

13 February 2023

Dear Sir/Madam,

Erste Bank plans to transition to a new IT system during the May Day holiday, from 29 April to 3 May 2023. Aware of the fact that the information technology area is very rapidly developing and changing, the goal of this complex process is to bring our business operation in line with the most modern technologies in order to keep up with your business needs. This will enable us to provide innovative support to all our customers.

Please follow closely the information we will send to you via mail, email and e-banking applications in the coming period. Furthermore, all the latest information regarding the transition to the new IT system will be updated regularly on the official Erste Bank website www.erstebank.rs, and for any additional questions you may also contact our Call Centre toll-free at 0800 201 201 for all networks from Serbia, or +38160 48 48 000 for international calls. In addition, you may write to us via webchat or email, directly contact your bank advisor or visit any Erste Bank branch.

With the transition of our bank to the new IT system, certain changes will occur in the business operations of the Bank with its clients, as well as amendments to the General Business Terms and Conditions, General Terms and Conditions of Payment Service Provision to Legal entities and the Tariff of Charges, where the tariff items are adjusted, but the fees remain unchanged.

We will highlight the most significant changes below, and please bear in mind that some of the products and services listed below, if you do not use them, do not pertain to you.

DINAR PAYMENT ACCOUNT

The structure of the Dinar payment account number will be changed so that the first three numbers of your payment account that represent the Erste Bank code (340) remain unchanged, zeros are added before the existing sub-account numbers, while the last two numbers representing the account control number also remain unchanged.

This change will in no way affect payment transactions in your account, i.e., you will be able to receive and make payments in the same manner as previously.

Payment orders:

For payment orders to be executed, it is necessary to have sufficient funds in the account. If you issue a payment order and do not ensure that there are sufficient funds in the account by the end of the day in which the order is issued, it will not be possible to execute the order. The information on orders that have not been executed will be visible in the order status in e-banking, whereas it will not be visible in the account statement.

Sequence of payment order execution:

Payment orders have so far been executed chronologically, whereas as of 3 May, the order of their execution will be changed, so that if there is are insufficient funds for the execution of all orders, an order for which there are sufficient funds in the account will be executed first.

Charging payment service fees:

The Bank will continue to charge fees/commissions for payment services by debiting your account. If at that point there are no funds available in your account, the account will go into an unarranged overdraft for the amount of outstanding amounts, for which the Bank will calculate and charge the statutory late payment interest until the outstanding amounts are settled.

FOREIGN CURRENCY PAYMENT ACCOUNT

The foreign currency payment account you currently have is a multi-currency account. When the Bank transitions to the new IT system, it will maintain foreign currency payment accounts for each currency separately. Your existing

foreign currency account will be linked to one currency, and if you have had transactions in other currencies, the Bank will open for you accounts for those currencies as well.

We believe that this novelty will provide you with a clearer insight into the account balances for each currency and will facilitate your keeping track of transactions in each of these accounts.

On the last page of this notification, you can find new account numbers and IBAN numbers (international bank account number), as well as additional information regarding these accounts.

DEMAND DEPOSIT

At present, interest on demand deposits is calculated on the last day of the month and paid by the 10th of the following month. After the transition to the new system, during the period of validity of existing agreements, interest will be calculated and paid on the last day of the month, and the funds will be available on the following day.

When it comes to foreign currency demand deposits, we will pay the April interest after the May Day holiday. In the following months, interest will be calculated and paid on the last day of the month for the current month, and the funds will be available on the following day.

TERM DEPOSITS

Regardless of whether term deposits is all-purpose or special-purpose or dinar or foreign currency deposits, zeros are added before the deposit sub-account number. This change will not result in a need to sign new agreements, since the existing agreements will be applied.

With the transition to the new system, the deposit funds will be automatically returned to your foreign currency or dinar account with Erste Bank on the maturity date and made available immediately. If you wish to renew the term deposit account, please contact your bank advisor or visit any branch.

VISA BUSINESS CHARGE CARD

After 3 May 2023, you will be able to use this card exclusively for payments on POS terminals and online, as well as for cash withdrawals at ATMs. You will no longer be able, from your credit card account, to effect payments or transfer funds to your payment account via electronic/mobile banking, nor will it be possible to withdraw funds at Bank teller desks.

E-BANKING

For better user experience, we have presented to you the new e-banking application - Erste eBiz, and for the first time, we have enabled mobile banking service through the application - Erste mBiz, in order to make your daily business easier and more efficient.

While it is still possible to use the NetBanking application at this time, after transitioning to the new system, this application will no longer be available, and will be replaced by the eBiz application, with the fees remaining unchanged and the current agreement remaining in effect. We invite you to activate the new Erste eBiz and Erste mBiz applications without delay and take advantage of all the benefits they offer, as there are no additional costs for the simultaneous use of the old and the new application.

You need to log in to your NetBanking and send us a message "I wish to activate Erste eBiz and Erste mBiz", after which we will send you the login credentials to the email and the phone number you have provided to our Bank, which is registered in the Republic of Serbia.

