

Term plan sets the deadlines, manner and other circumstances of the execution of Payment transactions by legal entities, entrepreneurs and retail clients, residents and non-residents (henceforth: the Client) in V OJVOANSKA BANKA A.D. Novi Sad (hence forth the Bank).

Some of the terms used in the Term plan have the following meaning:

Time of receipt of the payment order	The moment the Bank received the payment order or the day agreed between the Bank and the Client for the commencement of the execution
Date of execution	Date on which the Bank executes the transaction
Value date	Date of crediting or debiting
Business day	<ul style="list-style-type: none"> • every day except Sunday and the holidays determined by the Law to be non-working days in the working schedule of the branches and the Head office, except for the instant orders** which are executed via the direct channels* • every day for the instant orders which are executed in direct channels*
Working hours of the branches	Has been published on the website www.voban.rs and displayed in the branch premises designated for client operations
Working hours of the Head office	In line with the Executive Board's Decision on working time schedule
Business day	is a working day or part of a working day in which the Bank operates in order to facilitate the execution of a payment transaction

- Cash withdrawal announcement - the Bank has the right to determine the amount over which the Client is obligated to submit a cash withdrawal notice to the Bank. If the Client has submitted a cash withdrawal order that is over the amount determined by the Bank, the withdrawal order will be considered submitted for execution on the following business day.
- The Client may submit a payment order to the Bank not earlier than 30 calendar days before the execution date. Orders with future execution date the Bank will realise on the execution date. The Bank will not be responsible for the future payment orders in case of change of the persons authorized to dispose of funds in the account.
- Payment orders issued on the basis of bills of exchange are executed in accordance with the regulations governing bills of exchange and enforced collection and the NBS time schedule for enforced collection. Payment orders issued on the basis of bills of exchange and approval in direct debit to the Client Recipient of payment may submit to the Bank not earlier than 15 days before the execution date.
- The Bank may execute a payment order even after the time specified at the end of a Business Day if there are technical conditions for such execution.
The business day of the Bank for the execution of domestic payment transactions externally cannot be longer than the business day of the National Bank of Serbia.
- The Bank guarantees execution of payment within the specified deadlines only for the correct payment orders.
- A correct payment order is an order that has secured coverage in the payer's account opened with the Bank in the currency of payment for the order and the fee, and meets other conditions stipulated under the Bank's GTC for payment services.
- Payment order for credit transfer for which no coverage is available at the execution date will be executed at the moment of providing coverage for its execution (except in case of order for execution of instant credit transfers), and no later than on the expiry of the second business day from the day of receiving the order.
- The bank will reject to execute an incorrect order. If the execution of the payment order has been rejected, the order is considered not having been received.

- Cancellation of an order: The client can cancel a payment order by withdrawing his consent to execute a payment transaction or a series of payment transaction no later than the on the day of execution and by the time the Bank has sent the execution order.
- The Bank reserves the right to deviate from the mentioned deadlines in extraordinary situations. An extraordinary situation is any reason incurred by force majeure or other unforeseen circumstances under which the Bank is not technically able to execute the submitted correct order. In case of delaying in executing the correct orders due to occurrence of an extraordinary situation the liability of the Bank for the damage incurred is excluded.
- * Direct channels - means of electronic communication between the Bank and the Client which enable the Clients to use certain services of the Bank without the Client being physically present in the Bank (remote) and include Electronic banking service, SMS service and other future similar services.
- ** Instant orders are orders up to RSD 300,000.00 that are executed in the Instant Payments System of the National Bank of Serbia (IPS NBS).
The term plan for the instant orders is applied after the service has been provided by the Bank.

