

2025

Business Integration and Business Intelligence

Bulevar knjaza Danila Petrovića bb
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Montenegro



General Terms and Conditions of Business
of the Digital Payment Institution

Podgorica, 25.08.2025.

[General Terms and Conditions of Business of the Digital
Payment Institution “Business Integration and Business
Intelligence” DOO Podgorica]

General Terms and Conditions of Business of the Digital Payment Institution

Business Integration and Business Intelligence DOO Podgorica

(hereinafter: Digital Payment Institution)

Podgorica, 25/08/25

In effect from 17/04/25

Introduction

The General Terms and Conditions of Business are composed in accordance with the positive regulations of Montenegro, which apply and are used for their interpretation. You can always find the General Terms and Conditions on the website of Business Integration and Business Intelligence DOO Podgorica: www.2BI.me.

The General Terms and Conditions of Business of the Digital Payment Institution determine the manner of establishing and maintaining the business relationship between Business Integration and Business Intelligence DOO Podgorica and the payment service user, and provide the basic framework for the object of cooperation – the offer and execution of the payment institution's services.

Business Integration and Business Intelligence DOO Podgorica, MB: 02626616, Registration number: 5-0323320/018, with registered office: Bulevar knjaza Danila Petrovića bb, 81000 Podgorica, tel: +382 20 657 514, e-mail: info@2bi.me (hereinafter: Digital Payment Institution) strives to establish a relationship of trust and understanding through business transparency and open communication with payment service users.

The General Terms and Conditions of Business relate to:

- 1) Establishing a relationship with the Digital Payment Institution,
- 2) Performing payment transactions services,
- 3) Information on personal data protection, and
- 4) Client support and submission of complaints.

Your access and use of the "Digital Kiosk – Account Information and Payment Initiation" mobile application is conditioned by their acceptance by the client and acting in accordance with them. The conditions apply to all Payment Service Users.

The value of the General Terms and Conditions of Business is reflected in the transparent display of the services offered by the Digital Payment Institution, how the user can express satisfaction or dissatisfaction with the service, personal data protection, and the method of communication.

This document regulates the relationship between the Digital Payment Institution and the person using our services. The conditions under which services are provided, the ways we do it, and the obligations that the payment service user and the Digital Payment Institution have within the mutual relationship are defined here.

The General Terms and Conditions of Business may be changed in accordance with the business policy of the Digital Payment Institution and valid legal regulations. Unless otherwise agreed, the Digital Payment Institution does not assume other obligations and responsibilities than those regulated by these General Terms and Conditions of Business.

The Digital Payment Institution is obliged to publish any eventual changes in advance in accordance with the legal regulation.

Certain terms used in these General Terms and Conditions have the meanings defined by the applicable regulations governing payment services.

The integral parts of the General Terms and Conditions of Business are:

1. General Terms and Conditions of Use of the "Digital Kiosk" mobile application,
2. Personal Data Protection Policy,
3. Client support and manner of submitting complaints,
4. Overview of service fees for natural/legal persons, valid on the day of application.

Most important information about performing payment transaction services:

1. We perform payment transaction business based on the Framework Agreement. The Framework Agreement consists of an individual cooperation agreement, and these General Terms and Conditions of Business form its integral part. The service user is obliged, if they wish to establish a relationship with the Digital Payment Institution, to accept the Framework Agreement with the General Terms and Conditions of Business via two-factor authentication and confirm that they accept the General Terms and Conditions of Business, which are an integral part of the Framework Agreement, and the Personal Data Protection Policy. The Digital Payment Institution reserves the right to refuse cooperation with the User based on the assessment of relevant services, information obtained from the User's business bank, all in accordance with valid legal regulations.
2. The prerequisites for a person to become a payment service user are:
 - To have an open transaction account for national payment transactions with one of the business banks in Montenegro
 - To have the Digital Kiosk application installed
 - To accept these General Terms and Conditions of Business of the Digital Payment Institution in the Digital Kiosk application
 - To accept the Framework Agreement
3. To activate the functionalities Account Information for Payment Initiation. For all transactions you perform through the Digital Payment Institution in real-time after initiating payment, you receive validation and payment time.

