

**Notification of Changes to General Terms and Conditions for Business Mastercard
Credit Card Issuance and Use as per Agreement and to General Terms and
Conditions for Business Mastercard Revolving Credit Card Issuance and Use as per
Application Form, Card Banking Fees for Business Entities, and General Terms and
Conditions for Use of RaiPay Mobile Payment Application
Applicable as of 01/01/2023**

Zagreb, 19 December 2022

Dear clients,

from the day of 1 January 2023, the euro will become the official currency in the Republic of Croatia, and we are, hereby, informing you that as of the specified date, the documents below, which form an integral part of the framework Agreement for credit cards, will be amended, as follow:

1. General Terms and Conditions for Business Mastercard Credit Card Issuance and Use as per Agreement;
2. General Terms and Conditions for Business Mastercard Revolving Credit Card Issuance and Use as per Application Form (hereinafter: General Terms and Conditions for Credit Cards)
3. General Terms and Conditions for RaiPay Mobile Payment Application Use (hereinafter: General Terms and Conditions)
4. Card Banking Fees for Business Entities (Fees)

The agreed limits and method of disposal by credit cards remain unchanged, all kuna amounts are converted into euros using a fixed conversion rate and rules for conversion and rounding in accordance with the *Act on the introduction of the euro as the official currency in the Republic of Croatia*, and through documents the terms are adjusted with the applicable legal regulations.

The General Terms and Fees applicable from 01/01/2023, as well as the Announcement of Changes, are available on the Bank's official website www.rba.hr.

If the Client does not agree with the proposed changes, they have the right to cancel the Framework Agreement free of any charges, such cancellation being effective on any date before the changes come into force. If the Client does not send a written notice regarding the Framework Agreement cancellation and does not deliver the Credit Card cut in half to the Bank by the implementation date of the changes to the Framework Agreement, it will be deemed that the Client has accepted the changes.

If the User of the RaiPay application and/or the Client/End user of the BMC credit card does not accept the proposed changes to the General Terms and Conditions, the application must be stopped and removed from their mobile phone, from which moment the Bank considers that the Agreement on Use of the RaiPay Mobile Payment Application is cancelled. If the User of the RaiPay application and/or the Client / End user of the BMC credit card declares that they do not accept the changes after the modification of the General Terms and Conditions, but continue to use the application, it will be considered that the changes to the General Terms and Conditions were accepted.

Details of all changes follow below herein.

1. CHANGES TO GENERAL TERMS AND CONDITIONS FOR BUSINESS MASTERCARD CREDIT CARD ISSUANCE AND USE AS PER AGREEMENT

Changes to the General Terms and Conditions for Credit Cards issued per Agreement are as follows:

- In the text of the General Conditions, in the provisions mentioning the kuna, the kuna was replaced with the euro or such provisions were deleted in the following articles:

- Article 3. SPENDING LIMIT, LIMIT RENEWAL AND DENIED USE
- Article 5. PAYMENT OF LIABILITIES AND CREDIT CARD STATEMENT
- Article 8. CONSENT FOR PAYMENT TRANSACTION EXECUTION
- Article 10. COLLECTION OF EXPENSES AND EXCHANGE RATE

- In Article 5. PAYMENT OF LIABILITIES AND CREDIT CARD STATEMENT, the minimum amount that the Client is obligated to pay was converted to EUR 50.00 instead of HRK 400.00.
- In Article 5. PAYMENT OF LIABILITIES AND CREDIT CARD STATEMENT, the name of the account was changed from "foreign currency account" to "multi-currency current account".
- In Article 6. INTEREST RATE, for better understanding, the Bank's procedures for calculating regular interest in the case of return and cancellation transactions were specified.
- In Article 8. CONSENT FOR PAYMENT TRANSACTION EXECUTION, the maximum payment transaction amount for contactless payment was changed, when consent to the execution of the payment transaction is given by using the Card itself. The current maximum amount is HRK 250.00 in the Republic of Croatia, and it was changed to a maximum of EUR 40.00.
- In Article 10. COLLECTION OF EXPENSES AND EXCHANGE RATE, the name of the card companies that process transactions from Mastercard Europe sprl to Mastercard was adjusted.