Halcom (NovoKlik):

If you have been paying a semi-annual fee for the use of Halcom services, for the period January-April 2023. It will be charged to your account in May 2023. After the transition to the new IT system, the fee will be calculated for the month in which the service was used and charged monthly, by debiting the account. If you have been paying your fee monthly, you will not be affected by this change.

NovoMob Service:

All functionalities you have been using so far remain at your disposal, except for the options to receive text message notifications every day at the specified time selected by you, when your account balance is below or above the threshold defined by you.

OTHER CHANGES

Account statements:

We will deliver account statements to you only electronically. Please provide us with your email address if you have been receiving your statements by mail so far. If you do not have one, you can obtain bank statements at the Bank teller desks.

Charging bank charges:

Charging will be conducted daily on the maturity date, including non-business days and holidays.

Documentary operations (guarantees, letters of credit, etc.):

Fees for documentary operation products will be charged automatically, i.e., by debiting your payment account. Periodic fee is calculated as a percentage at the annual level, based on a 360-day year.

AMENDMENTS TO THE TARIFF OF CHARGES AND GENERAL TERMS AND CONDITIONS FOR THE PROVISION OF PAYMENT SERVICES TO ENTREPRENEURS

With the transition to the new IT system of the Bank, the amended General Business Terms and Conditions, General Terms and Conditions for the Provision of Payment Services to Entrepreneurs and the Tariff of Charges will be in effect and may be obtained at the www.erstbank.rs website, as well as in all Bank branches.

Amendments to the previously mentioned General Terms and Conditions for the Provision of Payment Services and to the Tariff of Charges present the proposed annex to the Framework Agreement on Payment Services, as they constitute its integral part. Below you may find the Overview of Amendments to the General Terms and Conditions for the Provision of Payment Services to Entrepreneurs and the Tariff of Charges.

If you do not agree to the proposed amendments, in accordance with the provisions of the concluded Framework Agreement on Payment Services, you are entitled to terminate the Framework Agreement free of fees and other costs other than those that became due up to the date of termination of the agreement, on the day before the start of application of the proposed amendments (03 May 2023), whereby you will cease to use all the accounts and services covered by the Framework Agreement.

In accordance with the General Terms and Conditions for the Provision of Payment Services to Entrepreneurs, you will be deemed to have agreed with the proposed amendments if you do not inform the Bank of your disagreement by the above deadlines.

Our official website contains the frequently asked questions and answers regarding the transition to a new IT system, which is updated daily.

Finally, we would like to point out that if there are unforeseen circumstances that could lead the postponement of the date of transition to the new IT system, we will notify you in due time of the new date when the implementation of the amended General Business Terms and Conditions, General Terms and Conditions for the Provision of Payment Services to Entrepreneurs and the Tariff of Charges will begin.

Cordially,
Your Erste Bank

Foreign currency payment accounts

In accordance with the information contained in this notification, we are providing you below with new account numbers that will be valid as of 3 May 2023.

Currency	Existing number of foreign currency account	New number of foreign currency account	New IBAN	Account type
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All funds you have in the above currencies will be automatically transferred to newly opened accounts in these currencies. The stated changes will not result in any additional costs for you, given that the Bank does not charge a fee for opening and maintaining foreign currency payment accounts. The provisions of the currently applicable agreement you concluded with the Bank will apply and no new agreements or annexes to agreements will need to be signed.

N.B.: When initiating foreign currency payment transactions via e-banking, you must choose an account maintained in the currency in which the payment is to be made. For example, if you wish to make a payment in EUR, you need to effect the payment from your EUR account. Please note that if you wish to pay in USD and choose a EUR account, it will not be possible to execute such a transaction.

If you are planning to make a payment in a currency other than those listed in the table, as of 3 May 2023 you may contact your bank advisor directly or any Bank branch.

In case you expect a foreign currency inflow and you need an instruction for payment to a foreign currency account starting from 3 May 2023, the instruction for payment to foreign currency payments accounts can be automatically generated by using the application on our website.

For the purpose of conducting foreign currency payment transactions, the Bank will open for you special accounts for specific purposes (accounts for outgoing payments abroad, accounts for incoming/outgoing payments with Kosovo, accounts for payments from abroad in the form of proceeds of loans registered with the National Bank of Serbia, accounts for foreign donations, accounts for payments related to letters of credit, etc.) and will inform you in writing about the new numbers in mid-May. These accounts will be subject to the provisions of the current Agreement on Opening and Maintaining the Foreign Currency Account you concluded with the Bank. The Bank will inform you of transactions in these accounts via account statements. If you already anticipate transactions in one of these accounts starting from 3 May, please contact your bank advisor to obtain the necessary information about these accounts, so that you are able to execute these transactions.

Automatic charging of fees and foreign currency amounts related to outgoing international payments:

In the following period, we will charge fees and foreign currency amounts related to outgoing international payments and letters of credit by directly debiting your dinar account. This process will be thus automated, and you will not need to initiate the payment of the fee and the amount being transferred based on the calculation you receive from the Bank.

For any additional information, you may directly contact your bank advisor, any Bank branch or send an email to: micros.csc@erstebank.rs (if you belong to the micro segment) and corporate.servicecenter@erstebank.rs (if you belong to small, medium-sized and large companies) at any time.

Cordially,
Your Erste Bank