic banking.

**Business payment card** means a payment instrument issued by the Bank to the contracting party for use by authorized card holders that can be used to make payment transactions at ATMs, (online) merchant locations, and to pay with the mobile wallet.

**Payment services are the activities allowing:**

- Deposit of cash to the transaction account and all activities required to manage this account
- Withdrawal of cash from the transaction account and all activities required to manage this account
- Execution of payment transactions to the credit and debit of the transaction account
- Execution of Payment transactions using funds extended as a loan to the user;
- Issuance of payment instruments and/or acquisition of payment transactions

**Available account balance** means the aggregate of credit balances in the transaction account (in domestic and foreign currencies) and authorised overdraft facilities available through the transaction account.

Payment services referred to in indents 3 and 4 of the preceding paragraph include execution of payment transactions by direct debits, payment cards and similar instruments, or credit transfers.

**SEPA mass payment** is a group (batch) of SEPA payment orders executed by debiting the total amount of the batch to the payer's account and by crediting each individually defined amount to several accounts of one or several payees at their banks.

**Mobile device** means a mobile phone running the operating system Android or iOS, tablet, or other device that allows for data transfer between the mobile device and POS terminal without direct contact (NFC technology) or by way reading the QR code with the camera.

**Mobile wallet (mDenarnica@)** means the Bank's application available from Google Play and the App Store that a card holder or mDenarnic@ user can install on their mobile device.

**Strong customer authentication** means an authentication based on the use of two or more elements categorised as knowledge (something only the user knows), possession (something only the user possesses) and inherence (something the user is) that are independent, in that the breach of one does not compromise the reliability of the others and is designed in such a way as to protect the confidentiality of the authentication data.

**NFC (near field communication)** means the technology facilitating data transfer between the mobile device and POS terminal without direct contact.

- Execution of money orders
- Payment initiation services
- Account information services

**Payment transaction** means the deposit, transfer or withdrawal of funds by order of the payer or by order issued on behalf of the payer or by order of the payee, considering that the execution of a payment transaction through the payment service provider is independent from basic obligations between the payer and the payee.

**Remote payment transaction** is a payment transaction ordered through the Internet or a device that can be used for distance communications.

**Payment instrument** means any instrument or a set of procedures or both which is agreed upon between each user and their payment service provider and which is bound exclusively to this user with the purpose to use it when making a payment order.

**Payment order** means an instruction by which the payer or the payee instructs their payment service provider to execute a payment transaction.

**Payer** means any legal or natural person that orders a payment transaction by making a payment order or gives consent to the execution of a payment order made by the payee.

**Sole trader** means any natural person that individually conducts a profitable activity in the market within an organised undertaking.

**Contracting party** means a natural or legal person who appears as the owner of the card account and prepaid accounts to which cards are linked and who is party to a Visa Business Payment Card Agreement with the Bank.

**Payment service provider maintaining an account** means the payment service provider providing and maintaining a payment account for the payer.

**Payment initiation service provider** means a payment service provider performing payment initiation services.

**Account information service provider** means a payment service provider providing account information services.

**POS terminal** means an electronic device used to transfer data between the point of sale, processing centre, and the Bank in a card-based transaction.

**Zero balance account** means accounts that national budget users hold with banks and savings banks designated by the Ministry of Finance. A zero balance account is used exclusively for cash withdrawals and deposits and has zero end-of-day balance.

**Prepaid card** means a debit card that a card holder can use to make payments within the available prepaid account balance ("Card").

**Prepaid account** means an account linked to the prepaid card and to which the contracting party's card-based payments are credited or debited.

**Payee** means any natural or legal person that is the intended recipient of funds subject to the payment transaction.

**Default payment instrument** means the payment instrument (payment card) that the card holder or mDenarnic@ user selects as the primary payment instrument for payment transactions (applies only to mobile devices running the Android operating system).

**Processing centre** means the commercial entity that is party to an agreement with the Bank for the processing and transfer of data in a payment card-based transaction.

**Point-of-Sale** means the merchant of goods and services that accepts payment cards as the payment method. A Point-of-Sale is equipped with a label of the payment card brand it accepts.

**Reference interest rate** means the interest rate used as the basis to calculate any interest and originates from a publicly available source that can be verified by both parties to the agreement on payment services.

**Reference exchange rate** means the exchange rate used as the basis to calculate any currency exchange and is made available by the payment service provider or originates from a publicly available source.

**Consent to execute payment transaction** means the delivery of an electronic payment order by the user to the Bank or the payment initiation service provider or delivery of authorisation for the execution of a payment transaction by the user in case the payment transaction is ordered by the payee or the payment initiation service provider.

**Bank's website/URL** is [www.nkbm.si](http://www.nkbm.si)

**Payment initiation service** means the service of initiating a payment upon the order of the payment service user in relation to a payment account open with another payment service provider.

**Account information service** means an Internet service providing consolidated information about one or more payment accounts held by the payment service user with one or more payment service providers.

**Standing order** means an instruction by which the payer instructs their payment service provider to execute credit transfers regularly or at previously determined dates.

**Durable medium** means any instrument allowing the user to store information addressed to them personally in such a way as to make the information accessible for as long as necessary to allow

future use of information and allowing unchanged reproduction of the information stored.

**Transaction account** means a payment account the bank or a Member State bank subsidiary registered in the Republic of Slovenia opens on behalf of one or more users to execute payments and for other purposes relating to the provision of banking services to users ("transaction account").

**Third country** means any state other than an EU Member State or a signatory state to the EEA Agreement.

**Universal payment order (UPN)** means a payment form used for the following payment transactions in EUR within SEPA: non-cash payments, cash payments, cash deposits and cash withdrawals.

**User** means any natural or legal person using payment services as a payer or a payee or both who is party to a Transaction Account Opening and Management Agreement or other agreement with the Bank.

**mDenarnic@ user** means any natural person who installs and/or uses the functionalities of mDenarnic@ upon prior authorization by the contracting party.

**Username** means a randomly selected sequence of characters set by the Bank that does not change.

**Database controllers** means the Bank and the processing centre, which collect, process, and store data on card holders for purposes of issuing and facilitating the use of payment cards.

**Secure password** means the password used by the card holder in a secure environment to confirm their identity in an online store equipped with the Visa Secure logo.

**Temporary deposit account** means an account for companies and other legal entities in the process of being incorporated into the court register to pay cash contributions.

**Mobile device locking** means the locking by way of a security element: PIN, fingerprint, or pattern.

**Individual** means any natural person other than a sole proprietor who independently conducts a registered activity or activity provided by law, such as notary, medical doctor, lawyer, farmer, and alike.

**Confidential information** means any information, facts, and circumstances about a particular user, including personal data held by the payment service provider or participant in the payment system.

**ZSJV** is the abbreviation used in these General Terms and Conditions and stands for the Deposit Guarantee Scheme Act.

## 2. Protection of Personal and Confidential Data

The bank manages personal data in accordance with EU Regulation 2016/679 and Data protection law which are further defined in the General Conditions for the Protection of Personal Data of Nova KBM, which are available on the website [www.nkbm.si](http://www.nkbm.si) and its branches.

Information and data relating to the performance of payment services under these General Terms and Conditions shall be treated as business secrets of the Bank. The Bank is only allowed to disclose these data to the user of payment services and, by law, to competent authorities upon their written request.

The Bank shall be allowed to collect, process, and exchange the following confidential data, including personal data of the user, to prevent, investigate or detect fraud related to payment services:

- Data on payment service users and third parties involved in fraud or attempted fraud or who suffered or may suffer harm due to fraud or attempted fraud: name and surname or company

name, permanent and/or temporary residence or registered office, registration number, tax ID, payment account information, card data of these persons and the balance and turnover on these accounts, method used for payer authentication and identification, authentication and communication data (telephone number, e-mail address, IP address, audit trails, correspondence with the customer, and other data of such type necessary to handle the matter effectively);

- Date and description of events related to fraud or attempted fraud and the sum of the payment transaction concerned.

The user hereby grants consent to the Bank to establish, process, store or disclose personal and other data relating to the performance of payment services by automated or other means.

The Bank shall be allowed to collect, process, and exchange confidential data, including personal data of the user, also to provide payment initiation services and account information services, but only to the extent necessary to provide these services. The latter also applies to cases where personal and confidential user data was disclosed due to a payment effected on grounds of incorrect use of the identifier.

The user hereby explicitly consents to the Bank carrying out an inquiry in order to obtain their personal and other data, in particular data on employment, movable and immovable property, receivables, shareholdings, stock and other securities, numbers of accounts with banks and other payment institutions, and other property, residence, tax number, and other data kept by other controllers of personal data filing systems if this data is not available to the Bank, or if the user did not deliver in person data needed to achieve the purpose of these General Terms and Conditions and the agreement concluded on the basis of these General Terms and Conditions despite the Bank asking the user to deliver this data.

The user hereby agrees with the processing of personal data and allows the processing of personal data provided to the Bank or held by the Bank for the purpose of meeting the contractual obligations, as well as complying with relevant legal and regulatory obligations of the Bank and obligations assumed by the Republic of Slovenia and in accordance with international legal acts and acts of the European Union adopted by the Republic of Slovenia, and all binding national and international acts and rules applying or relating to the prevention of money laundering and terrorism financing, and the implementation of the international agreement between the Republic of Slovenia and the USA regarding the Foreign Account Tax Compliance Act (FATCA), OECD automatic financial account data exchange (Common Reporting Standard – CRS) and the Tax Procedure Act (ZDavP).

### 3. Opening a Transaction Account

A legal relationship between the Bank and the user is established on the day of signing the agreement. When submitting the application to open a transaction account, the user shall:

- Deliver documents that enable identification of the user and persons authorised to dispose of balances in the account and conduct transactions, with observance of applicable, including the law governing the prevention of money laundering and terrorism financing and provisions of the international agreement between the Republic of Slovenia and the USA regarding the Foreign Account Tax Compliance Act (FATCA);
- Deliver documents aimed at establishing a residence status for tax purposes in accordance with the OECD automatic

financial account data exchange (Common Reporting Standard – CRS) and the Tax Procedure Act (ZDavP);

- Deliver any and all data required for maintenance of the account register, other documents in accordance with applicable regulations, and any other documents required by the Bank.

Only a statutory representative of the user or a third party authorised by the user or by a statutory representative of the user shall have the right to use balances on the transaction account. The use of funds within the available transaction account balance is not restricted. Payment services on the user's account can be carried out by the user's statutory representative or third party authorised in writing by the user or by a statutory representative of the user. The written authorisation shall be signed in the presence of a bank officer or certified beforehand.

