



ZAHTJEV ZA KORIŠTENJE PROB@NKing-A - FIZIČKO LICE
APPLICATION FORM FOR PROB@NKing – PRIVATE INDIVIDUAL

Podnosilac zahtjeva/Client: _____

JIB-JMBG/ID number :

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Adresa/Address: _____

E-mail: _____ Tel./Phone: _____

Broj ugovora el.bankarstva/Number of ebanking contract: _____

ProB@nking korisničko ime/ProB@nking username: _____

Serijski broj RSA SecurID token/RSA SecurID token number: _____

Vrsta pristupa (zaokružiti)/Access type (circle):

- Private E-banking Complete** - klijent ima puni pristup za rad i uvid u svoje račune, a tako i na račune po kojima je on autorizovan / *the client has full access to work and insight into their accounts, and so on accounts for which he is authorized*
- Private E-banking Restrictive** - klijent ima puni pristup za rad i uvid u svoje račune / *the client has full access to work and insight into their accounts*
- Private E-banking Restrictive (no transfers)** - klijent ima samo uvid u svoje račune, izvode sa računa, pregled posljednjih 100 naloga, bez mogućnosti obavljanja transfera / *the client has only insight into their accounts, account statements, review of the last 100 orders, without being able to execute a transfer*
- Private E-banking Complete (no transfers)** - klijent ima samo uvid u svoje račune, izvode sa računa, pregled posljednjih 100 naloga, a tako i u račune po kojima je on autorizovan, bez mogućnosti obavljanja transfera / *the client has only insight into their accounts, and so on accounts for which he is authorized, account statements, review of the last 100 orders, without being able to execute a transfer*

(Mjesto/Place)

(Datum/Date)

(Potpis podnosioca zahtjeva/Applicant's signature)

(Potpis službenika banke/Bank officer signature)

Potvrđujem da su podaci navedeni u Zahtjevu za korištenje ProB@nking-a tačni. Upoznat-a sam sa Poslovnim odredbama ProCredit banke kao i Opštim uslovima za korištenje ProB@nking-a koji su mi prezentovani prilikom registracije.

I hereby confirm that the informations given above are correct. I declare that I accept to comply ProCredit Bank Business Regulations and the General Conditions for the Use of ProB@nking.

Opšti uslovi za korištenje ProB@nking usluge

1. ProB@nking klijent: ProB@nking klijenti su domaće i međunarodne organizacije i fizička lica koja posjeduju račun u ProCredit Bank d.d. Sarajevo.

PCB klijent koji bi želio postati ProB@nking korisnik, podnosi „Zahtjev za korištenje ProB@nking usluge“ u najbližoj poslovnoj jedinici ProCredit Bank d.d. Sarajevo.

2 Pristup ProB@nking usluzi:

Pristup ProB@nking usluzi ostvaruje se unosom sljedećih podataka („log in“):

- korisničko ime,
- lozinka i
- broj RSA SecurID token-a

3. Različite mogućnosti korištenja usluge ProB@nking-a:

3.1. Za fizička lica/korisnike usluge ProB@nking-a predviđene su sljedeće mogućnosti:

- klijent ima puni pristup za rad i uvid u svoje račune, a tako i na račune po kojima je on autorizovan (**vrsta pristupa Complete**)
- klijent ima puni pristup za rad i uvid u svoje račune (**vrsta pristupa Restrictive**)
- klijent ima samo uvid u svoje račune, izvode sa računa, pregled posljednjih 200 naloga, bez mogućnosti obavljanja transfera (**vrsta pristupa Restrictive-no transfers**)
- klijent ima samo uvid u svoje račune, izvode sa računa, pregled posljednjih 200 naloga, a tako i u račune po kojima je on autorizovan, bez mogućnosti obavljanja transfera (**vrsta pristupa Complete-no transfers**)

Prilikom podnošenja Zahtjeva klijent vrši izbor paketa usluge koji uključuje različite nivoe pristupa podacima iz tačke 3.

4. Naknade i provizije

Naknada za registraciju i korištenje usluge ProB@nking-a naplaćuje se odmah, zaduživanjem računa klijenta, u skladu sa Tarifom Banke. Ukoliko na korisničkom računu nema dovoljno sredstava, Banka ima pravo naplatiti korisniku zateznu kamatu sve dok naknade ne budu plaćene.

5. Sigurnost na internetu

5.1 Banka je primjenila razumne mjere zaštite kod korištenja ProB@nking usluge, uključujući procese kodiranja.

Kodiranje sprječava pristup neovlaštenim osobama.

