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General Provisions

I BASIC RULES FOR BUSINESS RELATIONSHIPS BETWEEN CUSTOMER AND BANK

A SCOPE OF APPLICATION OF AND MODIFICATIONS OF OR AMENDMENTS TO THESE GENERAL TERMS AND CONDITIONS

1 Scope of application

Section 1 (1) These General Terms and Conditions shall apply to the overall business relationship between the customer and all branch offices of UniCredit Bank Austria AG (hereinafter referred to as "the bank") in Austria and abroad. Provisions contained in agreements concluded with the customer or in special terms and conditions shall prevail.

(2) The terms "consumer" and "entrepreneur" shall hereinafter have the same meaning as in the Austrian Consumer Protection Act.

2 Modifications or amendments

Section 2 (1) Modifications of or amendments to these General Terms and Conditions agreed between the customer and the bank shall take effect upon expiry of two months after the notice to the customer regarding the offered modifications or amendments is accessed, unless the bank has received an objection from the customer by that time. Such notice to the customer may be effected in any form agreed with the customer. The agreed form of service of statements of the bank shall also apply to the notice of modifications of or amendments to the General Terms and Conditions.

(2) By means of the notice the bank shall inform the customer about the fact that the General Terms and Conditions have been amended and shall point out that upon expiry of two months following the access of the notice, his/her acquiescence shall be deemed a consent to the modification or amendment. In addition, the bank shall publish a comparative overview of the provisions of the General Terms and Conditions that are affected by the modification or amendment as well as the full version of the new

General Terms and Conditions on its web site. The bank shall also provide the customer with these documents in written form in its branch offices or by mail upon request. The bank shall inform the customer of these options in the notice regarding the offered modification or amendment.

(3) In the event of such an intended modification of or amendment to the General Terms and Conditions, customers who are consumers shall have the right to terminate their framework contracts for payment services, in particular the current account maintenance agreement, free of charge and without giving notice before such modification or amendment becomes effective.

B STATEMENTS

1 Customer orders and instructions

Section 3 (1) Instructions shall be given in writing.

(2) The bank shall, however, also be entitled to carry out instructions given via telecommunications (in particular over the phone, via cable, telex, telefax or data communication). Subject to the fulfilment of all other prerequisites the bank shall only be obliged to carry out such orders if the customer has made an agreement to this effect with the bank.

2 Obtaining of confirmations by the bank

Section 4 For security reasons the bank shall be entitled, in particular in case of instructions given via telecommunications, to obtain a confirmation of the order via the same or a different means of communication, as the case may be.

3 Statements of the bank

Section 5 (1) The notifications and statements of the bank made via telecommunications shall be effective subject to written confirmation unless otherwise agreed in writing or other banking practices exist in this respect. This shall not apply vis-à-vis consumers.

(2) Statements and information which the bank shall provide or make accessible to the customer shall be provided or made accessible to the customer on paper (in particular by means of a statement of account) unless accessibility or transmission by electronic means has been agreed with the customer.

C RIGHT OF DISPOSAL UPON THE DEATH OF A CUSTOMER

Section 6 (1) As soon as it receives notice of the death of a customer the bank shall permit dispositions on the basis of a specific decision rendered by the probate court or a court order specifying the heirs' entitlement to the inheritance. In case of joint accounts/joint securities accounts dispositions made by an account holder holding individual authority to dispose of the account shall not be affected by this provision.

(2) No authority to sign on an account granted by an entrepreneur for a business account shall terminate upon the death of a customer. In case of any doubt the accounts of an entrepreneur shall be considered business accounts.

D OBLIGATIONS AND LIABILITY OF THE BANK

1 Information duties

Section 7 (1) Apart from the statutory duties to provide information, the bank shall have no other duties to provide information in addition to those stated in its terms and conditions unless separately agreed. For this reason the bank shall not be obliged – unless there is a legal or contractual obligation – to inform the customer of imminent price or exchange losses, of the value or worthlessness of objects entrusted to the bank, or of any facts or circumstances likely to affect or jeopardise the value of such objects. Nor shall the bank be obliged to provide other advice or information to the customer.

(2) The duties to provide information as set out in Sections 26 (1) to (4), 28 (1), 31 and 32 of the Austrian Payment Services Act shall not be applicable vis-à-vis entrepreneurs.

2 Executing orders

Section 8 (1) The bank shall execute an order which, due to its nature, requires the assistance of a third party, by calling in a third party in its own name. If the bank selects the third party it shall be liable for diligent selection.

(2) The bank shall be obliged to assign claims vis-à-vis the third party, if any, to the customer upon his/her request.

(3) In addition, in respect of payment services within the European Economic Area (EEA) in euro or a different currency of an EEA member state, the bank shall be liable vis-à-vis consumers (but not vis-à-vis entrepreneurs) for the proper execution of the credit transfer until receipt by the payment service provider of the payee (Section 39a of these Terms and Conditions).

Section 9 Cancelled

E OBLIGATIONS TO CO-OPERATE AND LIABILITY OF THE CUSTOMER

1 Introduction

Section 10 In his/her dealings with the bank the customer shall, in particular, observe the obligations to co-operate stated below. Any violation thereof shall lead to an obligation to pay damages on the part of the customer or to a reduction in his/her claims for damages vis-à-vis the bank.

2 Notification of important changes

a) Name or address

Section 11 (1) The customer shall immediately notify the bank in writing of any changes in his/her name, company name, address or the service address advised by him/her.

