

Information regarding change of payment account service

BANK
NAME: OTP banka Srbija AD Beograd
ADDRESS: Bulevar Zorana Đinđića 50 a/b, Belgrade
website: www.otpsrbija.rs

General information on change on account service	
Short description of change of account service	<p>The change of payment account service involves transfer by the previous payment services provider (hereinafter: Previous Bank) to a new service provider (hereinafter: New Bank), which operates on the territory of the Republic of Serbia:</p> <ul style="list-style-type: none"> of information on all or certain standing orders, multiple direct debits or multiple credit transfers, wherein the user of payment services is the receiver of the payment (hereinafter: incoming credit transfers). of funds on payment account (available positive balance), if the user of payment services required by authorization to transfer these funds. <p>Services related to change implies transfer of the foregoing as part of the same provider of payment services, when the same entity is both the Former and the New Bank.</p> <p>Change of payment account is to be made only on the basis of Authorization of user of payment service – natural person/legal entity (hereinafter: User)</p>
Account type	Payment account
Services that may be subject to change of service	<p>Service providers are required to enable the User to change the payment account in the same currency by engaging to mutually provide all data of importance for the transfer of the following services, based on the Authorization of the User:</p> <ul style="list-style-type: none"> Standing order Direct debits Multiple credit transfers where the User is the receiver of payments ; Transfer of positive balance on account, with or without account closure <p>OTP banka Srbija AD Beograd as New Bank offers to its clients the following standing orders and direct debits:</p> <ul style="list-style-type: none"> Standing order for transfer of dinars on accounts outside the bank Standing order for transfer on accounts within bank in all currencies Standing order for payment of all life insurance premium Standing order for payment of non-life insurance premium Standing order for the purchase of foreign currency – exchange transaction Standing order for international transfer Direct debit for payment of Telekom Srbija a.d. bills Direct debit for payment of JKP Objedinjena naplata Nis bills Direct debit for payment of bills to EPS Snabdevanje Beograd d.o.o. Direct debit for payment of JKP Infostan bills Direct debit for payment of Telenor d.o.o. bills Direct debit for payment of Vip Mobile d.o.o. bills Direct debit for payment of OTP Leasing
Authorization for account change	<p>User provides to the New Bank the following:</p> <ul style="list-style-type: none"> Sign and hands over Authorization for change of payment account (hereinafter: Authorization) in at least two copies; Submits request for opening new account (provided that he/she has not already opened the payment account at the New Bank) <p>If the Authorization is provided in the premises of the New Bank, the User may sign an Authorization form in at least two identical copies, of which one is kept by the New Bank and the other one by the User.</p> <p>The User must also submit an Authorization drafted outside the premises of the New Bank, which may be certified by a domestic or foreign body competent for certification of signatures.</p> <p>The Authorization must be provided in writing and contain the following:</p> <ul style="list-style-type: none"> Explicit authorization to Previous Bank to implement each individual action which the New Bank requires the Previous Bank to perform, at the choice of the User, i.e. to: <ul style="list-style-type: none"> Transfer to the payment account at the New Bank the list of existing direct debits, which performance is required by the User; Provide Information on multiple incoming credit transfers and direct debits for which consent it has given to the recipient of payments or

