

**GENERAL TERMS AND CONDITIONS
OF API BANK A.D. BEOGRAD – GENERAL PROVISIONS**

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1. INTRODUCTION

1.1. General Terms and Conditions of API Bank a.d. Beograd

– General Provisions (hereinafter: the GTC) define standard terms of API Bank a.d. Beograd (hereinafter: the Bank) for establishing business cooperation, as well as providing services to the clients and regulate mutual rights and obligations and other issues relevant for business operations of the Bank with the clients.

1.2. The client shall imply natural persons, agricultural producers, entrepreneurs and legal entities which use, have used or will use services of the Bank and whom the bank has identified as such (hereinafter: the Client or Clients). The Bank's services imply landing loan products, granting documentary products, domestic and international factoring, safe deposit boxes rental, deposit taking, opening and maintaining payment accounts, payment services as well as other banking services envisaged by applicable regulations of the Republic of Serbia and internal documents of the Bank.

1.3. The business operations of the Bank are based on the applicable regulations and good business practice, in line with the GTC as well as provisions of the agreement concluded with the Client.

1.4. The Bank shall be entitled to freely decide on the Client selection, with whom the Bank shall enter into a business relationship, including its discretionary power to refuse to establish a business relationship and/or render a service to the Client without having to provide an explanation about the reasons for refusing.

1.5. Prior and in the course of establishing a business relationship with the Client, as well as during the business cooperation, the Bank shall have the right and obligation to undertake all legally prescribed measures and actions with the purpose of preventing and detecting money laundering and terrorism financing, in line with effective regulations and the Bank's internal documents. If there is an impediment to establish or continue a business relationship with the Client for this reason, the Bank shall not establish a business relationship with the Client or shall end it immediately. The Bank has the right to suspend usage of the Bank's services to the Client without the Client's consent, in total or partially, due to prevention of money laundering and financing of terrorism, as well as for other justified reasons in accordance with the regulations or particular decision of competent authority. If the Bank considers that certain information and/or documentation is necessary for adequate assessment, the Client is obliged to submit the same to the Bank in the appropriate form. The establishment and continuance of business relationship or providing of banking services shall be postponed until the submission of requested information and/or documentation. It does not exclude the aforementioned right of the Bank if there is still an impediment for an establishment of a business relationship with the Client or its continuance.

1.6. The GTC shall be implemented to all types and forms of business cooperation of the Bank and the Client based on a concluded a written agreement, i.e., admission form, application form or other document signed by the Client in accordance with the Bank's internal documents, in case such type of business cooperation is allowed in accordance with regulations without the particular agreement conclusion in written form.

2. BANK AND CLIENT COMMUNICATION

2.1. Communication between the Bank and the Client is carried out through information and advertising material available at the Bank's premises, through the Bank's website, through the Bank's contact center, by direct oral communication and submission of written documentation to the Client, by sending written documentation by mail or courier service, by e-mail, e-banking/m-banking order, by telephone, SMS, as well as other forms of electronic communication. In the event that communication between the Bank and the Client is carried out via e-mail, e-banking/m-banking account, the Client is obliged to provide, at its own expense, technical conditions for the performance of that communication, which implies that it has access to a computer, laptop, mobile phone or tablet device, or to provide a hardware base and operating system that supports a specific application, on

which an Internet connection is provided and a WEB browser is installed.

2.2. If there is a need for a proof of delivery of written documentation on a durable medium to the Client or it is required in accordance with the applicable regulations, the Bank shall deliver the written documentation to the Client in one of the following ways:

- in person at the Bank's premises, in which case the Client shall sign (stamp, if it is applicable) a copy for the Bank and enter the date of receipt – it is considered delivered at the time of immediate delivery,
- sending by post office or courier service to the last known address of residence or registered seat or address for mail receiving that the Client submitted to the Bank – it is considered delivered at the time of delivery to the post office or courier service,
- sending by e-mail, SMS or some other type of electronic message to the last known e-mail address i.e. a mobile phone number that the Client submitted to the Bank – it is considered delivered at the time of sending an e-mail i.e. message,
- sending electronic message via e-banking/m-banking account – it is considered delivered at the moment of sending the electronic message.

2.3. In accordance with the previous paragraph, the Bank shall opt on its own for one or more stipulated manners of communication.