The Bank shall either approve or reject the application no later than five business days after receiving the application to open the transaction account and the complete documents requested. The Bank shall not be obligated to provide reasoning for rejecting the application.

The user may start using the account on the first business day after the day the account was opened.

The Bank provides zero balance accounts to national budget users.

Zero balance accounts are used for cash withdrawals and deposits in domestic and foreign currency and have zero end-of-day balance.

A temporary deposit account is used to pay cash contributions as initial capital in the amount specified by the company's incorporation document. Following the payment of cash contributions, the Bank will issue a Certificate of Cash Contribution Payment to the accountholder, i.e. company in incorporation, which the accountholder needs in the process of registering a company or other legal entity with the court register. Company shareholders who contribute capital as natural persons need to make the payment on their own behalf (either as a cash or non-cash payment).

Company shareholders who contribute capital as legal persons need to make the payment on their own behalf as a non-cash payment.

### 4. Transaction Account Management

The Bank undertakes to carry out payment services for the user through their transaction account within the available transaction account balance. The credit balance on the transaction account is treated as a demand deposit with the bank that manages the transaction account.

The user or the user's statutory representative can explicitly authorise third parties to use the balances in the transaction account. Such authorisation shall not grant the right to issue further authorisations and the right to close the transaction account.

Persons authorised to dispose of the balances on the transaction account shall deposit their signature specimens with the Bank. The authorization remains effective until revoked in writing or until the Bank receives a formal notification on the winding up or an official notice of death, irrespective of any entry of changes of the right to use the funds in the account or the right of representation made in any public register. Authorization shall also be understood as having been revoked if bankruptcy proceedings are brought against the user, if a liquidation manager



is appointed in case of regular wind-up of the user, in case of wind-up or death of the user, and in all other cases set out by applicable law.

The user hereby authorizes the Bank to eliminate any incorrect approvals or debits to the transaction account caused by an error on the part of the Bank (double bookings, etc.) and that were not ordered by the user by way of a counter-booking so that the transaction account balance remains unchanged. The Bank shall notify the user thereof in the account statement distributed in the agreed-on manner. If the user objects to such a correction, the Bank will revert the transaction account balance to the state prior to the correction and exercise its claim on the user in another manner.

In case of a payment transaction to the benefit of the user that is ordered by the payer, the Bank, acting as the payee's payment service provider, shall make the balances on the payee's transaction account available to the payee immediately after the amount of the payment transaction intended for the payee has been credited to the account of the Bank as the payee's payment service provider. In case of insufficient available balance to execute the transaction, and if the Bank makes the balance available to the payee prior to the amount of the payment transaction being credited to the account of the Bank as the payee's payment service provider, the payee gives the Bank a permanent and irrevocable order and authorizes it to retain the credited balance and to debit the amount of the executed transaction to the payee's transaction account until sufficient balance has been made available.

A building manager may keep reserve fund balances on behalf of floor owners on a fiduciary account opened for each respective building and may only keep balances for several buildings on the same account upon the Bank's explicit prior consent.

If floor owners adopt the decision to allow payments from the reserve fund only upon prior approval by one of the floor owners (authorized floor owner), the Bank will keep such balances only on a separate fiduciary account kept for each building separately. The building manager is required to present to the Bank a decision of floor owners indicating one or more persons as the authorized floor owner or owners (each order shall be approved by the building manager and one authorized floor owner). The same applies to any replacement of authorized floor owner. Notwithstanding other rules set out in these Terms and Conditions, payment orders can be debited against such an account only in electronic format via the eBank@Net electronic bank, the Bank@Net online bank, and the mBank@Net mobile bank (the use of other payment instruments and withdrawal of cash from such an account are not possible). The authorized floor owner is required to use the eBank@Net electronic Bank, whereby they shall have only the right to confirm payment orders and export payment orders prior to confirmation and shall have no access to account activity statements.

#### **4.1. Management of transaction account in foreign currency**

The Bank shall have discretion in deciding on whether to manage transaction accounts in foreign currency. The Bank manages transactions account in the domestic currency and in the currencies included in the reference exchange rate list of the ECB or the Bank of Slovenia. Currency exchange is carried out in accordance with Bank rules and regulations.

## **5. Execution of Payment Orders and Notification of Users**

### **5.1. Issue of UPN forms**

A transaction account holder – contracting party (hereinafter: the issuer of UPN forms) shall issue a universal payment order (hereinafter: UPN):

- In accordance with the Guidelines on the format, content and use of the UPN form.

The Guidelines are available on the website of the Bank Association of Slovenia at [www.zbs-giz.si](http://www.zbs-giz.si).

The issuer of UPN forms shall:

- Ensure that the test copies of UPN or QR code are printed out and completed in accordance with the prescribed UPN form standard, which is available on the website of the Bank Association of Slovenia and at one of the printing companies on the list published at [www.upnqr.si](http://www.upnqr.si);
- Issue test UPN forms with QR code and deliver them to the authorised provider for verification.

The issuer may proceed with issuing UPN forms with QR code after receiving approval from the authorised company. The issuer's bank may charge the issuer of UPN forms with QR code for additional costs incurred due to the irregularity of QR code in the execution of payments.

The issuer of UPN forms undertakes to complete the recipient reference field in QR code in such a way that, based on data in that field and based on the unique identifier of the transaction, it will be able to identify, upon request of the payment service provider of the UPN issuer, the debtor or the person with whom it has entered into an agreement on the supply of goods or services, as well as the purpose of the payment:

- In accordance with Point (6) Article 3 of Regulation (EC) No 1781/2006 of the European Parliament and of the Council (OJ L 345/1 of 8 December 2006) until 25 June 2017,
- From 26 June 2017 onward, in accordance with Point (5) Article 2 of Regulation (EU) 2015/847 of the European Parliament and of the Council (OJ L 141/1 of 5 June 2015).

The issuer of UPN forms with the QR code undertakes to always enter in the field 'Payer's name, street and place' data on the debtor or the person with whom it has entered into an agreement on the supply of goods or services, as well as the purpose of the payment.

The issuer of UPN forms undertakes to store the name and surname or company name and address of the debtor or the person with whom it has entered into an agreement on the supply of goods or services for 5 years after receiving any payment with the unique identifier of the transaction and on the basis of the recipient reference indicated in the 'Reference' field.

The issuer of UPN forms shall forward the data referred to in the previous paragraph to the payment service provider of the issuer of UPN forms within the time limit set by the payment services provider. In case of termination of contractual relationship, the issuer of UPN forms undertakes to submit to the contracting payment service provider data referred to in the previous paragraph in an appropriate format for all payments received by the UPN with the completed OCR line or QR code up to and including the day of the termination of the agreement.

### **5.2. Receipt of payment order**

The Bank executes a payment transaction upon receiving the payment order, except where reasons for rejecting the payment order are given. Payment orders shall be completed in accordance

with regulations, payment system standards, and these General Terms and Conditions. Payment orders shall contain the following elements:

- Payer's name and address
- Payer's IBAN
- Sum and currency of payment
- Payee's name and address
- Payee's IBAN or account
- BIC for domestic payments or accurate name of the payee's bank in case of payments to third countries (these data are not required in case of domestic and cross-border payments)
- Payment date
- Purpose of payment
- Purpose code for payment orders submitted on the UPN form
- Payer's signature
- Other information, if so requested by a special regulation.

If a payment is made through electronic banking, the payment order shall be completed in accordance with the General Terms and Conditions for the Use of Poslovni Bank@Net and the General Terms and Conditions for the use of eBank@Net com electronic banking, Bank@Net com online banking, and mBank@Net com mobile banking, and in line with Online Banking Application User Manual posted at Nova KBM's website [www.nkbm.si](http://www.nkbm.si). It shall be understood that the Bank received the payment order when a signed payment order (denoting consent for the execution) is delivered to the Bank in a paper-based or electronic form, or through agreed communication channels, such as:

- Payment order delivered at Bank counter;
- Payment order sent through electronic banking,
- Payment order transmitted through instant payment channels,
- Payment order transmitted via the PSD2 interface.

When using an electronic payment order for the execution of a payment, the user needs to identify himself in accordance with the General Terms and Conditions for the Use of Poslovni Bank@Net and the General Terms and Conditions for the use of eBank@Net com electronic banking, Bank@Net com online banking, and mBank@Net com mobile banking. The use of a payment instrument recorded by the Bank proves to the Bank that the payment transaction has been authorised by the payer. If the payment order is received by the Bank on a day other than a business day, or if the payment order is received after the cut-off time, it shall be regarded as having been received on the first upcoming business day. If the date indicated on the payment order as the payment execution date refers to a later date, it shall be regarded as having been received by the Bank on the day of the payment order execution, provided that all other requirements for the execution of the order are met.

If the Bank receives a payment request from the payer in the form of a standing order or a direct debit, it shall be regarded as having been received on the day of execution the standing order or a direct debit.

### 5.3. Execution of payment order

The Bank will execute a payment order if the following conditions are met:

- The payment order is received within the business hours schedule, which is an integral part of these General Terms and Conditions, and if there is available balance on the transaction account;

- The payment order is signed, completed in a legible manner (without corrections) and contains all requested information required under Article 1, subchapter 5.2 of these General Terms and Conditions;
- There are no legal and/or internal impediments or restrictions for the execution of the payment order.

The payment order shall not be subject to any conditions precedent or subsequent. Should the payment order contain a condition precedent or subsequent, it shall have no legal effect. In the absence of any special instructions given by the user, the Bank shall use best judgement in selecting the manner of execution of the payment order to the benefit of the user. Receiving such a payment does not yet trigger any rights or claims of third parties on the Bank.

If the user provides the Bank with an incorrect payee's unique identifier on the payment order or any other incorrect essential element of the payment order, the Bank shall not be liable towards the user for the wrong execution of the payment order.

If the user, in addition to the unique identifier or other data on the payee requested by the Bank for the execution of the payment order, provides the Bank with other information as well, the Bank shall be responsible only for the execution of the payment transaction based on the unique identifier delivered by the user.

If the payment service provider has executed a payment transaction based on an incorrect unique identifier provided by the user, the payment service provider shall, within reasonable limits, strive to recover the amount of the payment transaction executed.

The user shall be responsible for the correctness and completeness of the data on the payment order. The Bank shall not be liable for any damage suffered by the user as a result of the execution of falsified, modified, or incorrectly completed payment orders.

The user shall, immediately and without delay, notify the Bank of any unauthorised and/or incorrectly initiated or executed payment transaction when determining that such a transaction has been made. In any case, the user shall notify the Bank no later than thirteen (13) months after the date of credit or debit.

