



GENERAL TERMS AND CONDITIONS OF THE CENTRAL COOPERATIVE BANK AD Skopje for concluding framework agreements for opening and maintaining payment accounts and for using payment services

1. Introductory provisions

These General Terms and Conditions define the general contractual relations between the Central Cooperative Bank AD Skopje / hereinafter referred to as the Bank only/ and the User regarding the opening, maintenance and closing of payment accounts and the performance of payment services. The General Terms and Conditions have the character of a permanent contractual regulation and are not limited to a separate, specific payment transaction, unless expressly stated otherwise. By signing the Framework Agreement for Payment Services, the legal relationship between the Bank and the User arises. Before concluding the Agreement, the Bank shall provide the User with a copy of the General Terms and Conditions or make them available on a durable medium or at the Bank's premises. The Bank shall notify the User of any changes that the Bank will make to the General Terms and Conditions, in a manner determined by the Bank in accordance with the Law on Payment Services and Payment Systems.

These General Terms and Conditions together with:

- The Decision on the Tariff of Fees for the Services Provided by the Bank, -Information Document on Fees,
- The Decision on the Interest Rates of the Bank,
- Additional Terms and Conditions for the Use of the Bank's Digital Channels,
- Additional Terms and Conditions Regarding the Operation with Payment Cards,
- Special Terms and Conditions for Individual Payment Transactions if such agreements have been concluded, constitute and are integral part of the Framework

Agreement for Opening and Maintaining Payment Accounts and for the Use of Payment Services, as a whole within the meaning of the Law on Payment Services and payment systems.

2. Information about Central Cooperative Bank AD Skopje

2.1 Central Cooperative Bank AD Skopje /the Bank/ is a commercial bank registered in the Republic of North Macedonia, with its registered office and address in Skopje at 1732 Street No. 2, entered in the Trade Register at the Central Register of the Republic of North Macedonia with EMBS 4640063;

2.2. The Bank provides payment services in internal clearing (between accounts opened in the Bank), through KIBS (small interbank payments), through MIPS (large and urgent payments) as well as transfers via SWIFT (foreign exchange payments);

2.3. Telephone number for information (389 2) 3249-300;

2.4. Settlement account number in the NBRSM -100000000032055;

2.5. Regular operation account number -32000000000103;

2.6. SWIFT -CECBMK22XXX;

2.7. The Bank's Internet address is – www.ccbank.mk.

2.8. The Bank's e-mail address is – info@ccbank.mk.

2.9. The Bank, in accordance with the Banking Law, has a consent to perform banking activities, obtained from the National Bank of the Republic of Macedonia (Decision No. 7821 of 03.12.2008, and Decision No. 15808 of 30.04.2013, adopted by the Governor of the NBRM);

2.10. The lead code assigned by the National Bank, which is used as a unique identification mark when opening payment accounts with the Bank, is 320;

2.11. Supervision and oversight of the Bank's activities is carried out by the National Bank of the Republic of Macedonia, in accordance with the regulations governing the operation of banks.

Definitions (Glossary)

3. Certain terms used in the General Terms and Conditions have the following meaning:

- 3.1. Authentication -a procedure that allows the Bank to confirm the identity of the payment service user or the valid use of a certain payment instrument, including the use of its user security features;
- 3.2. Authorization -a procedure that checks whether the payment service user or the payment service provider has the right to perform certain actions;
- 3.3. ATM -an electromechanical device that allows authorized users to withdraw cash from accounts and/or provides them with access to other services;
- 3.4. Blocked payment account -a payment account of a payment service user for which there is a recorded unrealized payment order for forced collection or has the same unique tax number, i.e. citizen identification number for individuals with an account for which there is a recorded unrealized payment order for forced collection;
- 3.5. Value date -a reference time that the payment service provider uses to calculate interest on the debited or approved funds on the payment account;
- 3.6. Business payment card -any card-based payment instrument issued to legal entities or public sector entities or to an independent business operator, which is limited to use only for covering business expenses, whereby payments made with its use are debited from the account of the legal entity or public sector entity or to an independent business operator to whom such payment card is issued;
- 3.7. Direct debit -a payment service by which the payment account of the payer is debited, whereby the payment transaction is initiated by the payee based on the express consent of the payer;
- 3.8. Confidentiality
-a property of payment-related services or user security features that ensures that information is not available or disclosed to unauthorized individuals, legal entities or processes;
- 3.9. Permitted overdraft -a concluded credit agreement pursuant to which the payment service provider makes available to the payment service user an amount of funds exceeding the current balance of funds on the payment account;
- 3.10. Document for forced collection -an enforcement order by an enforcement agent or another enforcement document issued by a competent authority in accordance with the law, which are issued/issued on the basis of an enforcement document defined in the Law on Enforcement;
- 3.11. Unique tax number -EDB is the unique identification number of a taxpayer for all types of public revenues and is retained until the termination of the taxpayer status;
- 3.12. Unique identification code -a combination of letters, numbers or symbols that the Bank assigns to the Payment Service User and which, when executing a payment transaction, is mandatorily stated for the purpose of his unambiguous identification or on his payment account by another Payment Service User;
- 3.13. Single account register -a national, centralized and electronic system of information and data on denar and foreign currency payment, deposit or other accounts, including the payment instruments related to them, on issued safe deposit boxes, as well as on the identity of the owners of the accounts and safe deposit boxes, the actual owners, the legal representatives and/or the persons authorized to operate with them;
- 3.14. Electronic mail -any electronic message containing information in the form of text, voice, video, sound or image, which is sent via an electronic communication network and which can be stored in the network or on connected computer devices or be stored on the terminal equipment of the recipient of the message;
- 3.15. Electronic payment transaction -is a payment transaction initiated and executed online and does not include payment transactions given in paper form or instructions given by mail or telephone;
- 3.16. Electronic signature -a set of data in electronic form that is accompanied by or is logically linked to other data in electronic form and that the signatory uses for signing;
- 3.17. Electronic money -monetary value that is stored in electronic form, including magnetic form, issued on the basis of receipt of funds for the purposes of executing payment transactions, which is accepted as a means of payment by a natural or legal person, other than the issuer of electronic money and which represents a monetary claim on the issuer of electronic money;
- 3.18. Electronic forced collection system -a system through which enforcement agents and competent authorities, in accordance with the law, submit payment orders for forced collection to payment service providers to which the National Bank of the Republic of North Macedonia has assigned a leading number, and payment service providers exchange information with each other for the purposes of forced collection and notify enforcement agents and competent authorities, in accordance with the law, about the status of realization of payment orders for forced collection;
- 3.19. Interchange fee -is a fee that is calculated and paid, directly or indirectly, through a third party, for each card-based payment transaction by the payment service provider that acquires payment transactions on behalf of the payment service provider that issued the card-based payment instrument. This fee includes the net compensation or other similar agreed form of reward;

- 3.20. Strong authentication -confirmation of identity through the use of at least two of the following three mutually independent elements: knowledge (something that only the customer knows), possession (something that only the customer has) and property (something that the customer is), where the violation of one of the elements does not affect the reliability of the others and are designed in a way that allows the protection of the confidentiality of the data that are subject to authentication;
- 3.21. Issuance of payment instruments -a payment service of the payment service provider based on an agreement with the payer for the provision of a payment instrument for the initiation and processing of payment transactions made by the payer;
- 3.22. Clearing -the transmission, reconciliation and in certain cases confirmation of transactions prior to their settlement, which may include the netting of these transactions and the determination of final settlement balances;
- 3.23. Payment service user -a natural or legal person who uses a payment service in the capacity of payer or payee or in both capacities;
- 3.24. Payment service user -debtor -a natural or legal person who is listed as a debtor in the payment order for forced collection; 3.25. User security features -personal characteristics that the payment service provider provides to the payment service user for authentication purposes;
- 3.26. Credit transfer -a payment service by which the payer instructs the payment service provider maintaining his payment account to execute a payment transaction or series of payment transactions by which the payment account of the payee is credited;
- 3.27. Mandate -an expression of consent by the payer and an authorisation given to the payee and the payer's payment service provider (directly or indirectly through the payee), on the basis of which the payee may initiate the collection of funds by direct debiting the specifically specified payment account of the payer and which enables the payer's payment service provider to act in accordance with such instruction;
- 3.28. Citizen's identification number -a unique identifier of the citizen's identification data;
- 3.29. Merchant service charge -a fee that the acquiring payment service provider calculates and collects from the payee in connection with card-based payment transactions;
- 3.30. Fee -all costs and penalties, if any, that the consumer has paid or is required to pay to the payment service provider for or in connection with the services related to the payment account;
- 3.31. Transfer order -any instruction from a participant in a payment system and/or in a securities settlement system to make available to the recipient of the order an amount of funds by recording it in the account of a payment service provider, central counterparty or settlement agent or any other instruction that results in the assumption or settlement of a payment obligation as defined by the rules for the operation of the payment system or an instruction from an authorized participant in the securities market to transfer an ownership right or interest in relation to one or more securities, by recording it in a securities account in a register or in another appropriate manner;
- 3.32. Inactive account: a consumer's payment account with a payment service provider on which, for a continuous period of at least 24 months, no outgoing payment transactions authorised by the consumer or incoming payment transactions have been carried out, with the exception of the calculation and payment/collection of interest, and/or any other payment transactions carried out for the benefit of the payment service provider or in relation to which the payment service provider has not had any documented written, electronic and/or recorded telephone communication with the consumer or the persons authorised to operate the payment account or his legal representative, or a deposit account in relation to which the payment service provider has not had any documented written, electronic and/or recorded telephone communication with the consumer or the persons authorised to operate the account or his legal representative, for an uninterrupted period of at least ten years;
- 3.33. Continuity -a property of the processes, actions and means required for the performance of payment-related services that enables full availability and functioning at a predefined acceptable level of payment-related services;
- 3.34. Payment account maintenance -a service of the payment service provider for maintaining a payment account that does not have the status of an inactive payment account, so that it can be used by the payment service user for the purposes of performing payment transactions;
- 3.35. Online -is the possibility of connecting via a publicly available communication network, such as the Internet, in order to use a specific service;
- 3.36. Money transfer -a payment service in which funds are received from a payer, in order to transfer the corresponding amount of funds to the payee or to another payment service provider acting in the name and on behalf of the payee and/or in which funds are received in the name and on behalf of the payee and placed at his disposal, without opening a payment account in the name of the payer or the payee;
- 3.37. Funds -cash (paper and coin money), electronic money or other monetary claims on the payment service provider (account funds);
- 3.38. Passive interest rate -the rate at which interest is calculated and paid on funds that the payment service user keeps on his payment account;
- 3.39. Payment application -computer software or equivalent, placed and/or loaded on a card, mobile phone, computer or any other technological device, which enables the initiation of card-based payment transactions and enables the payer to issue payment orders;
- 3.40. Payment card -a type of payment instrument that enables the payer to initiate a transaction with a debit or credit card and which can be used by the holder to pay for goods and services and/or to withdraw and/or deposit cash;
- 3.41. Prepaid payment card (so-called "prepaid" payment card) -a type of payment instrument on which electronic money is stored;

- 3.42. Payment account -an account maintained by a payment service provider in the name of one or more payment service users and which is used to execute payment transactions;
- 3.43. Payment account with regular monthly income -a payment account to which funds are transferred for which, in accordance with the Law on Personal Income Tax, taxation and payment of personal income tax are regulated and for which payment account the Public Revenue Office of the Republic of North Macedonia or the Pension and Disability Insurance Fund of the Republic of North Macedonia have information in their systems;
- 3.44. Payment transaction -entry, withdrawal or transfer of funds initiated by the payer or on behalf of the payer or the recipient, regardless of the obligations arising from the relationship between the payer and the recipient;
- 3.45. Payment transaction with a debit card -a payment card-based transaction, including a payment transaction with a prepaid payment card, which is not a credit card-based payment transaction, whereby the amount of each payment transaction made using the debit card is immediately or at the end of a predefined period reduced by the balance of available funds on the payment account of the payment service user;
- 3.46. Credit card payment transaction -a card-based payment transaction, where the amount of the transaction, in part or in full, is debited by the payer, in advance agreed date in the month, based on a separate agreement on available credit concluded between the payment service provider and the payment service user, which determines whether, at what rate and in what manner interest will be calculated and charged on the borrowed amount;
- 3.47. Card-based payment transaction -a service based on the infrastructure and rules for the operation of the card payment scheme for the purpose of executing a payment transaction using any card, telecommunication, digital or IT devices, which may contain an appropriate payment application and which results in the execution of a transaction with a debit card or credit card, except for a payment transaction based on other types of payment services;
- 3.48. Payment transaction via means of distance communication -a payment transaction initiated via the Internet or via a device that can be used for distance communication;
- 3.49. Payment instrument -personalized device(s) and/or set of procedures agreed between the payment service user and the payment service provider and which are used to initiate a payment order;
- 3.50. Card-based payment instrument -any payment instrument, including a card, mobile phone, computer or any other technological device containing an appropriate payment application that allows the payer to initiate a card-based payment transaction, other than a credit transfer or direct debit;
- 3.51. Payment order -any instruction from a payer or a payee to his payment service provider requesting the execution of a payment transaction;
- 3.52. Payment order for forced collection -a payment order from an enforcement agent or a competent authority in accordance with the law to a payment service provider requesting the execution of a payment transaction on the basis of a document for forced collection;
- 3.53. Payment by settlement -mutual settlement of monetary obligations and claims between participants in payment transactions by compensation, assignment, cession, assumption of debt and other forms of mutual settlement of obligations and claims;
- 3.54. Payer -a natural person or legal entity that has a payment account and agrees to execute a payment order from that account or, in the case where there is no payment account, a natural person or legal entity that issues a payment order;
- 3.55. Consumer -a natural person who concludes a payment service agreement for the purpose of achieving goals that are not related to the performance of his or her business or profession;
- 3.56. Cross-border payment transaction or cross-border payment service -a payment transaction or payment service in the execution, i.e. provision of which, only one of the payment service providers, regardless of whether it belongs to the payer or the payee, is established and operates in the Republic of North Macedonia;
- 3.57. Tacit overdraft -tacit acceptance of an overdraft on the current balance of the payment account of the payment service user, whereby the payment service provider makes available to the payment service user funds in an amount that exceeds the current balance of the payment account's own funds or, if an overdraft is agreed, exceeds the amount of the overdraft;
- 3.58. Transfer of a payment account or portability service -carrying out a transfer at the request of the consumer, from one payment service provider to another, of: information on all or certain standing orders for credit transfers, recurring direct debits and recurring inflow credit transfers executed in favor of or against the payment account and/or on the positive balance of the payment account's own funds from one payment account to another, with or without closing the payment account from which the transfer is made;
- 3.59. Recipient -a natural or legal person for whom the funds that are the subject of the payment transaction are intended;
- 3.60. Business day -a day on which the payment service provider of the payer or the payment service provider of the payee involved in the execution of a payment transaction is open for business in order to enable the execution of the payment transaction, i.e. a period determined by the rules for the operation of the payment system and the securities settlement system which covers all events during the working cycle of these systems, regardless of the period of the day and night in which the settlements take place;
- 3.61. Availability -the possibility of accessibility and uninterrupted use of services related to payments by payment service users;

- 3.62. Available funds for forced collection -are all funds of the accounts of the payment service user -debtor with the payment service provider, except for funds in special purpose accounts that are allocated in accordance with a law or a regulation adopted on the basis of a law and funds approved on the basis of an overdraft agreement with the payment service provider;
- 3.63. Reference exchange rate -an exchange rate used as a basis for calculation when buying or selling foreign means of payment and which is made available by the payment service provider or which originates from a publicly available source;
- 3.64. Reference interest rate -an interest rate that is used as a basis for any calculation of interest and originates from a publicly available source and which can be verified by both contracting parties to the payment service agreement;
- 3.65. R-transaction -a payment transaction that cannot be executed correctly and accurately by the payment service provider or that causes unusual processing, among other things caused by lack of funds, cancellation of the payment transaction, incorrect amount or incorrect date, illegitimate mandate, incorrect or closed payment account (rejected transaction, returned transaction, revoked transaction, cancelled transaction, transaction for which a request for cancellation has been submitted and transaction with a request for refund of funds), except for a transaction that is rejected or not executed due to the implementation of measures and actions for the detection and prevention of money laundering and terrorist financing by the payment service providers;
- 3.66. Means of distance communication -a means by which a payment service agreement can be concluded without the simultaneous physical presence of the payment service provider and the payment service user;
- 3.67. Durable medium -any instrument that enables the payment service user to store information addressed personally to him in a manner that allows it to be accessible to him for a certain period of time appropriate to the purposes of their use and that allows unchanged reproduction of the stored information;
- 3.68. Standing order -an instruction given by the payer to the payment service provider that maintains the payment account, to execute credit transfers at regular intervals or on predetermined dates;
- 3.69. Treasury account -is a payment account maintained in the National Bank of the Republic of North Macedonia and which contains a system of payment accounts managed by the Treasury through which inflows and outflows for budget users are recorded;
- 3.70. Health treasury account -is a payment account maintained in the National Bank of the Republic of North Macedonia and which contains a system of payment accounts managed by the Treasury of the Fund through which inflows and outflows for public health institutions are recorded;
- 3.71. Payment account information service
-an online service for providing aggregated information on one or more payment accounts of a payment service user held with one or more other payment service providers;
- 3.72. Payment initiation service -a service for initiating a payment order at the request of a payment service user from his payment account held with another payment service provider;
- 3.73. Payment account services -are all services related to the opening, maintenance and closure of a payment account, including payment transactions, as well as the agreed overdraft and the tacit debit balance;
- 3.74. Payment services -are all payment services in accordance with the Law on Payment Services and Payment Systems, including all technical support activities necessary for the correct performance of payment services;
- 3.75. "SEPA" -means the Single Euro Payments Area;
- 3.76. "SEPA Credit Transfer" (SEPA CT) -means a credit transfer in euros from/to the Single Euro Payments Area;
- 3.77. "SWIFT" -Global service for the transmission of secure financial transactions through correspondent banks and other Payment Service Providers;

4. Payment services provided by the Bank

- 4.1. The Bank as a payment service provider provides the following payment services:
depositing cash into a payment account, as well as all activities related to opening, maintaining and closing that account;
withdrawing cash from a payment account, as well as all activities related to opening, maintaining and closing that account;
execution of payment transactions, including the transfer of funds to a payment account with the payment service provider of the payment service user or with another payment service provider: • execution of direct debits, including one-off direct debits; • execution of credit transfers, including standing orders; • execution of payment transactions where the funds are secured by a credit line for the payment service user; • execution of payment transactions with payment cards or similar telecommunications, digital or IT devices; • issuing of payment instruments and/or acquiring of payment transactions; • money remittances; • payment initiation services and • payment account information services.
- 4.2. The Bank does not control the basis for payment and the legality of the transaction in connection with which the payment service is provided, unless otherwise determined by regulation or by agreement with the User;
- 4.3. In connection with payment transactions carried out through the User's account, the User may act as a payer and/or recipient of funds with the Bank.

