

GENERAL TERMS FOR USING THE WEB BANKING AND/OR MOBILE BANKING SERVICE/S

I. SUBJECT OF THE SERVICES

1. These terms apply for Silk Road Bank AD Skopje (hereinafter "the Bank") and the Client – a legal or physical entity depending on who applies for using the Web Banking Service and/or Mobile Banking.

2. The Web Banking Service and/or Mobile Banking may be used in the following two ways, depending on the Client's needs:

2.1. Passive Web Banking and/or Mobile Banking – the Client has access to the following information:

- a. viewing the balances of the account
- b. monitoring of the account's activity
- c. information on the Bank's FX rates
- d. change of the password for accessing the system
- e. reading information

2.2. Active Web Banking and/or Mobile Banking – the Client has the same characteristics as the Passive Web Banking and/or Mobile Banking Client, but also has access to electronically initiate and authorize any of the following transactions:

- a. external payments in MKD
- b. internal payments in MKD
- c. creation of beneficiary templates
- d. pending authorization
- e. activation and synchronization of token

3. In order for the Client to use the Web Banking and/or Mobile Banking Service/s they must possess at least one transactional account.

4. The minimal technical requirements for using the Web Banking Service is having access to the Internet and using the web browser MS Internet Explorer 6 or a later version. The minimal technical requirements for using the Mobile Banking Service is having access to the Internet from Smartphone and download the application Alpha Bank Skopje Mobile from Google Play Store (for Android) or APP Store (for iOS).

5. The Bank has the right to place limitations on the performing of the Web Banking and/or Mobile Banking Service operations due to the requirements stipulated by Law, and/or due to maintenance of the necessary security information in its system.

II. ACTIVITY AND ACCESS

6. For using the Service/s:

6.1. The Client submits the previously filled in application for using the Web Banking and/or Mobile Banking Service/s to some of the Branches of the Bank. In the application the Client provides the accounts which shall be available through the Web Banking and/or

Mobile Banking Service/s, as well as their own rights for performing transactions in cases when the Active Service/s is chosen.

6.2. The Client shall sign a contract for using the Web Banking and/or Mobile Banking Service.

7. The contractual relations between the Bank and the Client shall be regulated by the contract for the Web Banking and/or Mobile Banking Service/s and the General Terms, the Tariff of the Bank, as well as the Web Banking and Mobile Banking Manual all of which are available on the Bank's official web-site

www.silkroadbank.com.mk.

8. The Client may start using the Web Banking and/or Mobile Banking Service/s as of the date of signing the contract, point 6.2, with which they are provided with a username and password in a sealed envelope after the signing of the contract and the application.

9. The Bank shall register the Client who uses the Web Banking and/or Mobile Banking Service into the system in accordance with the internal regulations and procedures. The Bank provides the Client with a token, username, and a password all of which are sealed in an envelope.

10. If the Client applies for using the Active Web Banking and/or Mobile Banking Service/s, which understands initiation and authorization of transactions electronically, they should choose this particular option on the application form for which the Client is charged with a certain fee determined by the valid tariff. The Bank provides the Client with a hardware device – token used for generating single-use passwords when performing any type of active transactions (hereinafter "token device").

11. The Client shall be granted access to the Web Banking and/or Mobile Banking Service/s within 2 (two) working days from the date of submitting the application. Access to the web-site is provided through the official web-site of the Bank www.silkroadbank.com.mk

III. SECURITY

12. The Bank identifies the Client by their username and password.

12.1. The username is unique for each Client and cannot be altered.

12.2. The password represents a secret code which when combined with the username allows the Bank to identify the Client and grant them or their authorized representative access to the system. The Client has the right to alter their password at any time and upon request by the system.

13. If the Client chooses to use the Active Web

Banking and/or Mobile Banking Service/s, before initiating a transaction they must input a single-use password generated by the token device, which is used for identification and greater security when accessing the system. The performed transaction with such verified identification is irreversible

13.1. The single-use password is used as a confirmation for further performing of banking operations by the Bank.

14. The username, password, and the token device are electronic identification of the Client.

15. The Client is obliged to keep safe and exclusively to themselves all the devices and data for electronic identification.

16. The Bank shall not bear any responsibility for the consequences which may occur in case the devices and data for electronic identification of the Client became disposed to unauthorized persons.

17. In case the password or the token device is lost or they fall into the possession of unauthorized/illegal users, the Client has to inform the Bank immediately on the telephone number: +389 2 3289 440 or the next working day they should visit the Bank and fill in an application.

18. The Bank has the right to block the access to the system to those Clients and persons authorized by them whose actions are violating the Bank's provisions or represent a threat to the security of the system

19. The Client (legal entity) shall have the right to authorize third parties to gain access to the Service/s, for which the Client has to fill in applications and choose the option "authorization". The applications have to be provided with information on all the relevant data concerning the persons who shall have access to the Service/s, as well as the regulations for reviewing the accounts and performing transactions with certain limitations. The application has to be verified and signed by an authorized person from the company, as well as from the other authorized persons (authorizers/initiators).

20. The service/s Web Banking and/or Mobile Banking is/are used personally and exclusively by the Client and third parties do not have the right to access the service/s. For Clients with limited working capacity (minors, disabled persons, etc) the service/s is/are used exclusively by the legal representative/guardian of the Client with limited working capacity.

