

GENERAL TERMS AND CONDITIONS FOR RAIFFEISEN M-PLATI SERVICE USAGE

Definitions

Bank - Raiffeisen BANK d.d. Bosna i Hercegovina.

Raiffeisen m-plati - service allowing its users to execute contactless transactions - cashless payments for goods and services in Bosnia and Herzegovina and abroad via their Androids (version 4.4 or other more advanced versions) equipped with the NFC, relying therein on the Host Card Emulations (HCE) technology.

Users - user is a private individual who has established a business relationship with the Bank for the m-plati service usage. The user may be either resident or non-resident. To become the m-plati service user, the Bank's customer must hold at least one debit or credit card or business card.

m-plati application - digital wallet - the Bank's mobile application with the Bank's virtual cards installed

Mobile device - mobile phone/ tablet meeting technical requirements for the m-plati service usage

NFC - „Near Field Communication“ technology allowing contactless data exchange between two devices at small distance

Account - payment account - current or card account. To be able to authorise individual transaction through the m-plati application installed on their mobile device, the user must hold in their account the funds sufficient to cover the transaction and its pertaining costs.

Access code and SMS code - two security codes assigned to the user during realisation of the m-plati service. The access code is an ID number for using the m-plati service, while SMS code, which the user receives via SMS message upon accepting the m-plati service to the selected mobile phone number and remains valid for 24h from the SMS message.

m-plati password - personal identification five-digit code created by the service user and known to the user only, and which the user uses to authorise their contactless payments through the mobile phone with the m-plati application installed. The user shall keep secret the m-plati password and shall not disclose it to any third party. In case of suspected m-plati password misuse, the user shall promptly contact the Bank and require the service/ card blockage or change the m-plati password provided they dispose of the mobile device to which the m-plati application has been installed.

Payment credentials - one-off security elements underlying execution of individual transaction, which the m-plati application stores at the mobile device

connection to the Internet so that the payment transaction may be authorised without the Internet connection.

ATM - electronic device allowing the m-plati service user to draw cash from their account 24/7, check their account balance and use other service available depending on the ATM type. The listed services may be used only at the ATMs equipped with the contactless readers.

POS terminal (Point of Sale Terminal) - is electronic device installed at point of sale of the merchant who has executed with the Bank the Card Acquisition Agreement, and which, being equipped with the contactless reader, allows contactless payments through mobile devices with installed and activated m-plati service.

Sale/acquisition location - acquirer of the cash funds generated through the transaction.

Authorisation - process of the m-plati service user authentication and transaction verification by the Bank.

Token/Virtual card - virtual card is a digital form of the existing physical debit, credit or business card (Visa/Mastercard) installed to the mobile device of the service user. Each card activation for usage of the m-plati application implies assignment of a single token. Token is an alternative number used for identification of the virtual card user and confirmation of the transaction execution. Each virtual card activation in the m-plati application is registered as a single token number. If the user opts for the virtual card activation through three different mobile devices they dispose of, such activation shall entail assignment of three token numbers.

Contactless transaction

Contactless transaction is a payment transaction executed through a mobile device, to which the m-plati application has been installed (which entails usage of virtual cards), at the POS terminals supporting the contactless technology Visa and Mastercard and labelled with the Visa PayWave and/or Mastercard Paypass contactless card symbols at ATMs equipped with the contactless readers. The transaction is executed simply by the mobile device tap on the POS terminal which activates the virtual card that has been created upon installation and activation of the m-plati application for contactless payments on the mobile device.

The limit for individual contactless transaction through the m-plati application, not requiring the m-plati password verification, is set at KM 30.00. The mobile device user has just to activate the mobile

device and tap it on the POS terminal/ ATM: The user may set up the application in a way that execution of each payment transaction through the m-plati application, regardless of its amount, requires the m-plati password verification.

Contactless m-plati transactions with value above KM 30.00 require access to the m-plati application and the m-plati password verification.

All contactless transactions executed at the ATM are contingent upon the m-plati password verification.

The m-plati contactless transactions authorised by the m-plati password verification do not require the PIN entry at the POS terminal/ ATM.

In the card account statements, the transactions executed through the m-plati application are listed as ordinary card transactions.