2. CHANGES TO THE GENERAL TERMS AND CONDITIONS FOR BUSINESS MASTERCARD REVOLVING CREDIT CARD ISSUANCE AND USE AS PER APPLICATION FORM

Changes to the General Terms and Conditions for Credit Cards Issued per Application form are as follows:

In the text of the General Conditions, in the provisions mentioning the kuna, the kuna was replaced with the euro or such provisions were deleted in the following articles:

- Article 2. Card Use
 - Article 4. Payment and Calculation of Debt
 - Article 16. Activation of Security Instruments
- In Article 2. Card Use, the maximum amount of the payment transaction for contactless payment was changed when the consent to the execution of the payment transaction is given by the use of the Card itself. The current maximum amount is HRK 250.00 in the Republic of Croatia, and it is changed to a maximum of EUR 40.00.
 - In Article 4. Payment and Calculation, the calculation of all costs, interests and fee charges was adjusted to the euro. The possibility to select the currency of the card when paying with the dynamic currency conversion service (DCC for short) was adjusted. The name of the card companies that process transactions from Mastercard Europe sprl to Mastercard was adjusted.
 - In Article 16, Activation of Security Instruments, the currency of allocation of the realized foreign exchange inflow was adjusted to the euro.
 - The ordinal numbers of Articles 16, 17, 18 and 19, which did not follow the order in the previous version of the General Terms and Conditions, were adjusted. No changes were made to the text, except in Article 16, as stated previously.

3. CHANGES TO THE GENERAL TERMS AND CONDITIONS OF USE OF RAIPAY MOBILE PAYMENT APPLICATION

Changes to the General Terms and Conditions of Use of the RaiPay Mobile Payment Application, due to the introduction of the euro as the official currency, are as follows:

- In the entire text of the General Terms and Conditions, in all provisions mentioning the kuna, the kuna was replaced with the euro or such provisions were deleted in the following sections or points:
 - In point 2. USE OF THE RAIPAY MOBILE PAYMENT APPLICATION AND CONSENT FOR EXECUTION OF PAYMENT TRANSACTIONS, the maximum amount of a payment transaction for contactless payment was changed when consent for the execution of a payment transaction is given by using the mobile

application without additional authentication of the User/Client so that the specified amount is up to a maximum of EUR 15.00 instead of a maximum of HRK 250.00.

Other changes in the General Terms of Use of the RaiPay Mobile Payment Application:

- In Section DEFINITIONS, the definition of the RaiPay mobile payment application was expanded by adding the provision of enabling cash withdrawals.
- In Section DEFINITIONS, the definition prescribing personalized security features was expanded with a new feature, the PIN of RBA Mastercard and/or Visa cards in physical form.
- In point 2. USE OF THE RAIPAY MOBILE PAYMENT APPLICATION AND CONSENT FOR EXECUTION OF PAYMENT TRANSACTIONS, the method of giving consent for the execution of a payment transaction initiated through the RaiPay mobile application at an ATM was clarified.
- In point 3. PAYMENT INSTRUMENT SECURITY, handling of the security features of the card was explained in more detail, and for each and every one of the mentioned security features, it was prohibited to write down the security features on paper and to store them on any other medium or mobile phone.

4. CHANGES TO FEES

Changes to the Card Banking Fees for Business Entities are as follows:

Due to the introduction of the euro as the official currency, the amounts of the tariff items in the kuna were changed according to the fixed conversion rate for the euro, which is 1 euro = 7.53450 kuna. Changes in connection to the Business Mastercard credit cards are as follows:

- F1.2.1.1. Entry fee for a business entity
 - F1.2.1.2. Annual card membership fee
 - F1.2.2.1. Cash withdrawal at an RBA ATM
 - F1.2.2.2. Cash withdrawal at other ATMs in the country
 - F1.2.2.3. Cash withdrawal at other ATMs abroad
 - F1.2.2.4. Cash withdrawal at withdrawal venues (EFT POS and imprinter) of another bank in the country
 - F1.2.2.5. Cash withdrawal at withdrawal venues (EFT POS and imprinter) abroad
 - F1.2.5.1.2. First dunning letter on outstanding debt
 - F1.2.5.1.3. Second dunning letter on outstanding debt
 - F1.2.5.1.4. Card cancellation
 - F1.2.5.1.6. Dunning letter on over-limit spending
 - F1.2.5.1.7. Dunning letter with credit card cancellation pending
 - F1.2.5.2.1. Card replacement in case of loss/ theft
 - F1.2.5.2.2. Card replacement due to damage or name/surname change
 - F1.2.5.2.4. PIN reissuance
 - F1.2.5.2.5. Resending the card to the customer's address within 60 days
 - F1.2.5.2.7. Reissuing credit card statement, credit card debt certificate, certificate for transaction at the client's request
 - F1.2.5.2.8. Credit card spending limit modification
- In the tariff item that refers to the costs of unjustified card transaction complaint F1.2.5.2.6., in the field of the fee amount, "in kuna equivalent" is deleted.

Yours sincerely,

RBA