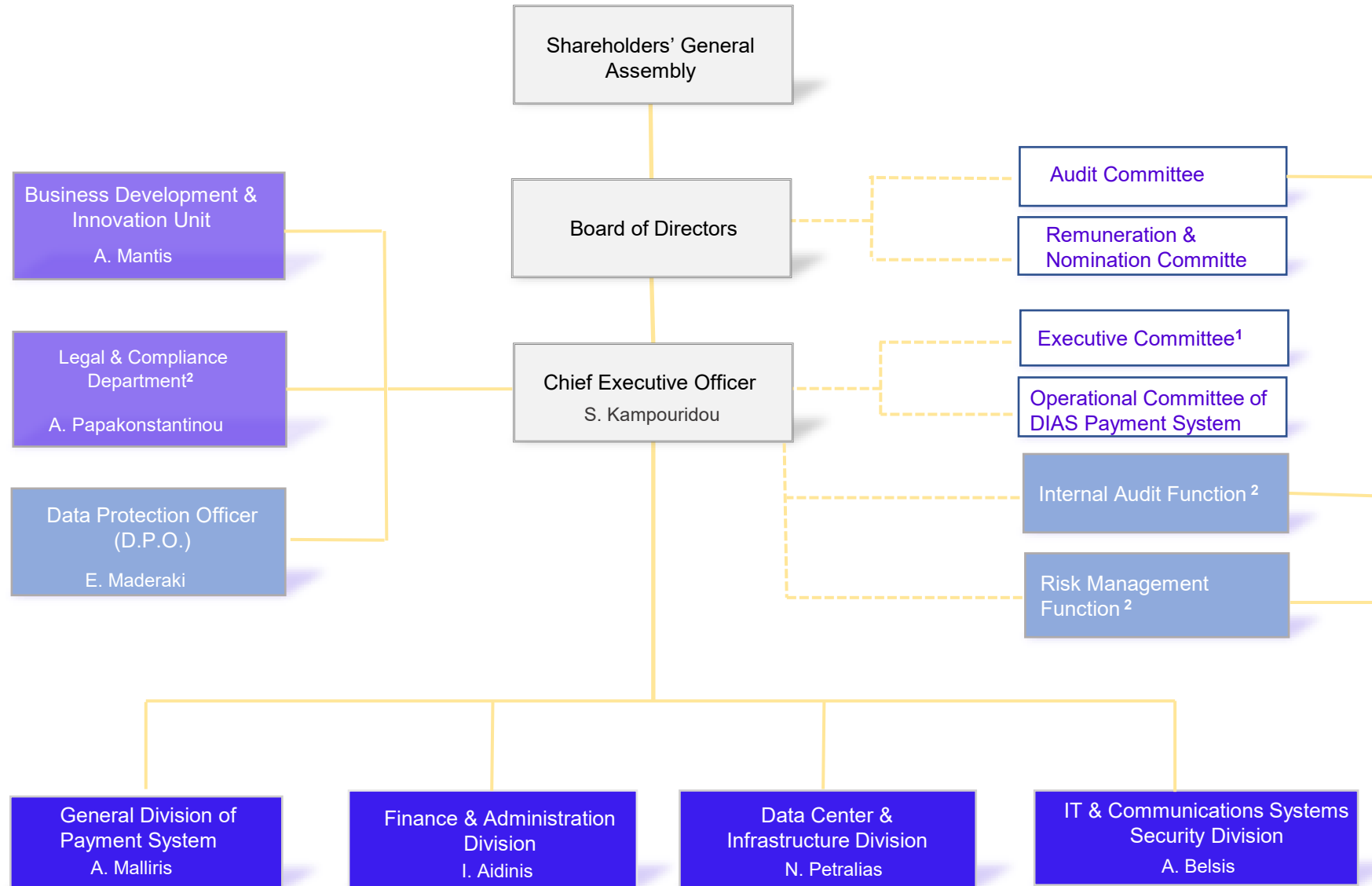


# Organizational Chart

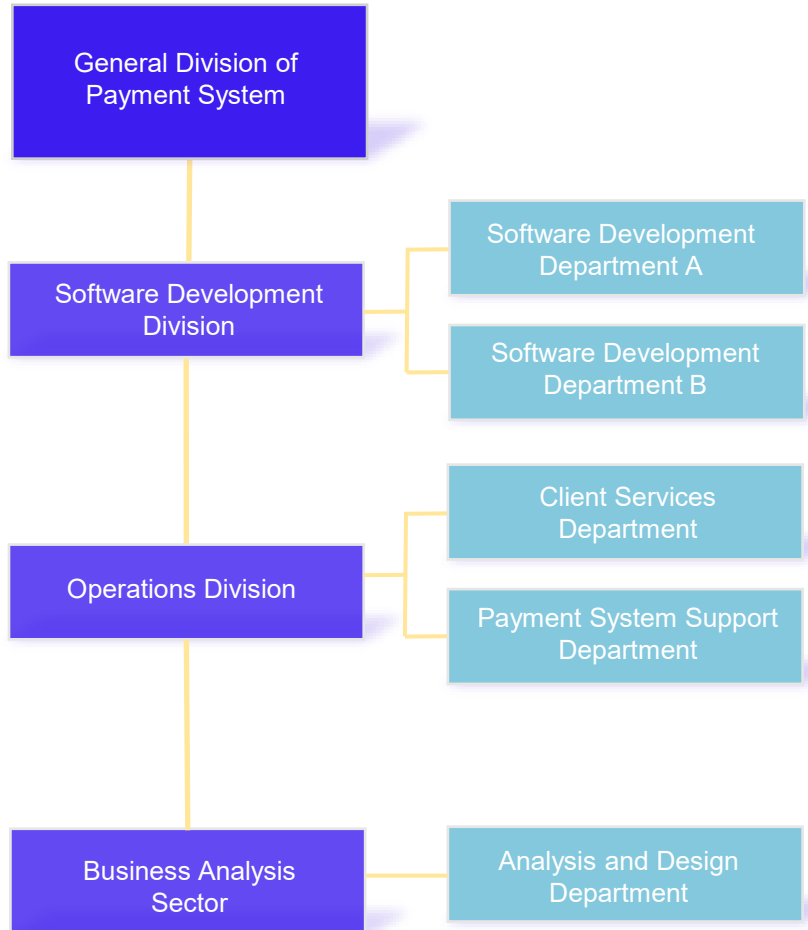


1)The Executive Committee reports indirectly to the Board of Directors, through the CEO.

2) The Internal Audit, Risk Management, and Compliance functions report administratively to the CEO and functionally to the Audit Committee. The Compliance function is organizationally integrated into the Legal & Compliance Department.

# General Division of Payment System

The General Division of Payment System is responsible for the Company's payment services development and management. It comprises the Applications Development Management, the Operations Management and the Business Analysis Department.



The main object of the **Software Development Division** is to ensure the development, maintenance and support of the Payment System services' software. Its sections are responsible for drafting the services' technical specifications, setting-up and supporting test and production environments as well as developing GUI applications, addressed to the Company' s personnel, the participating members of the Payment System and other Organizations and companies that are connected to DIAS Payment System.

The **Operations Division** has undertaken promotional, managerial and supportive duties with respect to the Payment System's products and services. It is also responsible for shaping the Company's Revenue and Customer Contract Management Policy.