	<p>provider of payment services of the payment recipients, which have been performed on the payment account of the User in the past 13 (thirteen) months;</p> <ul style="list-style-type: none"> • Provide a date as of which the Previous Bank will no longer perform standing orders; • Provide the positive balance amount which needs to be transferred to the account opened at the New Bank, as well as the date by which the transfer of positive balance needs to be performed; • Provide the date of payment account closure at the Previous Bank, if the User wishes to close that account. <ul style="list-style-type: none"> ▪ Explicitly authorize the New Bank to implement each individual action at the choice of the User, i.e. to: <ul style="list-style-type: none"> • Activate standing orders and perform such orders as of the date set forth in the Authorization; • Secure conditions for the performance of direct debits as of the date set forth in the Authorization; • Inform the payers who initiated the performance of multiple incoming transfers about the new payment account of the User and submit them a copy or specimen of the Authorization; • Inform the payment receivers who initiated the payment transaction for direct debit of payment account of the User about the new payment account and the date as of which the direct debit is to be performed from that payment account and submit to the receiver a copy and or specimen of the Authorization. <p>If the New Bank lacks any necessary data for the foregoing notifications, it shall be obliged to require the User or the Previous Bank to provide the lacking data.</p> <p>The User of the Authorization may select standing orders, consents for direct debit, incoming credit transfers as well as other payment services which performance is transferred to a new payment account, provided that the New Bank provides such services.</p> <p>In its Authorization, the User states the date of beginning of performance of standing orders and direct debits from new payment account, therewith this term may not be shorter than 6 (six) working days from the date of submission of documents of the Previous Bank to the New Bank.</p> <p>In case the change of several payment accounts is required, the User signs a special Authorization for each payment account that is the subject of change.</p> <p>The User alone decides of the scope of services which he wants to be the subject of change (transfer) and explicitly states it in the Authorization – with mentioned limitation to services provided by the New Bank.</p>
<p>Obligations of New Bank following receipt of User Authorization</p>	<p>The New Bank is required within 2 (two) working days from receipt of Authorization to submit a request to the Previous Bank to act in line with the authorization.</p>
<p>Obligations of Previous Bank following receipt of request from New Bank</p>	<p>Upon receiving the request and in accordance with the Authorization, the Previous Bank performs the following:</p> <ul style="list-style-type: none"> ▪ Within 5 (five) working days submits to the New Bank a list of existing standing orders and available information on consents for direct debits, which performance the Client required for the transfer to payment account at the New Bank; ▪ Within 5 (five) working days, submits to the New Bank available information on multiple incoming credit transfers and direct debits for which consent was given to payment recipient or provider of payment services of the payment recipient, and which have been performed on payment account of the User in the previous 13 (thirteen) days. ▪ Within 5 (five) working days, submits to the User a list of existing services subject to transfer and available information from the previous point if the User explicitly so requires in the Authorization. ▪ As of the date set forth in the Authorization, declines performance of payment transactions related with incoming credit transfers and direct debits and informs the payers and payment recipients of the reasons for the refusal, in case of lack of system for automated redirection to new payment account;

	<ul style="list-style-type: none"> ▪ As of the date set forth in the Authorization, suspends the performance of standing orders; ▪ On the date set forth in the Authorization, transfers all funds from payment account held at the Previous Bank (available positive balance) to payment account held at the New Bank; ▪ On the date set forth in the Authorization, closes the account if the User asked for account closure in the Authorization and if the User has no pending liabilities under the respective account. In case unsettled obligations under the payment account remain, the account closure is possible following such settlement, about which the Previous Bank is obliged to immediately inform the User. <p>Notwithstanding the provisions of the Law on Payment Services related with limitations in the use of payment instrument, the Previous Bank may not block a payment instrument before a date set forth in the Authorization.</p>
<p>Obligations of the New Bank following receipt of information from Previous Bank</p>	<p>Within 5 (five) working days from receipt of required information from Previous Bank, the New Bank performs the following actions in accordance with the Authorization and all received information:</p> <ul style="list-style-type: none"> ▪ Activates standing orders and performs them as of the date set forth in the Authorization¹; ▪ Secures conditions for the performance of direct debits which the User defined in the Authorization, as of the date stated in the Authorization; ▪ Notifies the payers who initiated the performance of multiple incoming credit transfers defined in the Authorization on the new payment account of the User and submits them a copy and specimen of the Authorization; ▪ Notifies the receivers of payments who initiate the payment transaction for direct debit of payment account of the User, which have been set forth in the Authorization, on the new payment account and the date as of which the direct debit shall be performed from that payment account and, jointly with notification, submits a copy or specimen of Authorization, therewith the New Bank shall not be liable in case the receiver of notification does not act according to such notification; ▪ Notifies the User of other rights related with the performance of direct debits that have been agreed (i.e. right to decrease direct debit amount, to consent to each individual direct debit, to block direct debit). <p>Short of disposing with all information necessary for the foregoing notifications, the New Bank may require the Previous Bank or User to submit such information.</p> <p>In case that the User decides to notify himself the payers and/or receivers of payment, the New Bank is obliged, within 5 (five) working days, to submit to the User in writing the necessary data for notification.</p>
<p>Obligations of the User</p>	<p>The User is responsible for timely sending notifications about the payment account number to receivers of payment under direct debits and to transferors of multiple credit transfers, if the User has stated in the Authorization that he/she shall notify them.</p> <p>The User is obliged to control his/her account in order to follow activation of services that were the subject of the change (transfer).</p> <p>The User is obliged to reach an agreement with the Previous Bank regarding services that are not the subject of the change services, but are related to the account (e.g. term deposit, credit cards, e-banking, loans etc.).</p>
<p>Term for the change</p>	<p>12 (twelve) working days from the date of submission of Authorization.</p>
<p>Other</p>	
<p>Data submitted by the User</p>	<p>Individuals:</p> <ul style="list-style-type: none"> ▪ Valid ID document, ▪ Number of account for which change is required, ▪ Information about services that are subject to change (transfer). <p>Legal entity:</p>

¹ The New Bank is not obliged to activate a service which it otherwise does not provide to its clients.

