

INFORMATION ABOUT THE CROATIAN CREDIT INFORMATION REGISTRY AND OFFER ON MAKING A STATEMENT FOR THE REGISTRY

Dear Sir/Madam,

We hereby provide the information about the Croatian Credit Information Registry (hereinafter the Registry), whilst offering you to make a statement for the Registry (hereinafter the Statement) which would enable us to prepare a credit report for you in the Registry.

It is only in the event that you accept this offer and make a Statement that we will be able to prepare a credit report for you, which will facilitate, as well as speed up decision-making in regard to our contractual relationship with you. Please note that a credit report is an overview of your indebtedness and timely servicing of liabilities, as well as of other financial indicators calculated based on the information contained in the Registry databases and special records. Before you decide on whether to accept our offer or not, we kindly ask you to carefully read this information about the Registry and then make a decision on whether to make a Statement or not.

Supplementary information, as well as the most frequently asked questions and answers concerning the Registry and the information contained within the Registry, Registry users, making a Statement, and credit reports, are available at the website www.hrok.hr. Additional information is also available from Information Service at telephone No: 072 300 330 (the price of a call is equal to the price of a landline call, depending on the operator) during the business hours of Hrvatski registar obveza po kreditima d.o.o. Zagreb (hereinafter HROK d.o.o.).

What is the Registry, who are its users and its management?

The Registry is a system which enables processing, exchange and consolidation of the information on indebtedness and timely servicing of liabilities of a person within the Registry databases and special records, and based on such information, drafting of a credit report for the person. The databases included in the Registry and the pertaining information belong to the Registry users that included their databases in the Registry, specifically: credit and financial institutions, credit card issuers, and other legal entities that are considered creditors of a large number of same type claims arising from the provision of services or sale of goods. Each Registry User is deemed a personal data filing system controller within the meaning of the regulations that govern personal data protection; consequently, a Registry User is liable that the information is correct, complete and up-to-date. Apart from the databases, the Registry also contains special records used upon preparation of credit reports.

The number of Registry users may vary over time, in the sense that it may decrease, and increase by including new users in the Registry. This document contains an informative and unofficial list of Registry users, whereas an updated and official list of Registry users is available on the above website at all times, as well as by contacting Information Service at the above telephone number. New Registry users may only be credit or financial institutions, issuers of credit cards and other legal entities that are considered creditors of a large number of same type claims arising from the provision of services or sale of goods, which will include their databases in the Registry and thus become Registry users, provided all the existing Registry users agree. The Registry is maintained and managed by HROK d.o.o., ensuring organisational, legal, administrative, staff related, technical and IT prerequisites for the proper functioning of the Registry.

Mutual relationships between Registry users, and mutual relationship between Registry users and HROK d.o.o., in terms of the structure and functioning of the Registry, are regulated on a contractual basis, through a special agreement. This Agreement contains a contractual mechanism which ensures that the Statement takes the appropriate effect in relation to Registry users and HROK d.o.o.

Who is eligible for making a Statement and to whom is such a Statement made?

A Statement may be made by a customer or a potential customer, as well as an affiliated person. A customer is a person that is in a contractual relationship with a Registry User at the time of making the Statement to the Registry User, whereas a potential customer is the person that manifests its intent of entering in a contractual relationship with the Registry User to which the Statement is made. An affiliated person is the person that is connected to the customer or to the potential customer within the meaning of the regulations that govern affiliation between persons in credit and financial operations. The Statement is always made to a specific Registry User.

Apart from the Registry User, the Statement may also be made to HROK d.o.o. where HROK d.o.o. is asked to provide a credit report upon personal request. In such a case, the customer status or affiliated person status is not of relevance, as any person of legal capacity may make such a Statement to HROK d.o.o. and thus request HROK d.o.o. to make an inquiry in the Registry for the purpose of preparing a credit report upon personal request.

What is the Statement, its legal effect, types, and when and how is an inquiry made in the Registry based on the Statement?

The Statement is a manifestation of intent, by way of which consent is given to a specific Registry User to make an inquiry in the Registry for credit report preparation purposes, and to assess, based on the prepared credit report, the indebtedness, timely servicing of liabilities, as well as other financial indicators of the person that made the Statement and for whom the credit report was prepared. The Statement may be made either in paper or electronic form, depending on the agreement between the Registry User and the person making the Statement.