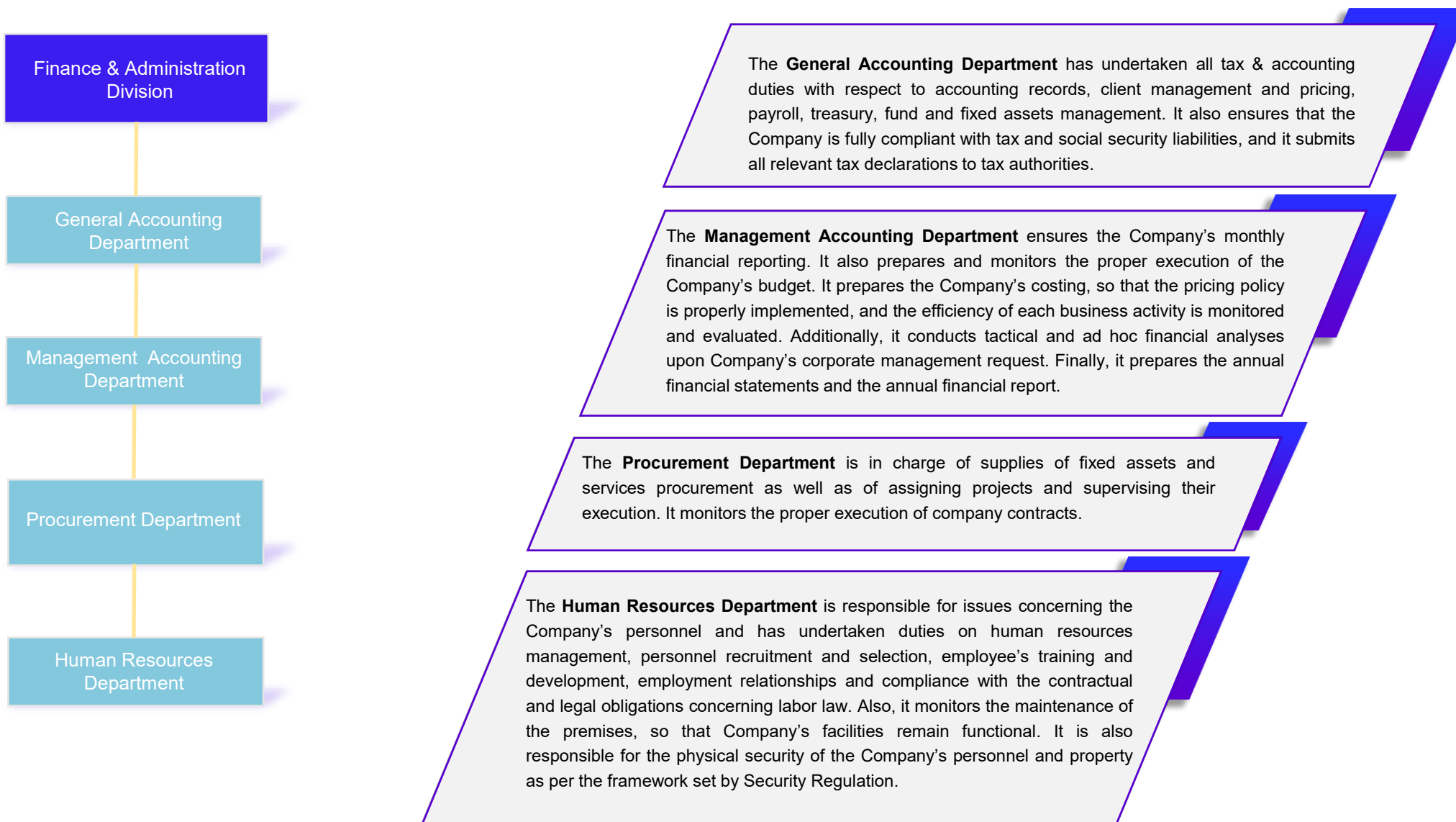
**Client Services Department** is responsible for the management and the operational support to both the PSPs and the Organizations that are connected to the Payment System. In addition, it submits proposals on issues concerning the development and improvement of the services as well as it is responsible for the operational support of DIAS Portal.

The **Payment System Support Department** is responsible for the daily operation of the Payment System services and it supports the PSPs and other Organizations that are connected to the Payment System on issues concerning data exchange.

The **Business Analysis Sector** makes proposals on the Payment System services' strategic and business design as well as it designs new products, services and methods of the Payment System services' improvement. Additionally, it ensures that the function of these newly - designed products and services complies with the applicable regulatory and statutory framework.