5. Identification of a client – User

5.1. Before establishing any business relationship with the Bank, the Bank identifies the User, the authorized representative or the beneficial owner, in accordance with the provisions of the Law on Prevention of Money Laundering and Financing of Terrorism, the Bank's Program for Implementation of Measures for Protection and Prevention of Money Laundering and Financing of Terrorism, as well as other acts regulating the prevention of money laundering and financing of terrorism. For this purpose, the User must fill out an appropriate application (application for legal entities/application for individuals) and submit the necessary identification documentation. Based on the data from the submitted application and the submitted documentation, the Bank decides on the further procedure for establishing the business relationship with the User or its rejection, i.e. termination.

5.2. Identification of natural persons-residents is carried out with a valid personal or travel document containing a photograph and showing the permanent place of residence in the Republic of Macedonia and where the natural person has deposited his signature; For foreign individuals who, in accordance with the legal regulations in the Republic of Macedonia, are treated as residents -identification is carried out with a valid identity card for foreigners or a residence visa or work visa, valid for at least 6 months, from which the place of temporary residence in the Republic of Macedonia can be determined.

5.3. When establishing a business relationship with a foreign individual client -non-resident, the Bank identifies the client based on the following documentation:

-A valid personal or travel document, of which the Bank must keep a photocopy on an appropriate form; -If the address of residence or place of stay of the non-resident client cannot be determined from the submitted identification document, the Bank will request other evidence (valid driver's license, last utility bill not older than 3 months, etc.), from which his address can be reliably determined;

5.4. The Bank may register a foreign non-resident individual client who is not physically present at the Bank, based on a copy of a valid travel document certified by an authorized notary, a written authorization of the applicant certified by an authorized notary in which the person's intention to open a payment account with the Bank is clearly stated;

5.5. When identifying the User, the identification documentation is presented in original, of which the Bank must keep a photocopy on an appropriate form, on which the user confirms with his signature the consent for the photocopying performed

5.6. When identifying a User who is a minor or a person with legal incapacity, the parent/guardian, i.e. the legal representative (guardian -designated by a competent authority), submits identification documentation to the Bank and signs the application for individuals, attaching proof that he/she has been designated as the legal representative, i.e. the guardian.

5.7. If the User is a minor, the legal representative shall submit a Birth Certificate for identification of the minor, if the minor does not have an identification document;

5.8. When identifying a client -a natural person who is illiterate and intends to establish a business relationship with the Bank, the application for natural persons shall be filled out by a Bank officer based on the data provided by the client. The Bank officer shall place the note "illiterate" or "incapable of signing" in the place for the client's signature on the application and certify it. In addition to the note, the client shall place a print of his right thumb. If he cannot do so, the reason for which it is impossible shall be noted;

5.9. When identifying a client -a natural person who is blind and intends to establish a business relationship with the Bank, the application for natural persons is filled out by an employee of the Bank based on the data provided by the client and in the presence of two witnesses, one of whom must be an employee of the Bank, but both witnesses may be employees of the Bank. The witnesses read the content of the application and other documentation provided for identifying the client to the client in full. The client confirms his agreement that he understands and accepts the application by stamping it on a facsimile. The witnesses sign the application with his full name, surname and signature, thereby declaring that the client is familiar with the content of the documents and accepts them and signs them;

5.10. When establishing or continuing a business relationship with a beneficiary natural person (resident or non-resident) who is a holder of a public office, the Bank decides on the further procedure for establishing or continuing the business relationship, without explaining its decision;

5.11. In addition to the documentation provided for the identification of the client, the Bank may request other documentation, statements or data in the form of questionnaires, surveys, etc., in accordance with the applicable legal regulations and good banking practices;

5.12. If the submitted application and the attached documents cannot be used to reliably identify the User or authorized persons, i.e. the Bank doubts the reliability of the submitted data, information and documentation, or in case of ambiguity or inconsistency in the data about the Client and the submitted documents,

The Bank refuses to establish a business relationship with the User and/or open an account, without providing an explanation for the reason for the same.

6. General rules for working with persons authorized by the Client

- 6.1. For the disposal of funds in the account, as well as for receiving bank payment cards and their personalized security features, or means of authentication for access to electronic banking, the account holder or the person authorized to represent may issue a power of attorney before an authorized employee of the Bank, before a competent notary or at the diplomatic and consular representations of Macedonia abroad;
- 6.2. The power of attorney shall be identified with a valid official personal identification document;
- 6.3. If the power of attorney contains complex and unclear terms, limits on amounts or other specific restrictions or requests of the User, the Bank may propose opening an account with a special regime, or refuse the power of attorney and terminate the further provision of payment services to the User;
- 6.4. The Bank shall not be liable for the execution of payment orders initiated by/ through a power of attorney whose authorizations have been revoked, unless it has been notified of this in advance and in writing;
- 6.5. The Bank does not accept the performance of actions with a power of attorney, if more than 10 years have passed from the date of verification of the client's signature, i.e. the issuance of the power of attorney, to the date of the appearance of the proxy at the Bank, regardless of what is stated in the power of attorney.

7. Powers of attorney and other documents drawn up in a foreign country

- 7.1. A power of attorney with a signature notarized abroad, as well as other official documents and certificates prepared in a foreign country, intended for use in the Republic of North Macedonia, should be translated into Macedonian and Cyrillic by an authorized court translator and notarized in the Republic of North Macedonia;
- 7.2. In addition to the documents translated into Macedonian and notarized, the User shall submit for inspection the original documents from the foreign country, of which the Bank shall retain a photocopy during the identification procedure;
- 7.3. For foreign documents legalized and certified by the diplomatic and consular missions of the Republic of North Macedonia abroad, no additional certification is required and they are valid on the territory of the Republic of North Macedonia;

8. Withdrawal of power of attorney

- 8.1. The payment service user may withdraw the previously granted power of attorney, in the same manner as it was granted;
- 8.2. The withdrawal of a power of attorney may be carried out at the Bank's branch where it was granted, personally by the User and exclusively in writing;
- 8.3. The Bank does not accept documents, regardless of their type, with statements by the client for a preliminary refusal to withdraw or refusal of authorization, as well as for waiving the right of withdrawal or containing other conditions that do not allow the establishment of the true will of the proxy or the authorizing party;
- 8.4. The Bank ceases to provide payment services with a power of attorney, after it is notified that it has been withdrawn, respectively and after the expiration of the period when the effect of the power of attorney is limited by such power of attorney;
- 8.5. The Bank is not liable for any damage to the User if it was not notified in a timely manner and in writing of the withdrawal of the power of attorney.

9. Identification of other persons – Clients – legal entities

- 9.1. Before establishing any business relationship with the Bank, the Bank shall identify the User, the authorized person and the beneficial owner, in accordance with the provisions of the Law on Prevention of Money Laundering and Financing of Terrorism, the Bank's Program for Implementation of Measures for Protection and Prevention of Money Laundering and Financing of Terrorism, as well as other acts regulating the prevention of money laundering and financing of terrorism. In doing so, the Bank has the right to confirm the accuracy of the documents submitted to it using data, documents and information from independent sources;
- 9.2. In the case that the applicant or User is a legal entity and intends to establish a business relationship with the Bank, the manager or the person authorized to represent, in addition to submitting the identification documentation, shall fill out and submit an application for legal entities, as well as an application for individuals for the manager and for the persons authorized to dispose of funds on the account, completed by both parties;
- 9.3. Based on the data from the submitted applications and the submitted documentation, the Bank decides on the further procedure for establishing the business relationship with the User or its rejection, i.e. termination;

9.4. The Bank provides the data on the beneficial owner from reliable and independent sources, by presenting original or notarized documentation from a commercial, court or other public register, which cannot be older than 6 (six) months. For clients who are resident legal entities, the Bank checks the data on the beneficial owner in the Register of Beneficial Owners, and may not rely exclusively on them;

9.5. The verification of the data on beneficial owners from the previous point is not mandatory when identifying clients who are sole traders, persons who exercise public authorizations, budget users, legal entities in state ownership, legal entities in bankruptcy and liquidation proceedings, independent practitioners, as well as for legal entities that are companies whose shares are listed on an organized securities market;

9.6. In addition to the Applications from point 9.2, for identification of a domestic legal entity client (resident) or a natural person who carries out a registered activity in accordance with the regulations in the Republic of Macedonia, the client also submits the following documentation:

-Decision for entry in the Trade Register or Current Status from the register of a competent authority in the Republic of Macedonia (not older than 6 months), if the registration in the register is prescribed by law; or

-Act from a competent authority for establishment, if the client is not registered in the register; or

-Excerpt from a law, if the client is established in accordance with the law; or

-Decision from a competent court for the opening of bankruptcy/liquidation proceedings, if the applicant is a client with an open bankruptcy/liquidation procedure;

-Current status of beneficial owners from the Register of Beneficial Owners in Central Registry of the Republic of North Macedonia (not older than 6 months)

9.7. For clients who are resident legal entities, the Bank also accepts identification documentation issued electronically by the Central Registry of the Republic of Macedonia, which must necessarily contain an electronic signature from the client for the electronically issued document;

9.8. When establishing a business relationship with a client who is a foreign legal entity (non-resident), except for the Applications from point 9.2., the Bank identifies the client based on the following documentation, presented in original or a copy certified by a notary and translated into Macedonian by an authorized court translator, of which the Bank retains a photocopy:

For the legal representative of the Client or the person authorized by him – a personal identification document of the legal representative or the person authorized by him. The legal representatives of the Client, the proxies and other natural persons who are subject to identification in connection with the identification of the Client, are identified according to the rules for natural persons, whereby the Bank retains a photocopy of a valid identity/travel document on the Bank's form;

For the legal entity and its legal representative -an extract from the Trade Register or another competent register (specialized institution) where the records of legal entities are kept in the country in which the entity is registered (with attachments, if any), but not older than 6 (six) months, from which the date of its establishment, name, address, seat, legal representative, real owner, and the activity it performs can be determined; -For the legal entity -a diplomatic consular mission of a foreign country or a representative office of an international organization, a document issued by the Ministry of Foreign Affairs of the Republic of Macedonia or a Decision for registration or Current status from the Trade Register and the register of other legal entities in the Central Register of the Republic of Macedonia is required, as well as a power of attorney of the responsible person in the representative office, and a photocopy of a valid personal (travel) document on the Bank's form;

9.9. When establishing or continuing a business relationship with a client who is a legal entity (resident or non-resident), where a person holding a public office is identified as the beneficial owner, the Bank decides on the establishment or continuation of the business relationship, taking into account the provisions regulating the prevention of money laundering and terrorist financing, and without explaining its decision;

9.10. In addition to the documentation provided for the identification of the client, the Bank may request other documentation, statements or data in the form of questionnaires, surveys, etc., in accordance with applicable law and good banking practices;

9.11. If the submitted application and the attached documents cannot reliably identify the User, the principal or the actual (ultimate) owner or the authorized persons, i.e. the Bank doubts the reliability of the submitted data, information and documentation, or in case of ambiguity or inconsistency in the data about the Client and the submitted documents, the Bank refuses to establish a business relationship with the User and/or open an account, without providing an explanation for the reason for the same;

9.12. After the identification of the client, if the latter requests the opening of a payment account, in addition to the application and identification documentation, the client shall also submit a list of persons with deposited signatures (specimen) before an authorized employee of the Bank or before a competent notary, who will act in his name and on his behalf.

10. Updating customer data

10.1. For any change in the data submitted to the Bank during the identification and registration of the client, i.e. change of personal data, change or expiration of the validity of the identification document, change of address, change of beneficial owners, as well as change in the authorized persons for disposal of the funds, or other change related to the identification of the Client, the Client undertakes to notify the Bank in writing within 3 days from the date of the changes and to submit the necessary documentation, in order to update it in the Bank;

10.2. Updating of the identification documentation of individual clients (residents and non-residents) is carried out immediately after the expiration of the validity period of the identity/travel document based on a valid identity/travel document and an application for registration/update of the client;

10.3. The Bank shall update the identification documentation of a domestic legal entity client (resident) within a time frame in accordance with the client's risk profile, by presenting the necessary identification documentation; This may be annually for clients with a high risk of PPFT, three years for clients with a medium risk of PPFT and 5 years for clients with a low risk of PPFT. At the request of the Bank, the client may be updated at shorter intervals.

10.4. The identification documentation of a foreign legal entity client (non-resident) shall be updated at least once every two years, by presenting the necessary identification documentation, from which it can be determined that the legal entity has operated continuously since the period of the last update; At the request of the Bank, the client may be updated at shorter intervals.

10.5. If the client does not submit the necessary documentation to update the data in the Bank, or in the event that the Bank receives information about changes in the client's identification data that are visible from official publicly available sources, the Bank will restrict such client and/or his accounts for further payments, i.e. will refuse to execute transactions, and the business relationship with the Bank will be suspended (or terminated), until the client submits the necessary documentation to update it.

11. Types of bank accounts

11.1. The Bank opens the following types of accounts:

-Payment accounts;

-Deposit accounts;

-Accounts with basic functions -PSOF;

-Special accounts with guarantee functions (escrow accounts, i.e. accounts in favor of third parties);

-Other types of accounts, different from the previously listed, in accordance with law or under conditions agreed with the Client.