If the date determined on the payment order as the payment execution date refers to a later date, the Bank shall verify the conditions for the execution of the order on that day. Deadlines for the execution of payment transactions are defined in the Domestic, Cross-Border, and Other Payment Transactions Schedule available on the Bank's website.

The user and the Bank may reach an agreement for the payment orders to be executed according to priorities determined by the user; otherwise the Bank shall execute them on the first-in-first-out basis. When doing so, the Bank observes the priorities stipulated by law.

The Bank will execute a payment transaction based on an executable enforcement decision or any other decision issued by the competent authority (hereinafter: enforcement) without consent of the user or authorized person consent, in accordance with applicable legislation.

The Bank does not verify the purpose code and forwards it to the payee in the form as stated by the user. The Bank does not take any responsibility for inappropriate processing of a payment transaction, if the user or the authorised person does not use the payment purpose code in accordance with its actual purpose.

In accordance with SEPA rules, it is not possible to have a simultaneous transfer of the structured reference and the record of the payment purpose at the interbank level. If a credit reference is entered in the payment order, the Bank provides the payee with information about the reference and the purpose code without the record of the payment purpose. If a payer presents to the Bank for execution a paper-based payment order with QR code, the Bank may forward to the payee and their bank only the information included in the QR code. The Bank shall not be obligated to check whether the entry in the QR code matches other data in the payment order.

The user shall be kept informed of any changes in the business hours for payment transactions. Changes shall be posted on the Nova KBM website [www.nkbm.si](http://www.nkbm.si), at branch offices, and in the online bank. To execute a standing order or a direct debit on the agreed date, balances shall be available on the transaction account at least one business day prior to the anticipated execution (except for standing orders for the transfer of daily account balances which are, in accordance with the Bank's business hours schedule, executed at the end of the business day).

#### **5.4. Rejection of payment order**

The Bank may reject the execution of the payment order if any conditions for the execution specified in these General Terms and Conditions are not met. The Bank shall inform the user of the rejection and, if possible, of the reasons for rejection and procedures for eliminating errors that led to the refusal, except if this is prohibited under other regulations.

In case of instant payments, the Bank may reject the execution of a payment order when detecting sanctions risks.

The notification from the first paragraph of this Article shall be delivered or made available by the Bank to the user as soon as possible and no later than within the period stipulated for the execution of the payment order referred to in the previous point of these General Terms and Conditions.

The Bank may charge the user the cost of the payment order rejection notification if the reason for refusal is insufficient balance on the transaction account or if the payment order was not completed in accordance with these General Terms and Conditions. The charge is defined in the applicable Fee Schedule of Nova KBM.

#### **5.5. Revocation of payment order**

The user may revoke the payment order at any time by:

- Revoking consent for the execution of the payment transaction or the batch of payment transactions;
- Requesting the payment order to be returned;
- Cancelling the electronic payment order sent earlier;
- Revoking the authorisation for the standing order or direct debit.

Any payment transaction executed after the revocation shall be considered unauthorised. The user can revoke the payment order no later than by the end of the business day preceding the payment date.

The user cannot revoke the payment order after the payment order for the execution of the payment transaction became irrevocable, i.e. when it was received by the user's bank. If the payment transaction is initiated by a payment initiation service provider, by the payee, or by the user through the payee, the user cannot revoke the payment order after they have given consent to the payment service initiation provider to initiate the payment transaction or after they have consented to the execution of the payment transaction to the credit of the payee.

Notwithstanding the above, in cases where the payment transaction is initiated by the payee through a direct debit, the user may revoke the payment order initiated by the payee by the end of the business day before the agreed date of debit to the user's account.

After the payment order revocation options referred to above expire, the user can revoke the payment order only in agreement with the Bank. If the payment transaction is ordered by the payee or by the user through the payee, the revocation of the payment order after expiration of the revocation period referred to in previous paragraphs needs to be authorised by the payee as well.

The Bank may charge the user separately for the revocation of the payment order made under the preceding paragraph, as per the applicable Nova KBM Fee Schedule.

#### **5.6. Request to revoke executed payment order**

The user shall provide the Bank with a written request to revoke an executed payment order by no later than thirteen (13) months after the date of execution if they identify an error or irregularities in the execution of a payment order (e.g. doubled transactions, technical issues, or misuse).

The user shall be reimbursed for the amount only if with consent of the payee. The sum reimbursed may be reduced by the sum of charges made by the payee's bank and any other fees of intermediary banks.

In cases where the Bank receives a written request for revocation from another bank, the Bank shall notify the user (payee) of having received the payment revocation (consent). The user (payee) shall confirm or reject the request for reimbursement to the Bank within eight days. If the request is confirmed, the Bank shall reverse the sum to the payer. If the request is rejected or the user (payee) does not respond to it, the Bank will not reverse the payment.

### **6. Additional Services**

The Bank may also provide the user additional account-based services. The Bank and the user shall agree on additional services in a separate agreement.

The Bank may issue general terms and conditions for additional services (e.g. electronic banking, charge cards, etc.).

#### **6.1. SEPA direct debit (hereinafter: SEPA DD) for the payer under the basic scheme Consent**

A payer and a payee may agree on the payer settling obligations by means of SEPA DD by having the payer issue consent to the payee for executing SEPA DD.

The payer shall notify the payee of any changes to information contained in the consent and of any revocation of consent. In executing SEPA DD, the payer's bank does not verify the existence and the content of the consent.

The payer's consent becomes void if the payee has not submitted any payment order to be executed by SEPA DD within 36 months after delivering the consent.

#### **Executing SEPA DD payment orders**

The payer's bank will execute a SEPA DD payment transaction on the execution date within the bank's business schedule, if sufficient balance is available in the payer's account. If the payment execution date is a non-business day, sufficient balance needs to be provided in the account on the first upcoming business day. The payer may request of his bank to discontinue executing SEPA DDs on his payment account.

#### **Objection**

The payer may deliver to their bank a written objection, requesting of the bank not to execute the payment order. The

objection shall be delivered no later than one business day prior to the execution date. The written objection shall include at least the following information: consent reference code, sum, execution date, and name of the payee.

Before the execution of a SEPA DD, the payer may also submit objection to the payee, in the manner and within the deadlines set out in the agreement underlying their relationship.

#### **Refund**

The payer may request a refund of funds from the executed SEPA DD, including fees and interest, for both authorised and unauthorised payments, in accordance with the applicable legislation and the SEPA Direct Debit Instructions published on the Bank's website.

The payer may submit a request for a refund for the executed SEPA DD only to the bank where SEPA DDs were executed.

The payer may claim a refund of amounts of an executed SEPA DD:

- Within eight (8) months after the executed SEPA DD if 1. the payer consented to the execution of a payment transaction without a specified amount, and 2. if the amount of the SEPA DD exceeds the amount that could reasonably be expected by the payer by considering the amounts of past payment transactions, terms agreed on by contract, and other circumstances in a given case, however, not if the excess amount is the result of a change of currency;
- Within thirteen (13) months after the debit date in case of an unauthorized or incorrectly executed SEPA DD.

Notwithstanding the previous paragraph, the payer shall not have the right to claim refund of an executed SEPA DD if 1. the payer gave consent to the execution of a payment transaction directly to a payment service user, and 2. if a payment service provider or payee provided the payer in the agreed manner or made available to the payer information on the payment transaction at least four (4) weeks before the due date.

#### **Notification**

The payer shall be informed of the amount and the date of each individual SEPA DD by prior notification of the payee. The payer's bank may allow the payer to consult the SEPA DD payment orders or may provide the payer with information of SEPA DD payment orders prior to their execution date.

The payer shall be notified of executed SEPA DD payment orders in the account statement. The payer's bank shall promptly inform the payer of any non-executed SEPA DD payment orders by a special notice.

#### **Complaints**

Any complaint of the payer arising from the contractual relationship between the payee and the payer shall be resolved by mutual agreement, while other complaints are to be resolved by the payer with their bank.

#### **Fees**

The payer shall pay the Bank a fee for the execution of a SEPA DD and for the non-execution of a SEPA DD in the manner and in accordance with the applicable Fee Schedule of Nova KBM. Payment of fees is governed by subchapter 10.2 of these General Terms and Conditions.

### **6.2. SEPA direct debit (hereinafter: SEPA DD) for the payer under the B2B scheme**

#### **Consent**

A payer and a payee may agree on the payer settling obligations by means of SEPA DD by having the payer issue consent to the payee for executing SEPA DD.

The payer shall notify the payee of any changes to information contained in the consent and of any revocation of the consent. The payer shall inform the payer's bank of the consent issued in

the SEPA DD B2B scheme and deliver a copy of the consent in due time and no later than one business day prior to the first debit to the payment account. The payer shall notify the payer's bank of any changes in the consent or of its revocation.

The payer's bank shall cross-check the data in the consent with data in the SEPA DD payment order. The payer's banks may reject the execution of a SEPA DD payment order if it does not contain all mandatory information regarding the valid consent of the payer, or if this information does not match the information entered in the SEPA DD payment order. The payer's bank will execute a SEPA DD if the payer fails to inform the payer's bank of any amendment or revocation of the consent.

The payer's consent becomes void if the payee has not submitted any payment order to be executed by SEPA DD within 36 months after delivering the consent.

#### **Executing SEPA DD payment orders**

The payer's bank will execute a SEPA DD payment transaction on the execution date within the bank's business schedule, if sufficient balance is available in the payer's account. If the payment execution date is a non-business day, sufficient balance needs to be provided in the account on the first upcoming business day. The payer may request of his bank to discontinue executing SEPA DDs on his payment account.

#### **Objection**

The payer may deliver to their bank a written objection, requesting of the bank not to execute the payment order. The objection shall be delivered no later than one business day prior to the execution date. The written objection shall include at least the following information: consent reference code, sum, execution date, and name of the payee.

Before the execution of a SEPA DD, the payer may also submit objection to the payee, in the manner and within the deadlines set out in the agreement underlying their relationship.

#### **Notification**

The payer shall be informed of the amount and the date of each individual SEPA DD by prior notification of the payee. The payer's bank may allow the payer to inspect the SEPA DD payment orders the payer with information of SEPA DD payment orders prior to their execution date.

The payer shall be notified of executed payment orders in the account statement. The payer's bank shall promptly inform the payer of any non-executed SEPA DD payment orders by a special notice.

#### **Complaints**

Any complaints of the payer arising from the contractual relationship between the payee and the payer shall be resolved by their mutual agreement, while other complaints are to be resolved by the payer with their bank

#### **Fees**

The payer shall pay the Bank a fee for the execution of a SEPA DD and for the non-execution of a SEPA DD in the manner and in accordance with the applicable Fee Schedule of Nova KBM. Payment of fees is governed by subchapter 10.2 of these General Terms and Conditions.

