

USER GUIDE

**for the use of parking via Prepaid value parking card at
parking facilities of the Company**

1. GENERAL

A Prepaid value parking card can be used in accordance with General Terms of parking by Prepaid value parking card at the facilities of the Company, established by the Decision of Managing Director of Puc "Parking Servis", Belgrade, no.

. ____ from ____ year.

A Prepaid value parking card is non-personalized parking card which does not contain a monetary value, therefore, before using the Card at the facilities of the Company, it is necessary to load it with the funds.

A Prepaid value parking card has a validity period of 3 (three) years, and it is activated upon first entry to the parking facility by reading a parking card at the entrance machine, when the three-year period begins.

A Prepaid value parking card needs to be loaded with funds before activation.

SALES POINTS

The User buys a parking card before entering to the garage or car park:

- from a parking attendant who charges parking at the parking facility
 - Garage OBILIČEV VENAC - Obiličev venac No. 14-16
 - Garage MASARIKOVA - Masarikova No. 4
 - Garage ZELENI VENAC - Kraljice Natalije No. 13
 - Underground garage PIONIRSKI PARK - Dragoslava Jovanovića No. 2
 - Underground garage VUKOV SPOMENIK - Corner of Kraljice Marije and Ruzveltova Street
 - Garage BOTANIČKA BAŠTA- Vojvode Dobrnjca No. 10
 - Car park VMA- Crnotravska No. 17
 - Car park VIŠKA- Maksima Gorkog No. 2
 - Car park CVETKOVA PIJACA- Živka Davidovića bb
 - Car park ČUKARICA- Šumadijski trg, in front of SO Čukarica
 - Garage DR ALEKSANDRA KOSTIĆA- Dr Aleksandra Kostića No. 15
 - Car park KAMENIČKA- Kamenička No. 8
 - Car park DONJI GRAD- Karađorđeva No. 2-4
 - Car park MILAN GALE MUŠKATIROVIĆ- Tadeuša Koščuška No. 63
 - Car park KALEMEGDAN- Mali Kalemegdan bb
 - Car park NOVI BEOGRAD- Bulevar Mihajla Pupina No. 167, in front of SO Novi Beograd
 - Car park SAVA CENTAR- Milentija Popovića No. 9
 - Car park POLITIKA- Makedonska No. 29
 - Car park SLAVIJA- Prote Mateje No. 1 i 2
 - Car park MEĐUNARODNI TERMINAL - Parking for passenger vehicles at "Blok 43

➤ At the Customer Service Offices

- Kraljice Marije 7
- Mileševska 51
- Takovska 31

Prepaid value parking card purchased in one of the following ways has a feature of non-personalized parking card.

The User gets a User Guide for the purchased card.

2. HOW TO USE A PREPAID PARKING CARD

By entering the car park/garage with a vehicle, the User validates Prepaid card on the machine at the access gate, then a barrier gate opens up, and the User may enter a car park/garage

It is necessary to hold a Card up to the designated entrance reader until the machine displays remaining balance (monetary value) on the Prepaid card. If the card has funds the barrier gate will open up.

Then, the User goes to the first available parking space.

When exiting a car park/garage, the User, depending on the method of payment (out-car or in-car parking payment) acts in one of the following ways:

- the User approaches with a vehicle to the exit payment machine, upon reading a Prepaid card at the machine, the display will show the cost of parking required to be paid as well as remaining balance of the card, once validated, the barrier will raise, and the user may leave the car park/garage; or
- the card is handed over to parking attendant to validate it using a charge device at the parking attendant's office, after validation, the card is given back to the User with a bill showing the amount reduced by the price of parking cost, as well as remaining balance of the card, once validated, the barrier will raise, and the user may leave the car park/garage; or
- the card is validated at the transponder reader mounted on the outside of attendants' office, the display of the charge device will not show the cost of parking required to be paid nor remaining balance of the card, then, the barrier will raise, and the user may leave the car park/garage;

If the User enters a car park/garage using a Prepaid parking card and when leaving a car park/garage parking charge is higher than the credit on Prepaid value card, the User then pays the extra amount at toll station or parking attendant either by cash or credit card.

When parking time is paid at the toll station or at parking attendant, once again the card should be validated at the exit transponder reader, after validation the barrier will raise, and the user may leave the car park/garage;

2.1 HOW TO USE A CAR PARK/GARAGE WHEN THE PREPAID CARD IS LOST OR DAMAGED

The User of Prepaid value parking card is obliged to keep it protected from any kind of damage or loss.

The value of any lost, damaged or stolen Prepaid value card will not be replaced.

If the User has damaged or lost the Prepaid value card that was used upon entrance to car park/garage, is required to pay the applicable "Lost Card Fee", prescribed upon the rate of the Decision and in addition to parking payment per commenced hour which registers entry time, in the following ways:

- Starting from 00 am of the current day if the vehicle is not listed in the book, till the exiting of the garage/car park
- Starting from 00 am of the previous day, when the vehicle was first listed in the book, till the exiting of the garage/car park
- Starting from 00 am of the previous day, till the exiting of the garage/car park, for the vehicles that were in, on the previous day, and out on the next day, up to a time of being listed in a book

Parking costs is paid in accordance with the Price List applicable at the time of the parking.

The remaining balance of an expired non-personalized Prepaid value card cannot be transferred onto another card.