All necessary actions are to be taken at payment through the m-plati application to ensure security of this payment method and protect it from its possible misuse. These actions include:

- a) the m-plati password used for verification of the m-plati payment transactions must not be easily predictable by its possible misuser (e.g. digit sequence 12345, the date of birth, personal telephone number and other available personal data should not be used as password);
- b) the m-plati password should not be saved at the mobile device;
- c) once the payment transaction has been executed, the application is to be closed;
- d) only certified applications available at Google Play Store and recommended by the mobile device and operational system vendors should be downloaded;
- e) the Internet connection must be established through a safe WiFi network or through the mobile operator's service of data transfer (3G/4G); The Internet connection is necessary for installing the application, entering the access credentials, generating the list of cards and virtual cards creating/ token number assigning; The payment execution does not depend on the Internet connection; however, occasional log on the Internet is required for compliance with the security restrictions regarding the number of the application usages and the time period in which the application may be used without the Internet connection.
- f) the regular mobile device update with the m-plati application must be ensured;
- g) a possible loss of the mobile device to which the m-plati application has been installed must be immediately reported to the Bank by a call to the Contact Centre at 081 92 92 92 or +387 33 755 010 if calling from abroad;
- h) the registration is not to be done through any e-mail link or some other websites;
- i) the application vendor is to be checked before the installation; The relevant vendor is Raiffeisen BANK

dd Bosna i Hercegovina Raiffeisen BANK dd Bosna i Hercegovina;

j) no unauthorised software modifications are to be made on the mobile device (such as "root" or "jailbreak");

k) in case of the SIM card blockage/ cancellation or replacement, the card holder/ application user is to require the m-plati application blockage by the Bank;

l) a possible mobile device replacement shall trigger deactivation of the m-plati application on the old mobile device and its activation on the new mobile device;

Who is eligible for the service?

The service is available to all Bank customers who are private individuals, residents and non-residents alike, and meet the following conditions:

Residents (local private customers) are:

- private individuals who are nationals of Bosnia and Herzegovina and can prove this by presenting an identification card (CIPS) or passport issued by the competent authority of Bosnia and Herzegovina.

- private individuals who hold a passport of Bosnia and Herzegovina issued by the competent authority, embassy or consular office of Bosnia and Herzegovina and do not have a registered residence/domicile in Bosnia and Herzegovina.

Non-residents (foreign private customers) are:

- private individuals who are not nationals of Bosnia and Herzegovina and can prove this by presenting a foreigner's identification card issued by the competent authority in Bosnia and Herzegovina (CIPS) or a passport of their home country.

NOTE: A private individual recognised by the Bank as a foreigner (non-resident) may change his/ her status to local private individual (resident) by presenting a resident passport or identification card (CIPS) and the relevant certificate of residence/ domicile (CIPS).

Holders of Visa/ Mastercard cards may use their cards in the virtual form to effect contactless payments through the m-plati application installed to their mobile device. The user may download the m-plati application from the Google Play Store. The application download does not imply the automatic activation of the application. In order to activate the m-plati application, the user must:

own a smart mobile device equipped with NFC of an Android 4.4 or later operational system version.;

hold open an account at the Google Play Store;

be connected to the Internet (when activating the m-plati application);

download the m-plati application from Google Play Store and enter their Access code indicated in the Registration Form/ Agreement as well as the SMS code delivered to their mobile device; After entering

these codes, the user is to create own m-plati password and confirm acceptance of the General Terms and Conditions for the M-plati Service Usage. This action shall trigger listing of all active user's card accounts with the Bank and their presentation to the user. Once the user selects the card products that will be activated for the payment transactions, the m-plati service usage and the m-plati payments may start.

The user undertakes to download the application from Google Play Store, install it to their mobile device within 24 hours from receiving the SMS code. Moreover, at the first application usage, the user shall enter both the Access code and the SMS code.

Upon the user's call, the Bank's Contact Centre shall make authentication of the user against their personal data, provide the user with the Access code and initiate the SMS code delivery to the user's mobile device which will allow the user to activate the service without visiting the Bank in case of loss of their mobile device, service activation at several mobile devices or in some other situation which reasonably entails the user's request for the Access code and the SMS code.

Obligations of the service user

When using the m-plati service for private individuals, the user shall adhere to the General Terms and Conditions and comply with the service use instructions and legal regulations.