### **6.3. Standing order**

A standing order (hereinafter: SO) as a credit transfer is a payment service:

- By which the payer gives written consent to the Bank to execute individual recurrent payment transactions of the same amount in domestic or foreign currencies on a specific date;



- By which the payer gives written consent to the Bank to execute individual payment transactions in variable amounts in domestic and foreign currencies on a specific date;
- By which the payer gives written consent to the Bank to execute an individual payment transaction in domestic and foreign currencies to repay obligations to the Bank;
- By which the payer gives written consent for the transfer of the transaction account daily balance in domestic currency to another account.

The Bank will accept consent for executing a standing order, if standing orders are to be completed by at least two consecutive payments on a specific date in an agreed-upon chronological order or within the period of authorisation.

The Bank shall have the discretion to reject the request to open opening a standing order. The Bank shall execute accepted authorisations (opening, amendment, revocation) only if the payer informs the Bank at least one business day prior to the execution of a standing order.

#### **6.4. Using Visa business cards**

Each type of payment card listed in detail in sub-section 6.4.1. shall be subject to the provisions of the entire section 6.4 of these Terms and Conditions unless otherwise provided by respective sub-sections of this section.

##### **6.4.1. Types of payment cards**

The Bank issues the following business payment cards:

- VISA business debit card,
- VISA business charge cards,
- VISA business prepaid cards.

The holder of a Visa business charge card agrees to accept accident insurance for accidental death and permanent disability with insurance company Sava d.d. for the sum insured of EUR 2,086.46 in case of accidental death and EUR 4,172.92 in case of permanent disability. General Terms and Conditions for accident insurance of payment card holders are available to card holders at any Bank branch office.

The holder of a Visa business prepaid card agrees to accept within the first year of issue of the card accident insurance for accidental death and permanent disability with insurance company Sava d.d. for the sum insured of EUR 2,086.46 in case of accidental death and EUR 4,172.92 in case of permanent disability. General Terms and Conditions for accident insurance of payment card holders are available to card holders at any Bank branch office.

When using the transaction account, the Visa business debit card is regarded as an identification card for the transaction account and as a bank payment card. For identification purposes, the user is also required to present a valid personal identity document with a photo.

##### **6.4.2. Card issuance**

The contracting party needs to file an application/authorization to be issued a card at the branch office that administers their account.

The Bank shall have discretion in deciding on a card application and shall not be required to reason its decisions.

When a card application is approved, the contracting party shall have no past due and outstanding obligations to the Bank.

Payment cards can only be issued with contactless payment features.

The user, authorized person, or legal representative ("card holder") is issued a business payment card ("card") and the confidential PIN known only to them ("PIN").

The card is sent by registered mail to the corporate address of the contracting party – legal entity.

The card holder is provided with their PIN via SMS or by mail, if so requested from the Bank when ordering the card. In this case, the PIN is sent by regular mail to the same address as the card. The card and PIN are delivered in separate parcels that are mailed on different days.

If the parcel is not claimed and is returned to the Bank, the Bank will again notify the contracting party that a card is available for them and call on the card holder to claim it. The card claiming deadline is 90 days of the Bank's call to claim the card. After 90 days, the Bank will destroy the card.

After receiving the card, the card holder shall sign it with a permanent pen. The card is not valid unless signed. The contracting party shall bear all the damage and costs if an unsigned card is compromised.

Once a card is ordered, the Bank will transmit the card holder's personal data (name, surname, mobile phone number, email, etc.) to the external processing centre Bankart for purposes of ensuring secure online transactions, payments at Points-of-Sale and ATMs, SMS notifications on payment card-based transactions, use of mobile wallet, and other services linked to payment cards.

A VISA business debit card is available to persons of legal age ("card holder") who are authorized to use the business account by the user, contracting party, or the user's legal representative.

After a card is ordered, the card issuance fee is debited to the contracting party's transaction account.

A VISA business prepaid card is available to a card holder who is authorized by the contracting party to use the prepaid account.

Following the approval of a business prepaid card application, the Bank will open a prepaid account for the contracting party to which the contracting party can deposit funds to be spent with this card, pay service fees, and compensate any exchange rate differences incurred by using the card.

After this card is ordered, the card issuance fee is debited to the contracting party's transaction account.

A VISA business charge card is available to persons of legal age ("card holder") who are authorized by the contracting party that is party to a VISA Business Card Agreement with the Bank ("Agreement"). The card holder may either be the owner/authorized person of the contracting party, legal representative of the contracting party, or an employee of the contracting party who does not have any past due and outstanding obligations towards the Bank in their capacity as a retail client.

A contracting party that is party to a VISA business charged card agreement with the Bank will be charged an annual membership fee for each card issued. The amount of the membership fee and payment method are set out in the applicable fee schedule of the Bank.

##### **6.4.3. Card use**

After receiving the card, the card holder shall sign it with a permanent pen. The card is not valid unless signed. The contracting party shall bear all the damage and costs if an unsigned card is compromised.

The card is non-transferrable and may only be used by the card holder.

The card is a payment instrument that the card holder uses:

- At Bank and at Post locations: when using the transaction account, the Visa business debit card is regarded as an identification card for the transaction account and as a bank payment card. For identification purposes, the user is also required to present a valid personal identity document with a photo.
- At Points-of-Sale in Slovenia and abroad: for the payment of goods and services, the merchant, upon the request of the card holder, shall issue a payment slip ("slip"), which the card holder shall sign or enter their PIN into the POS terminal. By signing the slip or entering their PIN, the card holder guarantees that the amount is correct and agrees to pay it in accordance with these General Terms and Conditions. A copy of the slip shall be kept by the card holder for personal record. The card holder may tap or insert the card or mobile device or enter the PIN only once per transaction. In case the transaction is not successful, the card holder must request a slip showing failed authorisation. The card holder shall allow the merchant at the Point-of-Sale to check the validity of the card and the card holder's identity. The card can also be used for contactless payments at all Points-of-Sale equipped with the Visa PayWave logo. The card holder carries out a contactless transaction by tapping the card or mobile device on the designated place of the POS terminal and by entering the PIN, if required. Transactions up to a certain amount, which varies from country to country, may be executed without entering the PIN, unless otherwise required by the POS terminal. The contracting party undertakes to settle the amount of the transaction executed at contactless payment locations and transactions without prior authorization in accordance with these Terms and Conditions.
- The card holder can withdraw cash and check the account balance at ATMs equipped with the contactless feature. Any ATM transaction always requires of the card holder to enter the PIN.
- For online payments on websites marked with VISA Secure: when making online payments on websites marked with the VISA Secure logo, the procedure is automatically redirected after entering the basic card data into a secure environment where strong identification of the card holder takes place in accordance with the law. The card holder is required to make purchases exclusively on secure websites and from reliable and verified providers of goods and services. At the same time, the card holder shall make sure that the device used for making the purchases without the card is protected against viruses and intrusions. Data defined as security mechanisms (date of expiry, card number, CVV) may only be entered at the time of payment when the purchase is completed. The Bank applies strong customer authentication for remote payment transactions that includes elements which dynamically link the transaction to a specific amount and a specific payee. The card holder needs to confirm their online payment in the mDenarnic@ mobile wallet by entering their password or using their biometric data.

The card holder may carry out transactions within the agreed spending limits. The Bank may change the approved limits at any time and shall notify the user thereof.

For security reasons, the card holder shall make sure that all procedures at the Point-of-Sale are carried out in their presence, except in ecommerce purchases or online transactions and in mail-order catalogue and telephone shopping.

The Bank shall not be liable for any failure by the Point-of-Sale to execute a transaction.

If the card holder fails to ensure sufficient available balance prior to executing the transaction, the Bank shall have the right to deny authorization of the transaction.

The contracting party irrevocably authorizes the Bank to debit any obligations incurred by using the card in Slovenia or abroad against its transaction account in EUR.

The Bank enables the card holder to use the Security SMS alert service to enhance security of card use. By using the service, the card holder is provided with information on executed transactions to their mobile device in accordance with the procedure and terms set out in section 6.4.8. of these Terms and Conditions.

The Bank shall not be liable for damage suffered by the contracting party if a third party obtains possession of the card or obtains card data necessary to make an online purchase and uses the card or card data to make a purchase in an online store unless the card has been reported stolen or lost in accordance with these Terms and Conditions.

The Bank shall not be liable for the quality of goods and/or services paid for by the card holder using the card. The Bank shall also not be liable for any incorrect performance of an agreement to purchase goods or services paid for with the card. The contracting party is required to settle their obligations to the Bank irrespective of any dispute with the Point-of-Sale. The contracting party shall have the right to request a refund of payments made for online purchases directly from the Point-of-Sale to which the payment was made.

The business debit card holder may use the card within the agreed-on monthly and daily spending limit. The Bank will approve the amount of the monthly and daily spending limit for an individual card holder based on the maximum limit proposed by the contracting party and their credit rating.

Whenever a payment is made using the business charge card, the Bank will reduce the available card spending limit for the total amount of the purchase or payment.

The Bank will notify the contracting party of liabilities incurred by using the business charge card once per month by way of a card statement. If the contracting party does not receive a card statement within up to sixty (60) days after making a purchase or withdrawing cash, the contracting party shall be required to notify the Bank thereof.

The Bank will debit liabilities incurred by using the business charge card against the transaction account linked to the card. The contracting party hereby undertakes to ensure by latest until the payment due date sufficient available balance to cover the liabilities incurred and fees associated with using this card. If the contracting party fails to ensure by latest until the payment due date sufficient available balance to cover the liabilities incurred, including fees and costs, they shall be charged accompanying default interest until sufficient balance has been made available. Default interest will be charged in the amount and using the method stipulated by the applicable Decision on interest rates of the Bank.

The Bank will make the spending limit available on the day when liabilities are paid in the amount equal to the payment.

The contracting party holding a business prepaid card shall use their transaction account to ensure balances on the prepaid account and thereby the funds needed to use the card and pay service fees and costs associated with the prepaid account and the card. The prepaid account is intended solely for using the prepaid card. The contracting party provides the necessary balances by transferring funds using the account number and reference number given on the back of the card in accordance with these Terms and Conditions.

The holder of a business prepaid card may use it within approved spending limits. The cash withdrawal amount is capped at EUR 350.00 per day and EUR 1,000.00 per month. The Bank shall have the right to unilaterally change the spending limit at any time and will notify the contracting party thereof.