	<ul style="list-style-type: none"> ▪ Excerpt from register, if it cannot be downloaded from official website of the competent registry; ▪ Certificate on TIN and notification of body competent for classification, in case that these data are not contained in the excerpt from the register; ▪ OP for authorized person in case that this person is not present in the Bank at the time of submission of request ▪ Other documents necessary for establishing the beneficial owner ▪ Number of account for which the change is required ▪ Data on services that are the subject of change (transfer).
Waiving account change service	<p>The User may waive in writing the change of account within 3 (three) working days from the date of signing the Authorization.</p> <p>The Users submit the waiver request only to the New Bank to which they issued the Authorization to open the change process. The submission of waiver request does not guarantee to the User that the process of change may be discontinued.</p> <p>Following expiry of term for waiving or in case that change procedure cannot be discontinued, the User who decided to waive the change may open a new account change procedure or personally carry out necessary actions.</p>
Terms	<p>The new Bank sends to the Previous Bank all necessary information under the Authorization (where necessary a copy or original of Authorization) within 2 (two) working days from the date of receipt of Authorization.</p> <p>The Previous Bank sends to the New Bank a list of services transferrable within 5 (five) working days from the date of receipt of the request.</p> <p>The New Bank implements necessary actions set forth in the Authorization and according to the received list of services transferred within 5 (five) working days from the date of receipt of services subject to transfer.</p> <p>A working day is any day between Monday and Friday, excluding state and religious holidays which are non-working days.</p>
Terms of filing claims / right of complaint to the National Bank of Serbia / out-of-court resolution of litigations	<p>Claims about the work of the Bank, i.e. claims regarding the violation of the rights or legal interest of the User, the User has the right to file, in writing, (i) in business premises/branches of the Bank as well as in any other business premises in which the Bank offers services, (ii) by mail to the Bank's registered office, (iii) by email or (iv) via the Bank's website.</p> <p>The Bank shall reply to the User in writing to a duly received objection within 15 (fifteen) days from receipt.</p> <p>If the Bank has not responded to the claim within the prescribed period or the User is not satisfied with the Bank's response, the User may, before initiating legal proceeding, file a complaint in writing to the National Bank of Serbia, via the National Bank of Serbia website (on the mentioned page) or by post to: National Bank of Serbia – Sector for Protection of Users of Financial Services, Nemanjina 17, 11000 Belgrade or Post Office 712 11000 Belgrade.</p> <p>In the event that the User is not satisfied with the response received by the Bank, or the response has not been delivered within the prescribed period, before filling a complaint or after receiving a notification submitted by NBS upon his complaint, the User may file a mediation proposal, which he shall submit to the National Bank of Serbia in writing, by post or NBS website.</p>
Contact for information on account change service	<ul style="list-style-type: none"> ▪ Bank branches ▪ E-mail address: stanovnistvo@otpsrbija.com ▪ Website: https://www.otpsrbija.rs/o-nama-2/kontakti/ ▪ Free info tel no: 0800 344 355
Expenses related with change of payment account service	
Fees	<p>The Provider of payment services is obliged to submit or make readily available to the User at his request, free of charge, the information on the present standing orders or direct debits which the User maintains at the respective provider of payment services.</p> <p>The previous Bank is obliged to submit to the User and to the New Bank, free of charge:</p> <ul style="list-style-type: none"> - A list of existing standing orders and available information on consents for direct debits, which the User required to transfer onto new payment account;

	<ul style="list-style-type: none">- Available information on multiple incoming credit transfers and direct debits for which consent has been given to the recipient of the payment or provider of payment services of the payment recipient, and which have been performed on the payment account of the User in the past 13 (thirteen) months. <p>For payment account transfer services, in addition to services set forth in the previous paragraph, the providers of payment services may also charge the User who is not a consumer the fee which must be reasonable and aligned to real expenses, and may not exceed the average fees charged to other users of payment services.</p>
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In Belgrade
25.09.2019

Bank: OTP banka Srbija AD Beograd