(2) If the customer fails to notify changes in the address, written communications of the bank shall be deemed received if they were sent to the address most recently advised to the bank by the customer.

b) Power of representation

Section 12 (1) The customer shall immediately notify the bank in writing of any cancellation or of changes of any power of representation advised to it, including an authority to operate and sign on an account (Sections 31 and 32), and shall provide appropriate documentary evidence in this regard.

(2) Any power of representation advised to the bank shall continue to be effective until written notification of cancellation of the same or of a change in its current scope, unless the bank had knowledge of such cancellation or change or was not aware thereof due to gross negligence. The same shall, in particular, also apply if the cancellation or change in the power of representation is registered in a public register and was duly published.

**c) Capacity to enter into legal transactions;
dissolution of the company**

Section 13 The bank shall immediately be notified in writing of any loss of or reduction in the customer's capacity to enter into legal transactions. If the customer is a company or legal entity, a dissolution of the same shall be immediately notified to the bank.

3 Clarity of orders

Section 14 (1) The customer shall ensure that his/her orders/instructions to the bank are clear and unambiguous. Modifications, confirmations or reminders shall expressly be marked as such. (2) If the customer wishes to give special instructions to the bank regarding the carrying out of orders s/he shall inform the bank thereof separately and explicitly, and in case of orders given by means of forms, the instructions shall be given separately, i.e. not on the form. This shall, above all, apply if the carrying out of the order is extremely urgent or subject to certain periods and deadlines.

**4 Due care and diligence in using means
of telecommunication; payment
instruments**

Section 15 (1) When using a payment instrument which, in accordance with an agreement, may be used for giving instructions to the bank, the customer shall take all reasonable precautions in order to protect the personalised security features against unauthorised access, and shall inform the bank or an entity specified by the bank without delay of the loss, theft, misuse or otherwise unauthorised use of the payment instrument when s/he becomes aware of it. Entrepreneurs shall be liable for any losses arising for the bank from failure to use due care and diligence, with no limit on the amount, regardless of the type of intentional act or negligence for which the entrepreneur is responsible.

(2) The bank shall be entitled to block payment instruments issued to the customer if

- objective reasons justify such action in connection with the security of the payment instrument, or
- there is a suspicion of unauthorised or fraudulent use of the payment instrument, or
- there is a significantly increased risk that the customer will not meet his/her payment obligations in connection with a credit line linked to the payment instrument.

The bank shall – to the extent that notification of such blocking or of the reasons for such blocking would not infringe a court order or an order issued by an administrative authority, or be contrary to Austrian or Community law or objective security considerations – inform the customer of such blocking and the reasons for it by using one of the methods of communication agreed with the customer, where possible, before the payment instrument is blocked and at the latest immediately afterwards.

5 Raising of objections

Section 16 (1) The customer shall immediately verify statements of the bank which do not relate to payment services (such as confirmations of orders concerning financial instruments, communications about the carrying out of the same and confirmations of transactions; statements of account, closing statements and any other statements concerning lending and foreign currency business; statements of securities) as to their completeness and correctness and shall raise objections, if any, without delay. If the bank receives no written objections to such statements within a period of two months, the statements of the bank shall be deemed approved. The bank shall in each case inform the customer about the significance of his/her behaviour at the beginning of the period. (2) In the event of a debit entry being made in the customer's current account on the basis of an unauthorised or incorrectly executed payment transaction, the customer may in any case obtain a correction by the bank if s/he informs the bank to this effect without delay after becoming aware of an unauthorised or incorrectly executed payment transaction, but not later than 13 months after the date of the debit entry. The time limits shall not apply if the bank has failed to provide the customer with, or make available to him/her, the information on the relevant payment transaction which is to be provided pursuant to Section 39 (9) of these Terms and Conditions. This provision shall not preclude other claims of the customer for correction.

Section 17 cancelled.**6 Translations**

Section 18 Any foreign-language instruments shall be presented to the bank also in a German translation of a court-appointed and certified interpreter if the bank so requires.

F PLACE OF PERFORMANCE; CHOICE OF LAW; LEGAL VENUE

1 Place of performance

Section 19 The place of performance for both parties shall be the offices of that branch of the bank with which the transaction was concluded.

2 Choice of law

Section 20 All legal relations between the customer and the bank shall be subject to Austrian law.

3 Legal venue

Section 21 (1) Legal actions of an entrepreneur against the bank may only be taken in the court having subject-matter jurisdiction at the place of the bank's registered office. This shall also be the legal venue in case of legal actions of the bank against an entrepreneur, with the bank being entitled to assert its rights in every court having local jurisdiction and jurisdiction over the subject-matter.

(2) The general legal venue in Austria in case of legal actions taken by a consumer or against a consumer as provided for by law at the time of conclusion of an agreement shall remain the same even if the consumer, after conclusion of the agreement, transfers his/her domicile abroad and Austrian court decisions are enforceable in that country.

G TERMINATION OF THE BUSINESS RELATIONSHIP

1 Ordinary termination of business relationships with entrepreneurs

Section 22 Unless an agreement has been made for a specific period, the bank and the customer may terminate the entire business relationship or individual parts thereof (including credit agreements and framework contracts for payment services, particularly current account maintenance agreements) at any time subject to a reasonable period of notice. Charges paid in advance shall not be refunded.

