Annex 2

GENERAL TERMS AND CONDITIONS FOR PAYMENT TRANSACTION SERVICES WHERE FUNDS ARE SECURED BY A LOAN

General provisions

Article 1

These General Terms and Conditions for Payment Transaction Services Where Funds Are Secured by a Loan (hereinafter: General Terms and Conditions) govern the mutual rights and obligations between the PaySpot doo Novi Sad Electronic Money Institution (hereinafter: Institution) and the loan user (hereinafter: Loan User) in connection with the service of executing payment transactions where the funds are secured by a loan intended for the execution of a payment transaction related to the registration of motor vehicles.

Basic information on the Institution:

Business name:	PaySpot doo Novi Sad
Address:	Branimira Ćosića 2/II/201B, Novi Sad
Company registration number:	21157074
Tax identification number:	109296534
Activity code:	6419
Registration number with the Serbian Business Registers Agency:	106219/2015
Number of permit of the National Bank of Serbia:	No. 4 dated February 09, 2023
Institution supervised by:	National Bank of Serbia, Kralja Petra 12, Belgrade (NBS)
e-mail for communication:	office@payspot.co.rs
Institution's contact center:	+381 021/310-3000
Website:	www.payspot.rs

Meanings of particular terms

Article 2

Loan User is a natural person who uses the payment service in the capacity of a Payer, that is, the user of the vehicle technical inspection and registration service who signs the Payment Order Specification, thereby initiating the execution

of a payment transaction carried out by the Institution.

Loan for the execution of the payment transaction related to the registration of motor vehicles represents the amount of funds granted by the Institution to the Loan

User, subject to a specified interest rate, for a defined term and under other terms and conditions set out in the Loan Agreement.

Representative means a sole proprietor or legal entity registered with the National Bank of Serbia as an agent of the Institution for the provision of the payment transaction service where funds are secured by a loan granted to the Loan User for the purpose of vehicle registration payment, who also participates in loan processing and simultaneously performs vehicle technical inspection and registration services.

Payment order is an instruction submitted by the Loan User to the Institution, whereby the Loan User requests that payment transactions be executed from the approved loan to the accounts of Payees in the specified amounts.

Fee Schedule means a specific document of the Institution which defines all types, amounts, methods of calculation and collection of fees and charges that the Institution collects from Loan Users. The Fee Schedule is displayed at all branches of the Institution, branches of Representatives, as well as on the Institution's website.

Payment order specification contains payment orders representing the instruction by which the Loan User requests the Institution, as the lender, to execute payment transactions from the approved loan to the accounts of Payees in the specified amounts. The total amount in the Specification may be fully or partially financed by loan funds, in accordance with the request of the Loan User.

Payee means a legal entity/sole proprietor designated as the recipient of funds relating to the vehicle registration, which are the subject of a single payment transaction.

Single payment transaction refers to a payment transaction executed without opening a payment account for the payer or payee.

Offer is a document of the Institution, in the prescribed form, which contains all essential elements of the Loan Agreement in accordance with the law governing consumer financial protection.

Complaint is any communication by the User to the Institution as the service provider, in the manner prescribed by regulations, including a transaction claim, whereby the User expresses dissatisfaction with the actions of the Institution or points out its shortcomings, regardless of how the User has titled such written communication.

Loan terms

Article 3

The basic terms of the Loan are as follows:

- Purpose: Fulfilment of obligations related to motor vehicle registration
- Repayment period: up to 12 months
- Interest rate: fixed
- Interest accrual method: pro rata
- Repayment: in monthly installments
- Currency: RSD

Pre-contractual information for the Loan User

Advertising

Article 4

The Institution publishes the loan offer on its official website and with the Representatives. Information about the loan approval conditions and the required documentation may be obtained by the Loan User from the Representative where the loan application is submitted (hereinafter: Loan Application).