The total amount of deposits to the prepaid account within a calendar month shall not exceed EUR 2,000.00 and the total prepaid account balance at any time is capped at EUR 2,000.00. If the cap is exceeded, the balances will not be transferred from the transaction account linked to the prepaid card to the prepaid account.

The contracting party shall ensure sufficient available balance on the prepaid account to settle all liabilities toward the Bank arising from fees, costs, difference in exchange rates, and any transactions for which the merchant does not require authorization that are incurred by using the prepaid card. If available balances on the prepaid account do not suffice for the repayment of all liabilities, the contracting party hereby irrevocably authorizes the Bank and gives to it an irrevocable standing order to debit any liabilities incurred by using the card in Slovenia or abroad against its transaction account in EUR.

The expiry of the card shall have no impact on the obligation of the contracting party to repay the liabilities incurred by using the card that were created prior to the expiry of the card.

The contracting party may repay the debt on the business charge card at any time either in part or in full.

Balances on the prepaid account bear interest at the interest rate applicable to corporate sight deposits in domestic currency.

Balances on the prepaid account are owned by the contracting party that applied for a card.

#### **6.4.4. Actions to be taken by card holder to protect the business payment card with PIN**

The card holder shall use the card and PIN in accordance with these Terms and Conditions and maintain confidentiality of the PIN to prevent abuse.

The card holder shall be obligated to protect those card elements (e.g. PIN) that may facilitate unauthorized use. The card holder shall keep the card at a location separate from the PIN and shall not lend it to or store it with another person. Furthermore, the card holder shall not keep the PIN on a piece of paper or the card or keep it together with the card in any other way. The Bank recommends that the card holder destroy the PIN notification immediately after receipt and not disclose the PIN to third parties and to prevent in other ways the PIN from being obtained and the card from being used by unauthorized third parties.

For ease of memorization, the Bank allows card holders to change the PIN on the Bank's ATMs. If the card holder wishes to change the PIN issued by the Bank, they need to select a number that does not include birthdays, number in sequence, 4 identical digits, etc.

If the card holder forgets the PIN, the contracting party can order a new PIN and need not order a new card.

Failure to comply with these obligations shall be regarded as gross negligence on the part of the card holder. The card holder shall have sole liability for any abuse caused by the omission of actions described in this paragraph.

The card holder shall treat the card with care so as to prevent to the broadest possible extent its abuse, loss, and unauthorized removal, and thereby prevent material harm to themselves and the Bank.

#### **6.4.5 Fees and exchange rate**

The Bank charges the card holder a fee and costs for using the card in accordance with the applicable Fee Schedule.

If the contracting party withdraws its application between the time the card is ordered and prior to the card being issued, it is required to pay the costs incurred by issuing the card.

Payment transactions executed in foreign currency are converted into EUR at the exchange rates of the VISA card system as follows: currency of transaction other than EUR shall be converted into USD by applying the purchase rate. This amount in USD is then converted into EUR at the sales rate or the currency of transaction is converted into EUR if the relevant rate is available on the card system exchange rate list. The conversion is made by applying the rates applicable at the time of when the card system processes the transaction. Due to frequent intraday changes of card system exchange rates, rates applied to transactions made within the same day may differ.

#### **6.4.6. Validity and termination of the right to use the card**

The card is valid until the last day of the month indicated on the card.

Card holders who comply with these Terms and Conditions will have their card renewed without having to reapply.

When using the card, the card holder owes the responsibility to the contracting party that applied for / authorized the card.

If the contracting party does not wish to renew the card, they need to cancel the card in person at the Bank branch office where they have ordered the card or in writing by registered mail addressed to the Bank branch office that issued the card. Cancellation notice shall be given at least two months prior to the expiry of the card otherwise the Bank shall have the right to charge a card renewal fee in accordance with the fee schedule. In this case, the contracting party and card holder shall be required to return the card to the Bank.

In case of termination of agreement or death of the card holder, the card shall be terminated as well, irrespective of the expiry date indicated on the card.

The card holder is required to destroy the old card after it expires.

If the card was not cancelled on time, the card holder is provided with a new card before the expiry of the old card. The card holder is required to destroy the old card immediately after receiving the new card.

The card is the property of the Bank, and the card holder is required to return the card by request of the Bank. The contracting party shall be responsible for all liabilities and costs incurred by using the card until the day when the card is returned to the Bank.

The Bank shall have the right to block the card if:

- There are objectively reasoned causes associated with the security of the card (e.g. causes to suspect that the card could be misused, or card data stolen, etc.),
- There is a suspicion that the card has been used without authorization or in a fraudulent manner, or suspicion of card fraud,

- The card is not used in compliance with these Terms and Conditions and applicable regulations,
- There is a real possibility that the contracting party will not be able to meet its payments,
- The contracting party fails to communicate to the Bank any change of data provided to the Bank in the card application.

Where possible, the Bank will notify the contracting party of having blocked the card and the cause of the block in the contractually agreed manner prior to blocking the card and shall notify the contracting party at the latest after the block, unless such a notification is counter to objectively reasoned security actions or prohibited by other regulations. The Bank will release the block or replace the card after the cause of the block has been eliminated.

The Bank will notify the Point-of-Sale network on having blocked the card through the processing centre. An employee at a Point-of-Sale may seize the card based on the Bank's notification.

The card holder shall not use a card that has been cancelled and shall destroy it (cut it through the middle) and return it to the Bank.

By signing the agreement underlying the of the card, the contracting party agrees with the Bank providing to them a new card if the latter is issued to replace a card issued previously.

If the contracting party who is party to a business charge card agreement does not wish to renew their membership, they need to cancel the membership in person at a Bank branch office or in writing by registered mail addressed to the Bank branch office that approved the card. Cancellation notice shall be made at least two (2) months before the expiry of the card, otherwise the Bank will charge the contracting party a new annual membership fee in accordance with the Fee Schedule. In this case, the contracting party or the card holder is required to return the card to the Bank.

The Bank will deliver the automatically renewed card by mail to the address of the contracting party.

The contracting party agrees to pay the Bank all liabilities incurred by using the card, including those that were not known to the Bank at the time when the transaction account was closed.

#### **6.4.7. Lost or stolen card**

The contracting party and/or the card holder shall immediately notify, in person or in writing, the bank issuing the card or the contact centre of any destroyed, damaged, lost or stolen card. Telephone numbers are published on the Bank's website. The telephone number of the contact centre is also indicated on the back of the card. If the card holder suspects the card was stolen, he shall report the theft to the nearest police station.

Notification of a lost or stolen card made over the telephone needs to be confirmed in writing within seven (7) days. Upon reporting a card lost/stolen, the Bank will issue a new card to the card holder for the same transaction account. The card holder will receive a new PIN as well.

The Bank will cancel the card on the day when receiving a notification on a stolen or lost card and inform Points-of-Sale thereof through the processing centre. Based on a card cancellation notice from the Bank, the card can also be taken away by an employee at a Point-of-Sale.

If the card holder finds the card after they had already reported it as lost or stolen, they shall not use it again and is required to destroy it (cut through the middle) and return it to the Bank.

In the event of an unauthorised payment transaction resulting from a stolen, lost or abused card, the card holder bears the damage incurred until the date of the Bank receiving a

notification. The Bank bears the damage suffered by the user resulting from a stolen, lost or abused card from the moment the card is blocked. If the card holder has not complied with these General Terms and Conditions, in particular with regard to proper protection of the PIN or the card or failed to immediately inform the card issuer of the lost or stolen card, any recorded transactions not performed by them, irregularities or errors associated with the card, the card holder shall be fully (without restriction of the amount) liable for damage until the moment of the notification.

The Bank may preventively block the card when performing business security measures, for example, if there are reasons to suspect the card may be abused or data stolen from it, etc. The Bank informs the card holder on having blocked the card in writing by mail, through e-banking, SMS, or by any other means commonly used by the Bank. The contracting party can contact the Bank's branch office to have the card unblocked (if possible).

The Bank also reserves the right to block the card if the contracting party and/or card holder uses the card counter to these General Terms and Conditions or provisions of the agreement entered into with the Bank, or if there are objectively justified reasons associated with card security or if there is suspicion of unauthorized or fraudulent use of the card, or if there is significant risk that the card holder will not be able to meet their payment obligation. The Bank will notify the card holder of having blocked the card and the reasons for the block in the manner specified in sub-section 9.2 of these Terms and Conditions. If possible, the notification will be made before the card is blocked, otherwise the notification will be made by latest after the card has been blocked, unless such a notification is counter to objectively justified security reasons or prohibited by other regulations. The Bank will allow the card to be used again, or replace it with a new card, after the reasons for the block have been lifted.

#### **6.4.8. Use of SMS notification distribution service for card-based transactions (s. c. Security SMS)**

The SMS notification distribution service for card-based transactions is a method of providing information to card holders by way of text messages to their mobile phones.

The service can only be used by the card holder.

The contracting party may cancel the SMS distribution service for card-based transactions by way of a written cancellation notice that needs to be filed at a Bank branch office or with their relationship manager.

If the Bank finds that the contracting party and/or card holder using the service breached the provisions of these Terms and Conditions, provisions of the transaction account agreement, or abused the right to use the service or caused harm to the Bank in any other way, the Bank reserves the right to cancel the service. The service user shall be responsible for providing correct data for the SMS notification service for transactions with the Bank's payment cards. The contracting party shall have sole liability for any consequences arising from any incorrect data presented to the Bank.

The service user agrees with the Bank transmitting data on card-based transactions to the company providing data distribution services. The data distribution company is obligated to protect the data of the service user and use them exclusively for the purpose of providing the service.

The Bank shall have no liability whatsoever for damage caused by the loss or theft of mobile phone or SIM card or other

irregularities that arise before the service is cancelled.

The service user shall have sole responsibility for the security and confidentiality of data stored in the mobile phone.

The Bank charges the contracting party a fee and costs for the SMS notification service in accordance with the applicable Fee Schedule.

#### 6.4.9. Complaints

The Bank is responsible for the management of complaints related to the use of cards and delivery of information. To file a complaint, the card holder shall contact the Bank office managing the transaction account and provide relevant documentation. The complaint shall be submitted in writing.

Complaints shall be resolved in accordance with procedures laid down in the rules and instructions of the licence holders – Visa card systems and the Bank.

In case of unauthorised and incorrectly executed transactions, the card holder shall notify the Bank immediately after finding out that such payment transactions were made. In any case, the notification shall be made no later than 13 months after the date of debit to the account.

If the complaint is unjustified, the Bank may charge the card holder a complaint fee.