2 Ordinary termination of business relationships with consumers

Section 23 (1) The customer may terminate a framework contract for payment services, in particular a current account maintenance agreement, free of charge at any time subject to a period of notice of one month. The right to terminate a framework contract for payment services, in particular a current account maintenance agreement, free of charge and without notice if the bank proposes a modification of or amendment to the General Terms and Conditions (Section 2 paragraph 3) shall remain unaffected by this provision. (2) The customer may terminate credit agreements concluded for an indefinite period free of charge at any time subject to a period of notice of one month. The customer may terminate all other agreements concluded with the bank for an indefinite period at any time with a reasonable period of notice.

(3) The bank may terminate framework contracts for payment services, particularly current account maintenance agreements, and credit agreements concluded for an indefinite period, subject to a period of notice of two months. Such termination shall be communicated on paper or on another durable medium as agreed. The bank may terminate all other agreements concluded for an indefinite period at any time with a reasonable period of notice.

3 Termination for important reason

Section 24 (1) The bank and the customer shall be entitled to terminate the entire business relationship or individual parts thereof at any time with immediate effect for important reason notwithstanding any agreement specifying a fixed period.

(2) Important reasons entitling the bank to terminate the business relationship are, in particular, if

- the financial situation of the customer or of a co-debtor deteriorates or is put at risk and the fulfilment of obligations vis-à-vis the bank is jeopardised as a result thereof,
- the customer furnishes incorrect information about his/her financial situation or other essential facts and circumstances,
- - the customer fails or is unable to fulfil an obligation to provide or increase collateral.

4 Legal consequences

Section 25 (1) Upon termination of the entire business relationship or individual parts thereof the amounts owed thereunder will immediately become due and payable. In addition, the

customer shall be obliged to release the bank from all liabilities assumed for him/her.

(2) In addition, the bank shall be entitled to terminate all liabilities assumed for the customer and to settle the same on behalf of the customer as well as to immediately redebit amounts credited subject to collection. Claims arising from securities, in particular bills of exchange or cheques, may be asserted by the bank until potential debit balances, if any, are covered.

(3) In the event of the termination of the entire business relationship or individual parts thereof, the bank shall reimburse charges for payment services paid in advance for a specific period to customers who are consumers on a pro-rated basis.

(4) These General Terms and Conditions shall continue to apply even after termination of the business relationship until complete settlement.

H RIGHT TO DENY PAYMENT

Section 26 (1) The bank may deny payment of the credit amount for objectively justified reasons.

(2) Objectively justified reasons in the meaning of paragraph one shall be deemed to exist when, following the conclusion of the agreement,

- conditions arise which indicate a deterioration of the borrower's financial situation or a devaluation of the pledged collateral to an extent that would jeopardise the repayment of the loan or the payment of interest even if the collateral were to be liquidated, or
- the bank has an objectively justified reason to believe that the credit amount is being used by the borrower in a way that violates the agreement or the law.

(3) The bank shall inform consumers of such intentions immediately on paper or on another durable medium, and shall cite the reasons that led to these intentions. The reasons shall not be cited if doing so would jeopardise public safety or order.

II BANK INFORMATION

Section 27 General information about the financial situation of an enterprise which is customary in banking practice will only be provided in a non-binding manner and, vis-à-vis entrepreneurs, only in writing unless an obligation to provide such information exists.

III OPENING AND KEEPING OF ACCOUNTS AND SECURITIES ACCOUNTS

A SCOPE OF APPLICATION

Section 28 Unless otherwise provided the following regulations regarding accounts shall also apply to securities accounts.

B OPENING OF ACCOUNTS

Section 29 When opening an account the future account holder shall prove his/her identity. Accounts shall be kept under the name of the account holder or the company name together with an account number.

C SPECIMEN SIGNATURES

Section 30 Persons who are to be authorised to operate or sign on an account shall deposit their signature with the bank. Based on the signatures deposited the bank shall permit written disposition within the scope of the account relationship.

D AUTHORITY TO OPERATE AND SIGN

1 Authority to operate

Section 31 Only the account holder shall be entitled to make dispositions regarding the account. Only persons whose power of representation is provided for by law or persons who hold an express written power of attorney to operate the account shall be entitled to represent the account holder. They shall be obliged to prove their identity and power of representation. In the case of powers of attorney issued as a precaution whose effectiveness (in particular when a person becomes legally incapacitated) has been recorded in the Austrian Central Register of Powers of Representation, a general power of attorney to operate the accounts of the grantor of the power of attorney shall suffice.

2 Authority to sign

Section 32 (1) The account holder may expressly and in writing grant third parties authority to sign on an account. The person who is authorised to sign shall provide the bank with proof of his/her identity. The person authorised to sign shall be entitled only to make and revoke dispositions within the drawing limit of the account.

(2) The authority to sign on a securities account also includes the power to buy and sell securities within the scope of the coverage available and in accordance with the investment objective of the securities account holder ascertained pursuant to the Austrian Securities Supervision Act.

E SPECIAL TYPES OF ACCOUNTS

1 Sub-account

Section 33 An account may also include sub-accounts. Even if they are given sub-account names the account holder shall be exclusively entitled and obligated vis-à-vis the bank in connection with the same.

2 Escrow account

Section 34 In case of escrow accounts the escrow agent shall be exclusively entitled and obligated vis-à-vis the bank as account holder.