I. Domestic payment transactions in dinars

Table 1. Non-cash transfers of monetary assets in dinars in the Republic of Serbia - in paper form (in hard copy)

Day	Method of execution	Time of order receipt	Date of execution
Monday - Friday	Internally	from the start to 2 hours before the end of working hours of the branch the	Same business day
		Last 2 working hours of the branch	No later than the following business day
	Externally Clearing / RTGS	From start to 2 hours before the end of business hours of the branch	The same business day
		The last working hour of the branch business hours and no later than 5:30 pm	No later than the following business day
		After 5:30 pm	The following business day
Saturday	Internally	From the start to 2 hours before the end of working hours of the branch	The same business day
		Last 2 business hours of the branch	No later than the following business day
	Externally Clearing / RTGS	Branch business hours	The following business day
Monday-Saturday	Instant Orders	Branch business hours	The same business day

Table 2. Cashless cash transfer in dinars in the Republic of Serbia - electronic and mobile banking

Day	Method of execution	Time of receipt of the order	Date of execution
Monday - Friday	Internal ¹	Business hours of the Head Office and no later than 6:45 pm	The The same business day
		After 6:45 pm	The following business day
	Eksterno Kliring	Head Office business hours and no later than 5:00 pm	The same business day
		After 5:00 pm	The following business day
	External RTGS	Opening hours of the Head Office no later than 5:30 pm	The same business day
		After 5:30 pm	The following business day
Saturday	Internal	until 12:00	The same business day
	Internal	12:00 - 24:00	The same business day
Sunday	Internal	0:00 - 24:00	The same business day
Saturday / Sunday	External Clearing / RTGS	0:00 - 24:00	The following business day
Every day	Instant orders	0:00 - 24:00	The same business day

¹For internal transactions between two individual accounts the time of receipt is 0-24 every day and the execution time is the same day.

Table 3. Cash depositing and withdrawal to / from the account by submitting pay-in / pay-out order
Cash pay-in / pay-out orders in dinars received at the branch counter

Day	Form of payment	Time of order receipt	Execution date
Monday - Friday	Cash payments to the Bank account	Business hours of the	The same business day
	Cash payments to account outside the Bank Clearing / RTGS	From the start to 2 hours before the end of branch working hours	The same business day
		Last 2 business hours of the branch No later than 5:30 pm	The next working one at the latest day
		After 5:30 pm	Following business day
Cash payments	Branch opening hours	The same business day	
Saturday	Cash payments to the Bank account	Working hours of the branch	The same business day
	Cash payments to an account outside the Bank	From start to 2 hours before the end of branch working hours	The following business day
	Cash payments	Branch business hours	The same business day
Monday-Saturday	Saturday Cash payments - Instant orders	Branch business hours	The same business day

- ATMs - Available 24 hours year round
- POS terminals for cash withdrawal at Bank branches - Available during branch business hours

Table 4. Collection in respect of RSD cheques

Type	Time of order receipt	Execution date
Cheques issued by the Bank	From start to 2 hours before the end of business hours of the branch	The same business day
	Last 2 hours of branch working hours	No later than the following business day
Cheques issued by other banks	Monday-Friday – until 11am	The same business day
	Monday-Friday - after 11am and Saturdays	The following business day

II. International payment transactions and domestic payment transactions in foreign currencies (FX)

A. Payments

Table 5. FX payment transactions - non-cash transfer of funds in EUR and USD, as well as non-cash transfer of funds in RSD

Type of order	Time of order receipt	Execution Date	Value date ²
Payment order issued at the counter	Until 12:00	The same day	Same day (T + 0) + 1 business day (T + 1) + 2 business days (T + 2)
	From 12:00 until the end of the branch business hours	The following business day	Same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)
Payment order issued by using the electronic banking service (only for legal entities and entrepreneurs)	until 1:00 pm	The same day	Same day (T + 0) + 1 business day (T + 1) + 2 business days (T + 2)
	from 13: 00h to 24: 00h	The following business day	Same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)
	Saturday, Sunday and holidays	The following business day	Same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)

Table 6. Foreign currency payments – non-cash transfer of funds in other foreign currencies, except EUR and USD

Type of order	Time of order receipt	Execution Date	Value date ¹
Payment order issued at the counter	Until 12:00	No later than the next business day	same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)
	From 12:00 until the end of the branch business hours	The following business day	Same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)
Payment order issued by using the electronic banking service (only for legal entities and entrepreneurs)	until 1:00 pm	The same day	same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)
	from 13: 00h to 24: 00h	The following business day	same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)
	Saturday, Sunday and holidays	The following business day	same as execution date (T + 0) + 1 business day from date of execution (T + 1) + 2 business days from date of execution (T + 2)

¹ If the value date is a non-working day of correspondent banks abroad, value date is the first business day.