The contracting party shall resolve any misunderstandings and errors concerning the quality, provision, or delivery of goods and services directly at the Point-of-Sale. The contracting party shall be obliged to settle their obligations to the Bank irrespective of any dispute with the Point-of-Sale.

#### 6.5. Mobile wallet mDenarnic@

mDenarnic@ is a mobile application of the Bank available from Google Play and the App Store that the mDenarnic@ user can install on their device. The mDenarnic@ user can access and execute banking services provided by Nova KBM in a secure and quick manner.

To install and use mDenarnic@, the mDenarnic@ user needs internet access and a compatible mobile device. Minimum technical requirements and a user manual for mDenarnic@ are available on the Bank's website at [www.nkbm.si/mdenarnica](http://www.nkbm.si/mdenarnica).

Anyone can install the application to their mobile device. Being a client of the Bank is not a precondition to install the application. Features of mDenarnic@ are available only to holders of cards issued by Nova KBM.

In order to use the application, the user needs to have an active mobile data connection on their device, however, they do not need to be logged into the mDenarnic@ application.

After installing mDenarnic@ the mDenarnic@ user needs to activate their account by entering the required personal data and card data in accordance with provisions, guidance, and authorizations received from the Bank.

The mDenarnic@ user may use certain features by unlocking their phone and without having to log into the application. To access features available to users in the mDenarnic@ application, the user needs to log into their mDenarnic@ account.

The mDenarnic@ user can use the following services:

- Make contactless payments in Slovenia and abroad at Points-of-Sale equipped with the contactless payment symbol.
- Withdraw and deposit cash and check the balance of their payment card at all contactless ATMs equipped

with these features.

- Store cards in the mobile wallet.
- Confirm online purchases at Points-of-Sale, which replaces the confirmation of online purchases by way of the SMS token.

To use the contactless card payment feature, the mDenarnic@ user needs to add their payment card to the mDenarnic@ application. Contactless card payments are available only to users of compatible mobile phones and the latest version of the Android operating system.

The mDenarnic@ user shall have full and exclusive responsibility for the security and confidentiality of all data stored on the mobile device. The Bank shall have no liability for any abuse of data stored on the mobile device.

The Bank shall have no liability for any damage caused by incorrect or imprudent use of the application or mobile device by the mDenarnic@ user.

The mDenarnic@ user undertakes to duly protect their personalized security credentials and not communicate them or hand them over to any other party and shall immediately ensure that the payment cards are blocked if they lose their mobile device or have it stolen. In case of failure to comply, the mDenarnic@ user shall bear any and all damage caused by any abuse resulting from the failure to comply with rules and regulations.

If the user uses biometric login on their device, they undertake to keep only their own biometric data on the device. In case of failure to comply, the mDenarnic@ user shall bear any and all damage caused by any abuse resulting from the failure to comply with this guidance.

The user undertakes to cover all data transfer costs incurred by using the application.

The Bank shall not be liable for any disruptions or outages of telecommunication networks or for any error in the transfer of data over telecommunication networks.

The Bank shall not be liable for any damage caused by incorrect handling or incorrect entry of data by the application user.

The Bank shall not be liable for any outage of POS equipment at the Point-of-Sale or the merchant's online store.

The Bank shall not be liable for any damage caused by any abuses resulting from the failure to comply with the rules governing the use of biometric data as set out in these Terms and Conditions.

The Bank will provide the mDenarnic@ user with all services available in the application in accordance with these Terms and Conditions.

#### 6.6. Overdraft line of credit

The overdraft line of credit is used for payment services debited to the transaction account. The user repays the drawn balance of the overdraft line of credit from incoming payments to the transaction account. At the end of the tenor of the overdraft line of credit, or if the agreement underlying the facility is terminated, the user shall repay the full drawn balance of the overdraft line of credit, provided that a new overdraft facility is not authorized.

#### 6.7. Automatic transaction account overdraft ('Overdraft')

By request of the user, the Bank may approve an overdraft facility for the period of twelve (12) months with an automatic renewal option.



The amount of the overdraft depends on the client segment and the applicable Lending Policy of the Bank. The amount is currently capped at EUR 500 for sole traders and EUR 1000 for corporate customers.

Non-profit institutions that provide services to households (associations) are not eligible for automatic overdraft.

The user may use the overdraft as part of selected corporate bundles.

The overdraft relationship between the user and the Bank is also regulated by the account opening and management agreement.

The overdraft facility shall be used for payment transactions debited to the user's transaction account. The amount of the overdraft is understood as the authorized negative balance on the user's transaction account. The funds drawn from the facility are repaid by funds paid and deposited to the user's transaction account.

The user pays interest only on the drawn part of the overdraft facility in accordance with applicable internal regulations of the Bank. The user is required to pay interest on a monthly basis on the due date indicated on the statement.

The Bank reports on the exposure from funds drawn and shall have the right to access the SISBIZ/SISBON credit risk information exchange system for purposes of establishing and maintaining the business relationship underlying the overdraft facility. The user hereby expressly consents to the right of the Bank to access the system.

If the user no longer meets the terms and conditions of the Bank's Lending Policy, the overdraft facility shall be terminated without seeking consent of the user. The user shall repay all drawn amounts in full within the timeline set by the Bank.

The Bank may re-establish the user's overdraft based on a case-by-case judgement. The user hereby expressly consents to the re-establishment.

If the user wishes to have a higher overdraft balance than available as part of the bundle, the request shall be considered on a case-by-case basis, as per the Bank's Lending Policy. During the increased overdraft balance period the user cannot use the automatic overdraft renewal option. As per the consent referred to in this Article, the automatic renewal option can be reinstated after the end of the increased overdraft balance period.

#### **6.8. Product bundles**

The Bank makes available to the customer the use of services from a bundle, if agreed by the user and the Bank in a dedicated agreement. The Bank shall have the right to withdraw or change any service in a bundle at own discretion. The Bank will notify the user of the withdrawal or change in the manner specified in subchapter 9.2 of these Terms and Conditions.

The "Smart Business" bundle, which is available to sole proprietors, private professionals, and legal entities, includes the following services, provided against a single monthly fee specified by the applicable Fee Schedule of Nova KBM, as amended:

- Management of transaction account,
- Use of business online, electronic, and mobile banking,
- Issuance of Visa debit card,
- SMS notifications on transactions made with the Visa debit card,
- Account overdraft without origination fees; not available to non-profit institutions that provide services to households (associations), which are not eligible for automatic overdraft
- Fee for a new lease of POS terminal (for 3 months),
- Issue and use of Visa business charge card,

- SMS notifications for Visa business charge card.

The "Smart Start" bundle, which is available to sole proprietors and private professionals, includes the following services, provided against a single monthly fee specified by the applicable Fee Schedule of Nova KBM, as amended:

- Transaction account maintenance,
- Use of business online, electronic, and mobile banking,
- Issuance of Visa debit card.

The single fee for the use of bundled services can be subject to change in case of amendments to the Fee Schedule of Nova KBM.

Applicable general terms and conditions for respective services apply for services in a bundle. General service terms and conditions are available on the Bank's website.

Automatic renewal or extraordinary debit card issue are not part of the bundle. If the user already holds a debit card, the Bank will issue a free debit card the customer is eligible for as part of the bundle only if expressly requested by the customer. The customer can also use the free debit card offer after their current debit card expires.

The Bank shall have discretion to approve or reject the user's request for a bundle without having to provide clarification.

## **7. Special Debits to Transaction Account**

### **7.1. Cashing of domiciled bills issued or accepted by the user**

In accordance with regulations governing payment services and collection of bills in banks, and within available balance on the transaction account, the Bank will also debit the user's transaction account based on a submitted bill, if such a bill contains a clause making it payable at the Bank (domiciliary clause), provided the transaction account is not frozen due to enforcement, enforcement draft or outstanding liabilities to the Bank, and if the Bank receives all the necessary data from the bill holder to cash the bill.

If the Bank receives a bill of exchange by 13.00 on a business day, the bill will be processed on the same day. If the Bank receives a bill of exchange after 13.00 on a business day, it shall be understood that the Bank received the bill on the next business day.

The Bank cashes bills of exchanged at a single, centralized location. It shall be understood that the Bank received the bill at the moment when the bill was delivered to the unit that cashes bills.

The bill shall be understood to contain an irrevocable authorisation of the user to the bill holder to initiate the payment transaction in accordance with the bill, and irrevocable authorization of the user to its bank to execute the payment transaction to the debit of the user's balances, as initiated by the bill holder.

### **7.2. Compulsory enforcement against transaction account balances and pledge of account balances as collateral**

In case of receiving an enforcement decision, a decision on pledging account balances as collateral, or a decision regarding any other compulsory intervention to balances on the user's transaction account, where such a decision is issued by the court, the Financial Administration of the Republic of Slovenia (FURS) or other competent authority, the Bank shall prevent the user from disposing of funds on the transaction account (up to the amount stated in the decision), and shall comply with the tenor part of the decision and applicable legislation.

In doing so, the Bank will comply with the regulations governing compulsory enforcements and collateral and regulations governing payment services. The Bank shall have no duty to verify the relationship between the transaction account user and the person designated as the creditor in the enforcement decision or decision on pledge of collateral.

The Bank charges a fee for the acceptance and execution of an order in accordance with the applicable Fee Schedule of Nova KBM.

### 7.3. Cashing of enforcement drafts

An enforcement draft is a document set out by the Act on the Prevention of Late Payments (ZPreZP-1) and contains a statement of the debtor by which he undertakes to pay the sum set out in the enforcement draft. The enforcement draft template is available on the website of the Bank Association of Slovenia. The Bank cashes enforcement drafts in accordance with the Act on the Prevention of Late Payments (ZPreZP-1).

An enforcement draft may be issued only for the performance of agreements under which one party undertakes to deliver goods or provide a service, while the other party undertakes to fulfil the pecuniary obligation. An enforcement draft cannot be issued for the payment of debt arising from a financial transaction (credit agreement, loan agreement, factoring, etc.).

If the enforcement draft is made out to a creditor not entered in the Corporate Register of Slovenia, such a creditor shall submit a tax number certificate issued by FURS and an extract from the relevant foreign register translated by a Slovenian court interpreter and certified by court or notary public. The translated extract needs to certify that the creditor is an active undertaking or a sole trader, and needs to contain information on statutory representatives, otherwise, the Bank will reject the cashing of the enforcement draft.

Only undertakings (including sole traders) and public authorities can act as a party (creditor and debtor) to the enforcement draft.

