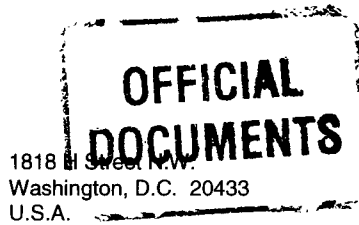


The World BankINTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT
INTERNATIONAL DEVELOPMENT ASSOCIATION1818 H Street, N.W.
Washington, D.C. 20433
U.S.A.(202) 473-1000
Cable Address: INTBAFRAD
Cable Address: INDEVAS

September 25, 2014

H.E. Boris Lalovac
Minister of Finance
Ministry of Finance
Katanciceva 5
Zagreb 10000
Croatia

Excellency:

**Re: IBRD Loan 8426-HR (Social Protection System Modernization Project)
Additional Instructions: Disbursement**

I refer to the Loan Agreement between the International Bank for Reconstruction and Development (the "Bank") and the Republic of Croatia (the "Borrower") for the above-referenced project, dated September 25, 2014. The Agreement provides that the Bank may issue additional instructions regarding the withdrawal of the proceeds of Loan No. 8426-HR ("Loan"). This letter ("Disbursement Letter"), as revised from time to time, constitutes the additional instructions.

The attached *World Bank Disbursement Guidelines for Projects*, dated May 1, 2006, ("Disbursement Guidelines") (Attachment 1), are an integral part of the Disbursement Letter. The manner in which the provisions in the Disbursement Guidelines apply to the Loan is specified below. Sections and subsections in parentheses below refer to the relevant sections and subsections in the Disbursement Guidelines and, unless otherwise defined in this letter, the capitalized terms used have the meanings ascribed to them in the Disbursement Guidelines.

I. Disbursement Arrangements

(i) Disbursement Methods (section 2). The following Disbursement Methods may be used under the Loan:

- Reimbursement
- Advance
- Direct Payment
- Special Commitment

Reimbursement, Advance, Direct Payment and Special Commitment disbursement methods shall be allowed for Category 2. For Category 1 only Reimbursement method shall be allowed.

(ii) Disbursement Deadline Date (subsection 3.7). The Disbursement Deadline Date is 4 months after the Closing Date specified in the Loan Agreement. Any changes to this date will be notified by the Bank.

(iii) Disbursement Conditions (subsection 3.8). Please refer to the Disbursement Condition(s) in the Loan Agreement, Schedule 2, Section IV.B.1.

II. Withdrawal of Loan Proceeds

(i) Authorized Signatures (subsection 3.1).

An authorized signatory letter in the Form attached (Attachment 2) should be furnished to the Bank at the address indicated below providing the name(s) and specimen signature(s) of the official(s) authorized to sign Applications:

The World Bank
1818 H Street, N.W.
Washington, D.C., 20433
Attention: Mamta Murthi, Country Director, ECCU5

(ii) Applications (subsections 3.2 - 3.3). Please provide completed and signed (a) applications for withdrawal, together with supporting documents, and (b) applications for special commitments, together with a copy of the commercial bank letter of credit, to the address indicated below:

The World Bank
Radnicka cesta 80, 9th floor
Zagreb, HR - 10 000
Croatia
Attention: Loan Department

(iii) Electronic Delivery (subsection 3.4) The Bank may permit the Borrower to electronically deliver to the Bank Applications (with supporting documents) through the Bank's Client Connection, web-based portal. The option to deliver Applications to the Bank by electronic means may be effected if: (a) the Borrower has designated in writing, pursuant to the terms of subparagraph (i) of this Section, its officials who are authorized to sign and deliver Applications and to receive secure identification credentials ("SIDC") from the Bank for the purpose of delivering such Applications by electronic means; and (b) all such officials designated by the Borrower have registered as users of Client Connection. If the Bank agrees, the Bank will provide the Borrower with SIDC for the designated officials. Following which, the designated officials may deliver Applications electronically by completing Form 2380, which is accessible through Client Connection (<https://clientconnection.worldbank.org>). The Borrower may continue to exercise the option of preparing and delivering Applications in paper form. The Bank reserves the right and may, in its sole discretion, temporarily or permanently disallow the electronic delivery of Applications by the Borrower.

