

VOJVOĐANSKA BANKA A.D. NOVI SAD
UPRAVNI ODBOR
Del.br. 1.0. – 7331/9d
Novi Sad, 03.09. 2010. godine

Na osnovu člana 10. stav 3. tačka 4. Statuta Vojvođanske banke a.d Novi Sad od 25.09.2008.godine, Upravni odbor Vojvođanske banke a.d. Novi Sad, na 7. sednici održanoj dana 03.09.2010. godine, doneo je

VOJVODJANSKA BANKA A.D. NOVI SAD
BOARD OF DIRECTORS
Number: 1.0. – 7331/9d
Novi Sad, 03.09.2010

Pursuant to article 10, paragraph 3, point 4 of the Articles of Association of Vojvodjanska banka a.d. Novi Sad dated 25th September 2009, the Board of Directors of Vojvodjanska banka a.d. Novi Sad at its 7th meeting held on 03th September 2010 reached the following

**KORISNIČKO UPUTSTVO ZA PRIJEM NALOGA
ELEKTRONSKOM POŠTOM
VOJVOĐANSKE BANKE AD NOVI SAD
FUNKCIJA BROKERSKI POSLOVI I FINANSIJSKO SAVETOVANJE**

1. Korisničko uputstvo za prijem naloga elektronskom poštom Funkcije brokerski poslovi i finansijsko savetovanje Vojvođanske banke AD Novi Sad, (u daljem tekstu: Ovlašćena banka) je dokument koji utvrđuje redosled procedura i ima za cilj da uputi i osposobi Klijenta za ispostavljanje naloga putem elektronske pošte za kupovinu i prodaju hartija od vrednosti i drugih finansijskih instrumenata i sastavni je deo Pravila poslovanja Ovlašćene banke a uručuje se prilikom zaključenja Aneksa Ugovora o obavljanju brokerskih poslova (u daljem tekstu: Aneks).
2. Klijent zaključuje Aneks u prostorijama Ovlašćene banke.
3. Prilikom zaključenja Aneksa, Klijentu u pismenoj formi dostavlja adresu elektronske pošte sa koje će ispostavljati naloge. U slučaju da klijent želi da promeni adresu sa koje ispostavlja naloge, može to učiniti obaveštenjem u pisanoj formi ili slanjem elektronske pošte sa stare adrese u kojoj se navodi nova adresa elektronske pošte sa koje klijent želi da ispostavlja naloge.
4. E mail adresa za ispostavljanje naloga elektronskim putem je sledeća: nalog@voban.groupnbg.com
5. Pre ispostavljanja naloga Klijent je dužan da proveri na internet adresi: www.voban.co.rs adresu za ispostavljanje naloga elektronskim putem u slučaju da iz tehničkih razloga, dođe do promene iste navedene u Aneksu.

**INSTRUCTIONS FOR RECEIVING OF ORDERS BY E-MAIL
OF
VOJVODJANSKA BANKA AD NOVI SAD,
BROKERAGE & FINANCIAL ADVISORY DIVISION**

1. The Instructions for receiving of orders by e-mail of the Brokerage & Financial Advisory Division of Vojvodjanska bank AD Novi Sad, (hereinafter: Authorized bank) is a document that establishes the order of procedures and aims to direct and enable the Client to issue orders via e-mail for buying and selling securities and other financial instruments, and it makes the integral part of the Operating rules of the Authorized bank and it will be delivered to the Client after the conclusion of Annex to the Agreement on Broker Services (hereinafter: Annex).
2. The Client signs the Annex in the premises of the Authorized Bank.
3. During the conclusion of the Annex, the Client delivers in written e-mail address from which the Client will issue of orders. If Client wants to change the address from which turns out orders, it can make a notification in writing or by sending an e-mail from the old address that says a new email address from which the client would like to issue orders.
4. The E-mail address for issuing orders electronically is the following: nalog@voban.groupnbg.com
5. When issuing an order, the Client must check on the internet site: www.voban.co.rs the E-mail address for issuing orders electronically in case the address stated in the Annex is changed due to technical reasons.