2.4. For the purposes of establishing a business relationship as well as identification, the Client is obliged to submit to the Bank all documentation required by applicable regulations and the Bank's internal documents. The Client shall be obliged to inform the Bank without delay and within 3 (three) days from the day of change occurrence at the latest on a change of the Client's name, address of residence or registered seat or address for mail receiving, or any other status change, as well as the change of e-mail, telephone number and other changes relevant for the communication with the Bank and settlement of the Client's liabilities to the Bank.

2.5. If the Client fails to notify the Bank in a timely manner of the aforementioned changes that are relevant to mutual communication, the Bank will use the contact information last provided and documented by the Client.

2.6. Documents and notices submitted by the Client to the Bank, depending on the nature of the work, applicable regulations, internal acts of the Bank and the concluded contract, shall be submitted in original or photocopy, with or without certification by the competent authority. If the documents and notices are in a foreign language, the Bank reserves the discretion to request a certified translation of these documents into Serbian, and in certain cases foreign documents must be certified with an apostille or legalized in another way for use in the territory of the Republic of Serbia, all depending on the country of origin of the submitted document.

2.7. The Bank shall not bear legal or material liability:

- for damages that may arise for the Client or third parties due to the fact that the Client has not received any notice from the Bank or a letter sent to the last address/telephone number/electronic address of which the Client has informed the Bank or due to the fact that the Client has failed to act in accordance with item 2.4.
- for damages that may arise due to the deficiency of the documentation submitted by the Client, which are related to its originality, validity or completeness, as well as the accuracy of interpretation or translation if it is documentation of foreign origin.

3. COLLATERALS

3.1. Types of collaterals

The Bank accepts collateral based on the assessment of the Client's creditworthiness, depending on the nature of the receivable to be secured and its amount. In order to secure the Bank's claims against the Client, the following collateral may be agreed: mortgage, pledge, guarantee deposit, bill of exchange, per account opened with the Bank, guarantee and any other collateral acceptable to the Bank.

The Bank reserves the right at any time to require the Client to provide, and/or adequately increase

the collateral for each of the assumed obligations to the Bank in the form and in the value satisfactory to the Bank.

During the term of the contractual relationship, the collateral may be changed on the basis of an annex to the underlying agreement concluded between the Bank and the Client.

If the Bank uses the received bill of exchange or bill of exchange due to technical damage in the event of force majeure or any other reason becomes unusable, the Client shall, at the first request of the Bank, submit new bills of exchange in the number of copies that have been used or that have become unusable. At the request of the Client, the Bank shall return the damaged bills of exchange to the Client.

3.2. Obligations and costs of the Client related to collateral

The collateral will be available to the Bank until the Client has settled all its obligations to the Bank, which have been provided to them.

The Client is obliged to take care of the maintenance and protection of the rights and property given to the Bank by the collateral and is obliged to inform the Bank in a timely manner of any changes in the material and legal status of this collateral.

At the request of the Bank, the Client is obliged to provide and submit to the Bank, at its own expense, a new valuation of the real estate on which the mortgage is based in favor of the Bank as collateral, in accordance with the applicable legal regulations, and at least once in 3 (three) years for residential and other real estate and once in a year if the subject of the mortgage is a business premises, counting from the date of the last valuation submitted by the Client to the Bank. The valuation must be carried out by an authorized appraiser, i.e. by an expert of the appropriate profession or a legal entity established to perform expertise activities, which the Bank deems acceptable.

At the request of the Bank, the Client is obliged to provide and submit to the Bank, at its own expense, a new estimate of the value of the movable property on which the pledge is based in favor of the Bank, as collateral.

The Client or the collateral provider, if the Client and the collateral provider are not the same person, has the right to take over the unused collateral upon full settlement of the Client's obligations to the Bank.

All costs arising in connection with the establishment, administration, safekeeping (e.g. insurance, storage, supervision, etc.) and realization of the collateral of the Bank's receivables shall be borne by the Client and the Bank shall be authorized to charge them to their accounts, in accordance with the provisions of the General Terms and Conditions, or, if the Client does not have an account with the Bank or does not have sufficient funds in the account (s), request in writing from the Client to reimburse the cost.

The Client is obliged to insure the collateral – movable or immovable property, against all basic risks with an insurance company acceptable to the Bank. If there is a need for insurance and against additional risks, the Bank will present this to the Client before concluding the contract. If the Client fails to fulfill this obligation within the deadline, the Bank shall be entitled to do so in its place and on that basis debit the Client's account (s) for the amount of costs incurred in connection therewith or, if the Client does not have an account with the Bank or does not have sufficient funds in the account (s), request in writing from the Client to reimburse the cost.

