USER GUIDE

INTERNET BANKING FOR BUSINESSES
FINANCING OPERATIONS

Zagreb, September 2018
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SAFETY WARNING

IMPORTANT NOTICE!!!

Upon finishing the work in the service, please act according to instructions set out in the image (Figure 1).

![SAFETY WARNING](image)

Figure 1 – safety warning for PBZCOM@NET service

If you notice that the web address does not start with [https://comnet.pbz.hr/](https://comnet.pbz.hr/) make sure you stop working in the application because you have not opened the Bank's pages. By clicking the lock icon positioned on, in or beside the web address for accessing PBZCOM@NET service, you can check whether the address is correct (Figure 2).

![Web address verification](image)

Figure 2 - verification of web address accuracy

GENERAL INFORMATION ABOUT FINANCING

The Bank can provide you with a number of different financing solutions, offering a wide range of products intended for the following purposes:

- working capital finance i.e. maintenance of current liquidity,
- financing growth of your business,
- financing of investment projects i.e. long-term investments, purchases of fixed-assets,
- participation in syndicated loans,
- project financing,
- buyer’s credit facilities (loans intended to support and promote export, whereby PBZ as an exporter's bank grants a loan to an importer's bank),
- lending programmes implemented in cooperation with HBOR (Croatian Bank for Reconstruction and Development) or with other government and public institutions,
- special lending programmes for SMEs,
- trade finance supporting commercial contracts concluded with business partners in Croatia and abroad: issuing of guarantees, opening of documentary letters of credit, domestic and international factoring and forfaiting, discounting of bills),
- issuing of letters of intent.

**FUNCTIONALITIES of PBZCOM@NET Internet Banking – Financing module**

Module **Financial Operations** within PBZCOM@NET Internet banking provides you with:

- Detailed review of your **credit and guarantee portfolio** used at the Bank
- Functionality of sending **The Request for loan utilisation** to the Bank

Under your **loan and guarantee portfolio**, data on the following products are shown:

- loans,
- **lines of credit** i.e. multi-purpose facilities,
- guarantees and letters of intent,
- letters of credit.

For each particular product, the following data are made available to you:

- **basic information** about the product in question,
- **terms and conditions** applicable to a particular product,
- information about the (account, loan, etc.) **balance**, loan repayment schedules,
- **list of products** used under lines of credit (i.e. multi-purpose facilities).

**NOTE:** Data on the use of products and on the balance of the Bank claims relating to these products are provided for information only. If a certificate or a statement containing the official data from the Bank’s books of account needs to be issued, please get in touch with your designated contact person or your designated relationship manager.
REQUEST FOR LOAN UTILISATION

The introduction of the new functionality Request for loan utilisation allows you to make the request to the Bank via PBZCOM@NET Internet banking, instead of sending the Request for loan utilisation form on paper to the Bank.

The Request for loan utilisation should contain all the required instructions based on which the Bank disburses funds. In situations when a request contains more payment items, one Request for loan utilisation may contain instructions for the disbursement to several different payee's accounts.

Funds can be paid:

- by disbursement made to your account with the Bank
- by disbursement made to your account with another bank
- by disbursement made to creditor's/contractor's/supplier's account (with the Bank or with another bank)
- by disbursement made for the nostro remittance cover (to the account with the Bank)
- by disbursement intended for the settlement of the Bank’s claims

Provided that all disbursement items refer only to one loan (one agreement number) and to one desired date of disbursement.

It is mandatory to attach all the documents to the Request, required for the utilisation of loan, and stipulated in the loan agreement.

By choosing the box New Request/Request for loan utilisation, data will be shown under the concluded Loan Agreement:

- Agreement number – number of loan agreement
- Name of the product – description of loan type
- Contracted amount and currency – total approved loan amount
- Undrawn amount and currency – display of undrawn amount, minus amount kept in reserve, and currency of approved loan
- Drawdown deadline – final loan utilisation date

NOTE: Message Total amount of request(s) currently in processing (amount) is displayed if you made the request for loan utilisation earlier via PBZCOM@NET, but such request(s) have not been realised yet.
In the box Financing -> New Request/Request for loan utilisation you can create a new request (icon plus (+)) pursuant to the concluded Loan Agreement (Figure 3).

