



**GENERAL TERMS  
OF BANKING SERVICES  
OF "ARDSHININVESTBANK" CJSC**

YEREVAN – 2024



**Dear Customer,**

Thank you for using the services of Ardshinvestbank CJSC. Please read the following terms and conditions (hereinafter referred to as the "**General Terms**" or "**Terms**"), which regulate the contractual relations between you and Ardshinvestbank CJSC arising from the use of these services.



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## 1. DEFINITIONS AND ABBREVIATIONS

The definitions used in the Terms have the following meaning, unless otherwise indicated or the content or context requires otherwise:

**Bank** – Closed Joint-Stock Company Ardashininvestbank (registered on February 25, 2003 by the decision of the Board of the Central Bank of the Republic of Armenia No. 76-A as of February 25, 2003, license for banking activities N 83).

**Customer** – an individual, sole entrepreneur, legal person (including any organization or entity without the status of a legal entity that, by virtue of the law applicable to them, may have bank accounts and use other banking services) that uses or desires to use the Bank's services, furthermore, for legal entity or individual entrepreneur, based on the financial reports from the previous financial year and other reliable data as determined by the Bank (such as VAT and profit tax calculations), the annual turnover must be at least AMD 400,000,000.

**Depositor** – a Customer who has entered into a bank deposit agreement with the Bank.

**Bank account(s)** (also referred to as an "Account") – current, card, savings, credit, metal and other accounts offered by the Bank. Relations between the Bank and the Customer arising from the servicing of certain types of accounts of the latter can be regulated on the basis of other documents approved by the Bank, of which the present Terms also form an integral part.

**Developer** – a legal entity or a sole entrepreneur who is the owner of a land plot and whose the rights and obligations to the building are registered in the Cadastre Committee in the manner prescribed by law, on the basis of an architectural and design task, construction project, permission on construction of a subdivided building on the land and a list of subdivided units for architectural and construction project.

**Buyer** – an individual or legal person acting as a buyer under a real estate purchase agreement concluded with the Developer (hereinafter referred to as the "Contract on purchase right").

**Partner** – an individual who is in contractual relations with the Bank or has such a desire without being a Bank Customer.

**Developer's Special Account** – the Bank's special account for Developers, intended for collection of prepayments and other payments from third-party payers acting in favor of the Buyers in order to purchase apartments and non-residential premises in the building under construction on the basis of the real estate purchase agreements concluded with the Buyers.

**Tariffs** – approved and periodically reviewed by the Bank a document that provides for the types of payments levied from the Customer for services provided by the Bank, the procedure and amount of such payments, as well as other special conditions of a given service. Tariffs constitute an integral part of the Terms. The Bank can establish general and individual tariffs for Customers or groups of Customers.

**Banking day** – (also referred to as an "Operational day") a working or non-working day during which the Bank provides banking services. In the Bank, the banking day starts at 9:15 and ends at 16:45 in Yerevan time, unless otherwise provided by the Bank in terms or contracts of individual services.

**Agreement** – A written transaction (written contract) concluded with the Bank in order to use the services provided by the Bank, which is aimed at defining, changing or terminating rights and obligations;

**Application-contract** – an application in the form prescribed by the Bank, containing an offer for conclusion of a relevant agreement on the use of services offered by the Bank, including but not limited to opening a bank account, providing a chequebook, operating a service system, placing a deposit.

**Distance Service System or System** – ARDSHININVESTBANK I-BANKING system, whereby the Bank provides individual banking services using electronic documents and/or special technical means (certificates, keys, etc.).

**Cash operations** – services provided for cash operations, including, but not limited to, depositing cash on the account, debiting the account, transferring money without opening an account, paying utility bills, converting of currency, etc.

**Cash funds** – Armenian drams, foreign currency (in the form of banknotes and coins) in circulation, as well as recalled or withdrawn from circulation, but subject to conversion.