The Statement takes direct legal effect for the Registry User to which it was made, whereas it takes indirect legal effect for other Registry users and HROK d.o.o. In case of a Statement that is made to HROK d.o.o, it shall take direct legal effect on HROK d.o.o and indirect legal effect in relation to all Registry users.

Consent via the Statement may be given to recurring inquiries (recurring Statement) or to a single inquiry (one-time Statement). A one-time Statement's validity shall expire once an inquiry is made, whereas, a recurring Statement (though its validity may expire upon making a single inquiry) shall remain valid throughout the contractual relationship in connection with which the Statement is made and shall cease to be valid upon termination of the contractual relationship, unless the contractual relationship lasts longer than 10 (ten) years and where dealing with a contractual relationship where the client is a natural person that is the consumer. In that case the validity of a recurring Statement is limited to 10 (ten) years in order to provide the customer, i.e. the consumer the opportunity to reconsider making the Statement during such long-term contractual relationship. Where the recurring Statement expires upon the lapse of 10 (ten) years, the Registry User shall offer the customer, i.e. the consumer the opportunity of making another, that is, a new Statement, provided the Registry User so chooses. The customers and potential customers decide freely on whether to make a one-time or a recurring Statement, whereas affiliated persons may only make one-time Statements.

Each Statement may be recalled at any time, and the reasons for recall, as well as the effect of recall, depend on the type of the Statement made. A one-time Statement may be recalled only before an inquiry based on it has been made, whereas a recurring Statement may be recalled anytime during its validity period, where such recall translates into a prohibition to the Registry User of making any further inquiries after the Statement recall is executed. The Statement may be recalled exclusively in writing.

Based on the Statement, either a Registry User or HROK d.o.o. makes an inquiry in the Registry, where such inquiry triggers an automated procedure of credit report generation in the Registry. The procedure includes processing, exchange and consolidation of all the information on the person making the Statement (except for the information that the person may have forbidden from disclosing), from all the databases included in the Registry which hold the information on this particular person, as well as from special records within the Registry. The procedure is fully computerised, autonomous and has a set of predetermined parameters which means that all the credit reports prepared are objective and standardised.

Registry users may make inquiries only for contract conclusion and/or contract performance purposes, which means that it is only for these purposes that Registry users may offer customers and potential customers to make the Statement. As regards contract performance, the Statement may be used for the purpose of making inquiries in the following cases: (i) where one party intends to propose a supplement and/or amendment to a concluded contract or where parties agree to supplement and/or amend a concluded contract, and (ii) four times a year throughout the life of a contract. By virtue of the Statement, an inquiry may also be made in the event that one of the parties proposes the conclusion of a new contract, in addition to an already existing contract. Solely in the cases indicated in this paragraph Registry users may make an offer to affiliated persons to make the Statement.

The purpose of making four inquiries within a year during the life of a contract is to check the indebtedness and timely repayment of customers' liabilities, which enables purposeful management of a contractual relationship and reduces the possibility of seeing a customer becoming over indebted and/or delinquent with his or her payments, and ultimately satisfies the prerequisites for benefiting customers that regularly service their liabilities. In addition, such periodical check enables a more accurate customer creditworthiness check and integral risk management for those Registry users that are bound by law to determine their customers' creditworthiness and to manage risks.

What is a credit report and what is its purpose?

A credit report is a factual and computational overview of indebtedness and timely servicing of monetary liabilities (but may also be an overview of other financial indicators of the person making the Statement), which is prepared based on automated data processing. A credit report may also contain a specially structured numerical value showing indebtedness and timely servicing of liabilities, as well as a numerical value of other financial indicators of the person making the Statement, also computed based on automatic processing of data. The best international practice when it comes to automated personal data processing is applied in the preparation of credit reports. As well as the Statement, a credit report may be made available in either paper or electronic form.

Each Registry User may use a credit report, i.e. assess the indebtedness and timely servicing of liabilities, as well as other financial indicators of the person making the Statement, based on own criteria and business policies, and within statutory limits. Consequently, the Registry User may freely make business decisions on entering into a contractual relationship, i.e. performing a contract with the person.