(iv) Terms and Conditions of Use of SIDC to Process Applications. By designating officials to use SIDC and by choosing to deliver the Applications electronically, the Borrower confirms through the authorized signatory letter its agreement to: (a) abide by the *Terms and Conditions of Use of Secure Identification Credentials in connection with Use of Electronic Means to Process Applications and Supporting Documentation* ("Terms and Conditions of Use of Secure Identification Credentials") provided in Attachment 3; and (b) to cause such official to abide by those terms and conditions.

(v) Minimum Value of Applications (subsection 3.5). The Minimum Value of Applications is Euro 200,000.

(vi) Advances (sections 5 and 6).

- **Type of Designated Account (subsection 5.3):** Segregated
- **Currency of Designated Account (subsection 5.4):** Euro
- **Financial Institution at which the Designated Account Will Be Opened (subsection 5.5):** a commercial bank/financial institution acceptable to the World Bank.
- **Ceiling (subsection 6.1):** Euro 1,000,000

III. Reporting on Use of Loan Proceeds

(i) Supporting Documentation (section 4). Supporting documentation should be provided with each application for withdrawal as set out below:

For disbursements under Category 1 (i.e. for Part 1 of the Project):

- **For requests for reimbursement:**
 - Semiannual Financial Reports in the form agreed with the Bank (Attachment 7 as reference page, and underlying individual reports), evidencing payments for Eligible Expenditures Programs (EEP), accompanied with a one page statement summarizing the EEP expenditures and receipts for the period and year to date and showing projected EEP expenditures for the next period;
 - With respect to each tranche, evidence satisfactory to the Bank that payments under the Eligible Expenditures Programs (EEP) have been made to eligible beneficiaries by the Borrower, in accordance and in compliance with the procedures set forth in the Borrower's applicable laws and regulations, as per Schedule 2, Section IV.B.1.(a) of the Loan Agreement; and
 - With respect to each DLI, evidence satisfactory to the Bank that the specific indicator has been attained, as per Schedule 2, Section IV.B.2.(a), of the Loan Agreement.

For disbursements under Category 2 (i.e. for Parts 2 and 3 of the Project):

- **For requests for Reimbursement and for reporting eligible expenditures paid from the Designated Account:**
 - Records evidencing eligible expenditures (e.g. copies of receipts, supplier invoices) for payments for **Works** against contracts valued at US\$500,000 equivalent or more; for **Goods and Non-consulting services** against contracts valued at US\$100,000 equivalent or more; for **Consultants' services** against contracts valued at US\$100,000 equivalent or more for firms, and US\$50,000 equivalent or more for individual consultants;

- Statement of Expenditure in the form attached (Attachment 4) for all other expenditures / contracts, including **Training and Incremental Operating Costs**;
 - List of payments against contracts that are subject to the Bank’s prior review, in the form attached (Attachment 5); and
 - A designated account reconciliation statement (Attachment 6) and related bank statement.
- ***For requests for Direct Payment:*** records evidencing eligible expenditures, e.g., copies of receipts, supplier invoices.

(ii) Frequency of Reporting Eligible Expenditures Paid from the Designated Account (subsection 6.3): Quarterly.

IV. Other Disbursement Instructions

No Designated Account will be established for expenditures incurred under Category 1 (i.e. for Part 1 of the Project). Disbursements under this Category will be on a reimbursement basis only, to the State Treasury Single Account of the Government of Croatia. Reimbursement applications will be prepared and submitted to the Bank by the Ministry of Finance.

Disbursements under Category 2 (i.e. for Parts 2 and 3 of the Project) will be made using all available disbursement methods, as provided in Section I(i) of this Letter. Applications will be prepared and submitted to the Bank by the Ministry of Social Policy and Youth.

V. Other Important Information

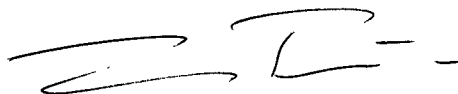
For additional information on disbursement arrangements, please refer to the Disbursement Handbook available on the Bank’s public website at <https://www.worldbank.org> and its secure website “Client Connection” at <https://clientconnection.worldbank.org>. Print copies are available upon request.

From the Client Connection website, you will be able to prepare and deliver Applications, monitor the near real-time status of the Loan, and retrieve related policy, financial, and procurement information.