**Other valuables** – expressed in AMD or foreign currency payment securities, payment and settlement documents, bank standardized bullions of precious metals, commemorative coins, precious metals, stones, jewelry accepted from Customers for storage or pledge of value, as well as other valuable things or valuables, which are subject to storage in the Bank's depository in the manner prescribed by the Bank's internal legal acts. **Valuables** – cash and other valuables.





**Securities** – securities provided for by the RA Civil Code (except for payment securities).

**Brokerage account** - a cash account opened in the Bank, which is used for the purpose of accounting funds within the framework of the investment Service.

**Depo account** – an account opened with the Bank to register the Securities owned by the Customer or purchased from the Bank (through the Bank), where the Securities are accounted for by individual issuers, place of storage.

**Depositor of valuables** – the Customer who applied to the Bank for placement and storage of valuables by renting an individual safe deposit box in the Bank.

**Depository** – the Bank.

**Order** - a document, electronic or voice message submitted by the Customer to the Bank as a basis for execution by the Bank at the expense of the Customer or transfer by the Bank to third parties, the purpose of which is the alienation or purchase of Securities by the Customer.

**Safe depository** - a storage designed for safe deposit boxes for storing valuables and constructed in the premises owned or rented by the Bank according to regulatory requirements.

**Safe deposit box** – a separate movable unit (safe box) of the metal shelf (safe boxes) in the depository where the personal locker is stored.

**Personal locker** – a separate movable unit of a safe deposit box.

## 2. SUBJECT OF REGULATION AND APPLICATION OF THE TERMS

2.1 The present Terms define the order and conditions for opening and maintaining (servicing) accounts, providing other banking services by the Bank, including custodian and investment services, and regulate the contractual relations between the Bank and the Customer, and the Partner (collectively referred to as the Parties).

2.2 By using the services of the Bank, as well as signing the contract (including the application-offer) with the Bank, the Customer declares that he/she accepts these Terms, understands their meaning and is aware that they are binding on him/her and the Bank and have contractual force.

2.3 The Customer may familiarize himself with the Terms at the information stands located in the head office and branches, as well as on the Bank's official website [www.ardshininvestbank.am](http://www.ardshininvestbank.am), where the Terms have the same legal force and applicability. In case of discrepancies the terms published on the website shall prevail.

2.4 The Bank may provide individual services and transactions on the basis of other contracts, as well as other rules and conditions established by the Bank. These Terms are considered an integral part of the said conditions and govern also the contractual relationship between the Bank and the Customer in connection with provision of other banking services, including custodian and investment services, unless otherwise established by special agreements and terms of individual services.

2.5 If the provisions established by law, normative legal acts of the Central Bank of RA, as well as by additional written consent between the Bank and the Customer, including the Application-offer, differ from the provisions established by the General Terms, then the provisions of the said acts shall prevail.

2.6 Terms, Tariffs, as well as instructions, annexes and other documents related to banking services are approved by the Bank and may be changed and updated from time to time by the latter unilaterally, except for cases of setting individual tariffs for the Customer that are not subject to publication. The Bank, at its own discretion, publishes the amendments and supplements by means of public media. Thus, the Bank publishes information on amendments and supplements:

2.6.1 on the Bank's website and (or)

2.6.2 by placing announcements on information stands at the Bank's branches and other Customer service units and (or)

2.6.3 by sending information to the email addresses of the Customers and (or)

2.6.4 by other means that allow the Customer to receive this information and make sure that it is received from the Bank.

The Bank shall, at its sole discretion, publish information by one or more of the above methods. Changes to the Terms and Tariffs come into force on the 7th working day after their publication on the Bank's official website [www.ardshininvestbank.am](http://www.ardshininvestbank.am), unless the Bank establishes another term for the entry into force of these changes. In this case, the day of publication is the date of posting information on the Bank's website. The Customer agrees that while



continuing

to use the Bank's services (also not closing the account without performing transactions on it), he confirms that these changes have been accepted by him. If there is a conflict between the unilateral changes established by this clause and the effective date of unilateral changes established by other documents that together with the Terms constitute an integral part of the agreement concluded with the Customer, the term of this clause shall be valid.