When advertising credit products, the Institution shall clearly and accurately state in a representative example: a) the type of loan; b) the amount and variability of the annual nominal interest rate; c) the effective interest rate; d) the currency in which the loan is contracted; e) the term of the loan; f) the total amount of the loan; g) all costs borne by the Loan User.

Pre-contractual information

Article 5

Any prospective Loan User may obtain information on the loan terms in the General Terms and Conditions, the Fee Schedule, and the Time Schedule of the Institution, which are visibly published on the Institution's website and also available from the Representative, where the Loan User may collect documentation for submitting the Loan Application.

During the pre-contractual phase, the Representative shall inform the prospective Loan User that, upon request, the following can be obtained in written form or by e-mail:

- a non-personalized and non-binding informative offer containing the total loan amount, number of installments, amount of fees, interest amount, and total repayment amount at the end of the term;
- a draft Loan Agreement, free of charge;
- information on the documentation to be submitted by the Loan User.

Submission of loan applications and the loan approval process

Submission of loan applications

Article 6

The process of approval and disbursement of the Loan begins with the submission of the Loan Application and other necessary documentation by the potential Loan User to the Representative. The Institution shall review the Loan Application only if the complete required documentation has been submitted.

The Representative shall perform the identification of the potential Loan User and undertake all actions and measures related to the know-your-customer and customer due diligence procedures in accordance with the law governing the prevention of money laundering and financing of terrorism/proliferation of weapons of mass destruction. The rights and obligations of the Institution regarding the procedure for identifying the Loan User are more specifically regulated in Chapter III USER IDENTIFICATION, of the General Terms and Conditions of the PaySpot doo Novi Sad Electronic Money Institution.

The Institution shall assess the creditworthiness of the prospective Loan User and access the debt

registry based on the Loan User's written consent.

Offer

Article 7

Based on the submitted loan application by the Loan User, the Institution shall present the Loan User with an Offer, to allow comparison with offers from different providers of the same service and to evaluate whether the terms of the Institution's loan correspond to the Loan User's needs and financial situation. The Offer is made on a prescribed form, on paper or another permanent data carrier, and contains data prescribed by the Law on the Protection of Financial Services Consumers. If the prospective Loan User agrees with the terms of the Offer, by signing the Offer the Loan User confirms acceptance of the loan terms therein.

Loan approval

Article 8

Upon completion of the identification process and based on the submitted documentation, the Institution shall render a decision regarding the loan.

The Institution reserves the right to reject the loan application without the obligation to clarify its decision to the Loan User.

Article 9

Upon final loan approval, the Institution shall disburse the loan for use by executing the Payment Order Specification, which constitutes an instruction for the execution of the relevant single payment transactions, on behalf and for the account of the Loan User. The Institution shall carry out single payment transactions from the approved loan funds in accordance with the Loan Agreement and the Time Schedule.

The loan funds shall be credited to the account of the Payee with its payment service provider, and debited from the Institution's special account. Regular interest shall begin to accrue from the date of execution of the single payment transaction.

The Representative shall collect the costs of the single payment transaction, which shall be calculated in accordance with the applicable Fee Schedule for the amounts of individual payment transactions.

Interest, fees, and loan costs

Article 10

For loans intended for the execution of the payment service, the Institution applies a fixed interest rate. The interest rate amount, accrual method, type and amount of all fees and other costs borne by the Loan User, as well as the method and deadlines for collection of the principal, interest, and fees, are defined in the Loan Agreement.

The Institution shall charge the Loan User the costs of the single payment transaction, which shall be calculated in accordance with the applicable Fee Schedule for the amounts of individual payment transactions.

Collateral

Article 11

The Loan User is obliged to provide the Institution with adequate collateral for the repayment of the Loan, in accordance with the Loan Agreement.

In cases provided for in the Loan Agreement, the Institution has the right to enforce the collateral and collect all claims under the Agreement from the Loan User.

The Loan User or the collateral provider shall be entitled, after full settlement of obligations under the Loan Agreement, to reclaim the unused collateral provided under that agreement, including collateral registered with the appropriate registry.