The user shall have the obligation and the responsibility to provide correct and complete data. The user must ensure their exclusive m-plati service usage and not allow other persons to use the service through their mobile phone or share their m-plati application password with another person.

The User undertakes to transact business up to the amount of funds available in his/her account/ the account tied to the business card and in accordance with valid agreements with the Bank and applicable legal regulations.

The User shall ensure internet access for the use of the service at his own costs.

The user shall keep secret their m-plati application password.

The Bank is the only authorised provider of the m-plati application and its latest version. The user undertakes to download the latest version of the m-plati application.

The user shall be liable for proper use of the access data and for any damage resulting from irresponsible use of the access data and the application as well as for the consequences of payment transactions made during such irresponsible service usage.

The user shall bear responsibility for the application utilisation.

The User shall immediately notify the Bank of any changes that are relevant for the use of the service. Otherwise, the data last delivered to the Bank and

kept on its records shall be deemed valid. The Bank may not be held responsible for any damage that the User might suffer due to failure to notify the Bank immediately of any changes in his data.

Service blockage

In the event of loss, theft or suspected misuse of In the event of loss, theft or suspected misuse of the access data or mobile phone, the user shall immediately notify the Bank to that effect by either calling the Raiffeisen Direct Info at 00 387 (0)81 92 92 92 or +387 33 755 010 if calling from abroad, which is available around the clock, or by coming in person to their nearest Raiffeisen Bank branch. Having received such a notice the Bank shall block the user's application and virtual cards integrated in the m-plati application to prevent their possible misuse. Blockage of virtual cards shall not necessarily entail the blockage of ordinary plastic cards since the user may use the ordinary cards he/she disposes off independently from their virtual cards. The plastic cards shall be blocked only upon the user's explicit request. To reactivate the service and be able to use it again, the User has to visit one of the Bank's branches and file a deblockage request in the respective form.

Security Concept

The Bank may temporarily block or cancel the service usage when it has reasons to suspect or believe that the security of the service use is impaired or there is the possibility of fraudulent or unauthorised use of the service.

The Bank may also temporarily block and/or cancel the use of the m-plati service for private individuals if it suspects or has reasons to believe that positive regulations have been or might be violated. The user shall take all relevant measures to prevent any service misuse, but primarily keep safe their mobile phone to which the m-plati application has been installed, the one-off usage code and the m-plati service password.

The User has the responsibility to take care of the access data received from the Bank and to see to it that these devices do not pass into possession of any unauthorised person.

Any risk of misuse of the access data shall be borne solely by the user. The user shall use the m-plati service in the way defined by the General Terms and Conditions and the User Manual for the m-plati service that are available in writing at the Bank's branches and its official website www.raiffeisenbank.ba.

The user is aware that the m-plati service usage entails the data transfer via mobile phone and thus accepts the risks inherent to the mobile phone usage including the risk of possible application misuse.

Damage liability

The Bank shall not be liable for any damage incurred before a loss, theft of suspected misuse of

the access data or mobile phone has been reported to it. The Bank shall not be liable for any damage incurred because of usage of old m-plati application versions.

The Bank shall not be liable for any transaction non-execution attributable to a mistake on the user's part.

The Bank shall not be liable for any malfunctions or interruptions in telecommunication networks, or any mistakes that may occur in data transfer via the telecommunication network, or disabled access to the service (for any reasons), or any damage resulting from the above.

Service Desk

For any questions or clarification regarding the use of m-plati service, the User can call Raiffeisen direct info 081 92 92 92 or if the users call from abroad +387 33 755 010.

Complaints

Any complaints regarding possible mismatch between the account statement and the transactions generated by the m-plati service, the user shall check his account statements and refer any possible irregularities to the Bank within 15 days from receiving the account statement.

Any complaints related to the service use shall be referred to the Bank by filing the designated form from the Bank's official website or by filing the designated form at any of the Bank's branches.

The Bank shall accept every user's complaint and forward it to the responsible unit for handling. The Bank shall respond to the user at its earliest convenience.