**Figure 3 – request for loan utilisation**

**Cut off time for Loan Utilisation Request:**

**Regular request**

- Disbursement date in the Request for loan utilisation made by 14:00 h on a business day can be the next business day at the earliest.
- Disbursement date in the Request for loan utilisation made after 14:00 h on a business/non-business day can be at the earliest two business days afterwards.

**Urgent request**

- The date of disbursement under an urgent Loan Utilisation Request in foreign currency, with a currency clause, which is issued prior to 13:00h on a business day, can be the current date (i.e. the disbursement can be made during the current business day).
- The date of disbursement under an urgent Loan Utilisation Request in kuna, which is issued prior to 14:30h on a business day, can be the current date (i.e. the disbursement can be made during the current business day).
- The date of disbursement under an urgent Loan Utilisation Request, which is issued after 13:00 h/14:30 h on a business/non-business day can be the next business day at the earliest

**NOTE:** Loan Utilisation Request must be signed by an authorized person who represent the Business entity.
CREATING AND SIGNING REQUESTS AND THEIR REVIEW BY STATUSES

Creation of requests for loan utilisation

- Choose the icon plus (+) (Figure 6)
- Enter all the required instruction data:
  - Purpose of payment

![Figure 4](image1)
Figure 4 – intended use of funds (purpose of disbursement)

- Amount
- Payee's account number
- Payee/credit reference number
- Choose the field **Save**

![Figure 5](image2)
Figure 5 – data about order

- By choosing the icon plus (+) you can enter new instruction
- Enter the **desired date of disbursement** by selecting the icon on calendar or select the option **Urgent**
- Enter the contact data
- Choose the field **Save**
Signing of Request for loan utilisation

- Choose the request in the box *In preparation* by clicking on request number
- On the next screen, you can enter **new instruction**, change the **desired date of disbursement** and **upload the required documents**:
  - Select the type of document, document connection (number of request or instruction) and click on **Choose data file**
  - The screen will open where you can select the document (**must be a PDF format**) you saved to your work station
  - Having selected the document, choose the option **Upload**
After the uploading of documents and updating of entered data, if necessary, choose the option **Send for signing**

- In the box **For signing** choose the request by clicking on the number of request
- On the next screen choose the option **Sign** or **Sign and execute** (depending on contracted authorisations)
Enter the required PIN and select the option **Confirm**

Or scan the QR code (if you logged in the PBZCOM@NET with the PBZmToken application) and carry out the execution process

After the execution of request, it can be reviewed in the box **Received for execution**

After the request is executed, you can revoke it by clicking the request number in the box **Received for execution** and by choosing the option **Revoke**

The request cannot be revoked if the option **Revoke** is not offered when you click the request number in the box **Received for execution**
Review of requests for loan utilisation

- By choosing the box **Review of request(s)/Request for loan utilisation**, the screen will open with requests listed in the box **In preparation**
- You can review the requests also in other boxes (**In processing and Processed**)  
- You can send back the request for update before you send it for execution (the request will then be located in the box **In preparation**) 
- Persons approving the use of loans at the Bank may send back the request for update (the request will then be located in the box **In preparation**) or reject it (the request will then be located in the box **Processed**).

![Figure 9 – review of requests for loan utilisation](image)

- Through the review of request statuses you can follow up your request, i.e. its current phase:
  - **Received** – request is sent for execution and received by the Bank
  - **Rejected** – request is rejected by the person approving loan utilisation at the Bank, with a note specifying reasons therefore
  - **Executed** – funds are disbursed to the account indicated in the instruction
  - **Deleted** – user has deleted the request
  - **Entered** – user has entered the request
  - **Unsigned** – user has saved the request
  - **Signed to the left** – user empowered as left-hand side signatory has signed the request
  - **Properly signed** – user empowered as right-hand side/single/superuser signatory has signed the request
  - **Reverted for updating** – returned for updating by user or person approving utilisation at the Bank
  - **In processing** – request sent for execution and received by the person approving utilisation
  - **In execution** – disbursement in progress
  - **Partially executed** – disbursement is only partially made
  - **Revocation in progress** – user revoked request
  - **Revoked** – request is revoked
CONTRACTING OF FACILITIES

The introduction of a new functionality that supports contracting of facilities will enable you to make a request for contracting a **Quick overdraft** – an authorised overdraft of the transaction account. Instead of contracting a Quick overdraft at a Sinergo desk, as has been done so far, you can now send a request for a quick overdraft via PBZCOM@NET Internet banking service.

