

Terms and conditions for using the iPortal platform

I General provisions

These Terms and Conditions for Using the iPortal Platform (hereinafter: Terms), which are an integral part of the Request for Registration on the iPortal platform (hereinafter: iPortal), regulate the rights and obligations between the user of the iPortal and Raiffeisen banka a.d. Beograd (hereinafter: the Bank) based on iPortal usage.

The iPortal is a digital communication channel with registered users authorized by the Client, enabling them a comprehensive online overview, usage and managing of products the Client is using in the Bank, which improves communication with the Bank making it easier.

The iPortal enables the Client to download, submit and exchange documents, including an overview of documents submitted to the Bank, as well as submitting requests related to the Client's product usage, overview and transactions as per payment cards, purchase and selling of foreign currency, downloading confirmations, reports, forms and instructions of the Bank, as well as other services and information regarding products in usage, as described in these Terms and on the iPortal.

Wording used in these Terms:

Product – financial product or service of the Bank used by the Client, such as: accounts, credit products, payment cards, investment funds, digital services, etc.

Contract – legal document based on which the business relationship is established and which regulates the rights and obligations between the Client and the Bank pertaining to using the Bank's products.

Client – legal entity or entrepreneur that concluded a contract with the Bank, for one or more products (contract on account opening and maintenance, frame facility agreement, credit contract, contract on issuing and using payment cards, etc.).

Administrator – person authorized by the Client who has the right of access and usage of the iPortal platform, the right to create new users independently, to manage, change and administer the access rights of users, as well as to undertake other actions necessary for working on the iPortal.

User – person to whom the Administrator assigned the right of access and usage by activating a user account on the iPortal.

These Terms relate to all products in usage as per the Contract concluded between the Client and the Bank, including contracts concluded before and after the activation of the user account on the iPortal. By accepting these rules, the Client confirms to be aware of the fact that the Administrator can view all existing contracts of the Client, as well as all future contracts the Client shall conclude with the Bank for the entire time of using services on the iPortal.



The contract concluded between the Client and the Bank is applied to the products the data of which are available on the iPortal, as well as the General Terms of the Bank for the particular product published on the internet page of the Bank: <https://www.raiffeisenbank.rs/sr/common/opsti-uslovi-poslovanja.html> – legal entities and entrepreneurs.

II Accessing the iPortal

The Client's legal representative submits to the Bank a filled in Request for Access to the iPortal, stating the e-mail address of the person who is then registered in the Bank's system as the Administrator of the iPortal. The Bank sends an e-mail informing the Administrator that access has been enabled to the iPortal, to the e-mail address provided in the Request for Access. The Administrator registers using two-factor authentication^{1*}, which, apart from the user account and password, also requires an authorization code that the Administrator/User receives via e-mail.

The Administrator is enabled to perform independent administration of user accounts: adding, editing and canceling user accounts, managing user accounts. Each page of the iPortal has independent usage privileges, where the Administrator has the right of viewing, access and usage without limit for all contracts concluded between the Client and the Bank, as well as the right to independently assign to other users authorization categories according to the description, the choice of options offered on the iPortal on individual product level, product group level or for all of the Client's products.

It is the Client's legal representative who exclusively gives, changes or cancels access authorizations for the Administrator in writing, by submitting an appropriate written request for access to the iPortal. In case the request for changes or alterations was submitted as a scanned document via e-mail, the risk of possible abuse due to the changes made, as well as any material consequences, are borne by the Client. The Client is under the obligation to inform the Bank in time of any changes in data stated in the Request for Access to the iPortal, as well as to submit the corresponding documents to the Bank (new Request for Access to the iPortal).

III Terms of service

1. The Client, legal entity or entrepreneur who has an established business cooperation with the Bank, may use the iPortal based on a submitted Request for Access to the iPortal platform, enclosed with these Terms as an appendix;
2. Based on the Request for Access, the Bank creates a user account for the Administrator for access to the iPortal. The Administrator independently administers the access rights of other users, creates new ones, and cancels existing user accounts;
3. The Administrator/User accepts the user account as the exclusive confirmation of his/her identity when using the iPortal, without the right of subsequent denial. Reliable authentication of users is ensured by using an electronic account;
4. The Administrator is under the obligation to take note of the activities of account users that were assigned privileges for accessing the iPortal;
5. The Client/Administrator/User bears the responsibility in case of account misuse, unauthorized iPortal usage, belated informing of the Bank as concerns changes in authorizations or contact data, as well as all other cases foreseen in these Terms;