In order to check the physical condition/value of the real estate/movable property/receivables on which the mortgage/pledge has been established, the Client is obliged to provide the Bank and/or the appraiser with access to the mortgaged real estate and/or the pledged property, as well as to provide access to all relevant documentation regarding the collateral.

3.3. Realization of collateral

If the Client fails to fulfill its obligations within the stipulated deadline and/or fails to submit the required collateral or its increase/replacement, the Bank is authorized to proceed with the realization of any collateral in accordance with the concluded contract and relevant regulations.

In the event that the settlement of receivables is secured by several collateral provided by the Client or third parties, the Bank is authorized to independently make a choice in terms of the order of realization of collateral, as well as to try to settle its receivables from other assets of the Client, which are not collateral.

The Client is not authorized to request from the Bank a change in the method of realization of certain collateral.

After the fulfillment of all contractual obligations by the Client, the Bank shall, within a reasonable time, starting from the date of submission of the request by the Client, i.e. the collateral provider,

hand over to the Client, i.e. the collateral provider, all collateral that has not been used for the purpose of collecting receivables, i.e. issue all prescribed statements for deleting the recorded collateral from public records. Costs possibly incurred in connection with the return of collateral shall be borne by the Client.

This does not affect the special rules on notification of settlement of liabilities and recovery of collateral in accordance with the Law on the Protection of Financial Services Users.

3.4. Special right of the Bank

The Bank shall have the right to dispose of the Client's funds held in accounts with the Bank, in accordance with the applicable regulations governing enforced collection and individual decisions of the competent authorities.

The Client agrees that the Bank may dispose of the funds in all its accounts with the Bank and for the purpose of collecting due outstanding liabilities of the Client towards the Bank.

If funds from the Client's foreign currency accounts are used to settle the RSD amounts, the conversion of the appropriate foreign currency amount shall be carried out by applying the Bank's purchase rate, valid on the day of debiting that account.

If funds from the Client's RSD accounts are used to settle the amount in foreign currency, the conversion of the appropriate RSD amount shall be carried out by applying the Bank's selling rate, valid on the debit date of that account.

This does not in any way affect the Client's right to apply the same type of course in accordance with the Law on the Protection of Financial Services Users.

4. INTEREST, FEES AND ACTUAL COSTS

4.1. The Bank shall agree with the Client on interest rates that may be fixed or variable, i.e. a combination of these rates in different repayment periods.

4.2. The variable nominal interest rate consists of a fixed element (margin) and a variable element (reference interest rate), with the variable element being the one that is officially published (EURIBOR, BELIBOR, Reference Interest Rate of the National Bank of Serbia). The amount of the variable interest rate cannot be negative, i.e. less than zero.

4.3. The Bank shall keep a prominent notice on the valid value of the agreed variable interest rate elements in the business premises where it offers services and on the website on a daily basis.

4.4. Nominal interest rates are expressed on an annual, monthly or daily basis, with the application of the restrictions set out in the Law on the Protection of Financial Services Users for Clients who are natural persons.

The calculation of interest shall be carried out using the proportional or conformal method depending on which method is agreed between the Bank and the Client.

4.5. On overdue uncollected receivables from the Client, the Bank shall calculate the statutory default interest in accordance with the applicable regulations, and if the rate of the agreed nominal interest rate is higher than the rate of the statutory default interest, the Bank shall be entitled to continue to calculate the agreed nominal interest rate in the event of delay.

4.6. The Bank charges a fee in accordance with the Tariff of Service Fees (depending on the category of the Client) for the services it provides to the Clients.

The tariff of fees for the Bank's services is determined by the Executive Board of the Bank and is available to Clients on the Bank's website www.apibank.rs and at the Bank's business premises.

The fees determined by the Tariff of Service Fees of the Bank are variable and the Bank reserves the right to change and/or add the fees it charges for the services it provides, and any change to the Tariff of Service Fees also applies to contracts already concluded. The Bank shall inform the Clients about the change of fees 30 (thirty) days, i.e. 2 (two) months before the application, by expiring the new Tariff of fees for the Bank's services at the Bank's business premises and on its website, as well as by submitting the changed fees to the Clients on a durable medium in cases where prescribed by applicable regulations. The deadline of 30 (thirty) days applies to the Clients' legal entities, as well as to other categories of Clients if the change of fees does not apply to payment services. In all other

cases, a period of 2 (two) months shall apply.