5.2. Banka ne garantuje apsolutnu sigurnost niti daje garancije u pogledu mjera zaštite, po bilo kojem osnovu.

5.3 Banka neće biti odgovorna za nezakonite radnje treće strane koje uzrokuju štetu klijentu kao rezultat korištenja ProB@nking usluge, kao ni za neizvršenje platnih naloga klijenta ukoliko je ono uzrokovano tehničkim razlozima koji su izvan kontrole Banke.

5.4 Važno je koristiti softver(e) iz pouzdanih izvora.

5.5 ProB@nking klijent je dužan čuvati „log in“ podatke tajnima, ali je također odgovoran za uređaj RSA SecurID token. Banka nije odgovorna ako podaci klijenta koji se odnose na „log in“ i RSA SecurID token postanu poznati trećoj strani, na bilo koji način.

5.6. U slučaju otkrivanja sigurnosnog rizika, Banka zadržava pravo obustave usluge do uklanjanja rizika.

General ProB@nking service terms of use

1. ProB@nking client: ProB@nking clients are local and international organisations and private individuals holding an account with ProCredit Bank d.d. Sarajevo.

A PCB client wishing to become a ProB@nking user shall submit a ProB@nking application form at the nearest business unit of ProCredit Bank d.d. Sarajevo.

2 Access to ProB@nking service:

ProB@nking shall be accessed when the following information has been entered („log in“):

- user name,
- password and
- number of RSA SecurID token

3. Various possibilities of ProB@nking:

3.1. Private individuals using ProB@nking shall have the following options:

- the client has full access to work and insight into their accounts, and so on accounts for which he is authorized (**access type Complete**)
- the client has full access to work and insight into their accounts (**access type Restrictive**)
- the client has only insight into their accounts, account statements, review of the last 200 orders, without being able to execute a transfer (**access type Restrictive-no transfers**)
- the client has only insight into their accounts, and so on accounts for which he is authorized, account statements, review of the last 200 orders, without being able to execute a transfer (**access type Complete-no transfers**)

When submitting Application Form client shall select service package that includes different levels of access to information as noted under Item 3.

4. Commissions and fees

Registration and ProB@nking service fee shall be charged immediately in accordance with the Bank's Rates, by debiting client's account. In case there are no sufficient funds at user's account, the Bank shall be entitled to charge default interest until such time the client has settled the costs of fees.

5. The Internet security

5.1 The Bank has implemented reasonable protective measures for ProB@nking service, including the encryption processes.

Encryption prevents access to unauthorised persons.

5.2. The Bank shall provide no guarantee of absolute security or guarantees in terms of protection measures, on any grounds.

5.3 The Bank shall not be held liable for illegal actions by third parties causing detriment to client as a result of ProB@nking use, or for failure to effect client's payment orders if caused by technical reasons beyond control of the Bank.

5.4 Using reliable source software(s) is essential.

5.5 A ProB@nking client shall be under obligation to keep "log in" data secret, and shall also be responsible for RSA SecurID token device. The Bank shall not be held responsible if client's data referring to „log in“ and RSA SecurID token become known to a third party in any way.

5.6. In case of detection of a security risk, the Bank shall retain the right to suspend the service until such risk has been removed.

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6. Minimalni tehnički uslovi

6.1 Potencijalni ProB@nking klijent treba ispunjavati minimalne uslove koji se odnose na hardver:

Pentium III ili bolji, 233 Mhz procesor ili bolji, 128 MB RAM, Minimalna brzina pristupa internetu 28,8kpbs, Grafička kartica, najmanje 2MB memorije – rezolucija 1024x768, 16M boja (24-bit)

6.2 Uslovi koji se tiču softvera:

Adobe Reader 8.0 ili novija verzija, Microsoft Silverlight 5
Internet pretraživač:

- Internet Explorer 8.0 ili novija verzija
- Mozilla Firefox 3.6 ili novija verzija
- Safari 4 ili novija verzija
- Google Chrome 4 ili novija verzija
- Opera 11 ili novija verzija

te da su „javascripits“ i „cookies“ podešeni na „enable/omogućiti“

7. Platni nalozi (izvršenje i poništavanje)

7.1 Izvršenje platnih naloga zavisi od radnog vremena Banke, drugih institucija i sistema koji su u to uključeni, tj. sistemi poravnanja, platni sistemi kao što su SWIFT i žiro kliring.