4. A Payment Order is an instruction that a person enters on our platform debited from their account in favor of their other accounts or the accounts of other participants in payment transactions, identifying themselves and confirming the payment with two-factor authentication. The Payment Order entered by the client must contain all mandatory fields in accordance with the Decision on the basic elements of the payment order for the execution of national payment transactions via transaction accounts.
5. The client can initiate account information or a single payment transaction.
6. Limitation on the use of the payment initiation functionality (PISP - Payment Initiation Service Provider):
 - 6.1 The Digital Payment Institution prescribes a limitation on the use of the payment initiation functionality, such that the total maximum amount of all payment transactions initiated through this option, within one calendar month, from all accounts that the User has registered in the Digital Payment Institution module, may not exceed the amount of EUR 1,000.00.
 - 6.2 In the event that the specified limit is reached, further payment initiations via the PISP functionality will not be enabled until the end of the current calendar month.
 - 6.3 The Digital Payment Institution reserves the right to amend the specified limit in accordance with applicable regulations and its business policy, with prior notification to the User.
7. Authentication is the procedure for confirming the identity of the person who confirms the Framework Agreement with the General Terms and Conditions of Business (concluding the Agreement), the payment, and their consent for the transaction to be executed. Authentication is necessary so that the Digital Payment Institution can be sure that the specific payment service user has actually initiated the payment transaction.
8. A prerequisite for the execution of a payment transaction is the availability of funds in the account to perform the payment and charge the commission.
9. The Digital Payment Institution is not responsible for incorrectly entered payment instructions, nor does it have an obligation to compensate for damages on this basis.
10. Any payment complaint, even due to a client's error, is resolved by the Digital Payment Institution in communication with their business bank.
11. Additional information provided by the Digital Payment Institution includes the Terms of Use/Tariff of payment services with all fees, and the method of communication and support for clients and submission of complaints.
12. While the contractual relationship lasts, the Payment Service User has the right to request a copy of the Framework Agreement in paper form or on another durable medium.
13. When you conclude the Framework Agreement with the Digital Payment Institution, you confirm that you have been familiarized with these General Terms and Conditions, our acts, and other documentation that is part of the Framework Agreement.
14. The General Terms and Conditions of Business may be changed, and the Digital Payment Institution is obliged to inform the Payment Service User of its changes within 2 months before they enter into force. The amended General Terms and Conditions of Business, from

the date of application, are valid for all Framework Agreements regardless of when they were concluded. The Digital Payment Institution informs its users about the change of the General Terms and Conditions of Business 2 months before application to the email addresses provided by the client. The Digital Payment Institution is not responsible if the client does not receive the information due to incorrectly provided personal data.

15. The Digital Payment Institution cannot execute a payment transaction when there are reasons for rejecting the order, about which the Digital Payment Institution will notify the Payment Service User with adequate messages.

The reasons for rejecting a transaction initiated by the Payment Service User are:

- The transaction is contrary to these General Terms and Conditions,
- The transaction is contrary to the legal regulations governing payment transaction matters,
- The transaction is contrary to the regulations governing the prevention of money laundering and financing of terrorism,
- The transaction is contrary to the regulations governing the Law on international restrictive measures,
- The transaction is contrary to the internal acts of the Digital Payment Institution adopted in accordance with the valid legal regulation adopted on the basis of those regulations, and
- Not all mandatory elements of the payment instruction have been entered.

16. The order, i.e., the payment instruction, is realized immediately in real-time, and depending on which bank the user has an account with and the end of the working day for receiving orders of that bank, the change will be recorded on the statement on the same or the next day.