3 Joint account

Section 35 (1) An account may also be opened for several account holders (joint account). Dispositions regarding the account, in particular the closing thereof and the granting of authority to sign, may only be made by all account holders jointly. Every account holder may be represented by an authorised representative in the individual case.

(2) The account holders shall be liable jointly and severally for obligations arising out of the account.

(3) Unless expressly agreed otherwise every joint account holder shall have individual power to make dispositions within the drawing limit of the account. Such authority also includes the power to buy and sell securities within the scope of the coverage available and the joint investment objective of all securities account holders ascertained in accordance with the Austrian Securities Supervision Act. The authority will, however, be terminated by the express objection of another account holder. In such case the joint account holders shall only be authorised to act jointly.

(4) Authorisations to sign may be revoked by each individual joint account holder.

Section 36 Cancelled

4 Foreign currency account

Section 37 (1) If the bank keeps a foreign currency account for the customer, transfers in

the respective foreign currency shall be credited to such account unless a different transfer instruction has been given. If no foreign currency account exists the bank shall be entitled to credit foreign currency amounts in national currency unless expressly instructed to the contrary by the customer. The amount shall be converted at the conversion rate of the day on which the amount in foreign currency is at the bank's disposal and may be used by it.

(2) Holders of credit balances in foreign currency shall bear any and all financial and legal consequences and damage affecting the total credit balance in the respective currency held by the bank in Austria and abroad which were caused by measures or events for which the bank is not responsible pro rata up to their respective credit balances.

F BALANCING OF ACCOUNTS AND STATEMENTS OF SECURITIES

Section 38 (1) Unless otherwise agreed the bank shall balance the account on a quarterly basis. Interest accrued in and charges due for the respective quarter shall be included in the closing balance, which shall subsequently continue to carry interest ("compound interest"). Statements of securities shall be prepared once a year.

(2) The statement of account including the closing statement/statement of securities shall be kept available for the customer at the account-keeping branch office of the bank.

IV GIRO TRANSACTIONS

A TRANSFER INSTRUCTIONS

Section 39 (1) For transfer instructions in favour of a payee whose account is maintained at a payment service provider within Austria, other member states of the European Economic Area (EEA) or Switzerland, the customer shall specify the payee by indicating the payee's International Bank Account Number (IBAN).

Until 31 January 2014 the customer may, however, continue to use, instead of the IBAN, the payee's name and account number and either the bank routing code or the BIC of the payee's payment service provider to specify the payee.

If the payee's payment service provider is domiciled in an EEA member state other than Austria or in Switzerland, the Bank Identifier Code (BIC) of the payee's payment service

provider shall be specified in addition to the IBAN until 31 January 2016.

(2) For transfer instructions in favour of a payee whose account is maintained at a payment service provider outside the EEA and Switzerland, the customer shall specify the payee by indicating:

- the payee's IBAN and the BIC of the payee's payment service provider or
- the payee's name and account number and either the name, bank routing code or BIC of the payee's payment service provider.

(3) The IBAN and BIC specified by the customer pursuant to paragraphs (1) and (2) are the unique identifier of the payee on the basis of which the transfer instruction is executed. If the customer specifies details of the payee in addition to the IBAN and BIC, such as the payee's name, such details are not part of the unique identifier; they serve only documentation purposes and will be disregarded by the bank when it executes the transfer instruction.

(4) The designated purpose stated in the transfer instruction shall in any case be irrelevant to the bank.

(5) Acceptance of a transfer instruction by the bank alone shall not lead to any rights of a third party vis-à-vis the bank.

(6) The bank shall only be obliged to execute a transfer instruction if sufficient funds to cover the total amount are available in the customer's account stated therein (credit balance, credit line granted).

(7) Transfer instructions received by the bank (Section 39a) cannot be revoked unilaterally by the customer. If a transfer instruction is agreed to be executed at a later date, the transfer instruction shall become irrevocable upon expiry of the business day preceding the date of execution.

(8) If the bank refuses to execute a transfer instruction, it shall inform the customer as soon as possible, but in any case within the periods specified in Section 39a (3), of such refusal and of how the transfer instruction can be corrected in order to enable the bank to execute it in the future. A reason for such refusal shall only be stated if this would not constitute an infringement of Austrian or Community law or an infringement of a court order or an order issued by an administrative authority. Transfer instructions refused by the bank in a justified manner shall not trigger the periods agreed for execution in Section 39a of these General

Terms and Conditions.

(9) Information on executed transfer instructions (reference, amount, currency, charges, interest rate, exchange rate, value date of the debit entry) and other payments debited to the customer's account, under a direct debit authorisation or a preauthorised payment mandate in particular, shall be provided to the customer who is a consumer in the statement of account when the respective transaction takes place.

Execution time

Section 39a (1) Payment instructions received by the bank after the time near the end of the business day specified by the bank and to be notified to the customer for the respective type of payment or on a day which is not a business day shall be deemed to have been received on the subsequent business day. In addition, the bank shall publish these times in the "Information provided by UniCredit Bank Austria AG on Payment Services for Consumers", which shall be made available in electronic form on its web site. A business day is every day on which the bank is open for business as required for the execution of payment transactions.

(2) If the customer who gives a payment instruction and the bank agree that the execution of a payment instruction should start on a specified date or at the end of a specified period or on the day on which the customer makes the funds available to the bank, the agreed date shall be deemed to be the time of receipt. If the agreed date is not a business day of the bank, the payment instruction shall be deemed to have been received on the subsequent business day.