Fees for services shall be charged by the Bank before, during the performance of the service or after the service has been performed.

For services not provided for in the Service Fee Tariff, the fee shall be determined in the contract concluded between the Client and the Bank.

4.7. The Bank collects from the Client actual costs incurred in performing the service for the Client such as SWIFT costs, commission and other costs charged by foreign banks, fees charged by the National Bank of Serbia, insurance premium costs paid by the Bank instead of the Client, the costs of assessing the value of mortgaged real estate or pledged movables, as well as the costs of hiring other external experts to perform the actions required by the Bank's regulations or internal acts, costs related to obtaining data from the Credit Bureau and other actual costs incurred in the provision of services that are the subject of the contract concluded between the Bank and the Client.

5. ASSIGNMENT OF RECEIVABLES

5.1. The Bank is authorized, without the consent of the Client, to assign its receivables from the Client in the manner and under the conditions provided for by the applicable regulations.

5.2. The Bank is obliged to notify the Client in writing of the performed assignment of receivables by registered mail or otherwise using a durable medium.

6. CESSATION OF BUSINESS RELATIONSHIP

6.1. Termination of business relationship

The Bank and the Client may at their own discretion and at any moment, terminate their business relationship by mutual consent, with or without a notice period. The Client has this right only if they had previously fulfilled all obligations toward the Bank. The Bank is entitled to unilaterally terminate a business relationship i.e. to declare the maturity of the particular loan product whereof it is obligated to inform the Client. Except for the reasons stipulated by the relevant regulations, or the provisions of the agreement concluded between the Bank and the Client, the Bank may unilaterally terminate business relationship with or without a prior notice period if there is a justified reason that makes a business relationship unacceptable for the Bank. The following cases shall be considered as a justifiable reason:

- if the Client submitted incorrect data, as well as incorrect statements on their financial status, upon which the Bank relied on the process of granting a loan or providing of other services or taking some other risk action,
- if the Client does not submit to the Bank the documentation specified in the regulations governing the prevention of money laundering and financing of terrorism, or other applicable regulations and international agreements,
- if the Client's financial situation significantly get worse or there is a real possibility for that, and jeopardizes the proper fulfilment of their obligations to the Bank,
- in case of any breach of stipulated obligations by the Client or a third party towards the Bank,
- if the Client does not meet the Bank's request to provide additional collateral,
- if there is a suspicion that the Client is involved in criminal offenses, including money laundering and financing of terrorism, or if it is determined that
- the Client or the person with whom the Client performed payment transactions are on the lists monitored by the Bank, in accordance with domestic and international regulations related to the prevention of money laundering and financing of terrorism and preventing proliferating weapons of mass destruction (non-proliferation).
- if for any reason there is a reputational risk to the Bank if it continues business cooperation with the Client,
- in other cases provided for by valid regulations.

The Bank shall provide the Client with a notice of termination of the specific business relationship, and the provisions of the General Terms and Conditions relating to communication between the Bank and the Client shall apply accordingly to the delivery of the notice. After the termination of the business relationship between the Bank and the Client and subject to the full settlement of all liabilities of the Client towards the Bank, the remaining funds in the Client's accounts will be made available to them.

On the other hand, if the Client fails to settle its obligations, the Bank may collect the entire amount of the remaining receivable from the available funds in all Client's accounts kept with the Bank, use all available collateral and/or initiate court or out-of-court proceedings for collection.

6.2. Expiration of the business relationship

When a business relationship is established with a specified term, without an automatic renewal clause, it shall terminate upon the expiration of that term.

7. BANKING SECRECY AND EXCEPTIONS TO BANKING SECRECY

7.1. Bank secret

The Bank undertakes to keep the following data as a Bank secret:

- data related to financial condition and transactions, as well as ownership or business connections of clients,
- on the balance and transactions on the client's accounts,
- other data obtained by the Bank in dealing with Clients.

7.2. Information that is not considered a bank secret

Banking secret is not considered to be information that represents:

- public data as well as data available to interested persons with a legitimate interest from other sources,
- consolidated data on the basis of which the identity of the individual Client is not disclosed,
- data on the Bank's shareholders and the amount of their participation in the Bank's share capital, as well as data on other persons with a participation in the Bank and data on that participation regardless of whether they are Clients of the Bank,
- data related to the orderliness of fulfilling the Client's obligations to the Bank

7.3. Obligation of keeping bank secret

The Bank, members of its bodies, shareholders and employees, as well as the external auditor of the Bank and other persons who, due to the nature of the work they perform, have access to data considered to be a bank secret, have the obligation to keep bank secrets, cannot disclose these data to third parties or use them contrary to the interest of the Bank and its Clients, nor can they provide third parties with access to these data, except in the case of exceptions provided for in item 7.4. of the General Terms.