6. The Client is under the obligation to submit to the Bank all the necessary data and information regarding changes that influence or may have an influence on accurately determining the user's identity, as well as to timely report any changes of the authorized person, i.e. the Administrator, by submitting a new Request for Access;
7. Changing the contracted documents and/or part of the contracted documents relating to all products and services the Client has with the Bank, where it is required to delete/add authorized persons as per particular products, does not mean they will be automatically added/deleted on the iPortal as individual users, but it is necessary to submit to the Bank a Request for adding/changing the person authorized to access and use the iPortal;
8. The Bank maintains the right to check the data submitted as well as to collect additional information on registered users;
9. The Bank maintains the right to cancel the iPortal service and block the user account in cases when the Client's accounts are inactive, blocked, in case the Client has unsettled debts towards the Bank or in case of business cooperation termination;
10. The Administrator/User is under the obligation to log out from the iPortal at the end of the work session;
11. The Administrator/User is responsible for the accuracy and completeness of all data entered into the iPortal and bears the risk of entering incorrect data, in which case the User is under the obligation to refund to the Bank any loss or cost resulting from incorrect or incomplete data submitted to the Bank by the Administrator/User. The Client and the Administrator/User are responsible for the accuracy of all data given to the Bank and are under the obligation to report any change in the previously mentioned data. If it is brought to the knowledge of the Bank that the data is incorrect or has been altered, the Bank may prohibit further usage of the iPortal;
12. The Bank does not bear any responsibility in case of damage incurred due to the Client failing to inform the Bank timely as regards canceling, changes or limitations of the Administrators' authorizations on the iPortal;
13. Data changes requested by the Client will be made by the Bank on the date of receiving such a request, and within two workdays upon receiving such a request at the latest;
14. The Bank maintains the right to:
 - Decide as regards a possible termination of access and usage of the iPortal by the Administrator/User if the individual does not comply to the Terms and Conditions of Usage, the safety recommendations or instructions published on the iPortal, or if the Administrator/User allows unauthorized usage of the iPortal to any third party;
 - To cancel immediately the right of access and usage to the Administrator/User of the iPortal if this is necessary in order to prevent and protect against fraud, hacking or other illegal actions or for some other protection of the iPortal;
 - To update the iPortal by adding new functionalities and/or changing existing functionalities;



IV iPortal functionalities

1. Overview of balance and/or turnover as per products

- Dinar and foreign currency accounts: account balance, overdraft amount, instructions for incoming payments from abroad
- Credits: status as per all active credit contracts/frame lines and instruments issued (guarantees, L/Cs, letters of intent)
- Payment cards: overview of all company cards in usage (debit and credit), overview of payment card account balance and transactions, data on additional cards and end users defined by the company, consumption as per additional cards
- Investment funds: list of funds, list of transactions, overview of investment unit's movements

2. Overview of concluded contracts and documents relating to the contract

- Overview of all contracts concluded and the accompanying annexes
- Overview of the Client's List of Deposited Signatures
- Overview of status and ownership documents

3. Electronic submitting of requests relating to products

- Request for product usage: request for credit usage, request for issuing all types of guarantees (advance payment guarantee, customs guarantee, guarantee for the good execution of work, payment guarantee, guarantee deposit release, guarantee for removing defects in the guarantee period, transit guarantee – international, transit guarantee – domestic, guarantee for taking part in a tender), letters of intent (for advance guarantee, for the good execution of work, for securing payments, guarantee deposit release, for removing defects in the guarantee period) and letters of credit;
- Request for annexing guarantees;
- Early repayment request;
- Request for new credit products and/or changing the existing credit product;
- Request for selling/purchasing foreign currency and transaction closing, overview of exchange transactions effected as per all channels and exchange rate list (Exchange Office);
- Requests relating to payment cards: request for issuing a basic and additional debit card, limit modification, cancelation, replacement request, blocking;
- Request for additional account opening;
- Request for issuing confirmations: account balance confirmation, account turnover confirmation, effected payment order confirmation, active accounts confirmation, terminated accounts confirmation, confirmation on founding capital payment, confirmation on origin of funds, analytic statements, open item statement (IOS)/ balance confirmation);
- Request for credit calculations: repayment plan request, request for fee and credit administration calculation/credit as per frame line, interest rate calculation request;
- Other requests submitted by entering the necessary data in the application form in the manner described on the iPortal with the required documents uploaded electronically;

4. Electronic notifications regarding products used by the Client:



- Credit notifications (notifications on the principal becoming due, as well as interest rate with interest rate listing, notification on commissions due as per frame line, delay notification, etc.);
- Guarantee notifications (guarantee expiry, notification on issuing, activating, annexing of a guarantee, commission, protest, etc.);
- Notification on all requests submitted through the iPortal;