Table 7. Foreign currency payment transactions – non-cash transfer of funds to an account with the same payment service provider (internal transfer)

Type of order	Time of order receipt	Execution Date	Value date
Payment order issued at the counter	Until 3:00 pm	The same day	The same day
	From 3:00 pm Until the end of business hours branches	No later than the next business day	The same as the execution date
Payment order issued using the service electronic banking (only for legal entities and entrepreneurs)	By 3:00 pm	The same day	The same day
	From 15: 00h to 24: 00h no later than the following business day	No later than the following business day	The same as execution date
	Saturday, Sunday and holidays	The following business day	The same as the execution date

B. Receiving cash

- If the Bank account has been credited with a payment transaction and the Bank has received all the information necessary to credit the account of the payee by 2:30 pm, the Bank will credit the funds to the payee's account on the same day, with the value date of when the funds were credited in the Bank account.
- If the Bank account has been credited with a payment transaction and the Bank has received all the information necessary to credit the account of the payee after 2:30 pm, the Bank will credit the funds to the payee's account on the following business day, with the value date of when the funds were credited in the Bank account.
- If the payee allocates the inflow to the end recipient at another domestic bank, the execution dates are the same as in tables 5 and 6, depending on the currency.

C. Other foreign currency operations of residents and non-residents

Job type	Time of order receipt	Execution date
Purchase of foreign currency (order in hard copy and e-bank order)	By 3:30 pm	On the same day
Purchase of foreign currency (order in hard copy and e-bank order)	By 3:30 pm	On the same day
Foreign currency conversion on FX account	By 3:30 pm	On the same day

D. Cash Transactions

Job type	Time of order receipt	Execution date
FX cash deposits	By 3:30 pm	The same day
	From 3:30 pm until the end of branch business hours	No later than the following business day
FX cash withdrawals	By 3:30 pm	The same day
	From 3:30 pm until the end of branch business hours	No later than the following business day

In international payment transactions involving multiple payment service providers, the Bank guarantees value date of payment only to the first payment service provider. The actual period for crediting a payee's account depends on how the funds are directed to the payee's bank, term plans of correspondent banks and the recipient bank.

The Bank reserves the right to, within its capacities, execute orders received after the deadlines defined under the Term plan.

Execution of international payment transactions and domestic payment transactions in FX within the specified deadlines presupposes legal validity of the received order, documentation on the basis of which the transaction is executed (if it is prescribed, that is, if the client does not have an agreement on execution of the payment order abroad without submitting having to submit the documentation), as well as provided coverage for the execution of the transaction.

For all payment orders of up to EUR 50,000.00 towards a user / foreign bank in the European Union:

- ✓ The Bank forwards a copy of the MT103 swift message containing the order execution date and value date;
- ✓ The Bank's account abroad will be debited no later than within two days from the day of execution of the payment order;
- ✓ The funds will be transferred to the end-user bank no later than within two days from the day of execution of the order;
- ✓ The end-user bank approves the user's account no later than two days after receiving the funds from the Bank, in accordance with its internal procedure;
- ✓ The bank charges a commission for executing a payment order abroad, and a fee for the cost of executing a payment order abroad with OUR cost option in accordance with the valid Tariff. The invoice for the rendered services is forwarded to the Client; ,
- ✓ If there are not enough funds in the Client's FX account in EUR, but it is necessary to convert the funds, the Bank will inform the Client specifically about the conversion and the applied rates;
- ✓ In case of any claims arising from foreign payment transactions, the Bank will take all reasonable measures in order to Solve them and provide the client with the necessary information, in accordance with the GTC for the execution of payment transactions to legal entities, entrepreneurs and retail clients.