The obligation to keep bank secrets does not cease even after the termination of the status on the basis of which a person had access to data that is considered a bank secret.

The Bank may disclose information about the Client that is considered a bank secret to third parties only with the written approval of that Client, unless otherwise prescribed by law, and except when it comes to the persons referred to in item 7.4. of the General Terms.

7.4. Exceptions to the obligation of keeping bank secret

In accordance with the provisions of the Law on Banks, there is no obligation to keep bank secrets if the data are communicated:

- based on the decision or request of the competent court,
- for the needs of the ministry responsible for internal affairs, the body responsible for combating organized crime and the body responsible for preventing money laundering, in accordance with regulations,
- in connection with property proceedings, and based on the request of the custodian of property or consular representations of foreign countries, after submitting written documents proving the justified interest of these persons,
- in connection with the execution of the competent authority on the property of the Bank's client,
- regulatory bodies in the Republic of Serbia for the purpose of performing tasks within their competence,
- a person established by banks to collect data on the total amount, type and timeliness of fulfilling the obligations of natural and legal persons of bank clients,
- the competent authority in connection with the control of the performance of payment transactions by legal and natural persons performing activities, in accordance with the

- regulations governing payment services,
- the tax administration, in accordance with the regulations governing the activities within its competence,
- the body responsible for the control of foreign exchange operations,
- at the request of the deposit insurance organization, in accordance with the law governing deposit insurance,
- a foreign regulatory authority under the conditions provided for in the cooperation agreement concluded between that authority and the National Bank of Serbia,
- third parties to whom it is necessary to communicate them in order to execute the transaction on behalf of the client through the interbank system,
- in other cases, prescribed by law.

The Bank shall also have the right to communicate the aforementioned data to the public prosecutor and courts, or other bodies exercising public law powers, in order to protect its rights and fulfill its obligations, in accordance with the Law on Banks.

The Client agrees that the Bank may submit to the National Bank of Serbia, external auditors of the Bank, bodies to which the Bank is obliged by law to submit data, as well as to all third parties with whom the Bank has concluded business cooperation agreements that are necessary for the implementation of the business relationship or are related to the business relationship of the Client with the Bank, and with whom the Bank has concluded a confidentiality agreement.

The Client agrees and authorizes the Bank to obtain reports from the Credit Bureau of the Association of Banks of Serbia on its debts with other persons, as well as to submit data related to its debts with the Bank for the purpose of storing, submitting and obtaining data recorded in the Credit Bureau, starting from the date of establishing a business relationship with the Bank until the orderly and complete settlement of all obligations of the Client arising from/or in connection with that business relationship.

Until the revocation of the consent, the Client agrees that the Bank shall use the Client's data related to their contact information provided by the Client to the Bank when establishing the business relationship in order to provide the Client with information on its business activities, products and services for the purpose of business presentation.

8. PERSONAL DATA PROCESSING

8.1. The Bank collects, processes and stores personal data of the Client that are necessary for the establishment and execution of a specific contractual relationship, implementation of legal regulations and legitimate interests of the Bank, as well as on the basis of the written consent of the Client, all in accordance with the Law on Personal Data Protection and accompanying by-laws. The Bank implements appropriate organizational, personnel and technical measures, in order to ensure an adequate level of protection and implementation of data processing. The Bank shall process personal data in the period in which the person has the status of a Client of the Bank or when there is a legitimate interest to do so, and keep them for the period determined by the applicable regulations, i.e. the adopted List of Documentary Materials, provided that personal data processed solely on the basis of the consent of the data subject are processed in accordance with the purpose for which they were collected, i.e. stored until the withdrawal of consent by the data subject.

8.2. More detailed information is available on the Bank's website <http://www.apibank.rs> – Personal Data Protection.

9. CLIENT'S RIGHT TO COMPLAIN AND OBJECT

9.1. The Client - natural person, an entrepreneur an agricultural producer and the collateral provider for these persons for the Bank's receivables, as a user of the Bank's financial services, and a legal entity as a user of payment services, has the right to complain to the Bank, in writing, if considers that the Bank does not comply with the applicable regulations, General Terms and Conditions and/or obligations under the contract concluded with the Client.

