

# Instruction for Issuing Trading Orders Electronically

## 1. Introductory Notes

This Instruction regulates the manner and sequence of activities when receiving orders electronically, and its objective is to define the manner of issuing orders for sale and purchase of financial instruments electronically (by e-mail) on the domestic, foreign and OTC market.

## 2. Preconditions for Submission of Requests and Issuance of Orders

The following conditions should be fulfilled in order to submit the Request for Order Issuance on the standardised form of the Bank (hereinafter: Request):

- ✓ Performed client identification, client categorisation, as well as concluded Investment and Ancillary Services Contract;
- ✓ Client's certificate on having prior experience in trading in financial instruments;
- ✓ That the Client has an open:
  - ✓ Special-purpose cash account for settlement of transactions in financial instruments,
  - ✓ Financial instruments account for settlement of transactions in financial instruments;
- ✓ Prior to order issuance, the order coverage conditions should be met, i.e.:
  - ✓ For the purchase order, funds paid in and/or available for disposal on the client's special-purpose cash account;
  - ✓ For the sales order, adequate balance on the Client's financial instruments account.

The Bank obtains certificates on stated balances by way of software, directly from the Client or in direct contact with the depository of financial instruments and funds.

In the process of issuing the order electronically, the Client may use funds and financial instruments that are under settlement (netting positions) of executed, but unsettled transactions.

## 3. Submission of Request and Service Activation

The Client shall submit the Request containing identification data, as well as information on the e-mail address from which the trading orders in financial instruments will be issued directly, at the branch of OTP bank Serbia or in the premises of the Capital Markets Department or Private Banking Department.

The Request shall be submitted to the e-mail address: [broker@otpbanka.rs](mailto:broker@otpbanka.rs) signed by certified electronic signature of the Client.

Upon receipt and processing of Request by employees of the Capital Markets Department, the employee shall register the submitted e-mail address, verify accuracy and once the conditions are met and approved, the Client shall be able to use services of giving trading orders electronically.

The Client is obliged to verify information and functionality on the website: [www.otpbanka.rs](http://www.otpbanka.rs), in the event that due to technical reasons the e-mail address has been changed.

The Bank is obliged to inform the Client of all changes to the e-mail address, and deliver the Instruction for Issuing Trading Orders Electronically to the Client in the event of any change.

Upon Client's request, the Bank may deliver to the Client the Instruction for Issuing Trading Orders Electronically which is published on the Bank's website, either in written form or electronically.

#### 4. E-mail address for Order Issuance

Orders for trading in financial instruments shall be issued to the following addresses:

[nalog@otpbanka.rs](mailto:nalog@otpbanka.rs) or [order@otpbanka.rs](mailto:order@otpbanka.rs)

The Client shall issue the trading order only from the e-mail address recorded for giving trading orders in the Bank. The e-mail of each order issued electronically may be used to verify accuracy of given orders for trading in financial instruments.

#### 5. Receipt Time and Client Identification

Receipt of orders electronically shall be performed during working hours of the Capital Markets Department, on business days from 09:00 a.m. to 6:00 p.m.

Clients may submit orders for trading in financial instruments electronically during 24h, but the Bank shall receive and execute orders according to sequence of receipt thereof during specified working hours of the Capital Markets Department.

Trading orders with a certain time duration that are issued after the end of the working hours for receiving orders, after 6 pm, will be received and recorded in the book of orders on the next working day.

Trading orders with a daily validity period, for which trading on a certain market is still active, and which are issued after the working hours for receiving orders, after 6 p.m. will be rejected, with a notification to the client about the reason for the rejection and information about the obligation to submit a new order for trading with the active date and price of the financial instrument.

Time of order receipt is the inscription time in the book of orders of the Bank.

Note: Orders for transfer (depositing) shall be issued by no later than the date of closing the takeover bid or bid for acquisition/disposal of own shares, as a rule minimum half an hour prior to closure (11:30 a.m.). Orders for trading in debt financial instruments of the Republic of Serbia on primary auction shall be issued, as a rule, 30 minutes at the latest prior to closure of auction (10:30 a.m.).