2.7 When setting an individual tariff for the Customer, this tariff takes effect in the period established by the Bank.

2.8 Along with the introduction of amendments to the Terms, Tariffs and other documents regulating relations for individual services of the Bank in accordance with the procedure specified in the Terms, the Bank is entitled to amend also the contract signed by the Customer, including the Application-offer, another standard document in the form approved by the Bank without obtaining the Customer's signature, if such changes are of a technical nature (arithmetic, spelling errors, typos, omissions, etc.) or are performed in favor of the Customer and have beneficial consequences for the latter.

### 3. BUSINESS RELATIONS BETWEEN THE BANK AND THE CUSTOMER

3.1 Using the Bank's services, the Customer guarantees and assures that he/she has the necessary legal capacity and capacity to conclude and execute transactions, has all the necessary permits and consent of trustees, trustees, and for legal persons - management bodies, supervisory and supervisory bodies, creditors and other bodies or persons.

3.2 The parties assure that the Terms are legally binding on them and are valid and they do not know any circumstances leading to invalidity of the obligations arising from the Terms.

3.3 In the presence of standard forms of documents established by the Bank for a particular operation, the Bank is entitled not to accept documents that do not conform to the established form and to refuse to perform the operation. The Bank is not responsible for the accuracy of the information in the documents submitted by the Customer.

3.4 The Bank has the right to demand the translation into Armenian language and notarization of documents presented in foreign languages. The Bank has the right to photocopy or keep the documents, while not undertaking to reimburse the Customer's expenses.

3.5 When using the Bank's services, the Customer is obliged to submit documents and information allowing the Bank to properly identify the Customer and verify the latter's competence to perform the transaction.

3.6 While identifying the Customer, the Bank shall perform identification of the relevant document, the signature or person represented on it by visual inspection. The Bank is not obliged to use special means of identification and is not liable for losses and damage incurred by the Customer as a result of transactions performed on his behalf, if in this situation it was impossible to establish that this transaction reflected the true will of the Customer.

3.7 The Customer may transfer the right to dispose of his Accounts to another person on the basis of an order approved by the RA legislation and a power of attorney acceptable to the Bank. When performing an operation through a trustee, the Customer is obliged to clearly formulate in his power of attorney his will to transfer the right to conduct a transaction on his behalf to a third party. In the event of revocation of the power of attorney, the Customer is obliged to notify the Bank in writing (the branch of the Bank conducting the proxy operation) in writing. The Bank shall not be liable for losses incurred by the Customer as a result of acts committed by the trustee, if at the time of such transactions the Bank (the branch of the Bank conducting the operation by proxy) has not yet received written notification from the Customer about revocation of the power of attorney. The Customer bears full responsibility to the Bank for the actions of the persons entrusted to them. When submitting a power of attorney in a language other than Armenian, it is also required to submit a notarized Armenian translation of this power of attorney, and the Bank may, at its discretion, accept the power of attorney without any translation.

3.8 The Customer is obliged to provide the Bank with the full data necessary for establishing communication with him/her, as well as to provide other information and documents periodically requested by the Bank in the course of conducting banking operations. The Customer shall immediately notify the Bank in writing of any changes in the submitted data. The risk of negative consequences of failure to notify the Bank about changes in data in accordance with the established procedure is borne by the Customer.

3.9 The Customer is obliged to immediately inform the Bank in writing about all circumstances and events that may affect the relationship with the Bank (including but not limited to changes in name, organizational and legal form, residence, address, representatives of the Customer and their authority, bankruptcy / insolvency proceedings of the Customer, etc.), submitting, at the request of the latter, substantiating documents.