After sending a request for contracting a Quick overdraft, you will sign electronically (by means of an advanced electronic signature) a *Short-term loan agreement - an authorised overdraft of the transaction account*, by using the relevant device (a smart card or USB device) supported by a qualified certificate. An advanced electronic signature, to which an advanced time stamp is added when the Agreement is signed, shall have the same legal effect and shall replace a handwritten signature and [the imprint] of a seal, in accordance with the currently valid electronic signature regulations.

**You will be able to send a request for contracting a Quick overdraft:**

- if you have a **smart card or USB device** which you use to log in to PBZCOM@NET
- if you have been **offered the possibility** to submit a request for a Quick overdraft
- if you represent a **Business Entity individually or you are the owner of a registered business/craft or a natural person** acting within his/her line of business or profession
- if you have provided **sufficient funds in your transaction account** to enable direct debiting of the fee for activation of a quick overdraft (these sufficient funds have to be provided no later than within 5 days after the agreement has been signed by both parties).

**Information about a loan:**

- purpose – **working capital finance**
- interest rate – fixed, 7.40% or 7.90% per annum
- default interest rate – variable, 8.82% per annum
- fee for processing a request – HRK 300
- frequency of interest payments i.e. interest maturity – **monthly**

**PROCESS OF SUBMITTING A REQUEST FOR CONTRACTING A QUICK OVERDRAFT**

Also, after logging-in to PBZCOM@NET and choosing the module *Financial operations -> Financing contraction*, you will enter the screen related to a request for a Quick overdraft, if you have been pre-approved for a quick overdraft.
Creation of a request for contracting a Quick overdraft

Once you have accessed the request screen by choosing the Financing module, the terms and conditions for contracting a Quick overdraft will be presented to you, as well as the product information, while you should enter the following data:

- the desired amount (the maximum permitted amount is displayed in this field)
- the e-mail address for receiving notifications about the status of your request, i.e. the stage of product approval (the e-mail address which you have provided when applying for issuance of a qualified certificate will be displayed in this field)

![Image of the request form](image)

After checking the terms and conditions, click on the Accept button. A pop-up screen will be opened, by means of which you confirm that you are authorised to represent the Business Entity singly and independently.
Submission of requests to the Bank and signing of Agreements

After you have accepted the terms and conditions of a Quick overdraft, a screen will be opened showing the Short-term loan agreement - an authorised overdraft of the transaction account, which can be viewed in pdf format. After you have read the Agreement, it is necessary to choose the option Sign. A box will appear, in which you should enter the required PIN and choose the option Confirm.

Figure 21 – Signing of an Agreement
After you have entered the PIN and clicked Confirm, your request for a quick overdraft will be submitted to the Bank and will have the status Received. The relevant Short-term loan agreement - an authorised overdraft of the transaction account will be signed by you electronically, and you will be able to view the Agreement by clicking on Overview of requests -> In processing.

**Overview of requests for a Quick overdraft**

By choosing the tab Overview of requests you may check the requests listed under the tabs In preparation, In processing and Processed. You may check the status of your request for a Quick overdraft and view the related Agreement by clicking on the PDF icon, as well as check other data.

![Figure 32 – overview of requests](image-url)
Details of a request for a Quick overdraft

By clicking on the request number (Fig. 12) you will access the screen showing details of the relevant request, (see Figure 13 below):

In case of failed delivery i.e. failed sending of a request, you should select the option **Delete** on the "details" screen and again try to create a request by clicking on **Financial operations -> Financing contraction**.

**Status of a request for a Quick overdraft**

The screen which provides an overview of your requests makes it possible for you to track the processing of your request, i.e. you can see its current status:

- **Entered** – the user has entered the request by selecting the option **Accept**
- **Properly signed** – the user has signed the Agreement electronically but the sending/delivery of the request to the Bank has not been successful
- **Received** – the user has signed the Agreement electronically and the request has been sent for execution
- **Executed** – both the user and the Bank have signed the Agreement electronically
- **Rejected** – your request has been rejected by the Bank, where the reason for rejection will be stated in a note included under "details" screen.
Notifications about the status of your request for a Quick overdraft

You will be notified, via the Message board of PBZCOM@NET and by e-mail, of the status of your request for a Quick overdraft which was submitted to the Bank for execution.