A credit report prepared based on the Statement made to a Registry User is called credit report upon request of registry user, whereas a credit report prepared based on the Statement made to HROK d.o.o. is called credit report upon personal request. These two type of credit reports differ in terms of content.

A credit report upon request of Registry user provides an insight into individual information about debts and timely servicing of liabilities, as well as about other financial indicators of the person making the Statement; it however does not hold the information about the creditors of the liabilities shown on the credit report, unless the creditors are Registry users with legal ties with the Registry User making the inquiry. Such type of the credit report also contains the information about prior inquiries made for the purpose of preparing credit reports upon the requests of Registry users, but it does not hold the information about the specific Registry users making the requests, unless these are Registry users with legal ties with the Registry User making the inquiry.

Apart from holding the same information as the credit report upon request of registry user, the credit report upon personal request also contains the following information: (i) information on the creditors of the liabilities shown on the credit report, (ii) information on the Registry users that made prior inquiries for credit report preparation purposes, and (iii) information about prior inquiries made for the purpose of preparing credit reports upon personal request.

Which information may be contained in the Registry databases and special records?

The Registry databases may hold the identification information about customers and potential customers, as well as about affiliated persons (e.g. their full name, ID No/taxpayer ID No, identity card No, name of the legal entity/business activity, address of the registered office, company registration No/taxpayer ID No of the legal entity/business activity, etc.), the information about the type and amount of liabilities and status of timely servicing of liabilities (e.g. loans, credit cards, account overdrafts, lease agreements, other types of monetary liabilities, etc.), debtor status information (e.g. principal debtor, co-debtor, guarantor, etc.), as well as the information which pertains to other financial indicators of these persons. The databases do not hold the information on positive balances in current/transaction accounts, term deposits and other types of savings contracts. The information contained in the databases always pertains to both current and terminated contracts, and such information is updated monthly. The information about terminated contracts is not stored indefinitely, but rather for a specific long-term period, upon the expiry of which the information is deleted from the Registry databases. The information about the safekeeping period concerning terminated contracts is available on the above website, as well as from Information Service at the above telephone number.

Special records within the Registry contain: (i) information about prior inquiries made for credit report preparation purposes upon the requests of Registry users, and the information about the Registry users that made the inquiries, and (ii) information about prior inquiries made for credit report preparation purposes upon personal request. The information about inquiries made is not stored indefinitely, but rather for a specific long-term period, upon the expiry of which the information is deleted from the special records. The information about the safekeeping period concerning prior inquiries is available on the above website, as well as from Information Service at the above telephone number.

What about protection of the data in the Registry?

For the purpose of protecting the data in the databases and other records contained within the Registry, organisational, legal, administrative, technical, IT and staff related measures and actions are taken, as well as appropriate procedures applied so as to ensure data protection against unauthorised handling and any other type of abuse, all of which is consistent with the best international practices.

From technical and IT perspective, data security is guaranteed with the use of top-notch technologies, secured exchange of data and a limited number of persons to whom access to such information is granted.

What if some information in a credit report proves to be inaccurate?

Any possible inaccuracy and/or incomplete information, or obsolete information contained within a credit report may be reported (a complaint may be filed) to the Registry User from the database of which the information was derived. An acknowledgement of submission of report (complaint) may be requested. Registry users shall handle the report (complaint) and eliminate inaccurate and/or incomplete and/or obsolete information within the shortest reasonable period.

Details on how to report (file a complaint) inaccurate and/or incomplete and/or obsolete information are available on the above website, as well as by dialling the above telephone number.

What if the customer or a potential customer or an affiliated person does not wish certain information to be processed, exchanged or consolidated in the Registry?