12. Payment account with basic functions

12.1. At the request of individuals, the Bank opens payment accounts with basic functions in MKD for an indefinite period. The opening of payment accounts with basic functions is not conditioned by the use of other products or services of the Bank;

12.2. The right to open a payment account with basic functions is granted to an individual with a legal residence in the Republic of Macedonia (resident) and an individual whose application for residence has been rejected and whose departure from the country is not possible due to legal or other practical reasons;

12.3. In addition to the request for opening a payment account with basic functions, the individual shall also submit a Statement that he/she does not have a payment account with basic functions or another payment account opened with the Bank or with another payment service provider in the Republic of Macedonia. If the applicant is a consumer belonging to the group of beneficiaries of legal rights to benefits (statutory maintenance, sickness benefit, compensation for bodily injury, financial assistance from social protection, child allowance, scholarship, loan and assistance for pupils and students), he/she shall simultaneously submit proof that he/she belongs to such a group;

12.4. A payment account with basic functions includes the use of the following services: -Opening, maintaining and closing the payment account; -Depositing funds into the PSOF; -Withdrawing cash from the PSOF over the counter or through the Bank's ATM network: -Execution of payment transactions including direct debit, payment card transactions (including online payments), credit transfers (including standing orders);

12.5. On a payment account with basic functions, the Bank does not approve, i.e. does not agree on an overdraft;

12.6. The Bank may refuse to open a PSOF in the following cases: -If the applicant has already opened a payment account with basic functions with the Bank or with another payment service provider;

-If the establishment of a business relationship with the applicant is contrary to the regulations governing the detection and prevention of money laundering and terrorist financing;

-If a period of 12 months has not elapsed from the date of unilateral termination of the framework agreement for a payment account with basic functions

12.7. If the applicant has already opened a payment account with basic functions with the Bank or with another payment service provider, the Bank will not open another payment account in denars;

12.8. If the Bank rejects the application for opening a payment account with basic functions, it shall notify the applicant thereof in writing or electronically, with an explanation of the reasons for the rejection, except in cases where the disclosure of the reasons for the rejection would be contrary to the objectives of national security, public order and peace or the regulations governing the prevention of money laundering and terrorist financing;

12.9. For the services performed through the payment account with basic functions, the Bank calculates and charges fees in accordance with the Decision on the Tariff of Fees, within the provisions of the Law on Payment Services and Payment Systems;

12.10. The Bank does not calculate and charge fees from the payment account with basic functions if the User belongs to the group of users of legal rights to benefits (statutory maintenance, sickness benefit, physical disability benefit, social security cash assistance, child allowance, scholarship, loan and assistance for pupils and students);

12.11. At the request of the User, the Bank may transform a payment account with basic functions into a payment account, or vice versa, while maintaining the existing identification mark of the payment account. The Bank will not charge a fee for the transformation performed;

12.12. The Bank may unilaterally terminate the framework agreement for the payment account with basic functions and close the account, in the cases provided for by the Law on Payment Services and Payment Systems, for which it shall notify the User in writing or electronically at least two months before the date of termination and closure of the payment account, explaining the reasons for the same, except in cases where disclosure of the reasons for the closure would be contrary to the objectives of national security, public order and peace or the regulations governing the prevention of money laundering and terrorist financing;

13. Payment account portability

13.1. At the request of a User with whom the Bank has concluded a Framework Agreement and opened a payment account, the Bank shall enable the transfer of the payment account to another payment service provider in the Republic of Macedonia, in the same currency, without making it conditional on the use of other products and/or services.

13.2. In the request for transfer of a payment account to another payment service provider, the User shall provide authorization/consent for the transfer of the payment account, identify the incoming credit transfers, standing orders, direct debit mandates, determine the date from which the standing orders and direct debit mandates should be applied to the payment service provider receiving the account transfer, and determine the date of closure of the payment account.

13.3. The Bank will not enable the transfer of a payment account to another payment service provider if it is inactive, blocked, an account opened for special purposes and which is limited in the disposal of funds, an account linked to a credit card, or if the account has been opened pursuant to a final court decision.

13.4. In the procedure for transferring a payment account to another payment service provider, the Bank calculates and charges a fee in accordance with the Bank's Tariff Decision.

13.5. More information regarding the conditions for transferring a payment account, the obligations of the transferring and receiving bank at each stage of the procedure and the deadlines for implementing the relevant stages are available on the Bank's website -www.ccbank.mk as well as on paper in any of the Bank's branches.

14. Orders and consents for executing payment transactions and providing account information

14.1. As of the date of application of these General Terms and Conditions, the Bank will not offer the open banking service until the necessary prerequisites are created, in accordance with the Law on Payment Services and Payment Systems;

15. Amounts transferred and received by payment order/payment transaction

15.1. The Bank is obliged to transfer the amount of funds from the payment order without deducting any commissions or costs from it;

15.2. The Bank executes a payment order only up to the amount of available funds on the payment account, including the envisaged bank commission, i.e. up to the amount of funds provided by the User for the execution of a payment transaction, including the amount of the permitted overdraft, if agreed with the User.

15.3. In the event that there are insufficient available funds on the account, including the bank commission, the Bank refuses to execute the payment order.

15.4. Partial transfers for individual payment orders or direct debit requests are not permitted, except in cases of forced collection in accordance with the Law, in the procedure for complaints and correction of errors or and/ or in exercising the Bank's right to set off liabilities/claims or in the collection of due claims of the Bank from the User;

15.5. When determining the available balance on the User's payment account from which a payment transaction is initiated, the Bank: takes into account the current balance of the account and the allowed overdraft; subtracts from the received balance the amount of received payment orders that the Bank has not yet processed, including all due liabilities to the Bank and payments with the payment card, as well as fees for the implementation of the payment transaction;

15.6. The Bank does not take into account future inflows to the User's account, as well as all inflows received after the Bank has decided not to receive payments to the User's account;

15.7. In the event that the User initiates a payment order from his account and there are not enough available funds on the same account on the date on which the payment is requested to be made, the Bank refuses to make the payment;

15.8. Payment orders are executed in full and in chronological order of their receipt by the Bank;

15.9. If the Bank receives a payment order submitted as originating from the User and has reasonable suspicions that it does not originate from the User or due to the presence of some other reason (suspicions of fraud, etc.), the Bank may request the User to confirm the authenticity of this payment order (in writing or orally), and the Bank will not process it until it receives such confirmation from the User. In such a case, the User is obliged to confirm the payment order as soon as possible in order to avoid delays in its processing by the Bank. The Bank will not execute the payment order until it receives confirmation from the User;

15.10. The Bank, as the payment service provider of the recipient, executes the received credit transfers, if the electronic transfer message contains the minimum necessary information about the originator and the recipient, i.e.,

- for transfers of funds, when the originator's payment service provider is established in EU,
 - information about the payment accounts of the payer and the payee,
 - a unique identifier of the payment transaction, when the transfer is not made from or to a payment account;
- for transfers of funds, where the payer's payment service provider is established outside the EU, the following information:
 - for the payer:

a) the name of the payer;

b) the account number of the payer;

c) the address of the payer, personal identification document number, customer identification number or date and place of birth.

- for the payee:

a) the name of the payer; and

b) the payee's payment account number. When the transfer is not made from or to a payment account, the transfer of funds is accompanied by a unique transaction identifier instead of payment account number(s).

15.11. The Bank, as the payment service provider of the payee, is obliged to implement effective procedures to determine whether the fields with information about the payer and the payee in the messaging system or the payment and settlement system used to execute the transfer of funds are completed using characters or elements permitted in accordance with the rules of the relevant system;

15.12. In the event that the Bank receives a credit transfer in favor of the User, where the necessary information about the payer and the payee is missing or incomplete or is not completed using characters or elements permitted in accordance with the rules of the messaging system or the relevant payment or settlement system, the Bank has the right to refuse the transfer or request complete information about the payer or the payee, in connection with the information accompanying the transfer of funds, before crediting the payment account of the payee or granting him access to the transferred funds;

15.13. When a transfer in denars or another currency is received, the Bank confirms the amount or its equivalent according to the published official exchange rate list for purchase/sale, to the account corresponding to the IBAN of the payee specified in the electronic message. In case the account with the specified IBAN is closed, the Bank returns the transfer to the payer.

16. Receipt of payment order/payment instrument

16.1. The moment of receipt of a payment order is the moment when the Bank receives the payment order submitted by the User in one of the ways offered by the Bank (over the counter in the branches, through electronic banking ccbonline or ccbmobile or by payment card)

16.2. The User may, at his own risk, submit correctly and accurately completed payment instruments by e-mail or through another electronic service, with an obligation within 5 (five) days, if necessary, to submit the completed payment transaction order to the Bank in original paper form; The Bank may prepare and print a payment order in an appropriate form and with content in accordance with the instructions given by the User, and before processing it, submit it for inspection and approval for execution by the User himself;

16.3. The Bank debits the User's payment account immediately upon receipt of the payment order;

16.4. If the moment of receipt of the payment order is during non-working hours or a nonworking day for the Bank, the payment order is considered to have been received on the next working day;

16.5. The Bank accepts payment orders within the working hours for providing services to clients, namely, Timetable for the acceptance of payment instruments

Cut-off times for receipt of payment instrument according to the delivery method available through the Bank:

Currency	Payment System	Deadline for acceptance of payment instrument depending on delivery method available through the Bank			
		At Counter	CCBOnline	CCBMobile	Payment Card
MKD	IK (within the Bank)	08:00 – 16:00	00:00 – 23:59	00:00 – 23:59	00:00 – 23:59
MKD	KIBS (small payments up to 1 million MKD)	08:00 – 14:00	00:00 – 23:59	00:00 – 23:59	00:00 – 23:59
MKD	MIPS (large and urgent payments)	08:00 – 16:00	00:00 – 23:59	00:00 – 23:59	00:00 – 23:59
EUR	SWIFT (foreign currency payments)	08:00 – 14:00	08:00 – 14:30	08:00 – 14:30	—
USD	SWIFT (foreign currency payments)	08:00 – 14:00	08:00 – 14:00	08:00 – 14:00	—
GBP	SWIFT (foreign currency payments)	08:00 – 12:00	08:00 – 12:00	08:00 – 12:00	—
CHF	SWIFT (foreign currency payments)	08:00 – 12:00	08:00 – 12:00	08:00 – 12:00	—
CAD	SWIFT (foreign currency payments)	08:00 – 14:00	08:00 – 14:00	08:00 – 14:00	—
DKK	SWIFT (foreign currency payments)	08:00 – 10:00	08:00 – 10:00	08:00 – 10:00	—
NOK	SWIFT (foreign currency payments)	08:00 – 10:00	08:00 – 10:00	08:00 – 10:00	—
SEK	SWIFT (foreign currency payments)	08:00 – 10:00	08:00 – 10:00	08:00 – 10:00	—
AUD	SWIFT (foreign currency payments)	08:00 – 14:00	08:00 – 14:00	08:00 – 14:00	—
EUR	SEPA CT (Payments in euros within SEPA scheme)	08:00 – 14:30	08:00 – 14:30	08:00 – 14:30	—

16.6. An exception to the previous point is the time during which the Bank performs daily procedures for closing the current and opening a new business day;

16.7. If the User and the Bank agree that the payment order will be executed on a specific day or the day after the expiration of the agreed deadline or on the day when the User provides sufficient funds to execute the order, the agreed day shall be considered the moment after the receipt of the payment order, and if this day is a non-working day for the Bank -the next working day.

16.8. In the event that all conditions stipulated in the framework agreement are met, and the User is the orderer, the Bank shall not have the right to refuse the execution of a submitted payment order, regardless of whether it was submitted by the User, including through another payment service provider for initiating payment, or by the recipient, except when there is a restriction on the execution of the payment order in accordance with the regulations;

16.9. The Bank has the right to request the User to provide and submit additional data and/or documents related to the basis for initiating the payment order or transaction by which the payment is made, in accordance with the requirements of the applicable legal regulations.

In case of delay or refusal of the User to provide the Bank with the requested additional information and/or documentation for the payment transaction, the Bank has the right to temporarily restrict the User's account opened with it for the execution of actions for the outflow of funds to the recipient, or to refuse to execute the payment transaction;

16.10. If the Bank refuses to execute the payment order, the payment order is considered not to have been received by the Bank;

In the event that the Bank refuses to execute a payment order or initiate a payment transaction through another payment service provider, it shall notify the User of the refusal, and if possible, of the reasons that led to the refusal, unless this is contrary to the regulations for providing such information;

16.11. The Bank has the right to charge a fee for providing notification if the refusal to execute a payment order or initiate a payment transaction is objectively justified, in an amount in accordance with the Decision on the Tariff of Fees.

16.12. By signing the framework agreement and accepting these general terms and conditions, the User undertakes to assist the Bank in case of need to clarify the banking operations performed by him or the amounts received on his accounts, as well as to provide the Bank with additional information and/or documents that it may request in connection with the fulfillment of his obligations under the Law on Prevention of Money Laundering and Financing of Terrorism. In case of failure of the User to fulfill his obligations under this point, the Bank reserves the right to unilaterally terminate the business relationship with the User;

16.13. Credit transfers in euros directed to a payment scheme in the SEPA Single Euro Payment Area are executed only on business days scheduled as official business days in the calendar of the direct participant in the SEPA payment scheme and the TARGET2 payment system.

16.14. The execution time of SEPA CT orders to the SEPA payment scheme in euros is the same business day with the current value day within the time specified in the payment order execution schedule.

17. Deadlines for execution of payment transactions

17.1. When executing payment transactions in denars between payment service providers participating in the MIPS payment system (urgent and large payments), or in a payment system that has access to MIPS, the recipient's payment account with his payment service provider is credited on the same business day on which the payment order is received by the payment service provider where the payment order was initiated;

17.2. In the event that a payment transaction in denars is initiated by a payment service provider participating in the KIBS payment system (retail payments), the payment account of the recipient of the funds is credited after the moment of the settlement between the participants in the KIBS payment system;

17.3. When executing payment transactions in which the Client initiating the payment and the User to whose account the funds are transferred are with the same payment service provider and who maintains both accounts, the payment account of the provider and the payment account of the recipient of the funds are debited or credited at the same moment of execution of the transaction;

17.4. When the user is a recipient of funds on an account with the Bank, the Bank ensures that the received amount is available on his payment account no later than the end of the current business day on which the Bank's account is credited for the amount of the transaction;

17.5. In the event that the User deposits cash into the payment account with the Bank in the currency in which the relevant payment account is opened, the Bank shall make the deposited amount available and determine the account balance immediately upon receipt of the funds;

17.6. If the User initiates an order for the payment of cash from his payment account with the Bank, the Bank shall immediately debit the account for the payment amount and determine the account balance;

17.7. When executing payment transactions in a currency other than denars, the execution deadlines shall be in accordance with the currency date specified in the received payment order, but no later than the third business day after the day the payment order is received.

18. Direct debit procedure in Denars

18.1. As of the date of application of these General Terms and Conditions, the Bank will not offer this service until the necessary prerequisites are created, in accordance with the Law on Payment Services and Payment Systems;

19. Direct debit procedure in a currency other than denars

19.1. As of the date of application of these General Terms and Conditions, the Bank will not offer this service until the necessary prerequisites are created, in accordance with the Law on Payment Services and Payment Systems;

20. Payment orders for cross-border credit transfers and execution cut-off times

20.1. If the User initiates a cross-border credit transfer, he/she shall provide the Bank with all information necessary for the execution of the transfer, by filling in an appropriate Credit Transfer order for payment transactions abroad approved by the Bank. With regard to the recipient's data, the User is obliged to provide a complete and accurate account number or IBAN (for countries that have adopted the IBAN

standard) and the BIC of the recipient's bank. When the User initiates transfers in euros to accounts in banks participating in the SEPA CT payment scheme, the Client is not required to provide the Business Identification Code (BIC) of the recipient's bank in the transfer order. In such cases, the Bank shall provide information to the payment system or to the bank's correspondence regarding the BIC of the recipient's bank, and this code shall be solely determined by the recipient's IBAN provided by the Client. In this regard, the Client is obliged to indicate in the payment order an existing and valid IBAN, in the name of the person specified in the order as the recipient of the transfer.

20.2. A Client who makes a cross-border transfer or payment to a third party abroad, should submit to the Bank information and documents provided for in point 10 of the Instructions for executing payment transactions abroad, the legal regulations in the RSM provided for by the provisions of the secondary legislation of the National Bank for executing payment transactions arising from the Law on Payment Services and Payment Systems, using the payment order for credit transfer abroad prescribed in those acts, as well as documentation in accordance with the internal acts, policies and procedures of the Bank;

20.3. The Bank reserves the right to request other documentation for executing a cross-border transfer or payment to a third party confirming the basis and amount of the transfer or payment;

20.4. The Bank does not control and is not responsible for the execution time and rules applied by other payment service providers when processing initiated or received credit transfers.

20.5. When executing cross-border transfers, the Bank acts on behalf of and for the account of the Client, therefore he and the recipient of the payment must have fulfilled all local legal requirements regarding the payment. In the event that the Bank pays relevant costs as a result of failure to fulfill this obligation, the Client is obliged to reimburse the Bank, as well as to compensate it for the losses suffered.

20.6. In order to execute a certain cross-border payment, the Bank must execute it through a correspondent bank (intermediary). In such cases, the Bank selects the most appropriate correspondent bank for the payment.

20.7. The Bank has the right to reject the payment order if the conditions provided for by the legal acts are not met, for which it immediately notifies the resident payer of the established irregularities no later than by the end of the business day when the payment order is received.

20.8. The payer's bank is obliged to ensure that the monetary amount of the cross-border payment transaction in denars or euros executed in the Republic of North Macedonia is credited to the account of the payee's payment service provider on the same business day when the payment order is received, in accordance with the Bank's time schedule, which determines the moment towards the end of the business day as the cut-off time after which the payment order is considered to have been received on the following business day.