2.2 HOW TO USE A CAR PARK/GARAGE WHEN THE PREPAID CARD IS UNREADABLE

If the Prepaid value card becomes unreadable at the entrance to the car park, and the User wants to use a parking, the User approaches to the entry machine with a vehicle and take a parking ticket from a device by pressing the button, after which the barrier gate opens and the User may enter to the car park/garage

The User then goes to the first available parking space and to the employee of the car park/garage

Leaves a Prepaid card to the employee for checking

By entering to the car park/garage as mentioned above, the User is required to make payment for the time spent at the car park/garage per commenced hour according to the applicable Price List, at toll station or parking attendant

If the Prepaid value card is unreadable when exiting a car park/garage, the User is required to make payment for the time spent at the car park/garage per commenced hour in accordance with the Decision establishing the cost rate for the lost card, which registers entry time, described at section no. 2

In case a Prepaid value card is damaged or unreadable due to a Company's fault, reissuing of a new card and transferring the remaining funds will be at the expense of the company.

In case of any failure, error or malfunction when using a card, please refer to parking attendant at car park/garage

3. PREPAID VALUE PARKING CARD RELOAD

Prepaid value parking card can be reloaded at any public garage or car park managed by the Company except at garage, „Baba Višnjina“ – Baba Višnjina street no. 38, car parks „Karađorđeva“ – Karađorđeva street no. 87 and „Ada Ciganlija“–Ada Ciganlija bb, in the following ways:

- by parking attendant who charges parking in the amount of 100 to 9.000 dinars(only in the unit values of 100 dinars);
- by toll stations in the amount of 500 to 9.500 dinars (only in the unit values of 500 dinars)

Prepaid value parking card can be reloaded up to a maximum of 9.900 dinars.

3.1. PREPAID VALUE PARKING CARD PERSONALIZATION

Non-personalized Prepaid value parking card can be personalized by using a special Company's application, which is accessible via web portal : www.parking-servis.co.rs/prepaid/, from the home page by choosing a field Prepaid, then a CARD PERSONALIZATION and submitting a registration.

Upon registration on PORTAL, activate the option 'Prepaid' in a dropdown menu and create a request:

- Personalization
- Prepaid card reload,
- Transferring funds from Prepaid card
- Prepaid Card Transactions Report. (Listing)
- Corrections of personalization

Personalization of Prepaid parking card comes with the following benefits:

- Reload prepaid parking card online in the amount of 1.000,00, 2.000,00, 3.000,00, 4.000,00, 5.000,00, 6.000,00, 7.000,00, 8.000,00 and 9.000,00 dinars;
- a 5% discount on electronic reloading of the Card for the amount of 1.000,00, 2.000,00, 3.000,00 and 4.000,00 dinars;
- a 10% discount on electronic reloading of the Card for the amount of 5.000,00, 6.000,00, 7.000,00, 8.000,00 and 9.000,00 dinars
- Prepaid card transactions report (Listing) upon request
- an opportunity to transfer a balance of unused funds, in the case of expired, lost or damaged Card;

In case of expired, lost or damaged Prepaid value parking card, the User shall bear the costs of issuing a new card, according to the Price List of the Company.

In case of reloading a card with more than 30.000,00 dinars, within the validity period of personalized Prepaid card, the reissuance of a new Card and transfer of remaining funds, after its expiration date will be provided at the expense of Company.

The User of personalized Prepaid value parking card can reload the card as described in the section 3. Instructions, that this kind of reloading is without a discount.

3.2. PARKING FACILITIES THAT SUPPORT PREPAID CARD

Lists of car parks and garages that support Prepaid card:

1. Garage "OBILIĆEV VENAC" – Obilićev venac No. 14-16
2. Garage "MASARIKOVA" – Masarikova No. 4
3. Garage "ZELENI VENAC" – Kraljice Natalije No. 13
4. Garage "PIONIRSKI PARK" – Dragoslava Jovanovića No. 2
5. Garage "VUKOV SPOMENIK" – Corner of Kraljice Marije and Ruzveltova Street
6. Garage "DR ALEKSANDRA KOSTIĆA" – Dr Aleksandra Kostića No. 15
7. Garage "BOTANIČKA BAŠTA" – Vojvode Dobrnjca No. 10
8. Garage "BABA VIŠNJINA" – Baba Višnjina No. 38-42
9. Car park "VIŠKA" – Maksima Gorkog No. 2
10. Car park "VMA" – Crnotravska No. 17
11. Car park "DONJI GRAD" – Karađorđeva No. 2-4
12. Car park "KALEMEGDAN" – Mali Kalemegdan bb
13. Car park "KAMENIČKA" – Kamenička No. 8
14. Car park "MEĐUNARODNI TERMINAL" – Parking for passenger vehicles at "Blok 43"
15. Car park "MILAN GALE MUŠKATIROVIĆ" – Tadeuša Koščuška No. 63
16. Car park "NOVI BEOGRAD" – Bulevar Mihajla Pupina No. 167, in front of SO Novi Beograd
17. Car park "POLITIKA" – Makedonska No. 29
18. Car park "SAVA CENTAR" – Milentija Popovića No. 9
19. Car park "SLAVIJA" – Prote Mateje No. 1 i 2
20. Car park "CVETKOVA PIJACA" – Živka Davidovića bb
21. Car park "ČUKARICA" – Šumadijski trg, in front of SO Čukarica

This User Guide is applicable to the General Terms for using a parking via Prepaid card at the parking facilities of the Company, prescribed by the Decision of the Director of PUC 'Parking Servis', Belgrade, no. from year and is applicable from.