If you have not already done so, the Bank recommends that you register as a user of the Client Connection website (<https://clientconnection.worldbank.org>). From this website you will be able to prepare and deliver Applications, monitor the near real-time status of the Loan, and retrieve related policy, financial, and procurement information. All Borrower officials authorized to sign and deliver Applications by electronic means are required to register with Client Connection before electronic delivery can be effected. For more information about the website and registration arrangements, please contact the Bank by email at <clientconnection@worldbank.org>.

If you have any queries in relation to the above, please contact Jasna Mestnik, Finance Officer at loa-eca@worldbank.org using the above reference.

Yours sincerely,



Carlos Pinerua
Country Manager
World Bank Office, Croatia

Ref
Attachments:

1. *World Bank Disbursement Guidelines for Projects*, dated May 1, 2006
2. Form for Authorized Signatures
3. *Terms and Conditions of Use of Secure Identification Credentials in connection with Use of Electronic Means to Process Applications and Supporting Documentation*, dated March 1, 2013
4. Form of "Statement of Expenditure"
5. Form of Payments Against Contracts Subject to the Bank's Prior Review
6. Form of Designated Account Reconciliation Statement
7. Form of "Semiannual Financial Reports" reference page

Prepared by: Jasna Mestnik, Finance Officer – CTRLA

Cleared with and cc: Julie Reiger, Country Lawyer - LEGLE
Ivan Drabek, Task Team Leader – ECSH3

cc with copies: Ministry of Public Administration
Maksimirska 63
Zagreb, Croatia
kontakt-uprava@uprava.hr

Ministry of Social Policy and Youth
Savska Cesta 66
Zagreb, Croatia
ministarstvo@mspm.hr

Ministry of Labour and Pension System
Ulica Grada Vukovara 78
Zagreb, Croatia
info@mrms.hr

Form of Authorized Signatory Letter
[Letterhead]
Ministry of Finance
[Street address]
[City] [Country]

[DATE]

The World Bank
1818 H Street, N.W.
Washington, D.C. 20433
United States of America

Attention: [Country Director]

Re: Loan No. 8426-HR (Social Protection System Modernization Project)

I refer to the Loan Agreement (“Agreement”) between the International Bank for Reconstruction and Development (the “Bank”) and the Republic of Croatia (the “Borrower”), dated _____, providing the above Loan. For the purposes of Section 2.03 of the General Conditions as defined in the Agreement, any ¹[one] of the persons whose authenticated specimen signatures appear below is authorized on behalf of the Borrower to sign applications for withdrawal [and applications for a special commitment] under this Loan.

For the purpose of delivering Applications to the Bank, ²[each] of the persons whose authenticated specimen signatures appears below is authorized on behalf of the Borrower, acting ³[individually] ⁴[jointly], to deliver Applications, and evidence in support thereof on the terms and conditions specified by the Bank.

⁵[This confirms that the Borrower is authorizing such persons to accept Secure Identification Credentials (SIDC) and to deliver the Applications and supporting documents to the Bank by electronic means. In full recognition that the Bank shall rely upon such representations and warranties, including without limitation, the representations and

¹ Instruction to the Borrower: Stipulate if more than one person needs to sign Applications, and how many or which positions, and if any thresholds apply. *Please delete this footnote in final letter that is sent to the Bank.*

² Instruction to the Borrower: Stipulate if more than one person needs to *jointly* sign Applications, if so, please indicate the actual number. *Please delete this footnote in final letter that is sent to the Bank.*

³ Instruction to the Borrower: Use this bracket if any one of the authorized persons may sign; if this is not applicable, please delete. *Please delete this footnote in final letter that is sent to the Bank.*

⁴ Instruction to the Borrower: Use this bracket only if several individuals must jointly sign each Application; if this is not applicable, please delete. *Please delete this footnote in final letter that is sent to the Bank.*

⁵ Instruction to the Borrower: Add this paragraph if the Borrower wishes to authorize the listed persons to accept Secure Identification Credentials and to deliver Applications by electronic means; if this is not applicable, please delete the paragraph. *Please delete this footnote in final letter that is sent to the Bank.*

warranties contained in the *Terms and Conditions of Use of Secure Identification Credentials in connection with Use of Electronic Means to Process Applications and Supporting Documentation* (“Terms and Conditions of Use of SIDC”), the Borrower represents and warrants to the Bank that it will cause such persons to abide by those terms and conditions.]