20.9. The payer's bank shall ensure that the monetary amount of the cross-border payment transaction in a currency other than denars and euros executed in the Republic of North Macedonia is credited to the recipient's bank account no later than the end of the second business day following the day the payment order is received, in accordance with the payment service provider's time schedule, which determines the moment towards the end of the business day as the cut-off time after which the payment order is deemed to have been received on the following business day.

20.10. The payer's bank shall ensure that the monetary amount of the cross-border payment transaction in euros executed within the Single Euro Payments Area (hereinafter: SEPA) is credited to the recipient's bank account no later than the end of the next business day following the day the payment order is received, in accordance with the time schedule, which determines the moment towards the end of the business day as the cut-off time after which the payment order is deemed to have been received on the following business day. This deadline may be extended by one more business day for payment transactions in euro within SEPA that are initiated on paper through the Bank's branches.

20.11. The deadlines for the execution of cross-border payment transactions specified above shall apply accordingly to other cross-border payment transactions, unless the payment service user and the payment service provider agree on the application of a longer deadline for the execution of payment transactions.

20.12. If cross-border payment transactions within SEPA are executed in currencies of SEPA countries other than the euro, a longer deadline may be agreed, but it may not exceed four business days from the time of receipt of the payment order, in accordance with the Bank's time schedule, which determines the moment towards the end of the business day as the final time after which the payment order is deemed to have been received on the following business day.

21. Correction and cancellation of a payment order for a cross-border transfer

21.1. In case the User requests a change/correction or cancellation of a payment order submitted to the Bank, the Bank sends the appropriate message to the recipient's payment institution regarding the change or cancellation of the credit transfer abroad, for which the User is additionally charged a commission;

21.2. In addition to the Bank's commission, the User also bears the commissions of the foreign payment institution for such correction or cancellation of the transfer;

21.3. Cancellation and return of a credit transfer initiated by the User is possible only if the consent of the recipient of the transfer is obtained through his bank. In case the recipient of the funds refuses to act upon the request for cancellation/cancellation of the payment transaction outflow sent by us, the Bank informs the paying client and further does not bear any additional material responsibilities for the transaction.

21.4. The Bank notifies the payer of any information received regarding the correction or cancellation of the payment transaction abroad.

22. Collection of commissions for cross-border transfers

22.1. When initiating payment transactions in foreign currency, it is customary for the payee to pay the fees charged by his payment service provider, and the payer to pay the fees charged by his payment service provider.

22.2. The conditions under which the Bank accepts execution orders for credit transfers with instructions for costs, in cases other than those specified in the previous point of these General Terms and Conditions, are as follows:

-Transfer costs are shared (SHA) -the payee pays the costs /fees, commissions, etc./ charged by his payment service provider, and the payer pays the costs /fees, commissions, etc./ charged by his payment service provider. In the case of an initiated credit transfer abroad, the Bank's costs are borne by the payer, and the costs of other banks (the payee's bank and intermediary banks) are borne by the payee;

-All transfer costs are at the payer's expense" (OUR) -in the case of a prior agreement between the parties to the transfer and in accordance with the following conditions: the payer has indicated the exact amount that must be transferred to the recipient's payment account and has agreed to pay in full, in addition to this amount, the Bank's costs and at the same time to pay the costs of other payment service providers involved in the payment chain;

-All transfer costs, including those of the Bank, are at the expense of the recipient" (BEN) -in cases where the recipient's account is maintained with a payment service provider where all transfer costs will be charged from the recipient's account.

23. Cross-border credit transfers /inflows/ from abroad received in favor of The client and deadlines

23.1. In case the Bank receives a cross-border credit transfer, which states an existing active IBAN of a client of the Bank, as well as the necessary information about the payer and the recipient, the Bank executes the received payment order by crediting the recipient's account in accordance with the instructions in the payment order with direct or deferred crediting;

23.2. The Bank applies a procedure of direct crediting of the funds from the inflow to the recipient's account only in the case of an inflow for a non-resident recipient and an inflow for a resident recipient that is not a capital transaction and is not in contradiction with the provisions provided for by legal acts. The client receives the notification of the received inflow distributed by direct crediting of his account through the account statement with an item containing all relevant information from the payment transaction in a manner agreed in the application for opening a payment account that is an integral part of the framework agreement.

23.3. When implementing the deferred approval procedure, the Bank is obliged to immediately, during the same business day, and at the latest on the next business day from the day of receipt of the notification of approved funds in favor of a nostro account with a payment service provider in the country or abroad, notify the resident recipient of the payment transaction and of the additional information or documents that need to be submitted for approval of the funds on his payment account. The day of receipt of the notification is considered the day when the notification is submitted in the manner agreed in the application for opening a payment account that is an integral part of the framework agreement.

23.4. Before approving the recipient's account, in the case of a transaction with delayed approval, the Client is obliged to submit to the Bank the necessary documentation and data for the schedule of the inflow, i.e. approval of the inflow to his account, which are provided for in point 4 of the Instructions for executing payment transactions abroad, the legal regulations in the RSM provided for by the provisions of the by-laws of the National Bank for executing payment transactions arising from the Law on Payment Services and Payment Systems, as well as documentation in accordance with the internal acts, policies and procedures of the Bank; including data or documentation on the origin of the funds; If the client does not submit to the Bank within 5 business days all the necessary data and documents for approving his account, the Bank will not approve the funds to the beneficiary's account and will transfer them to the appropriate accounting account no later than the next day, until the latter submits the necessary data and documentation;

23.5. The Bank is not obliged to approve the Client's payment account before transfers are made.

The funds from the credit transfer to its account. The Bank makes the amount available to the Client's account after it has verified that the amount of the credit transfer has been received on the Bank's account with the other payment service provider. The Bank credits the Client's account within the current business day, if the transfer acceptance time registered by SWIFT or the credit transfer file acceptance time received from a payment system or bank is up to and including 15:00. If this time is after 15:00, the Bank reserves the right to credit the Client's account on the next business day;

23.6. In the event that the Bank receives a cross-border credit transfer in favor of the Client, in which it is stated that the Client bears the Bank's commissions for the received transfer (collection code "SHA" or "BEN"), after crediting the Client's account with the Bank with the amount of the transfer, the Bank shall ex officio debit this Client's account with a separate transaction for the Bank's commissions in accordance with the applicable tariff for the received transfer;

23.7. In the event that the Bank receives a cross-border credit transfer in favor of the Client, in which it is stated that all bank commissions are borne by the initiator (charge code "OUR"), the Bank will credit the specified account of the Client with the amount of the transfer and will not charge the Client any commissions for receiving a cross-border transfer in foreign currency. The Bank, with an appropriate SWIFT message and

its records, requests the payment institution-sender of the credit transfer to pay the Bank's commissions for the transfer to the payer's account in accordance with the Bank's applicable tariff for credit transfers from abroad. If, within 1 (one) month from the date of the request, the Bank does not receive the commissions due to it in full, the Bank reserves the right ex officio to debit the Client's account with the Bank for the amount of the commission that has not been collected. The Bank reserves the right to collect its commission from the User's payment account even in the event that it has information that the correspondent bank does not act on these requests for collection of OUR costs.

23.8. If the Bank receives a request for the return of an inflow from abroad through an appropriate ISO20022 message for the reversal of CT, and the inflow has not yet been allocated to the client's account, the Bank is obliged to immediately return it to the payer's address in the manner in which it was received, without notifying the recipient client.

23.9. If the Bank receives a request for the return of an inflow from abroad through an appropriate ISO20022 message for the reversal of CT, and the inflow has already been allocated to the client's account, the Bank is obliged to immediately contact the client and inform him of the request for the return of the inflow and to proceed further in accordance with the client's response.

23.10. If it is necessary to return the same inflow to the payer's address in the manner in which it was received, the Bank, upon receipt of permission and written notification from the client, is obliged to return the inflow back, i.e. to perform a CT from the recipient's account back, in an amount reduced by the calculated commissions in accordance with the Bank's tariff. In the event of a request for return received through an appropriate ISO20022 message for CT reversal and with specified information in the SWIFT message or a notification received through another channel for suspicion that the transaction is for the purpose of money laundering or theft of the payer has been committed, or a double payment transaction has been detected or the foreign bank has already acted upon the request for return, the Bank has the right, without approval from the client, to debit the amount of the inflow in question from his account and to act upon the request for return.

23.11. If the Bank has not received written approval from the receiving client for the return of the inflow for which there is no suspicion that it originates from theft or money laundering, it is obliged to provide an appropriate response to the foreign bank. The Bank shall further not bear any responsibility for any additional costs and possible claims for the amount received back by the payer through the foreign bank or otherwise through the courts.

24. Foreign currency conversion

24.1 If the Bank receives a credit transfer in favor of a User in a currency other than the currency of the recipient's account, the Bank will execute the received transfer by applying the exchange rate according to the exchange rate list for the foreign exchange market (published by the Bank), at the time of approval of the recipient's account, unless otherwise agreed with the User;

24.2 If the Bank or the User does not accept the appropriate currency upon receipt of the transfer, the Bank has the right to return the transfer to the ordering Bank;

24.3 The Bank's exchange rates are determined according to current market conditions and may to change according to the conditions. Therefore, in some situations, it is possible that there may be a discrepancy between the amount in a certain currency at the time of submitting the order and at the time of its execution, which may lead to the inability to execute the order due to lack of funds. In such a case, the Bank has the right to refuse the execution of the order.

24.4 The User agrees that in all cases of currency conversion specified in these general terms and conditions, the same will be performed ex officio by the Bank. If the resident payer who is a legal entity does not have foreign exchange coverage for initiating a payment transaction abroad, he may access the foreign payment instruments market or request a currency conversion service in accordance with the terms of the framework agreement concluded between the Bank and the payment service user.

24.5. The Bank may not make available to the resident payer who is a legal entity the funds that serve as foreign exchange coverage for executing an outflow payment transaction abroad, and which are provided through a transaction on the foreign exchange market or through a currency conversion service, within four business days from the time of receipt of the payment order for the credit transfer abroad. Otherwise, the Bank shall repurchase the sold currency assets of the Resident Legal Entity at the bank's foreign exchange market buying rate.

24.6 In the event of an incoming payment for a Bank user, the Bank shall credit the funds to the recipient's payment account in the amount and foreign currency in which the funds were credited to the nostro account with a payment service provider in the country or abroad or in another currency in accordance with the instructions of the recipient, and in accordance with the framework agreement for payment services concluded between the payment service provider and the recipient.

24.7 The resident recipient shall assume responsibility for the accuracy of the information submitted to the Bank, as well as for the authenticity of the attached documents when processing an incoming payment transaction from abroad.

25. Payments in favor of the Bank upon prior consent of the account holder

25.1 If the User has outstanding obligations towards the Bank, the Bank may collect the amounts owed by the User from his accounts opened with the Bank, based on the written consent of the User, which is deemed to have been given by signing the Framework Agreement with the Bank.

26. Information about the client before executing a separate payment order

26.1 If the Client, as a payer, requests the execution of a separate payment order under the framework agreement, upon receipt of the request or order from the Client, the Bank shall provide him with information on the maximum period for its execution and on the fees and commissions to be paid by the Client and, where applicable, their presentation by type and value.

27. Information about the client regarding the execution of payment transactions in accordance with the framework agreement

27.1 After the Client's account is debited with the amount of a specific payment transaction under the agreement, or if the Client does not use a payment account -upon receipt of the payment order, the Bank shall immediately provide the Client with the following information on paper or another durable medium:

- reference number of the payment transaction and, where necessary, information about the payee;
- value of the payment transaction, expressed in the currency in which the Client's payment account is debited, or in the currency specified in the payment order and, where applicable, the reason/ground for the transaction;
- data on the amount of all fees and interest paid by the Client in connection with the payment transaction, presented by type and value; ÿ the exchange rate used by the Bank in relation to the payment transaction and the value of the the payment transaction after the currency exchange;
- the debit value of the payment account or the date of receipt of the payment order.

27.2 The Client may request the information referred to in the previous point and it shall be provided to him or made available to him at least once a month, free of charge and in an agreed manner, which allows him to store and reproduce the information in an unchanged form.

27.3 After the execution of a specific payment transaction under the agreement, the Bank shall promptly provide the Client, when he is the recipient, with the following information on paper or on another durable medium (e-mail):

- reference number and information about the payer, as well as any other information accompanying the payment transaction;
- the value of the payment transaction, expressed in the currency in which the Client's payment account is approved;
- data on the amount of all fees and interest paid by the Client in connection with the payment transaction, presented by type and value;
- the exchange rate used by the Bank in the payment operations and the value of the payment operations before the exchange office;

27.4 The information from the previous point is provided or made available to the recipient at least once a month, free of charge and in an agreed manner that allows the recipient to store and reproduce the information in an unchanged form.

27.5 Information on all payment transactions carried out in the current and previous calendar month is provided to the Client at any time, upon request at the counter in the Bank's branches.

27.6 In addition to what is stated in the previous point, information on all payment transactions carried out during the previous calendar month is provided or made available to the Client, according to his instructions, once a month to the e-mail address specified by the Client in accordance with the agreement.

27.7 Regardless of the chosen method of notification and in the event that the client has not received the notification, the Bank shall provide and make available to the Client information on all payment transactions carried out during the previous calendar month, at the counters of its branches, whereby he shall be deemed to have been unconditionally notified of the relevant circumstances and information, in the event that his receipt has not been confirmed earlier.

28. Liability for unauthorized payment transactions

28.1 In the event of an unauthorized payment transaction, and when the payer is a user of the Bank, the Bank is obliged to return the amount of the unauthorized payment transaction to the payer, immediately after learning about the transaction or receiving the notification submitted by the payment service user and at the latest by the end of the next business day, unless the payer's Bank has reasonable grounds to suspect fraud and reports such grounds to the relevant competent authorities in writing.

28.2 The payer's Bank is obliged to return the balance of the debited account of the payer with the right to correction no later than within 13 months from the date of debiting in the same state in which it would have been if the unauthorized payment transaction had not been

performed, and the date of crediting the payer's account cannot be later than the date on which the payer's account was debited for the amount of the transaction.

28.3 The bank responsible for the unauthorized payment transaction shall also be obliged to refund the amounts of all fees charged by it to the payer in connection with such transaction, i.e. to calculate and pay all interest to which the payer would have been entitled if the unauthorized payment transaction had not been carried out.

28.4 If the payment transaction was initiated through a payment initiation service provider, the payment service provider maintaining the payment account and having received the notification submitted by the payment service user shall be obliged immediately, and at the latest by the end of the following business day:

-to refund the amount of the unauthorized payment transaction and

-to restore the balance of the debited account of the payer to the same state in which it would have been if the unauthorized payment transaction had not been carried out.

28.5 The payment initiation service provider at the request of the Bank maintaining the payment account is obliged to:

-immediately compensate the Bank for any losses incurred or amounts paid as a result of the the return of the payer's funds, including the amount of the unauthorized payment transaction, if he is responsible for the unauthorized payment transaction or

-to prove that within the framework of the service he provides, authentication of the payment transaction was performed, the payment transaction, the payment transaction was accurately recorded and the execution of the payment transaction was not affected by a technical malfunction or other omission related to the payment service he performed.

28.6 In the event of the execution of an unauthorized payment transaction, the payer has the right to compensation for damage suffered from the responsible payment service provider in accordance with the Law on Obligations.

28.7 The payer-user of an unauthorized payment transaction bears all losses related to unauthorized payment transactions arising from the use of a lost, stolen or illegally appropriated payment instrument, up to the amount of the losses; (specified in Article 90 is up to a maximum amount of 1,200 denars or the corresponding equivalent in other currencies).

The paying user shall fully bear all losses from unauthorized payment transactions if the payment transactions occurred due to fraudulent actions by the payer or due to failure to fulfill, intentionally or grossly negligently, one or more of the payer's obligations under these General Terms and Conditions intentionally or due to gross negligence. In these cases, the User shall bear the damages regardless of the their size.

28.8 In the event that the payer's Bank does not perform enhanced authentication of the client, the payer shall not suffer any losses, except when he acted fraudulently.

28.9 Where the payee or the payee's payment service provider does not accept enhanced authentication, he shall compensate the property damage caused to the payer's payment service provider;

28.10 The payer-user shall not bear any property damage as a result of the use of a lost, stolen or misappropriated payment instrument, after having duly notified the Bank thereof, except in cases where he has acted fraudulently.

28.11 The User shall not be liable for property damage arising from the use of a payment instrument if the Bank does not at all times provide adequate means for reporting a lost, stolen or misappropriated payment instrument, except in cases where it has acted fraudulently.

28.12 If the Bank does not provide adequate means for reporting at any time a lost, stolen or misused payment instrument, the payer is not liable for the financial consequences of the use of the payment instrument, unless the payer acted with intent to fraud.