The Institution shall notify the Loan User or the collateral provider in writing that the Loan User has fulfilled all obligations under the respective Loan Agreement, within 30 days from the date of settlement of the obligations.

Consequences of default under the Loan Agreement

Article 12

The Institution may declare the Loan and all of its claims under the Loan Agreement due and payable prior to the agreed maturity date if any of the events specified in the Loan Agreement occur.

In the event referred to in paragraph 1 of this Article, the Institution shall notify the Loan User of the loan's early maturity and the measures the Institution will undertake to collect its claims, by sending an appropriate written notice via registered mail with return receipt to the address of the Loan User provided in the Loan Agreement, or to the most recent address submitted by the Loan User to the

Institution.

The legal consequences of declaring the Loan due and payable are as follows:

- all amounts of the Loan payable under the Loan Agreement, together with all interest, including any default interest, fees, charges, and all other payable amounts, shall be deemed immediately due and payable to the Institution by the Loan User;
- the Institution shall calculate and collect default interest from the Loan User at the rate prescribed by the relevant legal regulation, or, if the agreed interest rate is higher than the statutory rate, at the agreed interest rate;
- the Institution is authorized to enforce the collateral and collect all its claims from the Loan User under the Loan Agreement by activating the administrative ban and subsequently any bills of exchange.

Notifying the Loan User during the contractual relationship

Article 13

The Loan User shall be entitled to request from the Institution, in writing and free of charge, information, data, and instructions related to their contractual relationship, notification of the balance of their debt under the Loan Agreement, in the manner and within the terms established by the Loan Agreement and/or applicable regulations and internal acts.

The Institution shall, during the term of the Loan Agreement, provide the Loan User with a statement of debt under the agreement every six months, free of charge, on a permanent data carrier or by mail to the residential (contact) address of the Loan User provided in the Loan Application.

The Institution shall obliged to make available loan repayment plans for the entire duration of the contractual relationship to the Loan User, at their request and free of charge.

Amendments to the Loan Agreement

Article 14

If the Institution intends to amend any of mandatory elements of the Loan Agreement, it is obliged to obtain the written consent of the Loan User, prior to application of such amendment. If the Loan User does not consent to this amendment, the Institution may not for this reason unilaterally amend the conditions stated in the agreement, nor may it unilaterally terminate/cancel the agreement.

Exceptionally, if the amount of fixed interest rate, *i.e.*, amount of fees and other costs is changed in favor of the Loan User, such changes may be applied immediately and without the User's prior consent, whereby the Institution shall inform the User of such changes in writing, and state in such notification the date of application of these changes.

If the amount of the interest rate is changed in favor of the Loan User, along with the notification of this change, the User shall also be provided with the amended loan repayment plan.

In the contracted manner, the Institution is obliged to timely inform the Loan User of any change of data which are not mandatory contractual elements, in terms of the Law on the Protection of Financial Services Consumers.

The Institution shall obliged to make available loan repayment plans

for the entire duration of the contractual relationship to the Loan User, at their request and free of charge.

(Early) loan repayment

Article 15

Obligations under the loan become due for payment depending on the due date selected by the Loan User when submitting the Loan Application and concluding the Loan Agreement.

The Loan User has the right to fulfill, at any time, either in full or in part, their obligations under the Loan Agreement, in which case they are entitled to a reduction of the total cost of the loan by the amount of interest and charges for the remaining term of the agreement.

If the Loan User submits a request for early repayment, indicating the manner in which the early partial and/or full repayment of the remaining obligations will be performed, the Institution shall issue a confirmation of the total outstanding debt and provide a new repayment schedule in the case of early repayment of the loan, in accordance with the Loan Agreement.