(3) The bank shall ensure that after the time of receipt, the payment service provider of the payee receives the amount of the payment transaction not later than at the end of the subsequent business day (in the case of payment transactions submitted in paper form, at the end of the second subsequent business day). This paragraph shall only apply to payment transactions in euro within the European Economic Area (EEA).

(4) The execution time specified in paragraph 3 shall be a maximum of 4 business days for payments within the European Economic Area (EEA) which are not made in euro but in a different currency of an EEA member state.

B CREDIT ENTRIES AND RIGHT TO CANCEL

Section 40 (1) In case of a valid existing account maintenance agreement, the bank shall be obliged and irrevocably entitled to accept amounts of money on behalf of the customer and credit the same to his/her account. Even after termination of the account maintenance agreement the bank shall be entitled to accept amounts of money on behalf of the customer to the extent obligations of the customer exist in connection with the account. The instruction to provide a customer with an amount of money shall be carried out by the bank by crediting the amount to the account of the payee unless otherwise indicated in the instruction.

(2) Information on credit transfers to the customer's account (reference, amount, currency, charges, interest rate, exchange rate, value date of the credit entry) shall be provided to the customer who is a consumer in the statement of account when the transaction takes place.

(3) The bank shall be entitled to deduct its charges for the credit transfer from the amount to be credited. The bank shall state the amounts of the credit transfer and of deducted charges separately.

(4) The bank shall be entitled to cancel any credit entries made due to an error on its part at any time. In other cases the bank will only cancel the credit entry if the ineffectiveness of the transfer instruction is clearly proven to it. The right to cancel shall not be eliminated by a balancing of the account which took place in the meantime. If the right to cancel exists the bank may deny disposal of the amounts credited.

C CREDIT ENTRY SUBJECT TO COLLECTION

Section 41 (1) If the bank credits amounts which it has to collect on behalf of the customer (in particular, within the scope of collecting cheques, bills of exchange and other securities, direct debits, etc.), or which are to be transferred to the customer's account, to the customer's account before the amount to be collected or the amount transferred is received by the bank, the credit entry is only made subject to actual receipt of the credited amount by the bank. This shall also apply if the amount to be collected should be payable at the bank.

(2) Due to this reservation the bank shall be entitled to reverse the credit entry by means of a

simple entry if the collection or the credit transfer has failed or if due to the economic situation of a debtor, intervention by a public authority or for other reasons it is to be expected that the bank will not obtain the unrestricted right of disposition of the amount to be collected or the amount transferred.

(3) The reservation may also be exercised if the amount credited was collected abroad or transferred from abroad and the bank is debited the amount by a third party pursuant to foreign law or on the basis of an agreement entered into with foreign banks.

(4) If the reservation is in force the bank shall also be entitled to deny the customer the right to dispose of the credited amounts. The reservation will not be eliminated by the balancing of accounts.

D DEBIT ENTRIES

Section 42 (1) In the event of transfer instructions, debit entries shall only be considered a confirmation that the instruction has been carried out if the debit entry was not reversed within two business days (see Section 39a (1) of these Terms and Conditions).

(2) Cheques and other payment instructions as well as debit entries are deemed collected/cashed/honoured if the debit entry has not been cancelled on the debited account of the customer within two business days unless the bank has informed the presenter or paid him/her the amount in cash already prior thereto.

E PREAUTHORISED PAYMENT MANDATES AND DIRECT DEBIT AUTHORISATIONS

Section 42a (1) The customer agrees to his/her account being debited with amounts collected from his/her account at the bank by third parties who were authorised by him/her. Such consent may be revoked by the customer in writing at any time. Any such revocation shall be effective from the business day following its receipt by the bank.

(2) If the bank, at the time the account was debited, had the customer's instruction to pay amounts collected from the customer's account ("direct debit authorisation") by a third party specified in the instruction, the bank shall comply with the request of a customer who is a consumer to reverse the entry by which the collected amount was debited to his/her account

with the same value date. This shall not apply if the bank can provide evidence that the information on the forthcoming collection was provided or made available to the customer by the bank or by the payee in an agreed manner at least four weeks prior to the due date. The bank shall receive the customer's request for reversal of the debit entry within 8 weeks after the date of the debit entry. Entrepreneurs shall not be entitled to make such a request.

(3) If the bank, at the time the account was debited, did not have a direct debit authorisation from the customer ("preauthorised payment mandate"), the bank shall duly comply with the customer's request (even if the customer is an entrepreneur), received by it within 8 weeks from the date the account was debited, to reverse the debit entry in the account.

(4) A justified request by the customer to reverse a debit entry shall be met within 10 business days.

V CHARGES AND REIMBURSEMENT OF EXPENSES

A CHANGES IN CHARGES AND CHANGES IN SERVICES

1 Changes in charges and changes in services for entrepreneurs

Section 43 (1) The bank shall be entitled in business with entrepreneurs to change, at its reasonable discretion, the charges for permanent services which are payable by the bank or the customer (including debit interest and credit interest on current accounts and other accounts, account maintenance fees, etc.) by taking into account all relevant circumstances (in particular, changes in the legal framework, changes in money markets or capital markets, changes in funding costs, changes in staff expenses and non-staff expenses, changes in the Consumer Price Index, etc.).