29. Correction of an error in an incorrectly executed payment transaction

29.1 Where the Bank is liable to the paying User for an incorrectly executed payment transaction, in which the funds were mistakenly transferred to an account with a unique identifier different from the unique identifier specified in the payment order, or for an unauthorized payment transaction, in which the recipient's account was credited with an amount different from the amount specified by the payer in the payment order, or in which the payment transaction was executed multiple times, the Bank shall have the right to request the recipient's payment service provider to make an official corrective transfer from the recipient's account to which the funds were mistakenly transferred, within 5 business days from the date on which the Bank reimbursed the amount of the incorrectly executed payment transaction to the User's account, but no later than one month after being notified by the User or otherwise of the incorrectly executed payment transaction.

29.2 The payment service provider of the recipient of the incorrectly executed or unauthorized payment transaction shall, within 5 business days of receipt of the request, make a corrective transfer from the recipient's account to the account of the Bank servicing the account of the paying User, or where applicable, to the account of the payment service provider for initiating payments;

29.3 In the event that an official corrective transfer is not made according to the procedure and within the deadlines specified in the previous points, the relations between the parties shall be governed by the general procedure.

30. Wrong or invalid unique identifier

30.1 When a payment order is executed in accordance with the unique identifier specified therein, the order is considered to be correctly executed in relation to the payee specified by the unique identifier;

30.2 The Bank is not responsible for non-execution or incorrect execution of a payment transaction in case of inaccuracy of the unique identifier specified by the User;

30.3 In case of non-execution of a payment order due to the indication of an invalid or incorrect unique identifier, if the payer's account is debited upon receipt of the order, the Bank shall return the amount to the payer's payment account on the same or the next business day;

30.4 In the cases specified in the previous points, the Bank, within the framework of due diligence, makes efforts to return the amount of the payment transaction and has the right to charge a commission for the return in accordance with the applicable Tariff;

30.5 The Bank is responsible for executing the payment transaction only in accordance with the unique identifier specified by the User;

30.6 Where the payment order is submitted by the User as a payer, the Bank shall be liable to the User for the correct and timely execution of the payment transaction, unless it proves to the User or the payment service provider of the payee that the payment service provider of the payee has received the amount of the payment transaction, in which case the payment service provider of the payee shall be liable to the payee for the correct execution of the payment transaction;

30.7 Where the Bank is liable for the non-execution or incorrect execution of a payment transaction, it shall promptly refund to the User the amount of the non-executed or incorrectly executed payment transaction and, where applicable, restore the payment account to the state in which it would have been before the execution of the incorrectly executed payment. The restoration of the balance of the User's payment account shall be at the latest by the date on which the account is debited with the amount of the payment transaction;

30.8 Where the Bank as the payee's payment service provider is liable for the incorrect execution or non-execution of a payment transaction, it shall immediately make available to the User, as the payee, the amount of the payment transaction and, where applicable, authenticate the payment account of the User with the corresponding amount with a value no later than the date on which the account would have been authenticated if the transaction had been executed correctly.

30.9 Where the payment transaction is executed with a delay, the payee's payment service provider, at the request of the payer's payment service provider acting on behalf of the payer, shall authenticate the payee's payment account with a value no later than the date on which the account would have been authorized if the transaction had been executed without delay;

30.10 Where the payment order is submitted by or through the payee, the payee's payment service provider shall be liable to the payee for the accurate and timely initiation of the order to the payer's payment service provider. In the event of a late initiation of a payment order, the crediting of the payee's account with the transaction amount shall be at the latest by the date on which the account would have been credited if the transaction had been executed without delay;

30.11 The payee's payment service provider shall be liable to the payee for the execution of the payment transaction and shall make the amount of the transaction available to the payee for payment immediately after the payee's payment service provider's account has been credited with this amount. The payee's payment account shall be credited with the transaction amount at the latest by the date on which the account would have been credited if the transaction had been executed correctly;

30.12 In the event of an incomplete or incorrectly executed payment transaction, for which the payment service provider of the payee is not liable, the payment service provider of the payer shall be liable to the payer and shall refund to the payer, without unreasonable delay, the amount of the incomplete or incorrectly executed payment transaction, as well as the amounts necessary to bring the payment account into the state in which it would have been if the incorrectly executed payment transaction had not been carried out. The payer's payment account shall be credited at the latest by the date on which the account is debited with the amount of the payment transaction;

30.13 The previous point shall not apply in cases where the payer's payment service provider proves that the payment service provider of the payee has received the amount of the payment transaction, even in the event of late execution of the payment transaction. In such a case, the payment service provider of the payee shall verify the authenticity of the payment account.

the recipient's account with a value no later than the date on which the account would have been approved if the transaction had been correctly executed;

30.14 In the event of a canceled or incorrect approval of the User's account, the Bank has the right to debit the User's account with the appropriate amount;

30.15 In the event of a non-executed or incorrectly executed payment transaction initiated by the User, as a payer or recipient, the Bank, at his request, shall take appropriate actions to monitor the payment transaction and shall notify the User of the result without requiring the User to pay a commission for the same;

30.16 The Bank is liable to the User for the refund of all fees paid by him, as well as for the refund of all interest charged to the User as a result of non-execution or incorrect execution, including delayed execution of the payment transaction, if it is due to the Bank's fault;

30.17 The User, as a payer, has the right to request from the Bank a refund of the entire amount for an already completed payment transaction, if it was initiated by him or through the recipient and the following conditions are met:

-at the time of granting the approval for the execution of the payment order, the exact amount of the transfer was not specified,

-the amount of the payment order exceeds the amount expected by the User considering his previous similar orders, the terms of the framework agreement and other circumstances specific to the case;

30.18 The User may submit a request for a refund of funds in accordance with the previous point within 56 days from the date of debiting his account. At the request of the Bank, the User is obliged to submit evidence of the existence of the conditions for the refund of funds;

30.19 Within 10 business days from the receipt of the request, the Bank shall refund the User the entire amount of the payment transaction or refuse to refund it, stating the reasons for the refusal and the authorities to which the User may object if he does not accept the grounds for the refusal;

30.20 The Client is not entitled to a refund of funds if he has given consent to the execution of the payment transaction directly to the Bank and the Bank or the recipient has provided or made available to the User information about the upcoming payment transaction in an agreed manner at least 28 days before the date of execution of the payment order.

31. Payment transactions where the amount is not known in advance

31.1. In the case of a card-based payment transaction initiated by or through the payee where at the moment when the payer gives consent to execute the payment transaction the exact amount of the transaction is not known, the Bank may reserve funds on the payer's payment account only if the payer has given consent to the exact amount of funds to be reserved;

31.2 The Bank shall release the reserved funds on the payer's payment account without undue delay upon receipt of information on the exact amount of the payment transaction or at the latest immediately upon receipt of the payment order.

32. Forced collection and blocking of a payment account

32.1 The Bank, as a payment service provider, receives payment orders for forced collection, on the basis of which it executes payment transactions from the accounts of Users who are clients of the Bank;

32.2 An enforcement agent or other competent authority in accordance with the law, submits the payment order for forced collection to the Bank through the electronic system for forced collection;

32.3 Upon receipt of the payment order for forced collection, from the value date specified therein, the Bank does not allow the User who is the debtor to dispose of the funds, up to the amount necessary to execute the payment order for forced collection;

32.4 The Bank executes the payment order for forced collection from all available funds on the User's accounts opened with the Bank;

32.5 If the User does not have sufficient available funds in denars to execute the forced collection, the Bank converts the funds into other currencies from the User's accounts, and by applying the middle exchange rate of the NBRM on the day of the transaction, up to the amount of the necessary funds for the full implementation of the forced collection shall be transferred to the account from which the forced collection is being carried out;

32.6 If the available funds on the User's accounts are not sufficient for the full implementation of the payment order for forced collection, the Bank shall block the User's payment account and, by submitting the unique identification number of the consumer, i.e. the unique tax number of other payment service users, shall notify other payment service providers through the electronic system for forced collection that they may not carry out payment transactions from the available funds of the user-debtor, except for a payment transaction initiated for the purpose of transferring funds to the user's account with the payment service provider where the payment order for forced collection was received;

32.7 If the User has time deposits and there is a forced collection order for him in the Bank, on the day of expiration of the time deposit agreement, the Bank shall not extend the time deposit agreement, and shall transfer the funds to the payment account from which the forced collection is being carried out.

33. Restricted payment account

33.1 The Bank has the right ex officio to limit funds on a User's account, up to the amount necessary to execute debit orders on an account that has been incorrectly credited, as a result of an error or as a result of a transaction initiated by an unauthorized payer due to a crime and/or fraud, including online computer fraud;

33.2 By signing the framework agreement for opening an account with the Bank, the Client accepts these General Terms and Conditions and gives his express and unconditional consent and authorizes the Bank to limit and debit his accounts up to the amount of erroneous transactions on his accounts, as a result of an error, abuse of rights, fraud, including computer fraud, in amounts until the claims of the affected client/bank are compensated from the available funds and/or future inflows to the User's accounts.

34. Exemption from liability

34.1 Liability provided for in these general terms and conditions shall not be borne by any of the contracting parties in cases of extraordinary and unforeseen circumstances that are beyond the control of the contracting party invoking the existence of such circumstances (force majeure, strike, decisions and actions of the competent authorities, obstacles in telecommunications traffic, etc.), the consequences of which would inevitably occur despite the efforts made to prevent them, as well as in cases where the Bank acted in fulfillment of legal obligations in accordance with the positive regulations in the Republic of Macedonia.

35. Term of validity of the framework agreement

35.1. Framework agreements for payment services are concluded for an indefinite period of time, unless the contracting parties have specified a term of validity in the agreement itself.

36. Amendments and termination of the framework agreement (account closure)

36.1 If the Bank amends and supplements these General Terms and Conditions and the Framework Agreement, it shall inform the User of the amendments no later than 2 months before the start of application of the amendments, in writing on paper by posting them at the Bank's business premises, or on a durable medium via the Bank's website www.ccbank.mk, or via one of the agreed means of communication.

36.2 At the same time, by submitting the amendments and supplements to the General Terms and Conditions, the Bank shall inform the User of his right to reject the amendments before the date of their application and to terminate the framework agreement, without paying additional fees if he terminates the agreement, except for the fees and costs that are due at the time of termination of the framework agreement, whereby the framework agreement shall cease to be valid on the date of termination of the agreement by the payment service user.

36.3 The User shall be deemed to have been informed and to accept the amendments and supplements if he does not notify the Bank in writing of his non-acceptance and termination of the framework agreement before the start of their application.

36.4 Changes in the amount of interest rates for funds recorded on payment accounts, for the amount of permitted overdrafts, as well as changes in the exchange rate for payment services in a currency other than denars, may be applied immediately and without prior notice, if they are more favorable for the payment service user or provided that the changes are made based on changes in the reference interest rate and/or the reference exchange rate.

36.5 The payment service user may request termination of the framework agreement and close the payment account at any time, unless a notice period is provided, which may not be longer than 30 days. The Bank shall not charge a fee from the User for termination of the framework agreement and closure of the payment account, unless the framework agreement is in force for a period shorter than six months, in which case it shall charge a fee in the amount of the actual costs incurred.

36.6 The Bank may unilaterally and without notice close the payment account of the User who is a consumer, if the account is inactive and the balance of funds on the payment account is zero for an uninterrupted period of 24 months.

36.7 The Bank may terminate the framework agreement by giving the User prior notice at least two months before the date of termination and closure of the payment account.

36.8 If at the time of closing the payment account there is a positive balance, the Bank will transfer the funds to a separate accounting account, and will not calculate and charge fees for maintaining the account.

36.9 The Bank will refuse to terminate the framework agreement and close the payment account if it is blocked and unfulfilled grounds for forced collection are recorded, or if the User has due and unpaid obligations to the Bank.

37. Communication between the contracting parties

37.1 Communication between the Bank and the User is carried out orally (directly or by telephone) or in writing (informatively with advertising material available in the Bank's branches, via the Bank's website, via the media, via direct information channel services, e-mail, via other electronic forms of communication (Viber, WhatsApp), as well as via other communication channels if identification of the User is possible through them in accordance with the regulations).

37.2 The Bank shall submit all notifications, information and reports regarding the Framework Agreement to the User in written form or on another durable medium, via one of the following means of communication:

- To the electronic address that the User has provided to the Bank, By SMS messages to the telephone number that the User has provided to the Bank,
- By messages via Viber, WhatsApp, etc., to the mobile number provided to the Bank;
- To the last known address of the User provided to the Bank as an address for correspondence with the Bank;

- Through the electronic/mobile banking system; or,
- Over the counters of the Bank's branches;

37.3 The User is obliged to promptly notify the Bank of any change in the communication data in the previously specified ways. Otherwise, if the User fails to promptly notify the Bank of the changes, it shall be deemed to have been promptly notified by submitting notifications, information and reports on the last known communication data with the Bank.

37.4 The payment service reports prepared by the Bank shall be available to the clients through the communication channels where the report can be reproduced or downloaded, for a maximum of 12 months from the date of preparation of the report.

37.5 The User may authorize another person to receive reports, information and other documents related to the account, for which he shall submit to the Bank a written power of attorney certified by a notary, or a power of attorney prepared on a special form by the Bank, signed by the grantor of the power of attorney and the attorney, given before an officer of the Bank.

37.6 The User may communicate with the Bank by delivering letters to the Bank's registered office address or the Bank's e-mail address, or through the electronic banking system, or directly through the Bank's branches.

38. Limits when executing payment transactions with a particular payment instrument

38.1 In the event that the client's consent is given through the use of a specific payment instrument, the Bank and the Client may agree on limits relating to the specific payment instrument.

39. Additional conditions regarding the operation with a payment card as a payment method instrument issued for the payment account.

39.1. These additional terms and conditions regulate the rights and obligations of the Bank and the client-user of a payment card /hereinafter referred to as the card user and/or account holder/ for the issuance and use of a payment card on the payment account with the Bank. Issuance of cards

39.2. The user has the right to request the Bank to issue two or more different payment brands of card-based payment instruments, at the time of opening a payment account or later during the operation of the payment account. Information on all available card brands and their features, including their functionality, security features and costs associated with them, is made available and publicly published on the Bank's website.

39.3. The account holder may authorize a person to dispose of the funds in the account by using an additional payment card, for which the Bank issues additional payment cards to the authorized persons upon request. The users of the additional cards /hereinafter referred to as the card user/ are jointly and severally liable with the card user/account owner for all obligations and debts arising from the use of the cards. The Bank has the right to block the card if the account owner revokes the authorization of the card user.

39.4. The client authorized to use a payment instrument /example: payment card/ is obliged:

- to take all reasonable measures to protect the user security features of the payment instrument as soon as he receives the payment instrument;
- to use the payment instrument in accordance with the contractual terms for issuing and using the payment instrument and
- to notify the payment service provider or the person designated by the payment service provider, immediately upon becoming aware of the loss, theft, misuse or unauthorized use of the payment instrument.

39.5. The card is issued personalized with the user's name and surname based on a submitted application for issuing a card/opening, changing-updating and closing a payment account, within a period not exceeding 14 days from the conclusion of the framework agreement.

39.6. The card is owned by the Bank and is not transferable to another person, it can be used exclusively by the user. The validity period is indicated on the face of the card and expires on the last day of the month indicated on it. The user may use the card only during the validity period.

39.7. After picking up the card, the user is obliged to sign the card, whereby the signature must be identical to the signature on the application. The user bears all risks and consequences in the event of failure to sign the card. The user is obliged to keep the card as a good host, taking all necessary measures against its theft, loss, damage, destruction or misuse. The card must be protected from the influence of negative external factors: magnetic fields, moisture, physical damage -scratching, bending, breaking, etc.

39.8. The user is issued an appropriate PIN (Personal Identification Number) with the card. The PIN is secret and strictly confidential. The PIN is known only to the card user (there are no exceptions to this rule) and it must be treated strictly confidentially and not be accessible to third parties. The cardholder must not write it down on the card or on other documents, nor disclose it. The cardholder may change his/her initial PIN code at an ATM. It is not recommended that the PIN code be a combination of the same or consecutive numbers, date of birth, etc. The damage caused by failure to comply with the above and any possible misuse of the card and PIN is at the expense of the cardholder. In case of loss or forgetting the PIN, the cardholder should immediately contact the Bank for a re-issuance of the PIN.

39.9. Cards and personal identification numbers are collected personally by the cardholder or by a person with a written authorization from the cardholder, duly certified by a competent authority. The Bank shall not be liable if the written authorization is withdrawn and the Bank is not informed in writing of the same.