3.10

The Bank shall deem credible the data under its possession, including those submitted by the Customer, and shall rely on them as long as the Bank has not informed the Customer, in a due manner, of the changes therein. Meantime the Bank shall have the right to verify the information provided by the Customer in which connection the Customer shall, by concluding the Agreement, authorize the Bank to make any repeated verification (necessary in the opinion of the Bank), making inquiries on behalf of the Customer with individuals and agencies possessing such information. At the same time, the Customer is aware that the identification of the recipient of the transfer can be carried out by the recipient's bank, based only on the account number

3.11 The Parties accept that any requirement, notification or other message arising from the Terms must be in writing, signed by the sending party and sent by courier or postal service to the last known address of the other party, or to the last known email address of the other party, with the exception of cases where by law, these Terms or by mutual consent of the Parties, a different procedure for sending a specific requirement, notification or message is established. The last known address, including the email address, is the last address provided by the Customer and registered in the Bank. At the same time, any request, notice or other message sent by the courier or postal service to the last known address of the other party is deemed to be duly received (transferred) by the other party (party) starting from the seventh day after it was sent, even if it subsequently turns out that the party has not actually received a notification. Any request, notification or other message sent by the Bank to the last known email address of the other party shall be deemed to have been duly received by the other party from the seventh day of its dispatch, or from the date of confirmation in receipt of the demand, notice or other message to the email address in the said seven-day term. The day of sending the request, notice or other message is determined by the day the email was sent with the contents of such a requirement, notification or other message.

3.12 By submitting his/her data to the Bank, the Customer agrees to receive information from the Bank on the services provided, offers for concluding contracts and other documents by mail, electronic mail, telephone and other means of communication.

3.13 The Bank has the right to photograph and conduct audio and video recording of telephone conversations between the Customer and the Bank, visits of the Customer and the course of execution of operations in the Bank's territory. Photos, audio and video recordings are kept in the Bank and can serve as evidence in the course of dispute resolution.

3.14 The Customer hereby gives his/her consent to the Bank to accept contributions from other persons on the Customer's monetary obligations to the Bank and releases the Bank from any claims and liabilities arising from these actions.

3.15 The Customer agrees and allows the Bank to disclose to third parties the initials of his/her name, as a customer of the Bank, as well as any of the letters of his/her name and/or surname, information on any account with the Bank without specifying bank and/or card accounts, account and/or card numbers. The Customer undertakes not to file any claims and/or demands to the Bank in connection with disclosure of the above banking secret. If the Customer does not wish to disclose the above information, the latter submits a corresponding application to the Bank in a form acceptable to the Bank.

3.16 The Customer shall make the payments for the services provided by the Bank in accordance with the Bank's Tariffs; meantime, the currency for the said service shall be converted in accordance with rate established by the Bank. The Bank shall have the right, without additional instructions by the Customer, to charge, without acceptance, the fees established subject to the tariffs, as well as the expenses made by the Bank as a result of providing the Customer with services – and in the event of generating debts to the Bank under the agreements signed therewith, directly from the Customer's Accounts without additional assignment's by the Customer. Meantime, the Bank shall have the right to convert the amount to be debited from the currency account at the rates by the Bank and to charge the fee for conversion established by the Tariffs.

3.17 The Parties accept that the documents and data provided electronically to the Customer in the cases provided for in the Terms are equivalent to their paper copy, fixed by the signatures of the parties, and have the same legal significance, are considered officially transferred to the Customer and serve as the basis for conducting operations on the Customer's Accounts. In the event that the documents are submitted for the Remote Maintenance Systems, the provisions of this clause also apply to documents received from the Customer for the specified Systems. At the same time, the risk of legal consequences, possible losses and expenses arising from actions (evasion from performance of certain actions) performed on the basis of data (information) provided to the Customer (received from the Customer) in the ways indicated in this paragraph shall be borne by the Customer.