#### 6. Order Issuance

The Bank is obliged to unambiguously determine the necessary elements of the order when receiving the order electronically. Minimum data which the Client is obliged to submit when issuing the order:

Type of order	
Name of company/stock exchange ticker symbol/ISIN number	
Quantity	
Price	
Order duration	
Name and surname/Name	
Unique Personal Identification Number/Registration number/Securities Account Number	

In the event that the e-mail message does not contain all stated elements or contains unclear elements which cannot be deemed as a precise instruction for purchase, i.e. sale of financial instruments, the broker is entitled and obliged to seek order clarification and supplements to the necessary elements or refuse receipt of the unclear order. The order issued electronically (by e-mail message) may not contain other information save for information stated in this Article.

The trading order may contain other special information (market, iceberg order, stop order, FOK and other types of orders depending on the market of trading), which may be specified by the Client when giving the order.

Should the Client not specify the place of order execution, the Bank will issue the order on the available market where the total cost of transaction is the most favourable for the Client, taking into account relevant circumstances in terms of type and size of the order in question, as well as market liquidity.

The Bank obtains information on the depositary of financial instruments and funds, which are contained in the trading order, by way of software through entry in the application, prior to order execution.

If certain information (depositary of financial instrument and other) is not precise and clear, the broker may request from the Client, by sending an e-mail to the Client's recorded e-mail address, to define specific information in order to remove any doubt and execute the Client's order in the best possible manner.

In the event of business needs for the provision of market information or removal of doubt, the broker may contact the Client by sending an e-mail to the address registered for issuance of Client's orders.

The Client is entitled to issue a maximum of 5 trading orders in one e-mail.

## 7. Order Revocation

When revoking an order electronically, all conditions in terms of Client identification should be met, as when issuing orders for trading in financial instruments.

The Client may revoke a purchase or sales order electronically, regardless of the manner of issuing the initial purchase or sales order which is being revoked by the Client. Minimum data which the Client is obliged to submit when issuing the order:

Type of order	Revocation
Name of company/stock exchange ticker symbol/ISIN number	
Quantity	
Price	
Order duration	
Name and surname/Name	
Unique Personal Identification Number/Registration number/Securities Account Number	

Following successful Client identification, the employee shall verify basic order elements based on which the order that the Client is intending to revoke can be unambiguously determined.

Following receipt of the revocation order, the broker shall locate the Client's order and if all conditions are met, i.e. if the order has not been realised and is active on the market, the broker will revoke the order on

corresponding market and forward the notice on revocation order receipt to the Client as defined by the Questionnaire and contracted with the Client.

If the order has been realised or there are other objective reasons due to which the order cannot be revoked (non-working day of the stock exchange, temporary or permanent suspension of trading with a certain financial instrument and the like), the broker will notify the Client thereof as defined by the Questionnaire and contracted with the Client.

## **8. Notifying Clients on Order Issuance and Realisation**

Within 24h following receipt of the order electronically, the Bank is obliged to submit the confirmation on order receipt, i.e. confirmation on receiving order revocation to the Client, containing all legally prescribed elements as defined by the Questionnaire and contracted with the Client.

In the event that the order has been realised, the Bank is obliged to inform the Client of the inability to realise the revocation order and deliver the confirmation on order realisation (trading confirmation) to the Client as defined by the Questionnaire and contracted with the Client.

## **9. Order Issuance through Authorised Person**

An Authorised Person may issue trading orders on behalf and for the account of the Client.

In the event that the trading order is issued by the Client's Authorised Person on the Client's behalf and for its account, in addition to verification which the Bank usually performs in client identification, it is obliged to obtain from the Client:

- ✓ For natural persons - corresponding certified power-of-attorney precisely containing all relevant elements of the power-of-attorney;
- ✓ For legal entities - corresponding power-of-attorney (Company decision) of legal entity, signed by the legal representative.

Prior to order issuance, the Bank is obliged to record data on the Authorised Person in the application, to verify the Authorised Person when identifying the Client simultaneously with verifying other identification data based on which Client's identity can be unambiguously determined.

## **10. Refusal of Order Receipt**

The Bank is entitled to refuse receipt and/or execution of an order.

The Bank shall refuse receipt and/or execution of a Client's order under conditions that are identical regardless the manner of issuing the Client's trading order, and envisaged by the Rules Of Procedure for Investment Services and Activities and Ancillary Services of OTP Banka Serbia with appendices and the Law on Capital Market.

When receiving an order electronically, grounds for order refusal by the Bank are imprecise and insufficiently clear Client's instructions and e-mails outside the framework of this Instruction for order issuance electronically.

OTP Bank Serbia  
Capital Markets Department