39.10. If the card is used in accordance with the rules, the Bank shall automatically or at the request of the user extend the validity period of the card, unless the user cancels the card before its expiration. If the user cancels the card, he/she shall do so no later than 45 days before its expiration.

39.11. The Bank may approve an overdraft/credit limit in accordance with the established criteria of the bank, which is regulated by a separate agreement. The Bank shall calculate and charge interest for the amount spent in accordance with the Decision on Interest Rates of the bank. The Bank calculates and charges statutory penalty interest on the debt above the permitted overdraft/credit limit, the tacit debt balance and the due debt.

39.12. For all costs incurred by using the cards, the payment account is debited in accordance with the valid decision on the bank's tariff. Use of cards.

39.13. The cards can be used in the country and abroad for cash withdrawals at ATMs, cash withdrawals through POS terminals and for payment for goods and services in a retail network.

39.14. The user may use the card within the daily limit and up to the amount of the available balance, the permitted overdraft, the credit limit and/or above the amount of the minimum balance on the payment account and is obliged not to exceed the amount with the amount of transactions, including interest and fees. If the amount is exceeded, the bank has the right to block the card.

39.15. The daily cash withdrawal limit, the trade limit and the total daily limit for the cards, as well as the minimum account balance per debit card, are made available and publicly published on the Bank's website.

39.16. When using the card at an ATM, it is placed/approached to/near the designated place, in a way that allows the device to read the information written on the card and enter the PIN code. Depending on the transaction, upon completion of the transaction, the cardholder must collect the card, banknotes and receipt. The cardholder should keep the receipt received.

39.17. When using the card at a POS terminal or on the Internet:

- for cashless payment or when withdrawing cash at a POS terminal, the cardholder inserts/withdraws/approaches the card to the device, enters the PIN code and/or signs the transaction confirmation, thereby confirming the amount of the transaction. The merchant has the right to ask the cardholder to confirm his/her identity, as well as to request the so-called "authorization" of the transaction, with which the funds will be blocked from the available account balance and/or from the allowed overdraft/credit limit. The cardholder should keep the received confirmation.

- for cashless payment of goods and services via telephone or Internet, the cardholder performs the transaction by announcing/entering his/her name, card number, expiration date, CVC2/CVV2 code -three digits written in/next to the signature field on the back of the card. In order to provide additional security for card users when making payments on the Internet (all issued cards are registered in the user identification programs of the card organizations Visa Secure and MasterCard Identity (ID) Check) authentication of transactions at online merchants is with a dynamic code (OTP password – One Time Password), which is entered by the card user. The OTP password is a one-time unique 6-digit code, which is generated by the processing center and delivered to the card user via SMS. For each online transaction, the card user is delivered in an SMS message: OTP password, the last 4 digits of the card number, date and amount of the transaction and the name of the point of sale/merchant/website, after which the payment transaction is executed. For each transaction at online merchants participating in the Visa Secure and MasterCard Identity (ID) identification programs

Check, 3D secure merchants, the user is required to enter information about the card number, name and surname, expiration date, CVC2/CVV2 code, transaction amount. In order to confirm/authorize the transaction, the previously received OTP password is entered.

39.18. The Bank is not responsible:

- if the cardholder has not received an SMS message with the OTP password necessary for Internet payments in the event of failure to deliver the messages from the relevant mobile operators;
- if the cardholder has provided the Bank with an incorrect mobile phone number. When changing the mobile phone number already provided to the Bank, the cardholder is obliged to immediately and without delay notify the Bank of the new phone number. Otherwise, all SMS messages sent by the Bank will be considered to have been properly delivered;
- If the Bank does not have a correct phone number from the user for delivering the OTP password for user authentication and transaction confirmation, the transactions will be rejected.

39.19. A transaction with a card issued by the Bank can also be performed as a contactless transaction (MasterCard's Pay Pass service or Visa's Pay Wave service, whereby it is necessary to bring the card closer to the terminal without inserting/swiping it into/through the POS terminal/ATM. Depending on the amount of the contactless transaction, it may be necessary to enter the PIN code. By signing the agreement with the Bank, the cardholder confirms (declares) that he/she is familiar with and agrees with the manner of performing transactions with contactless cards and agrees that the Bank will consider any contactless transaction authorized/approved by the cardholder.

39.20. In ATM transactions, the cardholder identifies himself/herself with the card and entering the valid PIN code. In POS terminal transactions by inserting/swiping/approaching the POS terminal, in cases where necessary by entering the PIN code and/or signing a transaction confirmation, as well as by entering CVC2/CVV2 and OTP password when purchasing goods and services by phone and/or online, the cardholder identifies himself and authenticates the transaction, thereby giving consent to the bank to execute the transaction, whereby he is unconditionally responsible for the transactions and the consequences and at the same time, the Bank is not liable for damages from their execution. In transactions executed via the Internet, the introduction of a valid OTP password has the legal force of an entered PIN code. After executing the transaction, the Bank has the approval to debit the card account for the amount of the transaction and transfer it to the account of the recipient of the payment.

39.21. The cardholder is obliged to keep the card number secret and not to disclose it to third parties, except for the Bank's employees responsible for servicing the cards, as well as when paying at points of sale/merchants. The cardholder is obliged to keep the PIN code, OTP secret the password for online payment, as well as all personalized security features, taking all necessary measures against their disclosure, including when entering them during a transaction and preventing any access and use of the payment card by third parties.

39.22. The Bank has the right to approve (authorize) or reject the transaction after checking the data, parameters and characteristics related to the card, the cardholder and the transaction, such as the validity and status of the card, the PIN code or other user security features (if required), availability of funds, limits, etc. In conditions of online authorization, the check is performed without delay by the authorization system of the payment service provider that issued the card or by the system serving the entity that performs the processing, to which the device from which the transaction is performed is connected via a telecommunications connection. In conditions when authorization is not performed online, the check is performed without delay by the device, without checking by the authorization system of the payment service provider that issued the card or from the system serving the entity performing the processing.

39.23. In case of retention of a card from an ATM, the cardholder is obliged to immediately notify the Bank /card issuer/. After checking, the Bank returns the card to the user or reissues a new card.

39.24. The cardholder has the right to request in writing from the Bank the issuance of a new card: in case of loss or theft of the card; when the card is destroyed or damaged. In case of forgotten PIN-code, the cardholder has the right to request in writing from the Bank issuing a new PIN code, if technically possible, or issuing a new card.

Settlement payment activities with cards

39.25. On the used part of the approved overdraft/credit limit, the Bank charges an annual interest rate that is variable for the entire duration of the credit product, and is defined as the sum of the interest rate on denar deposits without a currency clause, which is a reference interest rate published and available on the NBRSM website www.nbrm.mk, and the basic component. In the event that the interest rate is higher than the penalty interest, the Bank will calculate and charge an interest rate in the amount of the penalty interest in accordance with the law. The annual interest rate is variable in accordance with changes in the reference interest rate and/or the basic component. The annual variable interest rate will be adjusted on a six-monthly basis, every 1 January and 1 July of each year in accordance with the most recently published interest rate on denar deposits without a currency clause in the half-year on the NBRSM website www.nbrm.mk. The Bank, at its own discretion, reserves the right to apply a lower reference rate than the officially published reference rate. The basic component on an annual basis is determined by the Bank and is fixed for the entire duration of the credit product, but it may be changed in the event of changes in regulations or market trends that directly or indirectly significantly affect the cost of capital and financial resources or that directly or indirectly significantly affect the costs associated with lending, a significant change in the inflation rate, non-compliance with any contractual provision by the user. The reference interest rate is published on the bank's website www.ccbank.mk. If the value of the reference interest rate on the date of determination has a negative value, then when determining the annual variable interest rate, the Bank will consider that the reference interest rate is zero percent, and the amount of the annual variable interest rate will be determined within the basic component. If there is a change in the amount of the interest rate, in the manner of its calculation, related to the allowed overdraft/credit card, both contracting parties agree that the changes will be applied from the date of entry into force, whereby the Bank will inform the user about the changes in writing /in a payment account statement/credit card/ or electronically to an e-mail address, at the Bank's choice.

39.26. All fees related to the use of the card are determined by the Decision on the Bank's fee tariff. They are variable in accordance with the Bank's business policy and are available on the Bank's website and at the Bank's counters. For each change, the Bank will inform the user about the changes before the date of application of the change.

39.27. The Bank's settlement currency is EUR. In the case of international transactions (transactions abroad), which are settled through international settlement, the Bank receives the transaction amount in the settlement in EUR at the exchange rate determined by the Mastercard or Visa card organization. The conversion of the transaction into the currency of the card account on behalf of the bank is performed by the processing center at the selling rate (EUR-MKD) of the NBRSM.

39.28. Transactions abroad are performed in the national currency of the country in which they are performed or in the currency of the card account, if the merchant/ATM offers that service.

39.29. The user is obliged to regularly, at least once a month, obtain statements for the payment account/ payment card that include all transactions with the card and to regularly inspect the changes in the account, to monitor and control the transactions immediately after their execution. If the card user does not receive a statement for transactions for any reason, it does not relieve him of the obligation to settle the

debt on time. The user is obliged to regularly inspect the changes in the accounts, to monitor and control the transactions immediately after their execution and to report all complaints to the Bank immediately without any delay, given that he has an obligation to regularly obtain a statement for the changes and the balance on the account.

39.30. In all cases, the cardholder/account holder is obliged to provide sufficient funds for the collection of all transactions and transactions that are delayed due to the specifics of execution thereof, as well as all other debts including accrued interest and fees.

39.31. The cardholder/account owner authorizes the Bank:

- the total debt incurred using the main and additional cards, including the calculated interest and fees to be collected from his payment account;
- to collect the entire debt, including accrued interest and fees, from any account of the user maintained with the Bank without prior notice and without additional consent from the user/owner, until the Bank's claim is fully repaid. If the collection is made from an account in another currency, the exchange rate on the date of the the payment.

Loss, theft, destruction, damage and misuse of cards

39.32. The cardholder is obliged to:

- to use the card in accordance with the rules /agreement and general terms and conditions/;
- not to write down the PIN code and not to keep it together with the card, to destroy the PIN envelope with the PIN after learning it, to keep the PIN code, CVC2/CVV2 secret, as well as to take all necessary measures against their learning by third parties; to enter the PIN code at an ATM or POS terminal in a manner that will ensure its confidentiality;
- to notify the Bank immediately without delay if there is any suspicion of or loss, theft, other seizure, damage, destruction, misuse, any illegal use of the card or knowledge of the PIN code by another person; of any transaction not made by the user, as well as any error or discrepancy in the servicing of the card/account by the Bank;
- to notify the Bank immediately without delay in the event of misuse or suspicion of misuse during authentication for payments with a payment card on the Internet. The cardholder is obliged to pay on the Internet as a good host and is obliged to take all necessary measures to protect the mobile device to which the OTP password is delivered, from physical access or by installing malicious software that may compromise the device and make it available to third parties online.

39.33. The cardholder is liable for all damages related to the issuance and/or use of the card (including keeping the user's security features secret) and fully bears the losses, regardless of their amount, related to all unauthorized payment transactions, if they are caused by fraud and/or due to failure to fulfill one or more of his obligations pursuant to Article 85 of the ZPUPS intentionally or through gross negligence.

39.34. By signing these General Terms and Conditions, the user declares that he/she is informed that the Bank under no circumstances sends electronic e-mails to its clients requesting them to provide the number of the payment instrument / payment card/ issued by the Bank, PIN code and/or other user security features relating to the payment instrument issued by the Bank.

39.35. For all the cases provided for in this section /39.32/:

- the cardholder is obliged to immediately report the incident by telephone to the telephone numbers listed on the bank's website and to confirm or reject the report in writing within 10 days or in person at one of the Bank's branches. The purpose of reporting is to block the use of the card in order to minimize the damage. The cardholder is obliged to provide full support for clearing the reported case. The costs of blocking a card for which a notification has been received are borne by the cardholder/account owner. The blocked card is unblocked based on a personally submitted written request by the cardholder/account owner and
- in case of reasonable suspicion that it is a theft, the cardholder is obliged to report the case to the competent authorities as soon as possible.

Complaints

39.36. The cardholder, after the transaction has been performed, i.e. after receiving the payment account/card statement, if he/she determines an irregularity, may file a complaint with the Bank for the disputed transaction. The complaint must be submitted to the Bank in writing and must be received no later than 10 days after the end of the month in which the disputed transaction occurs, and must include all documentation related to the complaint. Otherwise, the cardholder will be deemed to have acknowledged the costs specified in the payment account/card statement.

39.37. The Bank is not obliged to accept complaints that are not submitted within the specified deadline and with the appropriate required documentation, and the financial consequences are borne by the user.

39.38. The deadline for resolving an objection / complaint / for a transaction carried out with a card is determined by the Bank in accordance with the rules of Visa International and Mastercard Worldwide. Complaints regarding payment cards are submitted on a form at the Bank's branches. If the Bank cannot respond within 15 days due to reasons beyond the Bank's control, it will notify the payment service user of the delay in the response, clearly stating the reasons and the deadline by which the payment service user will receive the response.

39.39. Complaints about transactions do not postpone their settlement. In the event of an unfounded complaint, the Bank will charge the costs incurred from the card user's/account owner's account. Otherwise, the Bank shall return the disputed amount to the account of the cardholder/ account owner.

Other provisions

39.40. The Bank is not responsible:

- to decline a payment card transaction if there are not enough funds in the account funds, unused credit limit or overdraft;
- for non-cash payments for goods and services regarding the terms of purchase, delivery, quality, quantity, prices, warranty conditions, etc., since the Bank is not a party to these transactions carried out by the cardholder and is not responsible for any disputes. Complaints about products and services paid for with the card are submitted by the user exclusively to the point of sale and he is obliged to settle the obligations towards the bank, regardless of any dispute with the point of sale;
- if third parties /point of sale, bank, ATM/ refuse to accept card transactions or if a transaction initiated by the cardholder cannot be carried out for reasons beyond the control of the Bank;
- if the card cannot be used due to mechanical damage, blocked card, technical problem with the equipment, interruption of telecommunications, electricity, loss or seizure of the card, except in the case when the card was issued in error;
- for damages caused as a result of closing/blocking the card in accordance with the agreement and general terms and conditions;
- for refusal of card transactions if the notification of destruction, loss, theft or misuse of the card was untrue;
- for inability to use the card due to a strike or other extraordinary circumstances.

39.41. The Bank has the right to block the use of the payment instrument for objective reasons related to:

- the security of the payment instrument;
- suspicion of unauthorized use of the payment instrument;
- misuse of the payment instrument;
- knowledge of illegal transfers to the account to which the payment instrument was issued;
- significantly increased risk that the client will be unable to fulfill his payment obligation in case the payment instrument is linked to a credit product;
- the client fails to fulfill the obligations under the agreement and the general terms and conditions or the agreement is terminated.

39.42. The Bank shall notify the client of the blocking of the payment instrument and the reasons for the blocking, before or at the latest immediately after the blocking, unless the provision of such information is not possible for security reasons or for compliance with regulatory requirements. The Bank shall unblock the payment instrument or replace it with a new payment instrument after there are no longer any reasons for blocking.

39.43. The cardholder is obliged to immediately notify the Bank in writing of any change in the data provided by him when signing the agreement, within 3 days of the change occurring.

39.44. By signing the agreement, the account holder grants the Bank the right to submit information about the balance of the account and the card to the processing center and international card schemes.

39.45. The Bank has the right to additionally request documents on the financial and property status of the account owner and/ or the cardholder, until full payment and termination of the agreement.

39.46. The Bank provides the client – natural person with a service for issuing a debit payment card, credit card, and overdraft. The terms of issuance and use, in addition to the terms specified in the framework agreement, are regulated by a separate agreement and general terms.

39.47. The Bank provides the client – legal entity with a service for issuing a business payment card. The terms of issuance and use, in addition to the terms specified in the framework agreement, are regulated by a separate agreement and general terms.

39.48. The Bank provides the client – legal entity with a service for accepting cards, which is regulated by a separate agreement.

39.49. Termination of the use of the issued payment card does not mean simultaneous termination of the framework agreement for a payment account.

