



LIST OF FEES FOR PRODUCTS AND SERVICES WE OFFER

(Valid from 17.04.2025)

Service Packages and Conditions of Use

Our **Digital Payment Institution** offers various **service packages** tailored to user needs. Each package contains a certain number of transactions and functionalities, along with a **fixed monthly fee**.

Within the packages, you can use services such as **initiating digital orders (PISP)**, **accessing account information (AIS)**, **recurring orders**, and other benefits. **A detailed description of the services** is provided below.

Users can upgrade or change their package at any time in accordance with their needs. **All fees and conditions of use** are transparent and clearly defined in the **fee schedule (tariff)**.

Overview of Service Fees

Service	Fee
Installation of the "Digitalni Kiosk" mobile application	Free
Registration of an individual user account through the Digital Payment Institution	Free

Service Packages – Digital Account

Package	Description	Monthly Fee
Basic Package	- Initiation of a Digital Order (PISP) – up to 5 orders per month. - Access to Account Information (AIS) – unlimited. - Recurring orders.	€0.99
Plus Package	- Initiation of a Digital Order (PISP) – up to 10 orders per month. - Access to Account Information (AIS) – unlimited. - Recurring orders.	€1.99
Premium Package	- Initiation of a Digital Order (PISP) – unlimited number of orders per month. - Access to Account Information (AIS) – unlimited. - Recurring orders – unlimited number.	€2.99

Note: Each recurring order is considered an individual initiated PISP order and is included in the monthly limit of the selected package. The cost of the monthly package fee itself does not reduce the number of available orders (the payment order for the package fee is not included in the monthly limit). If the user utilizes all orders within the package, an upgrade to a higher package will be offered, subject to their consent.



Additional Services

Service	Fee
Payment complaint and resolution with the user's bank	Free

EXPLANATION OF SERVICES INCLUDED IN THE PACKAGES

Initiation of a Digital Order (PISP)

It enables users to initiate payments **directly from their bank account** through the "Digitalni Kiosk" application, without the need for payment cards. The user must initiate and confirm each order.

Characteristics:

- ✓ **Initiation of one-off payments** from the user's bank account.
- ✓ The user starts the payment process via the application.
- ✓ **SCA (Strong Customer Authentication) upon initiation of a one-off payment order**, for increased transaction security.
- ✓ **There is no automatic repetition of the transaction** – the user must confirm the initiated payment every time.

Access to Account Information (AIS)

It allows users **to monitor the status and transactions** from all their bank accounts in **real-time through** the "Digitalni Kiosk" application.

Characteristics:

- ✓ **Overview of account balance**, transaction history, and statements.
- ✓ **Centralized overview of accounts from multiple banks.**
- ✓ **Information-only service** – does not allow for payment execution.
- ✓ **SCA (Strong Customer Authentication) authorization when accessing account data**, which ensures additional security of user financial information.

Recurring Orders

They allow users to set up **automatic payment orders (e.g., monthly subscriptions, utility bills, loan installments)**, which are executed without the need for manual approval.

Characteristics:

- ✓ **Automatic execution of payments** according to a defined periodicity.
- ✓ **The user sets** the first order and defines the periodicity (**monthly, quarterly, annually**).
- ✓ **SCA (Strong Customer Authentication) is mandatory when creating, changing, or first initiating a recurring order** with the same recipient and the same payment amount, to ensure maximum payment security.
- ✓ **No need to re-enter data** – transactions are executed automatically.



Support Contact

Have questions? Our customer support team will be happy to assist you!

EMAIL: kiosk@2bi.me

Contact Phones:

Working hours	Phones:
Working days 08:00 – 16:00	+382 67 317 660 +382 67 233 323
Working days 16:00 – 22:00 and weekends	+382 67 129 311
Alternative contact (only if previous numbers are unavailable)	+382 67 005 199