Right to withdraw from the Loan Agreement

Article 16

The Loan User may withdraw from the Loan

Agreement within 14 days from the date of conclusion of the agreement, without stating the reasons for withdrawal. Upon withdrawal from the agreement, and before the expiration of the aforementioned period, the Loan User is obliged to notify the Institution in writing of the intention to withdraw, in a manner which confirms receipt of the withdrawal notice, whereby the date of receipt of such notice shall be deemed the date of withdrawal from the agreement. If the Loan User withdraws from the agreement, they shall immediately, and no later than within 30 days from the day of sending the notice of withdrawal, return to the Institution the principal and the interest for the period during which the loan was used.

Assignment of claims

Article 17

The Institution has the right to assign, without the special consent of the Loan User, all claims and rights under the Loan Agreement to a bank/payment institution/electronic money institution, in full accordance with the Law on Contracts and Torts and the Law on the Protection of Financial Services Consumers. The Institution shall notify the Loan User of the assignment performed.

Information on the protection of users

Article 18

All inquiries related to the Institution's payment services may be directed by the User to the email address: office@payspot.co.rs or via telephone at: 021/310-3000.

The User has the right to submit a written complaint if they wish to express dissatisfaction with the Institution's conduct or point out its deficiencies. The complaint must be submitted in writing within six months from the date the User became aware of a violation of their rights or interests, and no later than three years from the date the violation occurred.

A complaint may be submitted in person at the Institution's/Agent's business premises, by mail, by email to prigovori@payspot.co.rs or reklamacije@payspot.co.rs, as well as through the Institution's website http://www.payspot.rs in the "Complaints" section or via the contact form.

If the User is dissatisfied with the response received, or if no response has been provided within the prescribed period, even after an extension, they may, prior to initiating legal proceedings, submit a proposal for mediation or a complaint to the National Bank of Serbia at the address:

National Bank of Serbia, Financial Services Consumer Protection Sector, Nemanjina 17, 11000 Belgrade, P.O. Box 172; or through the NBS website, link: https://www.nbs.rs.

The User may submit a complaint within six months from the date of receiving a response to the initial complaint or after the expiration of the deadline for providing that response.

In addition to the right to submit a complaint and a grievance, the User also has the right to initiate a mediation procedure to resolve the dispute out of court.

Mediation may also be initiated after the grievance procedure has concluded, but no later than one year from the date of receiving a response to the complaint, or from the expiration of the deadline for delivering the response.

If mediation is initiated before the grievance is filed, the deadline for submitting the grievance shall be paused during the mediation process.

Users can learn more about the complaint submission procedure in the General Terms and Conditions of the electronic money institution PaySpot d.o.o. Novi Sad, or through the Notification on the method of submitting complaints and the Complaint Submission Form available on the Institution's website.

Detailed information and the right of credit users to submit complaints, grievances, and resolve disputes out of court are governed in Chapter XIV – RIGHT TO COMPLAINT AND GRIEVANCE of the General Terms and Conditions of the electronic money institution PaySpot d.o.o. Novi Sad.

Personal data protection

Article 19

The Institution processes personal data of the User in accordance with the applicable Law on Personal Data Protection of the Republic of Serbia and the General Terms and Conditions of the PaySpot doo Novi Sad Electronic Money Institution.

Personal data of the User shall be processed for the purpose of fulfilling the contractual relationship between the Institution and the User. Detailed information on personal data processing, the data controller, the data protection officer, and the rights of data subjects are available in the General Terms and Conditions of the PaySpot doo Novi Sad Electronic

Money Institution and the “Notice on Personal Data Processing,” published on the Institution’s website.

Closing provisions

Article 20

For all matters not regulated by these General Terms and Conditions for payment transaction services where funds are secured by a loan, the PaySpot doo Novi Sad Electronic Money Institution, of which these General Terms and Conditions form an annex and integral part, as well as the Law on Payment Services, the Law on the Protection of Financial Services Consumers, the Law on Contracts and Torts, and other relevant regulations of the Republic of Serbia shall apply.

These General Terms and Conditions for payment transaction services where funds are secured by a loan shall apply as of July 1, 2025.