**3.18**

The Parties accept that the Customer has the right at any time, without any reasoning, to refuse the consent given by him/her for making inquiries to the credit bureau under the Application-contract, by submitting a corresponding written application to the Bank.

**3.19** If the Bank has received any information that the Customer's means of communication provided to the Bank, including telephone number, email address, residential address, etc., no longer belong to the Customer, the Bank has the right and the Customer hereby gives his/her consent to the Bank to unilaterally terminate delivery of messages, notifications or other information to the Customer via the communication means as specified by the contract or legal acts. In case of failure to deliver messages (notifications) as specified herein, the Customer agrees not to file any claims to the Bank in the future due to non-receipt of these messages (notifications).

The Customer gives his/her consent for the Bank to process (collect, fix, enter, coordinate, maintain, use, etc.) his/her personal data, mainly full name, identity document, social security card/public services number or the number of the reference on the absence thereof, address, telephone number and/or any other information allowing for the direct or indirect identification of the Customer under the law of the Republic of Armenia "On the Protection of Personal Data" for the purpose of concluding agreements with the Bank, using the Bank's services in the future, receiving information about the promotional offers made by the Bank, and other services.

By virtue of this clause, the Customer authorizes the Bank to provide any information about him/her, which has been made available to the Bank, including his/her personal data, including organizations cooperating with the Bank, whose services the Customer uses, to other organizations and the Bank's agents, including credit bureaus, insurance companies or, information systems, information companies (including, but not limited to, "Nork Social Services Technology and Awareness Center Foundation", "e-Governance infrastructure implementation agency" (from now "EKENG" CJSC)), belonging to state and local government bodies and/or other persons, to verify the specified information, to find out the credit history and to obtain additional security if necessary. At the same time, the Customer authorizes the Bank to receive his personal data and other information about the Customer from other companies and organizations, as well as from his workplace and also gives his consent to make a request about his personal data through "EKENG" CJSC.

The customer confirms that he is aware that the provided information and data, depending on their content, may influence the relevant decision made by the Bank.

**3.19.1** The Consent for the procession of personal data is considered to be given by the Customer, and the Bank obtains the right to process the Customer's personal data:

- 1) From the Customer applies to the Bank,
- 2) During the period of validity of the contracts concluded between the Customer and the Bank, for the purpose of performing the actions defined by those contracts,
- 3) as well as in order to provide organizations/individuals cooperating with the Bank in accordance with the RA Law of "Bank Secrecy", if the provided information is necessary for the appropriate service to the Bank and/or to perform work for the Bank and/or to acquire property and/or in all cases where the requirement to process that data is directly defined by law.

**3.19.2** In case of the Customer's request that the consent for the procession of personal data be recalled in writing or the personal data be corrected or destroyed (if the data are not comprehensive or accurate or were obtained illegally or are not necessary for attaining the objectives of such procession) the Bank shall be obliged to terminate the data procession or destroy the personal data within 10 business days whenever there are no outstanding liabilities between the Customer and the Bank and the existing contractual relations are missing; otherwise the contractual relations between the Customer and the Bank shall be subject to termination with all the negative consequences stemming therefrom. In case of recalling the consent for processing the Customer's personal data or requesting that the personal data be destroyed, the Customer's personal data shall stop being processed by the Bank but they shall be maintained in the Bank's information archive and may be used only in cases prescribed by the legislation. Recalling consent shall have no retroactive effect.

**3.19.3** The consent for the procession of personal data shall be given for the entire effective period of agreements or for the period objectively necessary to fulfill the purposes of data processing.

**3.19.4** By virtue of this clause, the Customer gives his consent for the Bank to make a request to "ACRA Credit Reporting" CJSC and authorizes the latter to provide the Bank with information on his current and past financial obligations, as well as other data that the Bank may request to be taken into account.





1. When making a decision on signing a credit (loan, etc.) agreement (this point is a mandatory condition when submitting a credit application),
2. When monitoring,
3. When offering other services.