9.2. Complaint regarding the Bank's operations Client defined in clause 9.1. may file within 6 (six)

months from the date of learning of the violation of his right and no later than 3 (three) years from the date of the violation: electronically, by sending an e-mail to the address prigovori@apibank.rs, through the application of electronic or mobile banking, by filling in the prescribed form for submitting a complaint published on the website www.apibank.rs or by sending it to the address API Bank ad Beograd Compliance Department, Bulevar vojvode Bojovića 6-8, 11000 Belgrade. A written complaint may also be submitted by the Client in person at the business premises of the Bank.

9.3. If the Client defined in clause 9.1 is not satisfied with the Bank's response or the Bank does not respond within 15 (fifteen) days, he may submit objection to the National bank of Serbia within 6 (six) months from the date of receipt of the Bank's response to the complaint or the expiry of the deadline for response in accordance with the instructions submitted by the Bank in response to the complaint and published on its website in the "Complaint" section.

9.4. The Client defined in clause 9.1 may, if not satisfied with the Bank's response to his complaint or if response of the Bank is not received within 15 (fifteen) days from submitting to the Bank, submit a request for mediation to the National bank of Serbia.

9.5. The Client, legal entity, who uses services provided by the Bank under a loan agreement, deposit agreement, safe deposit box agreement, and agreements related to foreign exchange, foreign currency exchange operations, and money exchange transactions, and agreements for the issuance of guarantees, sureties, and other forms of surety (guarantee business), as well as other services provided by the Bank in accordance with the law, with the exception of payment services, may file a complaint regarding the Bank's operations within 60 (sixty) days from the date of learning of the violation of their right or legitimate interest, and no later than 3 (three) years from the date the violation occurred, in the manner set forth in clause 9.2.

10. PUBLICATION, AMENDMENT AND ENTRY INTO FORCE OF THE GENERAL TERMS AND CONDITIONS

10.1. The Bank is obliged to publish the General Terms and Conditions, as well as their amendments, in a visible place at its business premises where it offers services and on the website www.apibank.rs, no later than 30 (thirty) days before the start of their application, to ensure that the Client is familiar with these General Terms and Conditions in Serbian, to provide them with appropriate explanations and instructions related to the application of these Terms and Conditions in relation to a particular service, and to, at their request, in writing or on another durable medium, submit these Terms and Conditions to them without delay.

10.2. In the event that the Client does not raise an objection to the amendments in a timely manner, it will be considered that they have agreed to them.

10.3. Should any condition or provision of the General Terms and Conditions become invalid or unenforceable, this shall not be relevant to the validity of the other provisions of the General Terms and Conditions.

11. IMPLEMENTATION OF THE GENERAL TERMS AND CONDITIONS

11.1. The General Terms and Conditions are an integral part of the contract on the use of banking services and products concluded by the Clients with the Bank, and by signing the contract, the Clients confirm that they are familiar with their content and that they accept their application to their business relationship with the Bank.

11.2. If for a category of Clients and/or for payment services provided by the Bank, by special General Terms and Conditions of API Bank a.d. Beograd for natural persons, entrepreneurs and agricultural producers and/or special General Terms and Conditions of Provision of Payment Services of API Bank a.d. Beograd, a rule different from the rules contained in these General Terms and Conditions is provided for any matter, the rules of those special General Terms and Conditions shall apply to that matter.

12. DISPUTE RESOLUTION, APPLICABLE LAW, BANK CONTROL AUTHORITY AND LANGUAGE

12.1. All disputes that may arise from the business relationship between the Bank and the Client shall be resolved amicably, and if this is not possible, the dispute shall be resolved before the competent court in Belgrade and with the application of the law of the Republic of Serbia, unless otherwise agreed or prescribed by law.

12.2. Control and supervision of the Bank's operations is performed by the National Bank of Serbia, Kralja Petra 12, tel: 011/3027-100, i.e. Nemanjina 17, 11000 Belgrade.

12.3. In case of disagreement between the text of the General Terms and Conditions in Serbian and English, the text in Serbian shall prevail.

13. FINAL PROVISIONS

13.1. Upon entry into force of these General Terms and Conditions of API Bank a.d. Beograd - General Terms and Conditions, the General Terms and Conditions of API Bank a.d. Beograd – General Terms and Conditions (No. UO-153/2025 of 26th od May 2025) cease to apply.