7.2 Banka nije odgovorna za neizvršenje naloga uzrokovano greškom klijenta.

7.3 ProB@nking nalog je moguće poništiti/otkazati ukoliko klijent po registrovanju ProB@nking naloga odmah kontaktira Banku na broj **033/253-993** ili mobitel **061/228-527** ili putem mail-a probanking@procreditbank.ba

Nakon što službenik banke potvrdi da je nalog moguće poništiti, klijent je dužan u najkraćem mogućem roku ispuniti „**Zahtjev za poništenje ProB@nking naloga**“ i poslati putem ebankinga, opcija **Datoteke-Učitavanje datoteka**. Nalog za poništenje naloga za transfer ne važi nakon izvršenja platne transakcije.

8. Blokada ProB@nking računa

8.1 Pristup ProB@nking računu biće blokiran automatski, ukoliko budu napravljena tri pogrešna (uzastopna) pokušaja, pristupa ProB@nking-u.

8.2 Banka zadržava pravo da blokira ProB@nking račun klijenta bez objašnjenja i prethodne najave.

9. Prestanak korištenja/davanja usluga ProB@nking-a

9.1 Klijent može otkazati ProB@nking uslugu pismenim putem uz otkazni rok od 7 dana, u poslovnoj jedinici PCB u kojoj posjeduje račun.

Uz Zahtjev o prestanku korištenja ProB@nking-a Klijent je dužan/a vratiti RSA SecurID token.

9.2. U slučaju gubitka ili krađe RSA SecurID token-a klijent je dužan Banci naknaditi štetu u visini cijene izgubljenog/ukradenog uređaja.

9.3 Banka zadržava pravo prestanka pružanja usluga u bilo koje vrijeme, bez obrazloženja.

9.4 Ukoliko klijent nakon isteka roka posljednjeg tokena vezanog za ebanking ugovor u roku od 3 mjeseca ne produži isti preuzimanjem novog tokena u najbližoj poslovnoj jedinici ProCredit Bank d.d. Sarajevo isti ugovor se smatra neaktivnim te Banka zadržava pravo prestanka pružanja usluga.

10. Prelazne odredbe

Banka zadržava pravo izmjene Opštih rokova i uslova.

11. Završne odredbe

Sporovi su u nadležnosti suda u Sarajevu.

6. Minimum technical requirements

6.1 A potential ProB@nking client shall meet minimum requirements referring to hardware:

Pentium III or more advanced, 233 MHz processor or more advanced, 128 MB RAM. Minimum Internet access speed 28.8kpbs, graphic card, minimum 2MB memory – resolution 1024x768, 16M colour (24-bit).

6.2 Terms referring to software:

Adobe Reader 8.0 or later version, Microsoft Silverlight 5
Internet explorer:

- Internet Explorer 8.0 or later version
- Mozilla Firefox 3.6 or later version
- Safari 4 or later version
- Google Chrome 4 or later version
- Opera 11 or later version

and „javascripits“ and „cookies“ set to „enable“.

7. Payment orders (effecting and cancellation)

7.1 Effecting of payment orders shall depend on the Bank's working hours, other institutions and systems involved i.e. settlement systems, payment systems such as SWIFT and gyro clearing.

7.2 The Bank shall not be accountable for non-effecting of orders caused by client's error.

7.3 The ProB@nking can be revoked/cancelled only if client contacts the Bank immediately after order is registered by phone **033/253-993** or mobile **061/228-527** or by mail probanking@procreditbank.ba

After a bank officer confirm that the order may be cancelled, the client is required as soon as possible to fill out the "**Request for ProB@nking order cancellation**" and send by ebanking, option **Files-Upload Files**. Order for cancellation or withdrawal of a transfer order shall not valid after payment transaction has been effected.

8. ProB@nking account blocking

8.1 The access to ProB@nking account shall be blocked automatically in case of three wrong (consecutive) attempts to access ProB@nking.

8.2 The Bank shall retain the right to block a client's ProB@nking account without explanation and previous notification.

9. Termination of ProB@nking service/use

9.1 A client may cancel ProB@nking service in writing with a 7-day notice at the business unit at which his/her account is held.

When submitting ProB@nking cancellation request, client shall return RSA SecurID token.

9.2. In case of loss or theft of RSA SecurID token, client shall be under obligation to compensate the loss in the amount lost/stolen device cost.

9.3 The Bank shall retain the right to terminate services at any time, without having to provide explanation for such action.

9.4 If the client after the expiry of the last token-related to ebanking contract within 3 months does not extend the same by taking a new token in the nearest branch office of ProCredit Bank Sarajevo, same contract is considered as inactive and the Bank reserves the right of termination of services.

10. Transitional provisions

The Bank shall retain the right to amend General terms and conditions.

11. Final provisions

Any disputes shall be resolved by court in Sarajevo.

Potpis klijenta/Client signature:

Datum/Date:

Odgovorni službenik banke /Responsible Banking officer:

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