The Customer also gives his/her consent so that in the event that the Bank concludes an agreement with the Customer, at any time during the term of the given agreement, without informing the Customer in advance, "ACRA Credit Reporting" CJSC will provide the Bank with information on his financial obligations arising in the future, as well as other data.

**The customer is hereby informed that the number of credit inquiries may have a negative impact on the credit summary score. If the request is made as part of monitoring, it has no negative impact.**

#### 4. BANK ACCOUNTS

4.1 Accounts are opened upon submission of the relevant documents to the Bank, namely on the basis of the Application-contract, contract or other standard document in the form specified by the Bank. These Terms, Tariffs, as well as other documents of the Bank on this type of Accounts jointly constitute an integral part of the Contract concluded between the Bank and the Customer.

4.2 The currencies in which the Accounts can be opened and the types of transactions conducted on the Account in the relevant currency are established by the Bank. Each Account is serviced in only one currency, unless otherwise specified by the Bank.

4.3 Interest on the Account balance are accrued and paid according to the Tariffs of the Bank, unless otherwise stipulated by special agreements, rules and/or conditions of this type of Account.

4.4 The Bank writes off the funds from the Customer's Account within the limits of the funds available on it. The Bank also has the right to reject the Customer's payment order on the fact of insufficiency of funds for the operation by the Account and/or the collection of amounts established by the Tariffs at the time of its presentation. Nevertheless, the Bank may accept orders to debit funds from the Account, regardless of the amounts indicated in them and the availability of funds in the Account on the basis of periodic requests from the Bank or other payment orders. The Bank is not liable for non-execution of payment orders with insufficient balance of funds on the Customer's Account.

4.5 In the order and in the cases provided for by loan or other agreements concluded with the Customer, the Bank may credit the Customer's bank account with the ability to debit the funds in the absence of them on the Account. The sufficiency of funds on the Account is determined by the Bank.

4.6 The Bank activates the funds credited to the Customer's Account not later than on the next banking day after the relevant payment order was submitted to the Bank, unless otherwise stipulated by other agreements, rules and/or conditions.

4.7 The Customer's right to dispose of the Account may be restricted without notification of the latter by decision of the courts and other competent bodies of the Republic of Armenia, as well as by the decision of the Bank, if the Customer has violated a loan or other obligation to the Bank.

4.8 If the funds are transferred to the Account in a currency other than the account currency, the Bank shall credit the Account with an equivalent amount calculated at the exchange rate for non-cash transactions at the time of its execution.

4.9 The Bank has the right of pledge in respect of all funds in the Account to ensure the fulfillment of the Customer's current and/or future obligations to the Bank, unless otherwise stipulated by other contracts, rules and/or conditions. The Customer cannot pledge the monetary funds available in the Account without the prior written consent of the Bank. The funds on the Account, if they are pledged with the Bank, are considered to be kept in the corresponding deposit account in proportion to the pledge, from the moment of the conclusion of the pledge agreement until the expiration of its term, and the terms of the Contract concluded between the Bank and the Customer during its validity continue to apply in regarding the funds placed in the deposit account. During the validity of the pledge agreement, the deposit account shall be the account specified in the Contract concluded between the Bank and the Customer.



4.10

In case of availability of funds in the Customer's Account, which are sufficient to satisfy all claims presented on the Account, these funds are debited in the sequence of the receipt of orders and other documents for debiting funds from the Customer, unless otherwise provided by the RA legislation.

4.11 In case of insufficient funds in the Customer's Account, the funds are debited in accordance with the sequence provided by the RA legislation. In the absence of any restrictions on the Customer's Account, the Bank shall, by right of priority, charge the Customer's outstanding overdue obligations to the Bank.

4.12 The Customer hereby irrevocably authorizes and directs the Bank without charge (without an additional instruction from the Customer) to transfer all amounts to the other persons (recipients) in an appropriate manner, erroneously (including in violation of the law) deposited on the Customer's Account, as well as incorrectly not written-off or otherwise unreasonably acquired or saved by the Customer as a result of transactions conducted by the Bank.