We will send you notifications:

- when the **Bank has signed the Agreement electronically** (via the message board and by e-mail) – informing you that the agreement has been signed electronically and that you may check it via PBZCOM@NET-a (*Financing* - > *Overview of requests* - > *Processed*), as well as that you should provide the cover for collection i.e. payment of the fee for activation of a Quick overdraft within 5 days from that day; otherwise, the agreement will be automatically cancelled upon expiry of the mentioned time limit;

- when we **have collected the fee for activation of a quick overdraft from your transaction account** (via the message board) – informing you that the facility has been activated and that you may start using your authorised overdraft;

- when we **have rejected the request** for a Quick overdraft (via the message board and by e-mail) – informing you that the request has been rejected by the Bank, and that the reason for rejection will be stated under the "details of the request" screen;

- when we **have cancelled the Agreement** [*Short-term loan agreement - an authorised overdraft of the transaction account*] (via the message board and by e-mail) – informing you that the Agreement has been cancelled since the Bank was unable to collect the fee for activation of a quick overdraft because you have not provided sufficient funds for payment of the fee in full.
LOANS

By choosing the option **Loans** under the **Financing** module, you will be able to get an overview of contracted loans together with basic information about a particular loan, as shown in the figure below (Figure 14).

**Figure 104 – an overview of a loan portfolio**

**Detailed view of the loan-related data**

By clicking on the contract number, you can view **basic data** about a loan, the loan **terms** and the loan **balance** in the relevant currency (Figure 15).

**Basic data**
- **Contract number** – an identifier of a particular loan which the client has agreed with the Bank,
- **Type of funding** – a description of the loan type,
- **Funding purpose (according to CNB)**
- **Funding term structure/maturity** – short-term or long-term financing,

**Terms**
- **Contracted amount and currency** – the agreed amount and currency of a loan,
- **Final utilisation term** – the final date of the availability period,
- **Maturity date** – the final maturity date of a loan,
- **Principal maturity frequency** – how frequently principal repayments fall due (e.g. on a monthly basis, quarterly, etc.),
- **Interest maturity frequency** – how frequently interest payments fall due (e.g. on a monthly basis, quarterly, etc.),
- **Interest rate** – interest rate on a loan,
- **Current interest rate** – the level of the current interest rate,
- **Penalty interest rate** – the level of the current default interest rate,

**Balance in (a relevant) currency and in (a relevant) ratio**
- **Unutilised** – amount in a selected currency
- **Principal amount**
  - **Undue** – principal amount, in a particular currency, not yet due for payment
  - **Due for payment** – principal amount, in a particular currency, which has fallen due
- **Interest**
  - **Undue** – the amount of interest, in a particular currency, that has not yet become due
  - **Due for payment** – the amount of interest, in a particular currency, which has become due for payment

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1 The currency and ratio are selected in the filter in the table displayed on the start-up screen
Loan repayment schedule

By clicking on the PDF icon for print, you can access a repayment schedule for each particular loan, excluding account overdrafts and revolving credit facilities (Figure 16).

![Repayment Schedule](image-url)

**Figure 115 — a detailed view of the loan data**

**Figure 12 — a repayment schedule**
LINES OF CREDIT (i.e. MULTI-PURPOSE CREDIT FACILITIES)

By choosing the option Lines of credit, you can get an overview of basic data on credit lines (Figure 17):

![Image: Multi-purpose Credit Facilities]

Figure 13 — basic data on lines of credit

Detailed data on a line of credit

All detailed data on a line of credit, i.e. agreed terms of a credit line, will become available to you by clicking on the link under the contract number for a credit line (Figure 18)

**Basic data**
- **Contract number** – an identifier of a credit line which the client has agreed with the Bank,
- **Type of funding** – a description of the type of a line of credit,

**Terms**
- **Contracted amount and currency** – the agreed amount and currency of a credit line,
- **Utilisation deadline** – the final date of the availability period of a credit line,
- **Date of last obligation** – the date until which a credit line is valid,