(2) Changes in services provided by the bank and any changes in charges going beyond paragraph 1 and the introduction of new charges for previously agreed services shall require the consent of the customer. Unless the customer previously gave his/her express consent, such changes shall become effective two months after the bank has notified the customer of the change requested by the bank unless the bank receives a written objection from the customer by then. In the notification the bank shall draw the customer's attention to the requested change and to the fact that in the absence of

any response from the customer, s/he will be deemed to have consented to the change upon expiry of the specified period. The bank may make the notification of the requested change accessible to the entrepreneur in a manner agreed with the entrepreneur.

2 Changes in charges for consumers other than payment services

Section 44 (1) The charges (except debit interest and credit interest) agreed with consumers for permanent services other than payment services which are rendered by the bank (e.g. safe deposit box rental fee; account maintenance charges for accounts which are not used for the settlement of payment services; safe-custody fees) shall be adjusted (increased or reduced) annually, with effect from 1 April of every year, to the development of the national Consumer Price Index 2000 (the index level of the December preceding the adjustment of charges is compared with the index level which is decisive for the most recent adjustment) published by Statistik Austria), rounded off to a full cent. If the charges are not increased for whatever reason despite a rise in the Consumer Price Index, the right to increase the charges in subsequent years shall thereby not be forfeited. Charges shall be adjusted not earlier than upon expiry of two months after the agreement was concluded.

(2) The provisions of this Section 44 shall not apply to changes to charges agreed in contracts for payment services, which are subject to the provisions in Section 45.

3 Changes to charges agreed in framework contracts for payment services with consumers

Section 45 (1) Changes in the charges (except debit interest and credit interest) agreed with consumers for permanent services in a framework contract for payment services (in particular a current account maintenance agreement) shall be proposed to the customer by the bank in a timely manner, whereby s/he shall receive the proposal of changes no later than two months before the proposed date on which the changes are to become effective. The customer is deemed to have consented to the changes unless the bank receives a written objection from the customer before the proposed date on which the changes are to become effective. The bank shall draw the customer's attention to this fact in its proposal of changes. Such a proposal made by the bank for changes

to charges – if the customer does not raise objection by the proposed date – may not exceed the extent of the change of the Consumer Price Index 2000 published by Statistik Austria. In addition to the extent to which charges are changed and the proposed date on which they are to become effective, the bank shall in its proposal of changes inform the customer of the date when changes to charges were last made, and of the extent to which the Consumer Price Index has changed since the date when changes to charges were last made. The customer shall have the right to terminate his/her framework contract free of charge, and without giving notice, before the change becomes effective. The bank shall also draw the customer's attention to this possibility in its proposal of changes.

B REIMBURSEMENT OF EXPENSES BY ENTREPRENEURS

Section 46 The customer who is an entrepreneur shall bear all necessary and useful expenses, disbursements and costs, in particular stamp duties and legal transaction charges, taxes, postage, cost of insurance, legal counsel, collection, consultancy services in business administration matters, telecommunications as well as provision, administration and utilisation or release of collateral incurred in connection with the business relationship between him/her and the bank. The bank shall be entitled to charge such expenses as a lump-sum amount without specifying the individual amounts unless the customer expressly demands itemisation of the individual amounts.

VI COLLATERAL

A PROVISION AND INCREASE OF COLLATERAL

Section 47 cancelled.

1 Change in the risk

Section 48 (1) If circumstances in business relationships with entrepreneurs occur or become known subsequently which justify an increased risk assessment of the claims vis-à-vis the customer, the bank shall be entitled to demand the provision or increase of collateral within a reasonable period of time. This shall, in particular, be the case if the economic situation of the customer has deteriorated or threatens to

deteriorate or if the collateral available has deteriorated in value or threatens to deteriorate. (2) This shall also apply if no collateral was demanded at the time the claims came into existence.

B BANK'S LIEN

1 Scope and coming into existence

Section 49 (1) The customer shall grant the bank a lien on any items and rights which come into the possession of the bank.

(2) The lien shall, in particular, also exist on all distrainable claims of the customer vis-à-vis the bank, such as under credit balances. If securities are subject to the lien, the lien shall also extend to the interest and dividend coupons pertaining to such securities.

Section 50 (1) The lien shall secure the bank's claims vis-à-vis the customer under the business relationship even if the claims are conditional or limited as to time or not yet due.

(2) The lien shall come into existence upon the bank's taking possession of the item to the extent claims pursuant to paragraph (1) exist; otherwise at any future point in time when such claims arise.

2 Exemptions from the lien

Section 51 (1) The lien shall not include items and rights which have been assigned by the customer to the execution of a certain instruction prior to coming into existence of the lien, such as amounts designated for the cashing of a certain cheque or honouring of a certain bill of exchange as well as for the carrying out of a certain transfer. This shall, however, apply only as long as the assignment is effective.

(2) Notwithstanding the existing lien the bank will carry out dispositions of the customer regarding credit balances on current accounts in favour of third parties as long as the customer has not received a notification by the bank of the assertion of the lien. Distraint of the credit balance shall not be considered a disposition by the customer.

(3) The lien shall not include assets which the customer has disclosed in writing to the bank as escrow assets prior to the coming into existence of the lien or which have come into the possession of the bank without the customer's will.

C RELEASE OF COLLATERAL

Section 52 Upon the customer's request the bank will release collateral to the extent it has no justified interest in keeping it as security.

D REALISATION OF COLLATERAL

1 Sale

Section 53 Collateral having a market price or stock exchange price shall be realised by the bank in compliance with the relevant statutory provisions by selling them at such price in the open market.

