

GENERAL RULES OF JUGOPETROL AD EKO BUSINESS CARD OPERATIONS



Dear user,
Welcome to the business world of Jugopetrol AD !

CARD ISSUE PROCEDURE

Payment cards are issued by Jugopetrol AD, the only and exclusive card owner during the entire time of its use.

The procedure of issuing EKO BUSINESS cards shall be deemed started when an interested legal person submits to Jugopetrol AD the application for being issued EKO BUSINESS cards (hereinafter: Application - Appendix 1, Appendix 2).

The submission of a duly signed and stamped Application shall mean that the interested legal person is familiar with and accepts the General Rules of EKO BUSINESS Card Operations (hereinafter: General Rules).

Where, upon the submission of an Application, Jugopetrol AD accepts the Application by the interested legal person as grounded, it shall enter into an Agreement on Supply through EKO Business Cards. The Agreement shall be concluded between Jugopetrol AD (hereinafter: the Seller) and the interested legal person (hereinafter: the Buyer). This Agreement shall specify details on the use of EKO BUSINESS cards if not covered by the General Rules.

In compliance with the number of cards requested in the Application, the cards shall be issued to the Buyer upon signing the Agreement.

As for their type, a card may be assigned to a card holder or to a vehicle registration number, depending on the option specified in the Application for the issue thereof.

The Parties to the Agreement shall carry out the delivery of the cards and make an appropriate Card Delivery Report to be signed by the authorised representatives of the Parties. (Report - Appendix 3).

The costs of the EKO BUSINESS card issue shall be payable by the Seller.

Aimed at the protection of business operations, and for other justifiable reasons, the Seller may amend the General Rules of the Card Issue. The Buyer shall be timely notified in written on the amendments herein.

Where the Buyer fails to submit the Application for Termination of the Agreement within 15 days from the

date of receiving the notification hereabove, this shall imply that the Buyer has accepted the amendments to the General Rules.

At the Buyer's request, the Seller may change the data on the cards even after their delivery. Where the changes are such that there is no technical possibility to correct the data on the existing card, a new card shall be issued, while the costs of the issuing herein shall be covered pursuant to the business policy of the Seller. The new card shall be delivered to the Buyer after the return of the previous applied-for-replacement card, which shall be subject to the Card Delivery Report (Appendix 3), to be signed by the authorised persons of the Seller and Buyer.

USE OF THE ECO BUSINESS CARD

EKO BUSINESS payment card shall be available for use only in Jugopetrol's retail facilities in the territory of Montenegro, pursuant to a list which constitutes an integral part of the General Rules (Appendix 4: List of Retail Facilities).

At the occasion of using an EKO BUSINESS card, the Seller shall be entitled to check the propriety of the card and the credit limit allowed, pursuant to the Agreement concluded. At any time during the transaction, aiming at protecting the interests of the Buyer, the Seller may request to be presented an ID card or other identity document, in order to check the identity of the card user. The transaction shall be authorised by PIN. Entering PIN is one of the compulsory elements in using and protecting the card. The Buyer shall get a PIN code together with the personalised card (the PIN code consists of the last 4 digits of the EKO BUSINESS card's number). The Buyer shall change the PIN at its first entry (the first transaction). The Buyer shall keep the new PIN code confidential to prevent any possible misuse thereof.

Where the card user, when using the card in the future, enters a wrong PIN three times in a row, the card will get blocked and impossible to use as long as it gets unblocked by the Seller.

UNBLOCKING PROCEDURE

The Card-Unblocking Application (Appendix 6) shall be submitted by the Buyer in written, with the stamp and signature of the responsible person. Upon receiving such an Application, the Seller shall unblock the card in the shortest period possible, not exceeding 24 hours.

EKO BUSINESS cards may be used for paying goods and services as specified by the Buyer in the Application.

For each payment made by an EKO BUSINESS card on the authorised sales locations, the Seller shall issue a fiscal receipt and VAT invoice to the Buyer for the goods sold or services delivered. Two counterparts of the VAT invoice shall be issued, one of which shall be kept by the Buyer for the records thereof, while the other VAT invoice shall be kept by the employee of the retail facility of the Seller.

Any possible invoice irregularities shall be subject to a complaint by the Buyer immediately at the sales locations, at the occasion of purchasing goods.

By using the card and entering the PIN, the Buyer guarantees that all the data on the receipt are correct and that the Buyer shall pay the receipt amount in accordance with the General Rules on EKO BUSINESS Card Operations. Electronic records from the POS terminal and PIN entered shall be evidence of the transaction. No bogus cashless transactions of the card user with the party receiving the card shall be allowed, and such

a conduct shall be sanctioned by taking away the card and by other legal means. No use of the card as a pledge or as any other type of security shall be allowed.