5. Additional functionalities

- Electronic uploading of documents: documents on determining the actual owner of the Client, and/or status documents (excerpt/registration of the legal entity, authorized signatures form, etc.), documents on authorized persons of the Client and other documents;
- Forms: overview and download of the Bank's forms;
- General terms: Overview of the Bank's general terms and conditions;
- Instructions: Overview and downloading instructions for using iPortal;

6. Change of e-mail for receiving notifications relating to products used by the Client

- Change of e-mails registered in the Bank's system for notifications relating to products used by the Client: account statement, notifications on orders refused by the Tax Administration, effected foreign currency orders (SWIFT), credit calculations, commissions and delay notifications, guarantee calculations, notification on foreign currency purchase and refused MT 101 orders;

V Obligations and responsibilities of the client and iportal user

1. When using the iPortal, the Administrator/User undertakes the obligation to comply to the Terms, as well as to comply to the written instructions for users as well as instructions that are an integral part of iPortal;
2. The Client bears the responsibility related to assigning an Administrator and the further management of user accounts by the Administrator for the entire time of iPortal usage, and is under the obligation to inform the Bank timely as regards any change in authorizations granted to the Administrator;
3. The Client bears the responsibility for all activities undertaken on the iPortal by the assigned Administrator/User. Changing the legal representative of the Client during iPortal usage does not imply the automatic substitution of the Administrator, but it is necessary that the Client should submit to the Bank a request for changing the person authorized to access and use the iPortal;
4. The Administrator/User is under the obligation to ensure the safety of all their access data (username, password, authorization codes) and is not allowed to share them with third parties;
5. The Client shall bear all damages that may arise due to unauthorized or inappropriate usage of the iPortal;
6. The Client/Administrator/User is responsible in case of account misuse/abuse;
7. The Client/Administrator/User is responsible for informing the Bank as regards all changes relating to contact data, including e-mail changes. The Client is responsible in case of damages that may arise due to the Client failing to inform the Bank in time as regards termination, changes and limitations regarding authorizations of Administrators on the iPortal;
8. The Client is under the obligation to provide funds on the dinar account for collection of the fee for issuing an online confirmation and using other services of the Bank on the iPortal and authorizes the Bank to directly debit the Client's account with the Bank for expenses relating to the usage of services on the iPortal, all in accordance with the current tariff of the Bank;



9. The Administrator is under the obligation to react timely to all notifications and requests received via the iPortal, in order to avoid possible consequences of belated actions;
10. The Client/Administrator/User is under the obligation to comply to all security recommendations and instructions that the Bank publishes on the iPortal;

VI Obligations and responsibilities of the bank

1. The Bank will execute requests submitted through the iPortal that are in accordance with the legal regulations in force and in accordance with the contracts concluded with the Client;
2. The Bank will process and gather documents related to status and other documents submitted through the iPortal in the form and manner fully in accordance with the legal regulations in force;
3. The Bank is under the obligation to register/log all the activities of the User. The Bank keeps the electronic registry/log in accordance with the legal regulations in force;
4. By accepting these Terms, the Client agrees that the Bank maintains the right of changing the content or part of the content of the iPortal. The Bank will inform the users timely as regards changes of content or part of the content of the iPortal and shall send instructions accordingly by publishing them on the iPortal. The Client is not entitled to refund of damages in case of changes in the iPortal content;
5. The Bank undertakes the obligation to provide written instructions for using services on the iPortal, and these can be found on the login page;
6. The Bank is not responsible for disruptions and disconnections in telecommunication networks, nor for the iPortal being unavailable due to such interruptions. The Bank maintains the right to perform regular maintenance of the iPortal out of working hours. The iPortal will not be available to users at the time of regular maintenance;

VII Closing provisions

1. The Client approves that the Bank shall maintain the right of changing these Terms and that it will inform the Client accordingly, 15 days prior to starting to apply the changed Terms, by sending an e-mail to the person registered in the Bank as the Administrator and to the Client's e-mail registered with the Business Registers Agency. In case the Client does not agree with the proposed changes of the Terms, the Client may change or cancel further usage of the iPortal by sending a new Request for Access to use the iPortal to the Bank where the authorization rights of the Administrator are changed or a new Administrator is assigned, or the Client can cancel further usage of the iPortal by sending a statement of cancelation in writing to the Bank's e-mail: infoportal@raiffeisenbank.rs until the starting date of applying the changed Terms at the latest. If the Client does not submit a statement to the Bank within that period that he/she disagrees with the changes, it will be considered that the Client has accepted the changes;
2. The Bank and the Client both agree that they will settle all possible disputes regarding the usage of iPortal services in an amicable manner. In case this is not possible, they will address the court in charge;
3. These Terms shall come into effect starting from 11.04.2025.