40. Additional terms and conditions regarding the use of services through the Bank's digital channels

These additional terms and conditions regulate the basic and general rules between the Bank and the Users regarding the registration and activation of the services provided through the Bank's digital channels, such as CCB Online, CCB Mobile, CCB Open Banking (remote channels for electronic banking), as well as the relationship between the Bank and the persons authorized by the User to use such services; Through the digital channels for electronic banking, which are accessed through the bank's website <https://www.ccbank.mk> (for CCB Online) or through the mobile application CCBank Mobile MK (for CCB Mobile), or through other payment service providers (for CCB Open Banking), the user of Electronic Banking can use certain banking services via the Internet, access a payment account for information, initiate an electronic payment order or perform other actions remotely (electronic banking services); The Bank provides the services for using the electronic banking system based on a request submitted by the Client, and an Agreement for using the electronic banking system signed by him. In the submitted application, the User decides to use one or more services provided through the electronic banking system. In doing so, he also determines the accounts through which he will use the services. Before submitting the completed application for the use of electronic banking to the Bank, the User logs in to the Bank's website www.ccbank.mk and performs an initial registration in accordance with the Instructions for using the

electronic banking system available at the Bank's website in the electronic banking section. With the initial registration, the User determines the username and password. The Bank may reject the application for the use of the electronic banking system without stating the reasons for its decision to reject. Through the electronic banking channel CCB Online, the Bank provides its clients, individuals and legal entities, with remote access to the services, and depending on the client's choice, the access may be:

-Passive access, in which the Bank provides the user only with information services, such as: information on registered accounts, without the possibility of performing payment transactions from them, as well as information on used credit products, on banking products and services, including publicly available and reference information on applied exchange rates, interest rates, etc. The user receives information on the availability and movement of bank accounts and payment cards issued to him and on used credit products, statements and/or other reporting information; or

-Active access, in which the Bank, in addition to passive access services, gives the user the opportunity to initiate payments remotely from accounts, such as: credit transfers in denars, credit transfers in foreign currencies in the country and abroad, interbank debit transfers in denars, mass transfers, buying and selling foreign currencies including negotiating the exchange rate, as well as the opportunity to perform other actions remotely: such as managing and administering changes to one's own profile, changing the access rights of registered users, limits on amounts per payment transactions, and the like.

The User's electronic banking services will be available 24 hours a day, seven days a week, except in the event of a system outage for regular maintenance or upgrade.

The Bank will execute the orders submitted through the Electronic Banking system in accordance with the regulations governing payment operations and the Payment Operations Term Plan published by the Bank. The Bank may unilaterally and without notice, in accordance with internal acts, determine restrictions on the maximum amounts and daily limits of payment transactions through electronic banking.

Payment orders initiated through CCB Online can be confirmed or approved for execution by the User through CCB Mobile, if registered for use of this service, and vice versa, payment orders initiated through CCB Mobile can be confirmed or approved for execution by the User through CCB Online, if registered for this service and in possession of a valid digital certificate. Foreign currency payment orders submitted by residents or non-residents, as well as orders submitted by or to non-residents in denars, submitted through the electronic banking system, will not be executed automatically, but will be checked by the appropriate service in the Bank. The Bank will accept and execute such orders only if the legal requirements are met and the necessary documents for their execution are attached. Otherwise, the orders will not be accepted and executed by the Bank.

To use the CCB Online electronic banking system, the User is obliged to provide at his own expense:

-a personal computer with MS Windows operating system with an installed internet browser through which to access the electronic banking system, and

-internet access; To use the CCBank Mobile MK mobile application, the User is obliged to provide at his own expense: a mobile device based on Android operating

- System with version 5.0 or later, or for a mobile device based on IOS with minimum version 9.0 or later, and
- Internet access.

The user or the person authorized by him/her can download the mobile application free of charge from the List of mobile application stores acceptable to the Bank and install it on his/her mobile device (CCBankMK from Google Play, App Store or Huawei App Gallery). The responsibility for the technical correctness of the hardware and software used by the user of electronic banking lies with the user himself/herself and the Bank assumes no responsibility for damages or risks that may arise due to the use of defective information equipment or software; Users who use digital channels to access the Bank's services must familiarize themselves with and follow the Bank's instructions for using the services contained in CCB Online, CCB MobileMK, published on the Bank's website. The instructions contain information on the scope of services, technical requirements for the use of digital channels, safety and security requirements for remote access, user access rights, payment transaction restrictions, the manner of operation of channels and services that users can use, the possibilities for changes in the user profile and entered data, adding new or excluding existing users, creating a list of recipients and other technical features of information systems; To use the mobile banking service, the User can download the CCBank Mobile MK mobile application from the List of Mobile Application Stores and install it on their mobile device. After the installation is completed, a message is received informing the client about the steps that need to be taken to activate the CCB Mobile MK application. Users who are not registered to use the CCB Online system will be directed with a link to the electronic banking user registration page as a prerequisite for using the CCB Mobile system. Those clients who are already registered to use the electronic banking system need to log in to the application with their username and password.

After registering for the use of the electronic banking system or when the client logs in with the username and password, the registration is sent for confirmation. The confirmation of the registration is carried out in the client's home branch where he is registered as a client or has determined that the specific branch is his home branch, where he also signs the agreement for the use of the electronic banking system. When performing payment operations in denars to other banks through the mobile application, the Bank sets the maximum amount for payments within 24 hours at 100,000 MKD. Above this amount, the User can execute orders only through CCB Online, or through the Bank's counters. This amount does not include transfers between own accounts and internal transfers within the Bank; In the registration procedure

of the User, the User himself determines the limits for payments through the CCB Mobile mobile application, which cannot exceed the limit set by the Bank. The User may at any time, according to his needs, through the CCB Online WEB application, change the daily (24-hour) maximum amount of the payment limit set when confirming the registration for CCB Mobile, for payments to Treasury accounts and payments to Payees previously defined by the User. The User may at any time, according to his needs, through the CCB Mobile mobile application, reduce the previously set limits through the WEB application for electronic banking. Electronic banking services for the purchase and sale of foreign payment instruments may be available within the official session of the foreign exchange market, only for currencies acceptable to the Bank. When performing transactions for the purchase and sale of foreign exchange instruments, the latest exchange rate list published by the Bank shall be applied. The Bank may at any time limit the service for the purchase and sale of foreign exchange instruments for certain currencies or amounts. In the event of a request for negotiation of a foreign exchange rate for purchase and sale, the approved rate by the Bank is valid for the execution of the transaction by the User for a maximum of 30 minutes from the approval. After the expiration of the stipulated time, the approved rate is no longer valid, and the User may submit a new request for negotiation of the rate. The Bank has the right at any time and at its own discretion, due to changes in regulations, security reasons or any other valid reason:

- to change the requirements for personalized means of access and their types with which verify and establish the identity of electronic banking users;
- change the scope or scope of the services offered;
- exclude the possibility of using the services in relation to a certain type of account or individual accounts of the Client,

The Bank has the right to refuse to provide services through electronic banking if the validity period of the identification document of the user-owner/beneficiary, with which he was last identified and registered as a client of the Bank, has expired;

Valid digital certificates are used for secure data exchange between the Bank and the User.

The Bank, through its website in the registration section, enables the generation of digital certificates. The generation of digital certificates in the name and on behalf of Users who are natural persons is performed by the Bank. The generation of digital certificates in the name of natural persons as Users with legal entities, and on behalf of legal entities, is performed by the Bank. The Bank places the digital certificates generated by the Bank on a separate USB token, or USB, or CD, and hands them over to the Users with a handover document. The digital certificates generated by the Bank can be used for passive access to the system, for active access, i.e. for the payments section, as well as for sending and receiving electronic messages and attachments in communication with the Bank, such as requests, notifications, authorizations, and the like.

Digital certificates generated through the Bank's website may be used exclusively for mutual communication between the Bank and the User (as owner or authorized representative).

After the expiration date of the digital certificate, or at the request of the owner of the digital certificate, it can be renewed. In this case, the renewed certificate can be placed on the same medium as when it was generated.

At the request of the User, and in case the User is the same authorized person for two or more account holders in the Bank who are users of the electronic banking system, the Bank enables the placement of digital certificates on the same medium.

The Bank may also accept certificates issued by other authorized issuers of qualified digital certificates.

The user of the electronic banking system who will use a certificate issued by another authorized issuer is obliged to register it with the Bank, i.e. register it via the Bank's website in the electronic banking registration section, and submit a written request for this, whereby the Bank confirms the registered certificate. The digital certificate is in the personal possession of the User or a person authorized by him. It can be used for all electronic banking services provided by the Bank.

Any damage, loss, unauthorized use or destruction of the certificate is the responsibility and liability of the User. The validity of the certificate is contained in it. Upon expiration of the certificate's validity period, the User may obtain a new one (from an authorized issuer), or request a new certificate from the Bank, in the same manner and procedure as when the certificate was first issued. When changing the certificate in the event that it has expired, the certificate holder submits a request to the Bank for change, i.e. issuance of a new certificate. The Bank recommends that digital certificates be stored and used only on a medium from which they cannot be copied. The digital certificate can be stored (backed up) by exporting it to a separate medium (USB token). The digital certificate can be used (used) from a separate medium if it is exported to a USB token that contains appropriate software and whose purpose is exclusively for communication (and signing transactions) between the Bank and the User. The Bank does not assume any responsibility in the event of loss of the digital certificate or if it in any way reaches an unauthorized person for use of the electronic banking system. The Bank does not assume any responsibility for any damage incurred as a result of:

- loss or theft of the mobile device and its untimely disabling for further functioning;
- using the mobile application on a mobile device on which the content of the factory software has been changed in any way with software from a party other than the operating system manufacturer or the device manufacturer;
- using the mobile application on a device with security settings set to a way in which the overall security of the mobile device is reduced;
- use of a mobile application or other applications downloaded and installed from third parties that are not on the list of mobile application stores specified in these general terms and conditions;

- failure to comply with security recommendations for using the mobile device, and in particular recommendations for setting a screen lock on the mobile device (pattern, PIN, password), as well as installing antivirus protection software on the mobile device.

The User is obliged to inform himself, as well as to inform all authorized persons who have access to the electronic banking system, about the content, rights and obligations arising from the Framework Agreement and all other documents regulating the operation of electronic banking.

If the User or the person authorized to use electronic banking learns or suspects that his password is known to an unauthorized person or may be misused in any way, he is obliged to immediately change the password in accordance with the procedure described in the Instructions for Using Electronic Banking published by the Bank on its website.

If the User or the authorized person for the use of electronic banking forgets the password, he/she can set a new password through the Bank's website. To confirm the new password, the User is obliged to submit a written request to the Bank, after which the Bank confirms the new password.

At the request of the User, the Bank may disable access to the electronic banking system, or only to certain services. For reactivation, the User is obliged to submit an activation request. The Bank may cancel the use and exclude the User from the electronic banking system unilaterally and without notice, if the User fails to fulfill his obligations to the Bank, unjustifiably interferes with the electronic banking system or the payment system as a whole, closes the payment account, intentionally or through negligence causes improper operation of the system, or does not comply with these General Terms and Conditions and the Instructions for using the electronic banking system. The certificate holder is obliged to keep the data and means of electronic signature as a good host and to use them in accordance with the law. In the event of loss or theft of the medium on which the certificate is stored, the authorized person is obliged to immediately and without delay notify the Bank in writing. The Bank does not assume any liability for any damage incurred as a result of misuse of the password and certificate, loss or theft of the medium on which the digital certificate is stored, and the Bank will treat the transactions made in this way as correct and will not reverse them. The Bank does not assume any liability for any damage incurred as a result of misuse due to breach of confidentiality of the 6 (six) digit PIN code when using the CCB Mobile system. In the event of loss, theft or breach of security of the mobile device on which the mobile application has previously been installed and activated, the User or the authorized person is obliged to immediately deactivate it, i.e. disable further use of the mobile application, as soon as possible, through the CCB Online WEB application. If he is unable to do the deactivation, he is obliged to report the event to the Bank, and the Bank will disable the use of the mobile application on the registered mobile device as soon as possible.

41. Open Banking (CCB Open Banking)

41.1 Through payment service providers other than the Bank, for accounts that are accessible online (via electronic banking), Users may also use the Open Banking Channel (CCB Open Banking);

41.2 The Bank accepts payment services for initiating payments through a payment service provider as a third party through which payments are initiated. In doing so, the Bank provides the payment service provider with the information it needs to initiate the payment transaction and in connection with the execution of the payment transaction when initiating the payment. In doing so, the Bank applies the same conditions to payment orders that are made through a payment initiation service provider and to orders that are transmitted directly by the user, in terms of other conditions, priorities or fees, unless there are objective reasons for applying different conditions;

41.3 The Bank agrees to provide account information through a payment service provider for account information. In doing so, the Bank applies the same conditions to requests for data transferred through an account information service provider and those that apply when transferring the information directly to the Account Information Service Provider, unless there are objective reasons for applying different conditions.

41.4 As of the date of application of these General Terms and Conditions, the Bank will not offer this service until the necessary prerequisites are created, in accordance with the Law on Payment Services and Payment Systems;

42. Operation restriction/blocking of electronic banking/payment channel tool

42.1 The Bank has the right to block a payment instrument when using the Electronic Banking service, of which it shall inform the User in the most appropriate manner;

42.2 The Bank has the right to block a payment instrument for reasons relating to,

- Security reasons when using the payment instrument,
- Suspicion of unauthorized use of the payment instrument,
- Fraudulent use of the payment instrument,
- Upon learning that transfers have been initiated contrary to regulations,
- In case of risk that the User will not be able to fulfill his payment obligation,

42.3 The Bank shall notify the User of the blocking of the payment instrument, stating the reasons for the same, unless the notification is

contrary to the regulations governing the protection of personal data or the prevention of money laundering and terrorist financing;

42.4 The Bank shall unblock the payment instrument or replace it with a new payment instrument, after the reasons for the blocking have been overcome;

42.5 In case of doubt about the security of the payment instrument due to the presence of unauthorized use or use for fraudulent purposes, or due to the presence of another justified reason, the User has the right to request the Bank to block the payment instrument, through the branches, by telephone or by e-mail, according to the data from point 2 of these general terms and conditions.

43. Additional terms and conditions regarding bulk payments

43.1 The Bank executes mass/group payment orders submitted by the User, based on the information and necessary data submitted by the User, and in accordance with these general terms and conditions for individual credit transfers, specified in the submitted mass payment order, or according to the data taken from the appropriate institution where the orders for their taking over are placed (integrated payment of salaries and allowances);

43.2 For each individual credit transfer initiated through a mass payment order, the Bank charges a fee in accordance with the Decision on the Fee Tariff;

43.3 The User may submit to the appropriate branch of the Bank on paper and simultaneously in electronic form (on a durable medium) a mass payment order with all the necessary data for the execution of each individual credit transfer, filled in according to a previously prepared model/form by the Bank. In doing so, the User may not place other data or information on the durable medium, except for the necessary ones provided for by the Bank's model/form;

43.4 The Bank shall execute the mass payment order according to the data submitted in electronic form, regardless of whether they differ from the data submitted on paper.

43.5 The Bank shall not check and shall not assume responsibility for the content of the submitted data for the execution of the mass payment order, i.e. the execution of individual credit transfers;

43.6 The User may also initiate a mass payment order through the electronic banking system, in accordance with the instructions for its use;

43.7 If the mass payment order is used to make an integrated payment of salaries and allowances, the Bank shall take over the data for the execution of individual credit transfers from the appropriate institution where the orders for their execution are placed;

43.8 The User undertakes to provide sufficient funds on the account from which the mass payment order is requested to be executed for each individual credit transfer, including the bank commission;

43.9 Partial execution, i.e. execution of individual credit transfers after a submitted mass payment order is not allowed;

43.10 The Bank will refuse to execute a mass payment order if it is prepared and submitted for execution contrary to these general terms and conditions;

44. Fees, commissions and interest on accounts

44.1 For the services performed in its operations, the Bank calculates and collects fees. In accordance with the Decision on the Tariff of Fees, unless otherwise agreed with the User.

44.2 For certain activities performed by the Bank, which are not provided for in the Decision on the Tariff of Fees, the amount of the fee shall be determined by agreement between the Bank and the users of the services.

44.3 In addition to the fees for individual services provided for in the Decision on the Fee Tariff, the Bank also calculates and charges actual costs, i.e. the expenses incurred by the Bank in performing the work for the clients;

44.4 The fees are charged by the person for whom the work is performed, unless otherwise provided by the contract;

44.5 The fees for credit transfers are as a rule charged by the payer, and for remittances from abroad by the beneficiary, i.e. the recipient, unless otherwise provided by the contract;

44.6 If the User is a recipient of funds, the Bank has the right to deduct the amount of the commissions from the amount received when placing the funds on the user's account. In addition, in the information provided to the user, the transaction amount will be indicated separately from the amount of the fees that will be deducted from it.

44.7 Fees that are charged periodically (ten-day, monthly, quarterly, semi-annually or annually) are calculated and charged on the last business day of the period, or the first business day after the end of the period to which they refer. The exception is fees for which the Decision on the Fee Tariff provides that they are calculated and charged in advance for the following period;

44.8 The Bank shall charge the fees for performing services at the rates and bases determined by the Tariff in cash or by debiting their account;

44.9 If at the time of charging the fee there are not enough funds on the User's account from which the charge is made, the Bank has the right to charge the calculated commission from any account of the User if there are enough funds on it for the charge.