Use of the card may be aggravated or made impossible in electronic reading devices (POS) due to: inadequate way of keeping the card by the Buyer, physical, thermal or magnetic deformation of the card. In all such cases, the Seller may not be held responsible, and the costs of card replacement shall be paid according to the business policy of the Seller.

LIMIT PER CARD

Based on the Buyer's instructions specified in the Application, the cards may be limited to the business week use only or to specific items or group of items sold in the retail facilities of the Seller. The Buyer shall specify in the Application the LEVEL OF SERVICES which the Buyer wants to be enabled for each card.

(Note - Appendix 1, Appendix 2).

USER NOTIFICATION, PAYMENT OF DUE LIABILITIES AND COSTS

Notifying on due liabilities, Jugopetrol AD shall provide, once a month and at the Buyer's request, a statement-specification of transactions made by means of the cards.

The Buyer shall pay due liabilities in line with the Commercial Agreement concluded with the Seller. Where the Buyer is overdue in paying the liabilities, Jugopetrol AD Kotor will first of all block any further use of the cards and receiving goods for the Buyer, and will further act as stipulated by the provisions of the Commercial Agreement.

The Seller shall be entitled to block the Buyer, i.e. to stop the use of the cards and the takeover of goods, if the Buyer has already used the credit limit approved and defined by the Commercial Agreement.

Where the Buyer has been blocked, the Buyer shall promptly notify all the EKO BUSINESS cards' users thereof to stop using them immediately.

COMPLAINTS AND OBJECTIONS

Where there are complaints and objections between the Buyer and Seller with regard to the use of EKO BUSINESS cards, they shall be resolved amicably, where possible. Complaints with regard to monthly statement-specifications shall be submitted to the Seller's Sales Service for Buyers with Vehicle Fleets within 5 days from the receipt thereof. After the deadline herein expires, the bill shall be deemed final and accepted by the Buyer.

CARD DAMAGE, LOSS AND MISUSE

Where a card has been damaged, lost or subject to misuse, the Buyer shall immediately notify Jugopetrol AD Kotor to the following phone numbers: 020/ 401 - 831 i 020 / 401 - 833 (working hours); CUSTOMER SERVICE NUMBER: 067 170 300 (24/7).

The Buyer shall confirm notifications about any loss/theft in written, with the stamp and signature of the responsible person, and submit them to the Seller within 24 hours the latest.

Any possible financial loss incurred by the theft/loss of a card for the period up to the moment of submitting the written notification herein shall be covered by the Buyer.

Jugopetrol AD may not be held accountable for any damage arising from a damaged, lost or stolen EKO BUSINESS card. Where the Buyer finds the card after it has been reported missing, it shall not be used, but the Buyer shall promptly return it to Jugopetrol AD.

The Buyer shall be responsible for the confidentiality, use and change of PIN.

EKO BUSINESS CARD CANCELLATION

EKO BUSINESS cards shall be valid as long as the Commercial Agreement is applicable. The Buyer shall be entitled to ask the Seller to cancel the use of some or all EKO BUSINESS cards even before the expiry of the Agreement, but shall supply an Application to that extent (Card-Blocking Application - Appendix 5) in written, stamped and signed by the responsible person.

Where the Buyer applies for the cancellation of all their EKO BUSINESS cards, the Buyer shall return the cards and pay to Jugopetrol AD all liabilities arising from their use, up to the card return date. Where the Buyer fails to return the cards within 30 days from the cancellation or after the termination/non-extension of the Agreement, Jugopetrol AD will produce an invoice to the Buyer for the issued but unreturned cards, at the price applicable pursuant to the business policy of the Seller.

PROHIBITION OF USE

At the moment when Jugopetrol AD requests for the cards to be returned, the Buyer shall comply therewith.

Where there is a change of the Buyer's information specified in the Commercial Agreement, the Buyer shall notify Jugopetrol AD thereon within 3 days from the change. Otherwise, Jugopetrol AD may prohibit any further use of the cards due to untimely notification on the change herein.

FINAL PROVISIONS

The Customer is aware of and is obliged to comply with the General Business Rules on EKO BUSINESS CARDS issued by Jugopetrol AD, which form an integral part of the Contract and are available on the Seller's website.

The Customer, as the card user, bears all legal responsibility for the unauthorized use of cards issued in his name. The Commercial Court of Montenegro is competent for any disputes.

JUGOPETROL AD

Sales Service for Buyers with Vehicle Fleets

Stanka Dragojevic bb, Podgorica Crna Gora

020/ 401 - 831 / 833

Phone no. for buyers' calls/complaints: 067 170 300 (00 - 24 h)