## 8. Liability and right of the Bank

### 8.1. Liability of the Bank for unauthorised payment transaction

The Bank is liable to the user for having executed a transaction without the user's consent to execute (s. c. unauthorised payment transaction.) If the Bank is liable for the execution of an unauthorised payment transaction, it shall refund the user the sum of the unauthorised payment transaction immediately and in any case not later than by the end of the next business day after the user noticed the transaction or was notified thereof, unless there is credible suspicion on the part of the Bank that the transaction is a case of fraud or scam.

If an unauthorised payment transaction was debited to the user's payment account, the Bank shall re-set the balance of the user's payment account to the balance as it would have been had the unauthorised payment transaction not been executed, and ensure that the user's payment account is not credited later than the date on which the amount was debited. In case the Bank is liable for the execution of an unauthorised payment transaction, it shall also refund the user all the fees charged and the interest to which the payer is entitled with respect to the execution of the unauthorised payment transaction.

The Bank shall not be held liable for refunding the sums of unauthorised payment transactions:

- If an unauthorised payment transaction was executed due exceptional and unforeseeable circumstances the Bank

could not control or where the impact of such circumstance would arise despite the Bank's best efforts;

- If the obligation to execute a payment transaction results from other regulations binding for the Bank;
- If the user delivered to the Bank a counterfeit or modified payment order;
- For the sum borne by the user;
- If the user failed to inform the Bank immediately and without delay, and in any case no later than 13 months after the date of debit or credit, on having noticed an unauthorised payment transactions.

The user bears the loss of the unauthorised payment transaction in the sum of up to €50.00, if the unauthorised payment transaction that caused the loss resulted from the use of a stolen or lost payment instrument or misuse of the payment instrument.

The user bears the full total loss of the unauthorised payment transaction, if the unauthorised payment transaction was executed as a result of fraud committed by the user, or if the user, by wilful wrongdoing or gross negligence, failed to fulfil his obligations with regard to the payment instrument.

### 8.2. Liability of the Bank for non-execution, incorrect execution or late execution of a payment transaction

If the Bank is liable for the non-execution and/or incorrect execution and/or a late execution of the payment transaction, it shall refund the user without undue delay the sum of the non-executed or incorrectly executed payment transaction or, if the payment transaction was debited to the user's account, re-set the balance of the user's payment account to the balance as it would have been had the payment transaction not been executed incorrectly, including any fees charged, but not the interest to which the user is entitled.

If the Bank proves that the sum of the payment transaction was debited to the account of the payee's payment service provider in accordance with Article 127 of the Payment Services, Services of Issuing Electronic Money and Payment Systems Act, the payee's payment service provider is liable to the payee for the correct execution of the payment transaction in accordance with Article 129 and 130 of the cited Act and shall immediately make the sum of the incorrectly executed payment transaction available to the payee or, if the payment transaction is credited to the payee's payment account, debit the appropriate sum to the payee's payment account. The credit date on the payee's payment account shall not be later than the date when the sum should have been credited had the payment transaction been executed correctly.

The Bank shall be free from liability for the refund of non-executed or incorrectly or late executed payment transactions:

- If the non-execution, incorrect or late execution was caused by exceptional and unforeseen circumstances that the Bank could not avoid or prevent;
- If the non-execution, incorrect or late execution is the result of the Bank performing obligations arising from other regulations binding for the Bank;
- If the user failed to notify the Bank immediately and without undue delay of the non-executed, incorrectly executed or late payment transaction after finding out about such a transaction and by no later than 13 months after the credit or debit date.

### 8.3. Right of the Bank

The Bank shall have the right to settle any monetary obligation of the user owed under these Terms and Conditions or any other agreement with the Bank by offsetting its claim against any claims of the user against the Bank, debit the user's transaction account, or use any available balance of the user held with the Bank

irrespective of agreed maturity. For the avoidance of doubt, it shall be understood that by signing the Transaction Account Opening and Management Agreement or any other agreement with the Bank the user gives the Bank a permanent and irrevocable order and expressly authorizes the Bank to execute such payments against balances of the user. If the balance is in another currency, the conversion into the currency of obligations hereunder shall be made at the rate applicable on the claim settlement date and at the rate at which the Bank purchases this currency in corporate banking. The user hereby expressly undertakes to maintain sufficient balances on their transaction account. If obligations are not settled in accordance with this paragraph due to any reason, the user hereby undertakes to settle all outstanding obligation themselves.

## 9. Notification

The user shall notify the Bank within 5 days of any change with respect to their legal status, personal and other data, information on authorised persons, and other data relating to the transaction account and indicated in the application to open the transaction account. The Bank shall not be liable for any damage resulting from failure to comply with obligations regarding the notification of changes.

### 9.1. Notifications on payment transactions

The Bank shall notify the user in writing on the balance and transactions on the transaction account and on any changes at least once a month by mail, by way of a notification collected in person at a Bank unit, or through electronic banking, or by any other means of communication commonly used in banking. If the user is also a user of Poslovni Bank@Net, eBank@Net com, Bank@Net com, mBank@Net com, Bank@Net or mBank@Net, the Bank will notify the user on the balance and transactions on the transaction account and on any changes via these digital channels. In case a written notification is sent by mail, the notification is deemed to have been served correctly, if it is sent to the last known address of the user the Bank keeps in its records.

If the parcel returns to the Bank as “address unknown/moved” or due to any other similar cause that makes it impossible to deliver the mail, the Bank shall not be required to seek the user’s new address, it can, however, stop sending notifications to this address and modify the notification method to any other method used by the Bank that is the most appropriate by discretion of the Bank.

If the user’s preferred notification method is the e-Notification portal, it shall be understood that the Bank uses the last communicated email address for notifications. If the Bank receives an “undelivered email” message when sending the notification to this address (e.g. invalid or incorrect email address), and the user fails to communicate to the Bank the correct email address, the Bank, in order to ensure due distribution of messages, will modify the notification method to any other method used by the Bank that is the most appropriate by discretion of the Bank.

If the user selected to collect account statements in person, he shall collect them monthly in the Bank. The user shall be responsible for all consequences associated with the failure to collect account statements within the period referred to in the preceding paragraph of this Point.

The Bank provides the user in the account statement with information on executed transactions, such as: information on the payer and payee (account No., name or company name), information on the transaction (amount, currency, purpose (in case of using unstructured credit reference), purpose code,

complaint data, reference code, identification numbers, date of entry, expiry date, and reference date).

According to the SEPA DD rules, the payer’s bank shall include the following SEPA DD information in the account statement: designation of the scheme, payee’s name, payee’s identifier, unique authorisation reference number, SEPA DD amount, and a notification of the payee to the payer regarding the payment (if submitted by the payee).

By request of the user, the Bank may always provide the user with all the information on the payment transaction the Bank had received.

### 9.2. Distribution of other messages

If the user is also a user of Poslovni Bank@Net, eBank@Net com, Bank@Net com, or mBank@Net com, the user agrees that the Bank may deliver all other messages via Poslovni Bank@Net, eBank@Net com, Bank@Net com, or mBank@Net com, or to the last communicated email address.

Concerning the distribution of messages via mail, it shall be understood that the notification was served correctly if sent to the user’s last known address that the Bank keeps in its records. If the parcel returns to the Bank as “address unknown/moved” or due to any other similar cause that makes it impossible to deliver the mail, the Bank shall not be required to seek the user’s new address, it can, however, stop sending notifications to this address.

## 10. Interest Rates, Fees and Exchange Rates

### 10.1. Transaction account interest rates

The Bank pays interest on funds held in the transaction account at the interest rate for demand deposits, in accordance with the Decision on NKBM interest rates. The Bank charges interest under this agreement under the linear method by considering the actual number of days in a month and the actual number of days in a year (365/366), which applies to corporate accounts, or by considering a 360-day year which applies to accounts held by other entities. In determining the start and end date of the interest accrual period, the Bank considers the first day after the agreement has been entered into, however, not the last day.

The Bank publishes any changes in interest rates on its website or by any other means commonly used in banking. Changes in interest rates become effective immediately and without any prior notification..

Interest on the transaction account is capitalised monthly upon calculation. The Bank shall notify the user of the amount of capitalised interest in the account statement.

The Bank charges interest on unauthorised debit balance on the transaction account in accordance with the extract from the Deposit rates of Nova KBM.

### 10.2. Fees

The Bank charges fees for payment services, services relating to the use of account, and other services the Bank provides under the Transaction Account Opening and Management Agreement or other agreement entered into with the user and in accordance with these General Terms and Conditions. The Bank charges fees in the amount, within timelines and in the method set out in the Fee Schedule of Nova KBM. The applicable Fee Schedule of Nova KBM is published on the Bank’s website.

The Bank will publish any changes of the Fee Schedule of Nova KBM applicable to payment services, services relating to the use of account, and other services governed by these Terms and Conditions on its website. The user will be notified of changes to the Fee Schedule of Nova KBM in the manner set out in section

9.2 of these Terms and Conditions and, as a rule, 5 days before the changes take effect.

The user undertakes to pay the fees charged by the Bank based on the Transaction Account Opening and Management Agreement or other agreement entered into with the Bank and in accordance with these Terms and Conditions in the manner agreed on in the agreement with the Bank. If the selected method is to debit the fee to the user's transaction account, it shall be understood that by signing the Transaction Account Opening and Management Agreement or other agreement with the Bank, the user expressly consents, gives the Bank a permanent and irrevocable order, and irrevocably authorizes the Bank to debit such fees to the user's transaction account. If the parties agreed that the Bank shall issue an invoice for such fees, the user undertakes to settle all obligations within the timeline and in the manner specified in the issued invoice. This does not prejudice the right of the Bank set out in subchapter 8.3 of these Terms and Conditions.

The user shall be required to pay the costs of reminders for any past due and outstanding obligations in accordance with the applicable Fee Schedule of Nova KBM, default interest at the statutory default interest rate, and other costs incurred with debt collection.

The user is obligated to ensure sufficient available account balance at maturity of obligations referred to in this point.

The Bank shall have the right to act in accordance with subchapter 8.3 of these Terms and Conditions for the recovery of sums owed and outstanding that arise from fees and costs per the agreement and other contractual and non-contractual relationships.

The user undertakes to pay or compensate the Bank the sum total of all duties, taxes and banking and other costs paid or incurred by the Bank in relation to preparing, originating and executing account-related services, provided the duties referred to herein are set forth by applicable laws and regulations.

For international services the Bank carries out for users in Slovenia, fees are charged in domestic currency at the European Central Bank's reference rate applicable as at the date of charge, if not stipulated otherwise.