This Authorization replaces and supersedes any Authorization currently in the Bank records with respect to this Agreement.

[Name], [position] Specimen Signature: _____

[Name], [position] Specimen Signature: _____

[Name], [position] Specimen Signature: _____

Yours truly,

/ signed /

[Position]

**Terms and Conditions of Use of Secure Identification Credentials
in connection with Use of Electronic Means
to Process Applications
and Supporting Documentation**

March 1, 2013

The World Bank (Bank)¹ will provide secure identification credentials (SIDC) to permit the Borrower² to deliver applications for withdrawal and applications for special commitments under the Agreement(s) and supporting documentation (such applications and supporting documentation together referred to in these Terms and Conditions of Use as Applications) to the Bank electronically, on the terms and conditions of use specified herein.

SIDC can be either: (a) hardware-based (Physical Token), or (b) software-based (Soft Token). The Bank reserves the right to determine which type of SIDC is most appropriate.

A. Identification of Users.

1. The Borrower will be required to identify in a completed Authorized Signatory Letter (ASL) duly delivered to and received by the Bank each person who will be authorized to deliver Applications. The Bank will provide SIDC to each person identified in the ASL (Signatory), as provided below. The Borrower shall also immediately notify the Bank if a Signatory is no longer authorized by the Borrower to act as a Signatory.
2. Each Signatory must register as a user on the Bank's Client Connection (CC) website (<https://clientconnection.worldbank.org>) prior to receipt of his/her SIDC. Registration on CC will require that the Signatory establish a CC password (CC Password). The Signatory shall not reveal his/her CC Password to anyone or store or record the CC Password in written or other form. Upon registration as a CC user, the Signatory will be assigned a unique identifying account name.

B. Initialization of SIDC.

1. Prior to initialization of SIDC by a Signatory, the Signatory will acknowledge having read, understood and agreed to be bound by these Terms and Conditions of Use.

¹ "Bank" includes IBRD and IDA.

² "Borrower" includes the borrower of an IBRD loan, IDA credit, or Project Preparation Facility advance and the recipient of a grant.

2. Where a Physical Token is to be used, promptly upon receipt of the Physical Token, the Signatory will access CC using his/her account name and CC Password and register his/her Physical Token and set a personal identification number (PIN) to be used in connection with the use of his/her Physical Token, after which the Physical Token will be initialized for use by the Signatory exclusively for purposes of delivering Applications. Where a Soft Token is to be used, the Signatory will access CC using his/her account name and CC Password and set a personal identification number (PIN) to be used in connection with the use of his/her Soft Token, after which the Soft Token will be initialized for use by the Signatory exclusively for purposes of delivering Applications. Upon initialization of the SIDC, the Signatory will be a "SIDC User". The Bank will maintain in its database a user account (Account) for each SIDC User for purposes of managing the SIDC of the SIDC User. Neither the Borrower nor the SIDC User will have any access to the Account.
3. Prior to first use of the SIDC by the SIDC User, the Borrower shall ensure that the SIDC User has received training materials provided by the Bank in use of the SIDC.

C. Use of SIDC.

1. Use of the SIDC is strictly limited to use in the delivery of Applications by the SIDC User in the manner prescribed by the Bank in the Agreement(s) and these Terms and Conditions. Any other use of the SIDC is prohibited.
2. The Bank assumes no responsibility or liability whatsoever for any misuse of the SIDC by the SIDC User, other representatives of the Borrower, or third parties.
3. The Borrower undertakes to ensure, and represents and warrants to the Bank (such representation and warranty being expressly relied upon by the Bank in granting SIDC) that each SIDC User understands and will abide by, these Terms and Conditions of Use, including without limitation the following:
 - 4.1. The SIDC User shall not reveal his/her PIN to anyone or store or record the PIN in written or other form.
 - 4.2. The SIDC User shall not allow anyone else to utilize his/her SIDC to deliver an Application to the Bank.
 - 4.3. The SIDC User shall always logout from CC when not using the system. Failure to logout properly can create a route into the system that is unprotected.
 - 4.4. If the SIDC User believes a third party has learned his/her PIN or has lost his/her Physical Token he/she shall immediately notify clientconnection@worldbank.org.
4. ***Security***

4.5. The Borrower shall immediately notify the Bank at clientconnection@worldbank.org of any lost, stolen or compromised SIDC, and take other reasonable steps to ensure such SIDC are disabled immediately.