Section 54 The bank shall have assessed by an expert collateral having no market price or stock exchange price. The bank shall notify the customer of the result of the assessment and at the same time ask the customer to nominate a party interested in purchasing the same within a reasonable period of time who will pay not less than the assessed value as purchase price to the bank within such period. If the customer fails to nominate an interested party within such period or if the purchase price is not paid by the interested party nominated, the bank shall irrevocably be entitled to sell the collateral in the name of the customer for not less than the assessed value. The proceeds from the sale shall be used for redemption of the secured claims, with the customer being entitled to the surplus, if any.

2 Enforcement and out-of-court auction

Section 55 The bank shall also be entitled to realise the collateral by enforcement or - to the extent it has no market price or stock exchange price - to sell it at an out-of-court auction.

3 Collection

Section 56 (1) The bank shall be entitled to terminate and collect the claims provided to it as collateral (including securities) at the time the secured claim becomes due. Prior thereto it shall be entitled to collect the claim serving as collateral when it becomes due. In case of an imminent loss in value of the claim serving as collateral the bank shall be entitled to terminate the same already prior to the same becoming due. To the extent possible the customer shall be informed thereof in advance. Amounts collected prior to the due date of the secured claim shall serve as pledge instead of the claim collected.

(2) The provisions under paragraph (1) shall not apply to wage and salary claims of consumers which have been provided as collateral for claims not yet due.

4 Admissibility of realisation

Section 57 Even if the purchaser does not immediately pay the purchase price in cash, the bank shall be entitled to realise the collateral nevertheless if no or no equivalent offer for immediate payment in cash has been made and payment at a later point in time is secured.

E RIGHT OF RETENTION

Section 58 The bank shall be entitled to retain services to be rendered by it to the customer due to claims arising out of the business relationship even if they are not based on the same legal relationship. Sections 50 and 51 shall apply accordingly.

VII OFFSETTING AND CREDITING

A OFFSETTING

1 by the bank

Section 59 (1) The bank shall be entitled to offset all of the customer's claims to the extent they are distrainable against all liabilities of the customer vis-à-vis the bank.

(2) Notwithstanding the existing right to offset the bank shall carry out dispositions of the customer in favour of third parties regarding credit balances on current accounts as long as the customer has not received an offsetting statement. Distraint of the credit balance shall not be considered a disposition by the customer.

2 by the customer

Section 60 The customer shall only be entitled to offset his/her liabilities if the bank is insolvent or if the claim of the customer is related to his/her liability or has been ascertained by court decision or recognised by the bank.

B CREDIT

Section 61 Notwithstanding the provisions of Section 1416 ABGB [Austrian General Civil Code] the bank may initially credit payments to claims due to the bank to the extent no collateral has been provided for the same or if the value of the collateral provided does not cover the claims. In this respect it is irrelevant at what time the individual claims have become due. This shall also apply to a current account relationship.

SPECIAL TYPES OF BUSINESS TRANSACTIONS

I TRADE IN SECURITIES AND OTHER ASSETS

A SCOPE OF APPLICATION

Section 62 The terms and conditions under Sections 63 to 67 shall apply to securities and other assets even if they are not certificated.

B CARRYING OUT OF INSTRUCTIONS

Section 63 (1) In principle, the bank carries out customer instructions for the purchase and sale of securities as commission agent.
(2) However, if the bank agrees on a fixed price with the customer, it concludes a purchase agreement.
(3) The customer hereby gives his/her consent to the bank's execution policy, on the basis of which the bank – in the absence of other instructions – will execute the customer's orders. The bank shall inform the customer of any material changes in the execution policy.
(4) The bank may also carry out orders for the purchase and sale of securities in part if the market situation does not allow that the same be carried out in full.

C MARKET PRACTICE AT THE PLACE OF EXECUTION OF AN ORDER

Section 64 The statutory provisions and market practice applicable at the place of execution shall apply to the execution of an order.

D DATE OF CARRYING OUT INSTRUCTIONS

Section 65 If an instruction which is to be carried out on the same day has not been received early enough to be carried out that day within the scope of ordinary workflow, it shall be scheduled to be carried out on the next trading day.

E INSUFFICIENT COVERAGE

Section 66 (1) The bank shall be entitled to refrain from carrying out transactions in securities in whole or in part if no sufficient coverage is available.
(2) However, the bank shall be entitled to execute such securities transactions if it is unable to note that the customer wants the order to be carried out only on the condition that coverage is available.
(3) If the customer does not provide coverage despite demand the bank shall be entitled to enter into a closing transaction for account of the customer at the best possible price.

F TRANSACTIONS ABROAD

Section 67 If a customer is credited for securities held abroad the customer's claim vis-à-vis the bank equals the share in the overall portfolio of securities of the same type maintained abroad which is held by the bank for account of its customers in compliance with the relevant statutory provisions and market practices.

G TRANSACTIONS IN STOCKS

Section 68 In case of transactions in stocks the physical securities of which are not being traded yet the bank shall neither be liable for the issuance of the securities on the part of the joint-stock company nor for the possibility of exercising the shareholder rights prior to the issuance of the securities.

II SAFEKEEPING OF SECURITIES AND OTHER VALUABLES

A SAFEKEEPING OF SECURITIES

Section 69 (1) The bank shall be entitled to place securities deposited with it in the safekeeping deposit of the beneficiary.

