

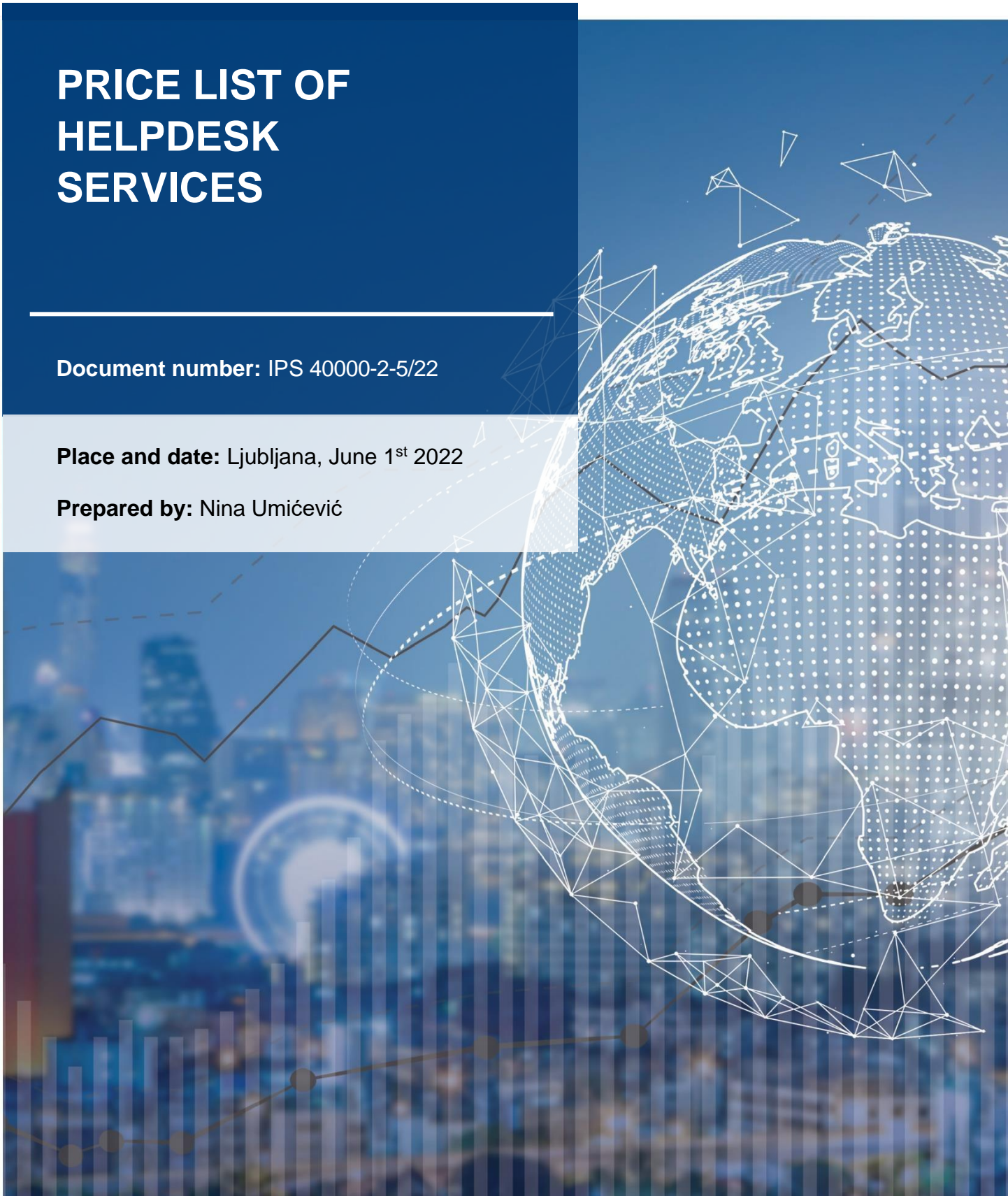
# PRICE LIST OF HELPDESK SERVICES

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## Price list of services for Hal E-Bank

Service	Price <sup>1</sup>
Installation of multi-user version of Hal E-Bank/Corporate <sup>2</sup> - remote (up to 2.5 hours)	200,00 €
Surcharge for on-site service <sup>3</sup>	100,00 €
Installing a multi-user version on a single client (up to 30 minutes)	50,00 €
Upgrade the database on an existing server (up to 2 hours)	150,00 €
Database transfer to a new server (up to 2 hours)	150,00 €
Transfer of the multi-user version of Hal E-Bank / Corporate to the single-user version of Hal E-Bank / Personal (up to 1 hour)	150,00 €
Intervention: for each started intervention hour between 8:30 and 16:30	120,00 €
Intervention: for each started intervention hour between 16:30 and 20:00	150,00 €
Compensation for each started working hour (if necessary and at the request of the client)	60,00 €
One-year additional support service Basic <sup>4</sup>	85,00 €
One-year additional support service Pro <sup>5</sup>	160,00 €
Compensation for non-performed service through the fault of the client	70,00 €
Multimarket functionality <sup>6</sup>	200,00 €

<sup>1</sup> All listed prices are without VAT.

<sup>2</sup> It includes the installation of an IBM DB2 database on a server and two Hal E-Bank / Corporate clients, and a one-year right to use additional Basic or Pro support.

<sup>3</sup> We also charge actual travel costs for services on the basis of the last valid Decree on the amount of reimbursement of costs related to work and other benefits, which is published in the Official Gazette of the Republic of Slovenia, or according to submitted invoices.

<sup>4</sup> The Basic support package includes assistance with installing additional Hal E-Bank / Corporate clients, assistance with troubleshooting Hal E-Bank / Corporate issues, and assistance with troubleshooting issues with the installed version of DB2. This is the default package when ordering a Hal E-Bank / Corporate license.

<sup>5</sup> In addition to the contents of the Basic package, the Additional Pro support package also includes the implementation of Multimarket functionality, assistance in resolving related problems and one transfer of the database every two completed years of payment for Pro support.

<sup>6</sup> In addition to operating on the Slovenian market, the multimarket functionality also enables operations on the markets of Serbia, Bosnia and Herzegovina and Kosovo. A prerequisite for using Multimarket functionality is the Pro package.



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