Provision for customers from the Federation of Bosnia and Herzegovina

If the user believes that the Bank does not comply with the legal provisions, regulations, general business terms and conditions, sound business practices, the user is entitled to file a verbal complaint and/or written complaint with the Bank's Complaint Department at the address: #bb Zmaja od Bosne Street, Sarajevo, or fill in the online form „Complaints, suggestions and commendations“ available at www.raiffeisenbank.ba. If the user complains verbally and is not satisfied with the Bank's response, they shall be advised by the Bank of their right to file a complaint in written or electronic form. The Bank shall respond to the user within 30 days as of the date on which the written or the on-line complaint has been filed.

If the Bank fails to respond to the complaint or the user finds the response inadequate, they may send the FBiH Banking Agency, at the address #47b Zmaja od Bosne Street, a written notification of 47b, stating that he is not satisfied with the outcome of the complaint procedure, or file a written complaint

on the Bank's work to the Banking Agency within 3 (three) months from the date he received or should have received the Bank's response.

The Bank shall not charge any fees or any other costs for receiving or handling a user complaint.

If the dispute remains unsolved, the user may take legal action before the Sarajevo Municipality Court. The user may opt for mediation of the out-of-court dispute settlement.

Provision for customers from the RS

If the user believes that the Bank does not comply with the legal provisions, regulations, general business terms and conditions, sound business practices, the user is entitled to file a verbal complaint and/or written complaint with the Bank's Complaint Department at the address: #bb Zmaja od Bosne Street, Sarajevo, or fill in the online form „Complaints, suggestions and commendations“ available at www.raiffeisenbank.ba. If the user complains verbally and is not satisfied with the Bank's response, they shall be advised by the Bank of their right to file a complaint in written or electronic form.

The Bank shall respond to the user within 30 days as of the date on which the written or the on-line complaint has been filed.

In case the user does not receive a response or is not satisfied with the Bank's response, they may send a written notice or complaint to the Banking Ombudsmen at the RS Banking Agency, at the address: Banking Agency of Republika Srpska, #11a Vase Pelagića Street, Banja Luka, within 6 (six) months from the date on which they received or should have received the Bank's response. The Bank shall not charge any fees or any other costs for receiving or handling a user complaint.

If the dispute remains unsolved, the user may take legal action before the Sarajevo Municipality Court. The user may opt for mediation of the out-of-court dispute settlement.

Service cancellation

The Bank retains the right to unilaterally cancel the service, in the event the user surpasses his rights, breaches the provisions of the General Terms and Conditions or legal regulations, or in the event of reasonable suspicion of misuse.

In case a user does not use the m-plati service for more than a year, the Bank retains the right to cancel the service usage.

Other

Change of conditions

The Bank reserves the right to change the terms and conditions laid down in these General Terms and Conditions for Raiffeisen M-plati Service Usage.

The Bank shall display the changed General Terms and Conditions prominently in its business premises

or at its official web site www.raiffeisenbank.ba, at least 15 days before the planned implementation date and notify the user accordingly. The user shall be deemed to have accepted the changed General Terms and Conditions unless they terminated the Agreement within 15 days from the date the changed General Terms and Conditions were made available.

Disclaimer

The Bank waives any liability for not being able to perform its obligations under these General Terms in case it is reasonably prevented from delivering the services, by events or actions which make the communication between the User and the Bank difficult or impossible or make domestic or international payments impossible, and which might be caused by force majeure, war, unrest, acts of terrorism, strike, interruption of telecommunication lines and any other events beyond the Bank's control.

Final provisions

notification.

If either of the parties has any dispute regarding these Terms and Conditions that cannot be resolved amicably, such dispute shall be referred to the Municipal Court of Sarajevo as the court of competent jurisdiction.

These General Terms and Conditions shall regulate the M-plati service and shall be available to the user throughout the service provision.

The user may ask the Bank for explanation and instructions related to the implementation of the General Terms and Conditions.

By entering the access codes in the pre-installed application for the m-plati service, as an expression of their free will and their previous independent and personal assessment of all terms and conditions for doing business with the Bank, the user acknowledges to have been provided with a copy of these General Terms and Conditions, to have read and agreed to be bound by them.

Any matters not explicitly specified in these General Terms shall be governed by the laws and regulations for the private lending business.

In case the provisions of these General Business Terms have to be amended to reflect new legal regulations, those regulations shall apply until they have been incorporated into these GBT.

These General Terms shall become effective on 15/02/2019.