5. ***Reservation of Right to Disable SIDC***

5.1. The Borrower shall reserve the right to revoke the authorization of a SIDC User to use a SIDC for any reason.

5.2. The Bank reserves the right, in its sole discretion, to temporarily or permanently disable a SIDC, de-activate a SIDC User's Account or both.

6. ***Care of Physical Tokens***

6.1. Physical Tokens will remain the property of the Bank.

6.2. The Bank will physically deliver a Physical Token to each Signatory designated to receive one in a manner to be determined by and satisfactory to the Bank.

6.3. Physical Tokens contain delicate and sophisticated instrumentation and therefore should be handled with due care, and should not be immersed in liquids, exposed to extreme temperatures, crushed or bent. Also, Physical Tokens should be kept more than five (5) cm from devices that generate electromagnetic radiation (EMR), such as mobile phones, phone-enabled PDAs, smart phones and other similar devices. Physical Tokens should be carried and stored separate from any EMR device. At close range (less than 5 cm), these devices can output high levels of EMR that can interfere with the proper operation of electronic equipment, including the Physical Token.

6.4. Without derogating from these Terms and Conditions of Use, other technical instructions on the proper use and care of Physical Tokens are available at <http://www.rsa.com>.

7. ***Replacement***

7.1. Lost, damaged, compromised (in terms of 4.5, above) or destroyed Physical Tokens will be replaced at the expense of the Borrower.

7.2. The Bank reserves the right, in its sole discretion, not to replace any Physical Token in the case of misuse, or not to reactivate a SIDC User's Account.

Attachment 4

Statement of Expenditures (SOE)

Payments made during the period from _____ to _____

Loan No.: _____

Application No.: _____

Category No.: _____

SOE No.: _____

1	2	3	4	5	6	7	8	9	10	11
Supplier's Name	WB Contract Number in Client Connection	Type of Good or Service (CW/GO/CS/OP/TR) / Brief Description	Currency and Total Amount of Contract	Currency and Total Amount of Invoice Covered by Application	% Financed by IBRD/IDA/TF	Amount Eligible for Financing (5 x 6)	Currency and Amount Paid from Designated Account (if Applicable)	Exchange Rate	Date of Payment	Remarks
TOTALS										

Supporting documents for this SOE retained at _____ (location)

Attachment 5

**Payments Made during Reporting Period
Against Contracts Subject to the Bank's Prior Review**

Contract Number	Supplier	Contract Date	Contract Amount	Date of WB's Non Objection to Contract	Amount Paid to Supplier during Period	WB's Share of Amt Paid to Supplier during Period

DESIGNATED ACCOUNT RECONCILIATION STATEMENT

LOAN/CREDIT/PPF/COFINANCIER NUMBER _____
 ACCOUNT NUMBER _____ WITH (BANK) _____

- 1. TOTAL ADVANCED BY WORLD BANK (OR COFINANCIER) \$ _____
- 2. LESS: TOTAL AMOUNT RECOVERED BY WORLD BANK - \$ _____
- 3. EQUALS PRESENT OUTSTANDING AMOUNT ADVANCED TO THE SPECIAL ACCOUNT (NUMBER 1 LESS NUMBER 2) = \$ _____

=====

- 4. BALANCE OF SPECIAL ACCOUNT PER ATTACHED BANK STATEMENT AS OF DATE _____ \$ _____
- 5. PLUS: TOTAL AMOUNT CLAIMED IN THIS APPLICATION NO. _____ + \$ _____ *
- 6. PLUS: TOTAL AMOUNT WITHDRAWN AND NOT YET CLAIMED REASON: _____ + \$ _____ *
- 7. PLUS: AMOUNTS CLAIMED IN PREVIOUS APPLICATIONS NOT YET CREDITED AT DATE OF BANK STATEMENTS

<u>APPLICATION NO.</u>	<u>AMOUNT *</u>
_____	_____
_____	_____

- SUBTOTAL OF PREVIOUS APPLICATIONS NOT YET CREDITED + \$ _____
- 8. MINUS: INTEREST EARNED - \$ _____ *
- 9. TOTAL ADVANCE ACCOUNTED FOR (NO. 4 THROUGH NO. 9) = \$ _____