17. A transaction once confirmed cannot be revoked by the Payment Service User.

18. If the transaction you initiated is unexecuted or executed incorrectly, the Digital Payment Institution is obliged, at the request of the Payment Service User and regardless of its responsibility, to immediately, without delay, take measures to determine the flow of funds of the payment transaction and inform the Payment Service User about it. If it is determined that the Digital Payment Institution is responsible for the non-execution or incorrect execution of the payment transaction, it should return all fees charged in connection with that transaction to the Payment Service User.

19. The Digital Payment Institution is not responsible if the email or phone number, from which we receive the payment order, is misused. Likewise, the Digital Payment Institution is not responsible for damages that may arise due to the Payment Service User not providing information about the change of their data on time.

20. The transaction overview is available within the Digital Kiosk application and is available as long as the application is installed on the phone.

21. The User can cancel the use of the functionalities of the Digital Payment Institution at any time.
22. Deleting the Digital Kiosk application automatically leads to the termination of cooperation, i.e., the termination of the validity of the Framework Agreement.
23. In case of a conflict between this document and the General Terms and Conditions of Use of the "Digital Kiosk" mobile application, the conditions specified in this document have priority and will be applied as the primary source of rights and obligations of all contracting parties. All other conditions apply to the extent that they are consistent with the prioritized conditions stated herein.

Prevention of Money Laundering and Financing of Terrorism

The Digital Payment Institution implements all activities prescribed by law for the purpose of preventing money laundering and financing of terrorism, and in this regard, we have the right to request additional data, documents, and information related to the payment transaction from the Payment Service User at any time. In the case of an assessment carried out according to the legal regulations on the prevention of money laundering and financing of terrorism, and the internal acts of the Digital Payment Institution, the Digital Payment Institution has the right to postpone or refuse to establish a business relationship with the potential Payment Service User and to terminate the Framework Agreement without notice.

International Restrictive Measures

The Digital Payment Institution implements all activities prescribed by Law regarding international restrictive measures, and in this regard, it has the right to postpone or refuse to establish a business relationship with the potential Payment Service User, and to terminate the Framework Agreement without notice. In doing so, the Digital Payment Institution applies restrictive measures from its service area, according to persons from lists defined by the provisions of the European Union, the United Nations, OFAC (Office of Foreign Assets Control of the US Department of the Treasury) that relate to restrictive measures and sanctions adopted against certain countries, organizations, legal and/or natural persons, and goods and harmonize its business with them, also according to persons on the list marked with the Decision of the Government of Montenegro (published in the "Official Gazette of Montenegro"), according to persons on the National List. The Payment Institution reserves the right to refuse to implement the initiation order in the event that the Client or recipient is under international sanctions or restrictive measures. In the event of rejection of the order and, if possible, the reasons for rejection, the Payment Institution will inform the User.

In the event of a dispute for any reason between the User of the Payment Institution and the Digital Payment Institution, we will strive to resolve it amicably. If we do not succeed, the court according to the headquarters of the Digital Payment Institution will be competent, unless otherwise agreed, i.e. if there is no exclusive jurisdiction of another court or competent authority.

Legal Remedy:

For everything not regulated by these General Terms and Conditions of Business, valid legal regulations apply. The Digital Payment Institution is obliged to participate in the alternative dispute resolution procedure initiated by the payment service user.

Links for individual integral parts of the General Terms and Conditions of Business are:

- General Terms and Conditions of Use of the "Digital Kiosk" mobile application (link)
- Personal Data Protection Policy, (link)
- Client support and manner of submitting complaints, (link)
- Overview of service fees for natural/legal persons, valid on the day of application, (link)

Questions and Comments

In an effort to achieve the highest level of client satisfaction with the services of the Digital Payment Institution, the Digital Payment Institution will gladly receive comments and suggestions from Payment Service Users regarding the General Terms and Conditions of Business and its annexes. If there are any questions or ambiguities regarding the General Terms and Conditions of Business and the annexes that are its integral part, contact us at the e-mail: kiosk@2BI.me .