6. Prijem naloga elektronskom poštom se vrši u vreme rada sa Klijentima svakog radnog dana od 08.00 do 16.00 časova.
6. Receiving of orders given via phone is done during hours defined for work with Clients, working days from 08.00 - 16.00h.
7. Klijent elektronskom poštom dostavlja Brokeru podatke o transakciji sledećim redosledom:
7. The Client gives by E-mail to the Broker information about the transaction in the following order:
- 7.1 vrsta naloga: kupovina/prodaja/opoziv
- 7.1 type of order: purchase/sale/revocation
- 7.2 simbol, naziv kompanije, ISIN hartije od vrednosti (na osnovu čega broker nedvosmisleno može utvrditi CFI kod i ISIN broj hartije od vrednosti kao i na kojoj se berzi tom hartijom trguje).
- 7.2 symbol, company name, ISIN of securities (based on which a broker can unambiguously determine the CFI code and ISIN of securities and stock exchange on which the securities are traded).
- 7.3 U slučaju da klijent nema otvoren namenski račun i/ili račun hartija od vrednosti hartija u Vojvodanskoj banci navodi naziv banke kod koje je otvoren novčani namenski račun i/ili račun hartija od vrednosti
- 7.3 If the client has not have opened a special purpose account and / or securities account in Vojvodjanska Bank, specifies the name of the bank at which the special purpose account and/or the securities account has been opened
- 7.4 količina hartija od vrednosti
- 7.4 amount of securities
- 7.5 cena hartije od vrednosti (tržišni ili limit nalog sa navođenjem cene)
- 7.5 price of the securities (market, or limit order with stated price)
- 7.6 vremensko ograničenje naloga (dnevni, do opoziva, do dana). U slučaju da klijent ne neznači vremensko ograničenje naloga, takav nalog se smatra dnevnim nalogom.
- 7.6. order validity period (one day, until revocation, until date). If Client does not specify order validity period, that order will be treated as a daily order.
8. Broker **odbija prijem naloga** kada utvrdi da na novčanom računu Klijenta nema dovoljno sredstava za izmirenje njegovih obaveza koje bi nastale po osnovu izvršenja naloga za kupovinu hartija od vrednosti ili kada utvrdi da na računu hartija od vrednosti Klijenta nema dovoljno hartija od vrednosti koje su predmet naloga o čemu će obavestiti Klijenta slanjem obaveštenja na adresu elektronske pošte klijenta, u skladu sa članom 165. Zakona o tržištu („Službeni glasnik RS“ br. 47/2006), hartija od vrednosti i drugih finansijskih instrumenata¹.
8. Broker will **refuse an order** during or after the telephone conversation if he establishes that the funds in client's cash account are not sufficient to settle his liabilities that would arise upon the execution of the securities purchase order, or if he concludes that there are not enough securities that are the subject of the order in the client's securities account on which he will inform the Client by sending him a notification letter by e-mail, pursuant to Article 165 of the Law on market of securities and other financial instruments (“RS Official Gazette” no. no. 47/2006).
9. Broker **odbija izvršenje naloga** pre ispostavljanja naloga u informacioni sistem organizatora tržišta, kada utvrdi da bi izvršenjem takvog naloga bile prekršene odredbe važećih propisa kao i kad je rok za predaju naloga radi njegovog izvršenja istekao o čemu će sačiniti potvrdu o prijemu naloga koja sadrži razloge za odbijanje, u skladu sa članom 48.
9. Broker will **refuse an order** after the telephone conversation, and before delivering the order into the information system of the market organizer if he establishes that the execution of such an order would violate the provisions of the present laws and regulations and when the deadline for the submission of that order for its execution has already elapsed, on which he will

Pravilnika o uslovima za obavljanje delatnosti brokersko-dilerskog društva („Sl.glasnik RS“ br. 100/2006, 110/2006, 116/2006 i 71/2008) najkasnije narednog radnog dana od dana davanja naloga putem elektronske pošte i dostaviti je klijentu na adresu elektronske pošte sa koje je nalog ispostavljen.

