



**You can read the answers to the questions that electric vehicle owners often ask Charge&GO here:**

### **How can I register on the Charge&GO platform?**

You can simply register on the Charge&GO platform by clicking on the site sajt [client.chargego.rs](http://client.chargego.rs).

### **What are the advantages of using the Charge&GO application?**

The Charge&GO application allows you to start and stop a charging session, monitor the current charging process, view the time and place of previous charging sessions, as well as manage your account. Through the Charge&GO application, other networks of our partners across Europe, where there are more than 400,000 chargers, are also available.

### **Is there a charge for using the Charge&GO application?**

You may use the application completely free of charge.

### **Can I charge the vehicle without registering on the application?**

As an unregistered user, you can use the one-time payment option with a payment card to start charging.

### **How do I pay for the electric charging service and what is the price?**

You can pay for the electric vehicle charging service in several ways:

- By payment card without registration, through the Charge&GO platform and application
- With registration through the Charge&GO platform and application
- As a legal entity, for all refills during the month based on the contract and issued invoice

Current information on charging point prices is available through the Charge&GO platform. Before each charging session, the current prices are clearly displayed. Note that prices may vary if you use the one-time payment option.

### **Will I receive a fiscal invoice for charging?**

Of course, our obligation as an operator is to issue a fiscal invoice for each charging session or payment of funds to the account, which arrives in electronic form to the email address you left during registration or before the charging session if you are charging the vehicle as an unregistered user.

### **What is an RFID card and what is it for?**

The RFID (radio frequency identification) card is connected to your account and at the charging point allows you to get identified, that is, start or stop charging without using the mobile application. Only registered users have this option available and they can order the RFID card during registration or subsequently in their user account.

### **Do I have to have an RFID card to start charging?**

In order to start using the electric charger, it is not necessary to have an RFID card and you can charge your vehicle using a mobile application at all charging points.

### **How long does it take to charge an electric vehicle?**

Charging an electric vehicle at a fast and ultra-fast charger depends on the capacity and characteristics of the vehicle's battery. These factors vary by vehicle model. The charging speed is also affected by the external temperature, as well as the battery percentage. Generally speaking, charging to full battery can take up to four hours. It is also important to know that the battery percentage in the vehicle should always be maintained between 15% and 85%.

### **What are the different types of chargers for?**

The "socket" is used for small appliances and is a suitable solution for occasional charging of electric vehicles. Type2 represents the European charging standard and as such, is the most common connection in the European

Union. It is used for AC charging. CCS is the European standard for fast charging. The CCS connector provides power through direct current (DC). CHAdeMO is the Japanese standard for fast charging.

**What is the difference between the AC and DC electricity?**

AC is an abbreviation for the "Alternating Current", while DC designates the "Direct Current".

**Is my personal data privacy and security guaranteed?**

Personal information is treated as a trade secret and is classified as confidential information. Adequate protection measures are applied to personal data in accordance with the Personal Data Protection Act.