21. The Bank shall be obliged to provide each person (legal entities: authorizer/initiator) with a username and password for accessing the Service/s within 2 (two) working days.

22. In case the Client (legal entity) wishes to alter/ terminate/ add certain access of the

persons (initiator/authorizer) to the Service/s, they need to fill in an application where they have chosen the option alteration of personal data/authorization/deactivating registration.

23. The Client (legal entity) guarantees that the users authorizers/initiators who possess devices and data for electronic identification shall comply with the terms and provisions defined by the Bank.

24. The Client (legal entity) assumes full responsibility for any act or oversight by the user's authorizers/initiators as a result of violation of the terms and provisions defined by the Bank.

25. The Client (physical person) assumes full responsibility for any act or oversight as a result of violation of the terms and provisions defined by the Bank.

26. The Client shall be responsible and obliged for all the activities which shall be taken on their account and on their behalf in the system.

IV. RESPONSIBILITIES

27. The Bank shall not be responsible for the consequences which may result from the illegal and/or incompetent use of the Web Banking and/or Mobile Banking Service/s.

28. The Bank shall not be responsible for actions performed with unauthorized use by third parties who penetrated the system using the devices and information for electronic identification for Web Banking and/or Mobile Banking Service/s.

29. The Bank shall not be responsible for overdue or unsuccessful transactions as a result of incorrect or false data provided by the Client, as a result of technical problems in case of force majeure, or a case of negligence or incorrect performance by the Bank.

30. Any information used by the Client to initiate any transaction whatsoever is considered correct. The Bank shall not be obliged to review this information and/or confirm its validity.

31. The Bank shall not assume responsibility for overdue or unrealized transactions performed by third parties in the following circumstances as well:

31.1. If there are no sufficient funds on the Client's account for the performance of the transaction or there are not enough funds to cover the banking fee.

31.2. If the account is closed or blocked from some reason;

31.3. In case of unavailability of the official website of the Bank due to: technical, telecommunication problems, or severance of the Internet access.

31.4. If the Client is not in compliance with the provisions of the Bank relative to the proper and duly deliverance of an order in accordance with the payment system in the Republic of Macedonia.

V. FEES AND COMMISSIONS

32. For using the Passive Web Banking and/or Mobile Banking Service the Client shall not be charged by the Bank.

33. The Client (physical person) shall pay a single fee to the Bank for initiating the Active Web Banking and/ or Mobile Banking Service/s and the Client (legal entity) shall pay an annual fee for initiating the Active Web Banking Service determined by the Bank's tariff. The fee is charged on the account of the Client which is stated in the application or in person at the counters of the Bank. A fee shall also be charged in case of lost envelop which contains password, forgotten password, damaged or lost token device.

34. In case of lack of funds on the Client's account or a closed account for covering the expenses (point 33), the Bank shall have the right to conduct a payment from other accounts in the Bank in accordance with the provisions stipulated by the Bank

35. For all the transactions carried out through the Active Web Banking and/or Mobile Banking Service/s the Bank charges the Client's account which is designated as the account for conducting operations connected with debts, fees, and commissions determined by the Bank's tariff.

36. In case of insufficient availability of the Client's account for paying the expenses for conducting the transaction, the same shall be cancelled

37. The Bank retains the right to alter the tariff and is obliged to inform the Client of such decision through the Branches of the Bank, the official web-site, etc. The Client shall agree with such alterations.

VI. TERMINATION OF THE USE OF THE SERVICE/S

38. The contractual relations between the Bank and the Client, established with the contract for Web Banking and/or Mobile Banking Service and with the signing of the provisions from the General Terms of the application for using the Service may be terminated unilaterally by any of the contractual parties with a one month written notification. The termination of the contract shall not exempt the contractual parties from the obligations assumed before the termination

39. In case of termination of the contract for Web Banking and/or Mobile Banking the Client is obliged to return the tokens provided for them by the Bank.

40. The Bank shall have the right to terminate the Web Banking and/or Mobile Banking Service/s in the following cases:

40.1. If the Client does not comply with the terms

determined with the General Terms

40.2. Closing of all the Client's accounts in the Bank

40.3. Death of the Client -physical person

40.4. In case of going into receivership, liquidation, transformation or termination by the authorized bodies of either of the parties.

41. The General Terms shall stay into force until the termination of the obligations of both parties.

VII. ADDITIONAL PROVISIONS

42. The Bank shall have the right to alter the General Terms at any time and is obliged to inform the Client through notifications placed in an appropriate location, sent by e-mail, or communicated using any other means that the Bank considers appropriate. If the Client continues to use the Web Banking and/or Mobile Service/s after they were notified of the alterations of the General Terms, it shall be considered that the Client accepts the alterations.

43. By signing the contract for using the Web Banking and/or Mobile Service/s the Client states that they have voluntarily provided their personal data and the data of the users (initiators/authorizers) and makes a statement with which they authorize the Bank to use and process their personal data and the personal data of the users (initiator/authorizer). By this the Client also agrees and confirms that the Bank is allowed to submit the data which is classified as bank secret or the personal data about the Client to internal consultants or employees of the Bank, as well as to other financial institutions in the country and abroad when it comes to such institutions which are under the jurisdiction of the same Group, or are related to the Bank in terms of the valid Laws, and may be used for proposing banking products and services in terms of conducting research over the same within the Bank.