10. Prilikom davanja naloga elektronskim putem, Klijent može Brokeru dati isključivo podatke iz tačke 7, ovog Korisničkog uputstva, a koji se odnose na davanje naloga. Sadržaj elektronske pošte izvan datog uputstva nije dozvoljen i može predstavljati razlog za neprimanje naloga putem elektronske pošte.

11. Obaveštenje o realizaciji naloga ispostavljenog elektronskim putem vrši se na način na koji je nalog dat, dostavljanjem obaveštenja na adresu elektronske pošte sa koje je ispostavljen nalog.

12. Za sve ostale odredbe, sem navedenog u ovom Korisničkom uputstvu, primenjuju se važeća Pravila poslovanja Ovlašćene banke.

13. Ovo Korisničko Uputstvo stupa na snagu danom donošenja, a primenjuje se po odobrenju Komisije za hartije od vrednosti.

prepare a confirmation on receiving the order that will include the reasons for refusal, pursuant to article 48 of the Rules on conditions for performing operations of the Broker-Dealer Company (“RS Official Gazette” no 100/2006, 110/2006, 116/2006 i 71/2008), no later than on the day following the date of the issuance of order by e-mail and send it to the Client's e-mail address from which the order was issued.

10. When issuing an order by e-mail, the Client can give to the Broker exclusively the information from point 7 these Instructions, and which refer to the issuance of the order. E-mail content, not predicted by the given instructions is not allowed and it may represent a reason for refusal of the telephone order issuance.

11. The Bank must provide to the client the notice on the execution of the order in the same manner in which the order was issued, sending the notice to e-mail address from which the order has been issued.

12. For all other provisions, but referred to in this user manual, apply the Operating rules of Authorized bank.

13. This User Manual shall take effect from the date of its adoption and shall apply after the approval of the Securities Commission.

¹ Član 165. Zakona o tržištu hartija od vrednosti i drugih finansijskih instrumenata glasi: “Brokersko-dilersko društvo je dužno da odbije:

1) prijem naloga za kupovinu kada utvrdi da na novčanom računu Klijenta nema dovoljno sredstava za izmirenje njegovih obaveza koje bi nastale po osnovu izvršenja naloga za kupovinu hartija od vrednosti;

2) prijem naloga za prodaju kada utvrdi da na računu hartija od vrednosti nema dovoljno hartija od vrednosti koje su predmet naloga;

- 3) prijem naloga za kupovinu, odnosno prodaju hartija od vrednosti kad utvrdi da bi izvršenjem takvog naloga bile prekršene odredbe ovog zakona o zabrani manipulacije i zabrani širenja neistinitih informacija, odnosno učinjeno drugo delo kažnjivo po zakonu kao krivično delo, privredni prestup ili prekršaj;
- 4) prijem naloga za kupovinu, odnosno prodaju hartija od vrednosti kad je rok za predaju tog naloga radi njegovog izvršenja istekao.”

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Article 165 of the Law on market of securities and other financial instruments states: “A broker-dealer company shall be obliged to refuse:

- 1) to receive order for purchase when it concludes that the funds in client's cash account are not sufficient to settle his liabilities that would arise upon the execution of the securities purchase order;
- 2) to receive an order for sale when it concludes that there are not enough securities that are the subject of the order in the client's securities account;
- 3) to receive an order for purchase and/or sale of securities when it concludes that the execution of such an order would violate the provisions of the present law on prohibition of manipulation, and prohibition of spreading false information, and/or would result in committing another act sanctioned by law as a criminal offence, commercial violation or infraction;
- 4) to receive order for purchase and/or sale of securities when the deadline for the submission of that order for its execution has already elapsed.”

Predsednik Upravnog odbora
PRESIDENT OF THE BOARD OF DIRECTORS
Agis Leopoulos

Zastupan po specijalnom punomocniku

Represented by a specially authorised representative
Darko M. Spasic, attorney from Belgrade