A customer or a potential customer or an affiliated person may at any time forbid that the information contained in the Registry databases and special records be processed, exchanged or consolidated upon preparation of a credit report upon request of a Registry users. Such prohibition may only apply to the information contained within the Registry databases at the time of the prohibition request, specifically: to the information about all or only some monetary liabilities, and prior inquiries made for credit report preparation purposes. Such prohibition shall exclusively be done in writing, using a specific form, and submitted to the Registry User or HROK d.o.o. It shall be carried out by HROK d.o.o. no later than the following business day after the day such prohibition is received by HROK d.o.o. either directly or indirectly via the Registry User. Once the prohibition applies, a credit report shall contain the notice of prohibition. The Registry User upon the request of which such credit report is drafted, shall assess such prohibition based on its own criteria and business policies. A customer may recall such prohibition at any time, also exclusively in writing, by submitting a specific form to the Registry User or HROK d.o.o., also to be implemented by HROK d.o.o. no later than the following business day after the day such recall is received by HROK d.o.o. either directly or indirectly via the Registry User.

Details on how to file for prohibition of disclosure of information are available on the above website, as well as from Information Service by dialling the above telephone number.

May customers decide freely on whether to make the Statement or not, and may they freely choose the type of the Statement to be made?

A customer, a potential customer or an affiliated person all decide freely whether to accept this offer or not, as well as on whether to make a one-time Statement or a recurring Statement.

If a customer, a potential customer or an affiliated person decides to accept this offer, the Statement is to be made using exclusively either a one-time or a recurring Statement forms enclosed hereto.

What if a customer refuses consent to the preparation of a credit report?

If a customer, a potential customer or an affiliated person does not accept the offer and consequently does not make a Statement, a Registry User will not be able to make an inquiry in the Registry and assess the indebtedness, timely servicing of liabilities, or other financial indicators based on a credit report.

Where a customer, a potential customer or an affiliated person does not accept the offer of making a recurring Statement, but only agrees to the making of a one-time Statement, a Registry User will not be able to make inquiries in all the cases where inquiries could typically be made in the case of a recurring Statement, and it will not be able in those cases to assess the indebtedness, timely servicing of liabilities, or other financial indicators of such a person; the Registry User will only be able to make a single inquiry and based on it assess the indebtedness, timely servicing of liabilities, or other financial indicators further to the credit report prepared based thereon.

Registry Users:

Banco Popolare Croatia d.d.*	Partner banka d.d.
Banka Kovanica d.d.	PBZ Card d.o.o.
BKS bank d.d.	PBZ – Leasing d.o.o.
Centar banka d.d. u stečaju	PBZ stambena štedionica d.d.
Croatia banka d.d.	Podravska banka d.d.
Erste Card Club d.o.o.	Porsche mobiliti d.o.o.
Erste & Steiermärkische bank d.d.	Privredna banka Zagreb d.d.
Erste & Steiermärkische S-Leasing d.o.o.	Prva stambena štedionica d.d.
HPB-Stambena štedionica d.d.	PSA Financial d.o.o.*
Hrvatska poštanska banka d.d.	Raiffeisenbank Austria d.d.
Hypo Alpe-Adria-Bank d.d.	Raiffeisen stambena štedionica d.d.
Hypo Alpe-Adria-Leasing d.o.o.	Samoborska banka d.d.
i4next leasing Croatia d.o.o.	Sberbank d.d. (prije Volksbank d.d.)
Imex banka d.d.	Slatinska banka d.d.
IMPULS-LEASING d.o.o.	SG Consumer Finance d.o.o.*
Istarska kreditna banka Umag d.d.	SG Leasing d.o.o.
Jadranska banka d.d.	Societe Generale – Splitska banka d.d.
Karlovačka banka d.d.	UniCredit Leasing Croatia d.o.o.
KentBank d.d. (prije Banka Brod d.d.)	Vaba d.d. banka Varaždin
Kreditna banka Zagreb d.d.	VB Leasing d.o.o.
Međimurska banka d.d. *	Veneto banka d.d.
Mercedes-Benz Leasing Hrvatska d.o.o.	Wüstenrot stambena štedionica d.d.
Nava banka d.d. u stečaju	Zagrebačka banka d.d.
OTP banka Hrvatska d.d.	
OTP leasing d.d.	

* Registry users which are no longer active, though their data on settled monetary liabilities are still contained within the Registry databases.

This "Information about the Croatian credit information registry and offer on making a statement for the Registry" has been written in Croatian and translated into English for the convenience of the parties hereto. In the event of any ambiguity of interpretation thereof or discrepancy between those two versions, and for all official purposes, the provisions set forth in Croatian shall prevail.