**Balance in (a relevant) currency and in (a relevant) ratio**
- **Unutilised** – amount in a selected currency,
- **Fee**
  - **Undue** – fee amount, in a particular currency, not yet due for payment
  - **Due for payment** – fee amount, in a particular currency, which has become due
List of products issued under a credit line

By clicking on the icon in the last column of the table that shows basic data on lines of credit, you can access the list of products issued under a credit line (Figure 19).
GUARANTEES AND LETTERS OF INTENT

By choosing the option guarantees and letters of intent under the Financing module, you will be able to get an overview of arranged guarantees and letters of intent that includes basic information about products, financing terms and other useful information about your business cooperation with the Bank and with your partners, as shown in the figure below (Figure 20).

![Figure 20 — guarantees and letters of intent](image)

Detailed data on guarantees and letters of intent

By clicking on the link under the contract/guarantee number you will get access to detailed data on individual guarantees and letters of intent (Figure 21).

![Figure 21 — a detailed view of a guarantee and letter of intent](image)
General data

- **Contract/guarantee/letter of intent (LOI) number** – an identifier of a guarantee/letter of intent which the client has agreed with the Bank,
- **Type of financing** – a description of the type of guarantee/LOI,
- **Funding purpose** – purpose of financing,
- **Funding term structure / maturity** – short-term or long-term financing,

Terms and conditions

- **Contracted amount and currency** – the agreed amount and currency of a guarantee,
- **Date of last obligation** – the date until which a guarantee is valid,
- **Guarantee beneficiary** – TIN (OIB) and the name of the beneficiary,
- **“Respiro”/grace period** – the number of days of a grace period (up to);

Balance in (a relevant) currency and in (a relevant) ratio

- **Principal**
  - **Undue** – principal amount, in a particular currency, not yet due for payment,
  - **Due for payment** – principal amount, in a particular currency, which has fallen due,
- **Fee**
  - **Undue** – the amount of interest, in a particular currency, that has not yet become due,
  - **Due for payment** – the amount of interest, in a particular currency, which has become due for payment.

LETTERS OF CREDIT

By choosing the option *Letters of credit* under the *Financing* module, you will be able to get an overview of letters of credit which provides the data on letters of credit as shown in the figure below (Figure 22).

![Letters of credit](image)

**Figure 22 – basic data on L/Cs**

Detailed data on letters of credit

By clicking on the link under the contract /letter of credit number you will get access to detailed data on individual letters of credit (Figure 23).
General data

- **L/C number** – an identifier of a letter of credit which the client has agreed with the Bank
- **Type of funding** – a description of the type of financing provided

Terms and conditions

- **Contracted amount and currency** – the agreed amount and currency of a letter of credit,
- **Expiry date** – the date on which validity of a letter of credit (L/C) expires,
- **L/C beneficiary** – the name and address of the L/C beneficiary,
- **Loading term** – the date for shipment of goods,
- **Foreign reference** – foreign reference number,
- **L/C coverage** – uncovered, partially covered L/C,
- **Operating balance** – the amount in a particular currency,

Balance in (a relevant) currency and in (a relevant) ratio

- **L/C balance** – the amount in (a particular) currency and in (a particular) ratio,
- **Matured obligations** – the amount in (a particular) currency and in (a particular) ratio.

**ARREARS**

By choosing the option *Arrears* you will be able to get an overview of obligations due and unpaid to the Bank on a daily basis (more information is provided in the instruction at [http://com.pbz.hr/download/PBZCOM@NET_review_and_transactions.pdf](http://com.pbz.hr/download/PBZCOM@NET_review_and_transactions.pdf)).

By choosing the option *Guarantees and letters of intent* under the *Financing* module, you will be able to get an
INFO CALCULATION

By choosing the option Repayment plan under the Info calculation module, you will be able to see Informational calculation of the repayment plan. Client needs to input data to get the repayment plan (Figure 24).

![Informational calculation of the repayment plan](image)

**Figure 24.** – input data to generate repayment plan

Click on the button **Calculate** the repayment plan is generated based on the entered data and shown to client (Figure 25).

![Repayment schedule](image)

**Slika 25.** – display of the repayment plan based on the entered data

Click on the button **New calculation** deletes all the data customer previously entered. Client can input new data to retrieve new repayment plan.