44.10 In the event that the Client's accounts do not have sufficient available funds for the full payment of the calculated commission, the Bank shall reserve funds (limit the required amount) on his account for the amount required for the payment of the commission, until the due commission is fully paid. The Bank shall not perform any other service for the User until the latter has settled the obligations for payment of the due commission;

44.11 When providing payment services to Users who have blocked payment accounts, the Bank shall calculate fees in accordance with the Tariff, and shall charge them at the moment when the necessary prerequisites for the same are created;

44.12 For certain types of services for which the Law on Value Added Tax or another regulation provides for an obligation to calculate tax, the tax shall be calculated on the existing amount of the fee at the applicable rate and shall be charged together with the fee from the user of the service;

44.13 On the amount of funds recorded on the User's payment accounts, the Bank calculates and pays interest in accordance with the Decision on Interest Rates of the Bank and attributes the interest calculated in this way to the account balance at the end of the accounting period and upon closing the account;

44.14 On the funds approved to the User as an allowed overdraft on a payment account, the Bank calculates and charges interest in accordance with the Decision on Interest Rates of the Bank. The Bank charges the calculated interest after the expiry of the agreed term, or upon closing the payment account;

44.15 For certain types of interest rates for which there is an obligation to calculate tax under the Law on Value Added Tax, the Law on Personal Tax, or other regulation, the Bank calculates and charges/pays in accordance with the regulations governing this matter, regardless of what is provided for in the agreement with the client;

44.16 For the fees collected from the Users of the Bank's payment services, the Bank, after the end of the year and no later than the end of January, prepares and submits an annual report on fees collected. The report is provided on paper through the Bank's branches, through the electronic banking system, by post or by e-mail to the e-mail address provided by the User;

44.17 When concluding a Framework Agreement for payment accounts, the Bank of the User, for each payment account separately or collectively by type of account or user, provides or makes available to the User an Information Document on the fees for all services that are on the list of the most representative services related to a payment account, on paper or another durable data carrier.

45. Exchange rate

45.1 When performing payment services in a currency other than denars, the Bank applies an exchange rate according to the exchange rate list for the foreign exchange market (published in the branches) at the time of performing the payment service, unless otherwise agreed.

46. Right to move

46.1 In the event that the Bank owes money to the Client on a current, deposit or other account regulated by this or any other agreement between the Bank and the Client, and the Client has not paid the required amount owed to the Bank under an authorized or unauthorized overdraft, credit card or any other credit agreement between the Bank and the Client, the Bank shall have the right to use the funds owed to the Client for the appropriate repayment of the Client's debt to the Bank. The Bank may exercise this right of set-off without prior notice to the Client.

47. Measures against money laundering and terrorist financing

47.1 In fulfilling the Bank's obligations in the application of regulations in the field of preventing money laundering and terrorist financing, in its relations with its Users, the Bank applies a relevant approach based on risk assessment, such as,

-the measures provided for in the legislation against money laundering and terrorist financing;

-the measures for the implementation of international agreements that have entered into force and are binding on the Republic of North Macedonia; as well as

-the acts of the European Union and other international bodies/institutions authorized to introduce international sanctions and embargoes.

47.2 The Client and the Bank agree that during the execution of the Agreement, measures and restrictions may be necessary and will be applied, which are part of the legislation of a third country, which are not in legal force for the Republic of North Macedonia, if this is required in view of the fact that: -The Bank or an affiliated legal entity operates in this third country / whether through

an office, branch or in another form/ and non-compliance with the measures and restrictions may lead to the imposition of property sanctions or loss of reputation for the Bank and/or a person affiliated with it; -A correspondent bank or an affiliated legal entity through which the payment transaction is carried out operates in this third country /whether through an office, branch or in another form/ and non compliance with the measures and restrictions may lead to the imposition of property sanctions or loss of reputation for it and/or a person affiliated with it.

47.3 In connection with the fulfillment of its obligations, the Bank has the right to request full assistance from the User in providing additional information and/or documentation regarding the payment services or the transaction with which the payment is made, in order to determine and/or confirm their specific elements, such as: information about the parties to the operation (orderer and/or recipient) or about the participants in the transaction with which the operation is made, if they are different from the orderer and recipient (such as, for example, the field of activity, the type of goods and services offered, location of the business, full address, information about the names, address, date and place of birth and any nationality of the beneficial owners, etc.); requests for copies of agreements concluded between the agent and the recipient, issued invoices, and other similar documents related to the basis for payment and the origin of the funds.

47.4 The implementation of the measures provided for by law, including those of this section, is in the interest of the Bank and the User and is aimed at protecting them from possible property damage and sanctions, including, but not limited to, freezing and/or confiscation of funds and other assets, loss of commercial reputation, etc.

47.5 The information/documentation obtained should lead to the conclusion that there is no inconsistency/contradiction of the payment operation or the transaction under which the payment is made, with measures and restrictions subject to this section. Due to the above, the Bank reserves the right to request from the User the necessary additional information and documents even without a request from the competent authorities, including in connection with an already executed transaction, if, according to it, there is a situation related to sanctions or embargo;

47.6 Without prejudice to the application of the measures and restrictions subject to this section, the Bank undertakes to make all reasonable efforts to execute the payment transaction in a timely manner and to assist the User in fulfilling his obligations under this section.

47.7 The lack of cooperation by the User in providing information and/or documentation, or non-compliance of the payment transaction or the transaction for which the payment is made with the measures and restrictions subject to this section, may lead to the delay or refusal of the execution of the payment transaction. In exceptional cases, the operation may be refused or delayed despite the assistance provided by the User and the efforts made by the Bank, for reasons beyond their control, such as the refusal of a correspondent bank to execute the operation or something else that the Bank, with due care, cannot overcome.

47.8 By signing the framework agreement with the Bank and accepting these general terms and conditions, the User undertakes to provide the Bank with all necessary assistance to fulfill the obligations imposed on it by the applicable regulations in the field of measures against money laundering and terrorist financing.

48. Preventive measures and control

48.1 The Bank does not open and maintain accounts, does not accept payments and does not perform payment services to and from accounts contrary to the law, and/or money laundering and terrorist financing, or other forms of fraud, which call into question the trust in the Bank, as well as the reputation of the Bank and the banking system as a whole;

48.2 If the request for opening an account is rejected on the grounds that it is contrary to the regulations governing the detection and prevention of money laundering and terrorist financing, the Bank shall immediately notify the competent authority for the prevention of money laundering and terrorist financing;

48.3 The Bank shall not accept documents certified by a notary public if they are not completed in the manner and form prescribed by law. When certifying a signature on a private document, when one of the persons participating in the procedure could not sign due to illiteracy or disability, instead of a signature, the document shall bear the imprint of the right thumb, and in cases prescribed by law, the signatures of two witnesses;

48.4 The Bank does not carry out a transaction initiated by the User in favor of a person who is under a payment sanctions regime imposed according to officially accepted rules and regulations, i.e., when internal or international sanctions/prohibitions on payments have been imposed, the implementation of which violates the accepted restrictions, since the consequences of the implementation of such operations provided for in accordance with the restrictive regulations remain entirely at the responsibility and expense of the ordering party;

48.5 In case of violation of the prohibitions on the execution of transactions specified in the previous point due to the fault of the User, the Bank will immediately block his accounts for receiving or initiating payments. Incoming transfers are returned to the initiator of the payment through the initiator's bank. The Bank has the right to collect fees and commissions from the balances of the blocked bank accounts, until it receives from the User-owner of the payment order a request to close his accounts with the Bank, as well as an instruction to transfer the remaining funds to his accounts in another Bank;

48.6 The Bank shall notify the User-owner of the account of the detected violation of the prohibitions provided for in these General Terms and Conditions (acceptance and initiation of payments through unauthorized payment transactions) and block these accounts, by submitting an account statement, through the channel requested by the User for obtaining information on the status of his accounts with the Bank;

48.7 The User is obliged, within three days from the date of notification from the previous point, to submit a request to close his accounts with the Bank, indicating where the balance should be transferred to them, after deducting the amount for the obligations that the User has towards the Bank.

49. Protection of personal data

49.1 Documents, data and information acquired during the performance of banking and other financial activities for individuals and payment transactions with individuals, as well as for the deposits of individuals, constitute a banking secret that the bank is obliged to protect and keep;

49.2 When performing banking activities, the Bank collects and processes certain data from the Users, exclusively for the purpose for which they are collected and in accordance with the Law on Personal Data Protection, i.e. with the regulations governing the protection of personal data;

49.3 Storage and processing of the Users' personal data is carried out in a manner that ensures confidentiality and protection of personal data from unauthorized access to it;

49.4 The Bank may disclose the User's data obtained by the Bank while providing payment services exclusively in a procedure and in a manner regulated by the Banking Law, i.e.,

- If the User has given written consent to the disclosure of the data, or
- If the law prescribes the publication of the data and information, namely,
 - upon a written request of the public prosecutor's office or a competent court for conducting procedures within its competence;
 - for the needs of the National Bank or another supervisory authority authorized by law;
 - upon a written request of the Public Revenue Office for conducting procedures within its competence;
 - if the data are communicated to the Office for the Prevention of Money Laundering and Financing of Terrorism, in accordance with the law;
 - if the data are communicated to the Financial Police Office, in accordance with the law;
 - upon a written request of the State Foreign Exchange Inspectorate for the Control of Foreign Exchange Operations;
 - upon a written request of the Deposit Insurance Fund, in accordance with the law;
 - upon a written request of the Agency for the Management of Seized Property, in accordance with the law;
- 9) upon a written request of a notary within the framework of conducting probate proceedings, in accordance with the law;
- if the data are communicated for the needs of the functioning of the Credit Register of the National Bank and to a credit bureau, in accordance with the law;
- the data are disclosed for the needs of credit risk management to other members of a banking group or a banking group whose parent company is headquartered outside the Republic of North Macedonia, and of which the bank is a member
- upon written request of the persons authorized to perform in accordance with the law and
- if the data are provided to the Ministry of Labor and Social Policy, the Employment Agency of the Republic of North Macedonia and the Health Insurance Fund of Macedonia, for the needs of performing the tasks within their competences and in accordance with the regulations on personal data protection, only if the bank concludes a memorandum of cooperation with these institutions, which regulates the manner of data availability.

50. Protection of User Rights

50.1 If, when providing payment services, the Bank does not comply with the regulations, i.e. these general terms and conditions or good business practices relating to payment services or the Framework Agreement, the User has the right to object or file a complaint with the National Bank of the Republic of Macedonia, which supervises the Bank's operations.

50.2 The User may submit a complaint about the Bank's operations regarding the provision of payment services within 0 years from the date of the event for which he/she considers his/her right to be violated, in writing, as follows: -at the Bank's branches at a place designated for complaints, -by mail to the Bank's address specified in point 2 of these general terms and conditions, -by e-mail at info@ccbank.mk, -via the Bank's website in the section for communication with the Bank.

50.3 The Bank is obliged to review the submitted objection/complaint, and to notify the User in writing of the decision within a period not exceeding 15 days. If the Bank accepts the objection as well-founded, it shall notify the User in writing or in the most appropriate manner of the same, as well as of the measures it will take to eliminate the remarks regarding the objection.

50.4 If the User is not satisfied with the response received from the Bank, or the Bank does not respond to the submitted objection at all, the User may submit a written objection to the National Bank of the Republic of Macedonia, at the address ul. Kuzman Josifovski Pitu no. 1, 1000 Skopje.

50.5 The Bank is obliged, upon request of the NBRM, to respond to the allegations made by the User within a period determined by the NBRM, as well as to submit appropriate evidence confirming the Bank's decision regarding the objection made by the User.

51. General provisions

51.1 When fulfilling the obligations of the contracting parties under the Framework Agreements, the positive legal regulations in the Republic of North Macedonia shall apply.

51.2 Communication between the contracting parties in concluded framework agreements shall be carried out in the Macedonian language and its Cyrillic script, unless otherwise agreed in the agreement itself.

51.3 By submitting a request for using a payment service, i.e. by signing a framework agreement, the User declares that he/she is also familiar with the following:

- The Bank, in accordance with the applicable legal regulations, transfers the account data to the Single Register of Accounts, which is kept in the Central Register of the Republic of Macedonia;
- They will keep confidential all documents, data and information of which they have become aware in connection with the execution of the Agreement, for the duration of the Agreement, as well as after its termination or cancellation, except in cases prescribed by legal regulations or unless strictly otherwise agreed;
- Documents, data and information regarding account operations may be submitted: at the request of the User, to an authorized body in accordance with law; to third parties based on the written consent of the User.
- In order to protect its interests, the User is obliged to keep all information confidential. Data related to account operations.
- The Bank is not liable for any damage incurred by the User as a result of failure to comply with the obligations of these general terms and conditions.
- The User agrees that the Bank may process and update his/her data, use it for analysis of his/her operations in the Bank, for debt collection to the Bank, as well as in other cases provided for by law.

51.4 During the validity of the framework agreement, the User has the right, upon his/her request, to receive the terms and conditions of the framework agreement, as well as the preliminary information referred to in Art. 58 of the LPUPS on paper or another durable medium (e-mail);

51.5 The User has the right to submit a written complaint to the Bank regarding the provision of payment services under the framework agreement. The Bank is obliged to respond and notify the User in writing of its decision within 15 business days of receipt of the complaint. As an exception, when the Bank cannot make a decision within the specified period for reasons beyond its control, it sends a response to the User stating the reasons for the delay, as well as the timeframe within which the User will receive the decision on the complaint. In all cases, the deadline for receiving the decision cannot be more than 35 business days from the receipt of the complaint. In the event that the Bank does not make a decision within the specified timeframes, as well as when its response does not satisfy the User, the dispute may be referred for consideration by the NBRM;

51.6 Deposits on the accounts of the Users with the Bank are guaranteed under the conditions and in accordance with the Law on the Deposit Insurance Fund. The Deposit Insurance Fund was established and is owned by the Republic of North Macedonia. The Fund has the status of a legal entity with its registered office in Skopje, at 11-ti Oktomvri Street, 18, 1000 Skopje. Contact number for the Fund – 389 (2) 3235-730; 3235-731.

51.7 The Fund indemnifies insured deposits, but not more than the denar equivalent of 30,000 euros, per person in one bank. This amount includes the principal of the deposit, the agreed calculated and paid interest.

as well as the unpaid interest, until the day of the finality of the decision by the competent authority. On the day of the finality of the decision, deposits invested in foreign currencies are converted into denars at the middle exchange rate of the NBRM. Compensation for denar and foreign currency deposits is paid in denars.

51.8 The Fund does not compensate the following deposits:

- Deposits that were given preferential interest terms different from those published by the Bank,
- Deposits of owners of over 5% of the shares with the right to manage in the Bank,
- Deposits of members of the Bank's management bodies,
- Deposits of first-degree relatives of the depositors from the previous two lines,
- Deposits that are related to transactions that were used for money laundering if the offender has been convicted by a final court decision

51.9 If the depositor has obligations to the Bank, the total amount of the depositor's deposits is reduced by the amount of the depositor's obligations to the bank.

51.10 The payment of deposits by the Deposit Insurance Fund is made through one or more banks, upon decision of the Fund, and depositors are informed about this through the media.

51.11 More information for depositors regarding deposit protection is available on the website of the Deposit Insurance Fund www.fodsk.org.mk

51.12 By signing the Framework Agreement, the User declares that he/she is informed that:

- Interest income is subject to taxation, in accordance with the Personal Income Tax Law;
- If applicable, in accordance with the existing regulations, the Bank, in its capacity as a taxpayer and as a payment service provider, shall ex officio withhold and pay the due tax.

51.13 The Decision on the Tariff of Fees for the Services Provided by CCB AD Skopje is also an integral part of these General Terms and Conditions.

General Terms and Conditions for Concluding Framework Agreements on the Opening and Maintenance of Payment Accounts and the Use of Payment Services

51.14 If, during the validity of the Framework Agreement, changes occur in the regulations governing the operation of payment services, the Bank shall apply the new regulations upon their entry into force and shall notify the User thereof via the Bank's website. If such changes are not appropriate to the business interests of the User, the User may request termination of the Framework Agreement within 15 days from the date of the change.

51.15 These General Terms and Conditions, as well as all subsequent amendments and changes, will be published by the Bank on its website www.ccbank.mk. They will also be available on paper in the Bank's branches.

51.16 The contracting parties agree to resolve any disputes regarding these General Terms and Conditions amicably, and in case of failure, the Basic Civil Court Skopje shall have jurisdiction.

51.17 These General Terms and Conditions have been approved by the Board of Directors of the Central Bank AD Skopje, and their application is from 06.10.2025.