10. EXPLANATION OF ANY DIFFERENCE BETWEEN THE TOTALS APPEARING ON LINES 3 AND 9:

11. DATE: _____ SIGNATURE: _____

TITLE: _____

SEMIANNUAL FINANCIAL REPORT – REFERENCE PAGE

Izvjestaji proračuna, proračunskih i izvanproračunskih korisnika
za razdoblje od _____ do _____

Broj RKP-a: _____ AOP oznaka razdoblja: _____

Matični broj: _____ Kontrolni broj izvještaja _____

Naziv obveznika: _____ Od datuma: _____

Pošta i mjesto: _____ Do datuma: _____

Ulica i kućni broj: _____ OIB: _____

Razina: _____

Šifra djelatnosti: _____

Razdjel: _____

Šifra gradskopć.: _____

Pregled popunjenosti obrazaca:

DA	PR-RAS (VP 151)	NE	Osoba za kontaktiranje: _____
NE	NT (VP 152)	NE	Telefon: _____ Telefax: _____
NE	RAS-funkcijski (VP 154)	NE	Adresa e-pošte za kontakt: _____
DA	P-VRIO (VP 155)	NE	Adresa e-pošte obveznika: _____
DA	BIL (VP 158)	NE	Zakonik predstavnika: _____
NE	Obveze (VP 159 i 160)	NE	
NE	S-PR-RAS (VP 161)	NE	

Stanje kontrola: Sve osnovne kontrole su zadovoljene

Obrazac	Opis značenja AOP oznaka	AOP oznaka	Prvi stupac podataka	Zadnji stupac podataka
PR-RAS	UKUPNI PRIHODI I PRIMICI (AOP 377-384)	384		
	UKUPNI RASHODI I IZDACI (AOP 375-382)	375		
	VIŠAK PRIHODA I PRIMITAKA (AOP 393-399)	399		
	MANJAK PRIHODA I PRIMITAKA (AOP 393-396)	393		
NT	UKUPNI NETO PRIMICI (AOP 118-194-224-119-195-225)	225		
	UKUPNI NETO IZDACI (AOP 119-195-225-118-194-224)	227		
	NOVČANA SREDSTVA NA POČETKU RAZDOBLJA	228		
	NOVČANA SREDSTVA NA KRAJU RAZDOBLJA	229		
RAS-funkcijski	Opće javne usluge (AOP 602-606-603-613 do 617)	601		
	Ekonomski poslovi (AOP 632-635-633-646-656-657-662-670)	631		
	Rashodi vezani za stanovanje i kom. pogodnosti koji nisu drugdje svrstani	634		
	Obrazovanje (AOP 111-114-117-118-121 do 124)	118		
	Kontrolni izvor (AOP 681-618-624-631-671-676-685-103-110-125)	137		
P-VRIO	Promjene u vrijednosti i obujmu imovine (AOP 602-615)	601		
	Promjene u obujmu imovine (AOP 615-625)	618		
	Promjene u vrijednosti (revalorizacija) i obujmu obveza (AOP 635-640)	634		
	Promjene u obujmu obveza (AOP 641 do 644)	640		
Bilanca	IMOVINA (AOP 602-601)	601		
	Novac u banci i blagajni (AOP 603 do 605)	602		
	Dionice i udjeli u glavnici trgovačkih društava u javnom sektoru	125		
	Obveze za zajmove od inozemnih osiguravajućih društava	136		
Obveze	Stanje obveza na početku izvještajnog razdoblja (=AOP 636 iz prethodnog izvještaja)	601		
	Stanje obveza na kraju izvještajnog razdoblja (AOP 601-602-615) i (AOP 637-650)	636		
	Stanje dospjelih obveza na kraju izvještajnog razdoblja (AOP 636-643-673-684)	637		
	Ukupno obveze za rashode poslovanja (AOP 644-645-654-655-664-663-674)	643		
S-PR-RAS	PRIHODI PO SLOVANJA (AOP 602 do 607)	601		
	RASHODI PO SLOVANJA (AOP 609 do 615)	605		
	UKUPNI PRIHODI (AOP 601-626)	627		
	Rashodi za zaposlene kod korisnika (AOP 642-645-646)	641		

U _____ dana _____ 20 _____ godine.

(potpis voditelja računovodstva)

M.P.

(potpis zakonskog predstavnika)