(2) The bank shall be expressly authorised to keep securities issued in Austria abroad and securities issued abroad in Austria. Likewise it shall be authorised to cause registered securities issued abroad to be registered in the name of the domestic depository or in that of the nominee of the foreign depository ("nominee").
(3) The bank shall be liable vis-à-vis an entrepreneur only for the diligent selection of the third-party depository.

B REDEMPTION OF SECURITIES, RENEWAL OF COUPONS, DRAWING, CALLING

Section 70 (1) The bank shall ensure detachment of due interest coupons, profit participation coupons and dividend coupons and collect their countervalue. The bank shall procure new interest coupons, dividend coupons and profit participation coupons without specific instruction.

(2) Drawings, callings and other comparable measures in respect of the securities held in safekeeping shall be monitored by the bank insofar as they are published in the official gazette "*Amtsblatt zur Wiener Zeitung*" or in "*Mercur, Authentischer Verlosungsanzeiger*". The bank shall redeem drawn and called securities as well as interest coupons, dividend coupons and profit participation coupons.

(3) In case of securities deposited with a third-party depository the same shall assume the obligations described in paragraphs (1) and (2) above. In case of securities held abroad the bank shall not be obliged to inform the customer about the numbers of the securities credited and in particular of securities redeemable by drawings. The bank shall then determine by drawing what customers are to be allotted the securities drawn. If, however, numbers of securities redeemable by drawings are advised, they shall only be relevant to the drawing and redemption and only for as long as this is the practice abroad. If, according to the practice abroad, the collection amounts of the drawn securities would have to be distributed pro-rata and if in doing so it would not be possible to represent the remaining parts for individual customers in securities, the customers whose securities are to be redeemed shall be determined by means of a drawing.

C THE BANK'S OBLIGATION TO EXAMINE

Section 71 The bank shall examine whether Austrian securities are affected by public notification procedures, payment stops and the like on the basis of the Austrian documents available to it once, namely on the occasion of delivery of the securities to the bank. Also the examination regarding invalidation procedures for securities lost or stolen shall be carried out upon delivery.

D NOTIFICATION OF CONVERSION OR OTHER MEASURES

Section 72 In case of conversion, capital increase, capital reduction, merger, exercise or realisation of subscription rights, request for payment, grouping, change, exchange/conversion offer, coupon increase or other important measures regarding securities the bank shall, to the extent a respective notification has been published in the official gazette "*Amtsblatt zur Wiener Zeitung*" or communicated in time by the issuing house or the foreign depository, try to notify the customer thereof. If the customer fails to provide instructions in time the bank shall act to the best of its knowledge by taking into account the customer's interests and, in particular, realise rights which would otherwise forfeit at the latest point in time possible.

III TRADE IN FOREIGN CURRENCIES AND FOREIGN BANKNOTES

A PROCEDURE

Section 73 The bank shall conclude a purchase agreement with the customer on foreign currency and foreign banknotes. If it is agreed that the bank acts as commission agent for the customer, the provisions on commission transactions contained in the section on trade in securities shall apply accordingly. In case the bank contracts in its own name no express notification pursuant to Section 405 UGB [Austrian Commercial Code] shall be required.

B FORWARD TRANSACTIONS

Section 74 cancelled.

IV FOREIGN CURRENCY LOANS

Section 75 Foreign currency loans shall be paid back in the currency in which they were granted by the bank. Payments made in other currencies shall be considered security payments unless the bank informs the customer that they will be used for redemption of the loan. The bank shall also be entitled to convert an outstanding debit balance in a foreign currency into Austrian currency upon notifying the customer

- if pursuant to statutory or other circumstances for which the bank is not responsible refinancing in the foreign currency is not possible anymore, or
- if the entire loan is due for repayment and is not repaid despite a reminder, or
- if the credit risk in business relationships with entrepreneurs increases due to exchange rate movements in the foreign currency and if the bank does not receive sufficient security within a reasonable period of time.

V COLLECTION AND DISCOUNT BUSINESS, BILL OF EXCHANGE AND CHEQUE OPERATIONS

A SCOPE OF APPLICATION

Section 76 These terms and conditions shall apply to bills of exchange, cheques and other collection documents (such as commercial instructions and certificates of obligation).

B COLLECTION OR NEGOTIATION OF DOCUMENTS

Section 77 In principle, such documents shall be accepted by the bank for collection unless negotiation (discounting) of the same has been agreed upon.

C TIMELINESS OF ORDERS

Section 78 Orders for collection shall be received so much in advance that they may be carried out in the ordinary course of business without making use of special means of express handling.

D RIGHTS AND OBLIGATIONS OF THE BANK

Section 79 In case of discounting the bank shall be entitled in the cases referred to in Sections 41 (2) and (3) to debit the seller with the full nominal amount plus all expenses incurred by the bank; in case of documents denominated in foreign currency the customer shall also bear the exchange risk.

Section 80 In the events stated above as well as in case of redebts of "subject to collection" credits (Section 41) the claims under securities law for payment of the full amount plus ancillary expenses vis-à-vis the customer and any party obligated under the document shall remain with the bank until coverage of the debit balance which results from such redebit.

Section 81 The bank may demand from the customer that the claim on which the document or acquisition of the same by the customer is based as well as all present and future rights arising from the underlying transactions including the collateral pertaining thereto be transferred. The bank shall only be obliged to cash documents which are due for payment with it if it has received an order from the customer in time and if sufficient coverage is ensured.