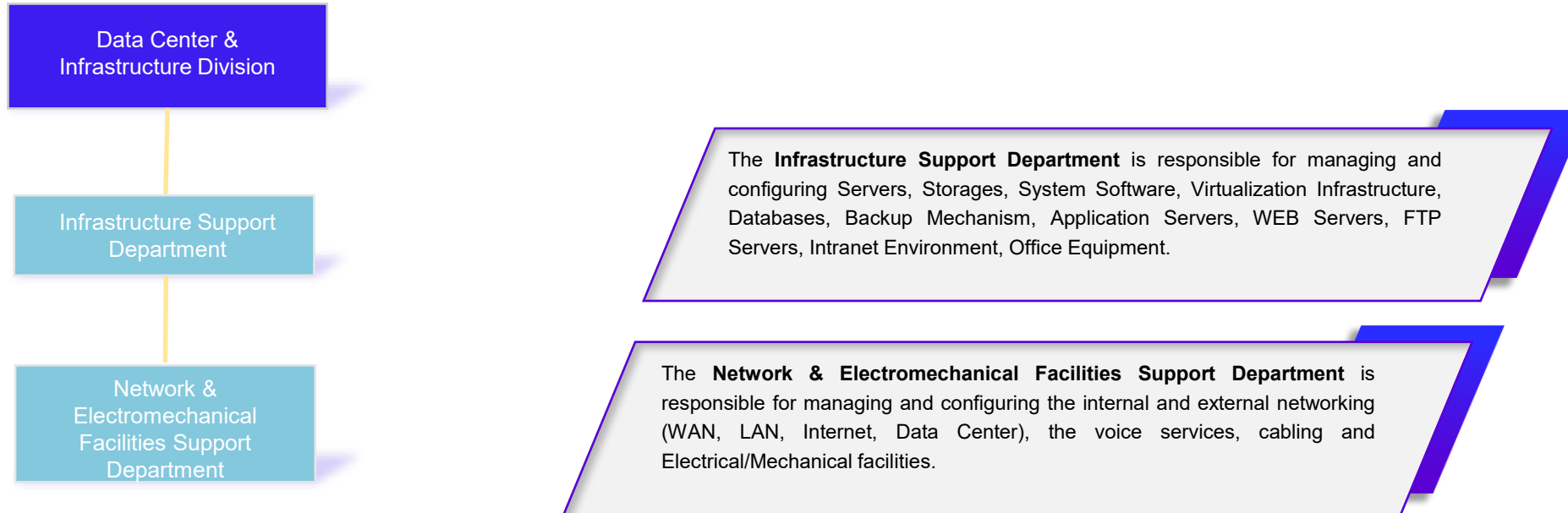
## Finance & Administration Division

The Finance and Administration Division is in charge of the financial operations, the procurement process and the Company's human resources policies. It consists of the following sections:



## Data Center & Infrastructure Division

The Data Center & Infrastructure Division is in charge of the design, installation, operation, management and monitoring of the IT Infrastructure's smooth operation, including both DIAS Primary and Disaster Recovery Centers.



## IT & Communications Systems Security Division

The IT & Communications Systems Security Division is responsible to develop and maintain a secure, resilient and trusted operating environment to support the DIAS's Payment System Services. It is also responsible to ensure compliance against oversight expectations and industry best practices in information security and business continuity such as *Cyber Resilience Oversight Expectations for Financial Market Infrastructures*, *PCI DSS*, *ISO 27001* and *ISO 22301*.

IT & Communications  
Systems Security Division

The context of the afore-mentioned responsibilities also includes the design, implementation and support of security mechanisms in the following fields:

- Cyber Security
- Data Protection & Application Security
- Identity & Access Management

## Business Development & Innovation Department

### Business Development & Innovation Unit

The **Business Development & Innovation Department's** main responsibility is the communication with executive members of Payments Service Providers and the coordination of DIAS business activities, in order to promote its products and payment services. It works on research and identifies new business opportunities and new technologies in the fast-evolving world of payments, nationally and internationally. It also evaluates the needs of customers-members in order to respond effectively with the right technology solution of the Payment System. It fosters and develops strong relationships with customer/ clients both DIAS's members (Payment Service Providers) and Technology companies that are entering the field in Greece or already operating. In order to implement and improve the business it collaborates with the Company's executives and participates to the Operation Committee of DIAS Payment System as well as to the Payments, Operations and Digital Banking Steering Committee of the HBA.

## Legal & Compliance Department

### Legal & Compliance Department

The **Legal & Compliance Department** consists of two main functional units: the Legal Service and the Regulatory Compliance Unit. Its mission is to provide comprehensive legal support and to ensure the Company's compliance with the applicable legal and regulatory framework.

**Legal Service:** Oversees the legal matters of the Company and the Payment System, provides legal opinions, drafts or contributes to the drafting of contracts and regulatory documents of the Company. The Legal Service assists the Legal Counsel in their duties and provides judicial and extrajudicial legal support to the Company, including drafting contract templates.

**Regulatory Compliance Unit:** Functionally reports to the Audit Committee of the Board of Directors and administratively to the Company's CEO, operating independently from the other departments of the Company. The Regulatory Compliance function is an integral part of the internal control system and is responsible for providing objective assurance regarding the Company's compliance with the applicable legal and regulatory framework.



\*The Internal Audit and the Risk Management Function report administratively to the CEO and functionally to the Audit Committee.