For other payment transactions are channelled through other banks or payment agents, the Bank charges additional fees, as charged by those banks or other payment agents for the execution of payment transactions, in accordance with the service fees of all the banks and payment agents involved in the execution of the transaction.

As for other payment transactions, the user shall pay the fees for the execution of the payment transaction in accordance with the method of paying fees indicated in the payment order.

When executing domestic and cross-border transactions, each of the involved banks charges fees to its payment service users.

#### **10.2.1. Management of average monthly balances**

The Bank charges a fee for the management of average monthly balances in the amount and on sums that are over the threshold subject to a fee and on products considered in the calculation of the fee in accordance with the applicable Fee Schedule of Nova KBM. Payment of these fees is governed by subchapter 10.2 of these General Terms and Conditions.

#### **10.3. Exchange rates**

In case of currency exchange, the Bank applies exchange rates for corporate customers (hereinafter: exchange rates) in force as at the date of exchange, unless agreed on otherwise by the

contracting parties. The exchange rates are published on the Bank's website [www.nkbm.si](http://www.nkbm.si) and at Bank branch offices.

The Bank shall publish any changes in the exchange rates on its website or by any other means commonly used in banking. Changes to exchange rates become effective immediately and without any prior notification.

Exchange rates of the card provider system (e.g. VISA Europe) in force as at the date of exchange apply to payments made in foreign currency using a debit card.

If card payments are made in a currency other than EUR, the payment of the card holder's obligations shall be executed in EUR, whereby the exchange of currency of the original payment into EUR shall be made as follows: the currency of original payment other than EUR shall be translated into USD at the USD purchase rate, and the amount in USD so obtained shall be translated into EUR at the EUR selling rate, or the currency shall be converted into EUR directly. The exchange shall be carried out at exchange rates effective at the moment when the transaction is processed in the card system.

## **11. Termination of Agreement**

The agreement concluded for a definite period of time is terminated upon expiry of such a period, or by termination or withdrawal.

With consent of the Bank, the user may terminate the agreement at any time in writing with immediate effect. The user may unilaterally terminate the agreement at any time by giving a one-month period of notice.

The Bank may terminate an agreement by giving a two-month period of notice. The Bank shall notify the user in writing of the termination in the manner set out in subchapter 9.2 of these Terms and Conditions. The notice period is triggered on the day following the posting of the termination notice. In case of terminating the agreement, the user is obligated to settle in full all of obligations under the agreement incurred until the day of termination, including fees that the Bank charges for payment services over a predetermined period of time. If such fees are paid in advance, the Bank will refund the user a proportional part of the fees paid.

The Bank shall not charge the user any special fees as a result of termination of the agreement, if the user terminates the agreement concluded for a definite period of more than 6 months, or for an indefinite period of time, after 6 months following the conclusion of the agreement.

The Bank may withdraw from the agreement with immediate effect in the event of a breach of the provisions of the agreement, in particular in the event of past due and outstanding debts to the Bank, a breach of the provisions of these General Terms and Conditions, and applicable regulations, which is regulated in detail in the agreement between the Bank and the user, as well as in case of reasons indicating customer business operations are not aligned with statements given by the customer when establishing the business relationship, or if the business deviates from Bank rules on compliance.

Other provisions of the agreement and these General Terms and Conditions notwithstanding, the Bank shall have the right to terminate the agreement with immediate effect (without a notice period) if it uncovers, while carrying out mandatory measures and due diligence required under the applicable Prevention of Money Laundering and Terrorism Financing Act, any non-compliance or



irregularity that may be deemed an act, service or circumstance contravening the aim of the law referred to in this paragraph.

The Bank may also withdraw from the agreement in case no balance was kept in the account and no transactions were made in the account in the preceding 12 months, and under measures and decisions taken by the government and courts based on the law.

The Bank will serve the user a written termination notice in the manner set out in subchapter 9.2 of these General Terms and Conditions. Termination shall take effect 3 days after receipt of the Bank's termination notice, whereby the date of receipt shall be understood as the date on which the Bank has mailed the notice.

## 12. Amicable Settlement of Disputes

The user and Bank will settle any disputes, disagreements or complaints relating to the performance of services in accordance with these General Terms and Conditions in an amicable manner.

The user may file a complaint regarding a service rendered by the Bank in person, by mail to the address of the Bank or by email to [info@nkbm.si](mailto:info@nkbm.si).

The Bank shall collect the complete documents and make a decision on the complaint within 15 business days. The decision on the complaint shall be delivered in writing to the address of the user.

Where, in exceptional cases, for reasons beyond its control, the Bank cannot reply within 15 business days, the Bank will provide the user with an interim reply, in which it will clearly state the reasons for the delay and set a deadline by which the user will receive the final answer. The deadline shall not exceed 35 business days.

Any disputes arising out of these General Terms and Conditions the user and the Bank cannot resolve in an amicable manner shall be settled in the court of competent local jurisdiction according to the registered office of the Bank.

A payment service user may file a complaint with the Bank of Slovenia regarding alleged violations of the Payment Services, Services of Issuing Electronic Money and Payment Systems Act (ZPlaSSIED).

## 13. Deposit Guarantee

A credit balance on a transaction account is a deposit eligible for the guarantee under the Deposit Guarantee Scheme Act (ZSJV).

Deposits in the Bank are protected by the Deposit Guarantee Scheme in accordance with the ZSJV. In case the Bank turns insolvent, depositors are repaid from the Deposit Guarantee Scheme.

The maximum coverage limit is €100,000 per depositor in each bank, which means that all eligible deposits of the depositor in the bank are added up. In some cases laid down by the ZSJV, deposits are protected even above the coverage limit.

A credit balance in a trust account (fiduciary account) is a deposit observed, in the part belonging to an individual beneficiary, as part of the deposit of that beneficiary. The deposit is eligible to be guaranteed only if data allowing identification of the beneficiary was provided to the Bank. If information on beneficiaries to the balances in a trust account has not been provided to the Bank, the trust account balance shall be considered a bearer deposit to which the Deposit Guarantee Scheme does not apply. A credit balance on a trust account (fiduciary account) is a deposit which, by law, is available for disposal to a particular person acting as a

representative or trustee of the account on behalf of a community, which has been established based on the law (e.g. a reserve fund account) and has no legal personality. If a trust account is held for one community, the deposit shall be eligible for Deposit Guarantee Scheme compensation. If a trust account is held for several communities, the deposit shall be eligible for Deposit Guarantee Scheme compensation only if information allowing identification of each community was provided to the Bank. If information on specific communities has not been provided to the Bank, the trust account balance shall be considered a bearer deposit to which the Deposit Guarantee Scheme does not apply.

## 14. Final Provisions

The following documents form an integral part of these General Terms and Conditions:

- Domestic, Cross-Border, and Other Payment Transactions Schedule
- Nova KBM Corporate Banking Fee Schedule
- Decision on NKBM interest rates
- General information for depositors concerning the Deposit Guarantee Scheme.

The Bank shall have the right to modify and/or supplement these Terms and Conditions or adopt new terms and conditions to replace these Terms and Conditions. In doing so, the Bank shall notify the user of the Bank's electronic channels in e-format via Poslovni Bank@Net, eBank@Net com, Bank@Net com, mBank@Net com Bank@Net, or mBank@Net, or to the last communicated email address, or by mail. As a rule, the notification will be made 5 days prior to the proposed date of effect of modified and/or supplemented or new terms and conditions. As a rule, modified and/or supplemented terms and conditions will be published on the Bank's website 5 days prior to the proposed date of effect.

If the user does not agree with modifications of and/or supplementations to the General Terms and Conditions or new General Terms and Conditions, they may terminate the agreement concluded under these General Terms and Conditions without a notice period and without any fees. If the user rejects the proposed modifications and/or supplements to terms and conditions or new terms and conditions without terminating the agreement, it shall be understood that the Bank terminated the agreement at two months' notice, which is triggered on the day when the change notification is sent. If the Bank does not receive the user's termination notice until the day before the specified date of effect of the modification and/or supplement to general terms and conditions or the day before the specified date of effect of new terms and conditions, or if the user fails to communicate in this period their dissent with the proposed modifications and/or supplements or new terms and conditions, it shall be understood that the user accepts the proposed modifications and/or supplements to the terms and conditions or new terms and conditions.

Applicable respective General Terms and Conditions for payment services are published on the Bank's website and in all branches of the Bank [www.nkbm.si/poslovni-racun](http://www.nkbm.si/poslovni-racun).

These General Terms and Conditions form an integral part of the agreement. By signing the agreement, the user acknowledges that they have read the General Terms and Conditions before concluding the agreement and fully agree with them.



In case of any inconsistencies between these General Terms and Conditions and the agreement, provisions of these General Terms and Conditions shall prevail.

On the day of entry into force of these General Terms and Conditions, previous general terms for the management of transaction accounts cease to apply.

These General Terms and Conditions shall apply also to all pre-existing contractual relationships associated with opening and management of transaction accounts, and for pre-existing contractual relationships relating to authorized overdraft lines of credit. These General Terms and Conditions shall apply also to pre-existing contractual relationships relating to standing orders and SEPA direct debits.

It shall be understood that provisions of the agreement between the Bank and the user applied to open and manage a transaction account and carry out payment services prior to the enactment of these General Terms and Conditions that contravene the provisions of ZPlaSSIED shall hereby be deemed to be superseded by provisions of ZPlaSSIED.

Unless otherwise agreed between the Bank and the user, the preferred language used in contractual relationships and any communication between the Bank and the user is Slovenian.

The user shall have the right to request, at any time, a copy of these General Terms and Conditions in paper form or on any other durable medium. Services carried out under these General Terms and Conditions and the interpretation of Terms and Conditions shall be governed by the law of the Republic of Slovenia.

If the user becomes aware of a breach committed in carrying out services under these General Terms and Conditions, and such a breach constitutes an infringement under ZPlaSSIED, they shall have the right to file a written motion to open infringement proceedings. The motion shall be filed with the Bank of Slovenia, which is the authority competent to decide in matters concerning infringements.

By these General Terms and Conditions, the Bank and the user agree to waive the application of provisions of ZPlaSSIED for which the Act provides a waiver or restriction option, as follows: Articles 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 122 (except Article 122(3)), 123, 137, 140, 142, 146, 148 and 150 of ZPlaSSIED shall not be used and shall be superseded by relevant provisions of these General Terms and Conditions.

These General Terms and Conditions take effect and apply as of 1 July 2022. The effect of these Terms and Conditions shall abolish the General Terms and Conditions for the Mastercard and Visa business payment card the and the General Terms and Conditions for the Visa prepaid card for corporates, sole traders, and private individuals.

Nova KBM d.d.