4.13 The Customer hereby irrevocably authorizes and directs the Bank without charge (without an additional instruction from the Customer) to collect the amounts of all obligations payable, including but not limited to amounts received from the Bank and overdue loans, as well as amounts payable for services provided by the Bank.

4.14 The Customer has the right to submit to the Bank instructions to debit funds from the Account at the request of third persons. The Bank accepts such instructions, provided that it contains all the necessary data in writing to identify the third person who has received the right to this monetary claim. The Bank is not liable for the execution of orders for transactions concluded between these third parties and the Customer.

4.15 The Bank can write off the amount of taxes and other mandatory payments from the Account without acceptance, if this obligation of the Bank is stipulated by the legislation of the Republic of Armenia, by a court decision (including an application (decision) on write-off of funds on the basis of executive documents)..

4.16 The Customer cannot withdraw the payment order executed by the Bank, unless otherwise stipulated in the written consent of the Bank and the Customer.

4.17 If there is a certain day for execution of the payment order agreed between the Bank and the Customer, the Customer may withdraw the payment order before the end of the banking day preceding the day of its execution.

4.18 When withdrawing payment orders by the Customer, the Bank does not guarantee repayment of funds if it is impossible to receive (return) them from intermediary banks and/or recipients.

4.19 Information on transactions on the Account shall be recorded in the form of statements, provided that any data reflected in the statement are considered to be a proper notification of transactions processed over the Account and, at the request of the Customer, for a specified Tariff, it is provided to the latter on the next banking day after such request is made.

4.20 In accordance with the procedure established by law, the Bank shall provide the Customer acting in the capacity of a natural person, including a sole entrepreneur with an account statement at least in the thirty-day periodicity in the event of a debiting and/or crediting of the Account in the reporting period.

4.21 The Parties accept that the statements are deemed to be confirmed by the Customer if within 10 days after receiving them the Customer does not file a written claim to the Bank.

4.22 The Bank is not responsible for the disclosure of information containing bank secrecy when sending statements, if it was due to the fault of the communication operators and also as a result of the loss or theft of statements or other factors beyond the control of the Bank.

4.23 The Customer's right to debit funds from the Account may be restricted by law and the demand of persons/bodies authorized by other legal acts, as well as in the cases and in the manner provided for by transactions concluded with the Customer. In such cases, the Bank shall not be responsible for limiting the Customer's right to debit funds from the Account.

4.24 The Bank shall have the right to terminate, suspend and/or restrict the servicing of Accounts for which no transactions have been performed for 12 calendar months consecutively, and within the meaning of the present paragraph and Clause 4.25, the operations of the Account do not include the collection (deduction) of funds for service charges or other obligations of the Customer to the Bank, as well as collection of funds from the account by a court decision. These Accounts may be re-activated by the Customer on the basis of the application submitted by him, upon making payments set by the Tariffs.

4.25 The Bank has the right to unilaterally close the Customer's Accounts without applying to the court if the balances of all the Customer's Accounts opened in the Bank are null and no transactions were made for them during the last one calendar year. Transactions on the Account are not considered to be transactions made on the initiative of the Bank, including, but not limited to, charging commissions, payment of interest. From the moment of closing the



Customer's

Account/Accounts, the Contract between the Bank and the Customer to terminate the application-contract shall be deemed concluded by virtue of this clause.

4.26 Accounts are not closed if:

4.26.1 the Customer has a valid term deposit agreement and he/she performs operations of deposit replenishment, paying interest on the deposit and other operations on the deposit account and/or

4.26.2 on the balanced Customer's Account a prohibition is imposed based on the decisions of the Compulsory Enforcement Service, court and tax authorities and/or

4.26.3 the Account is encumbered by a pledge and there is no agreement of the pledge to close the account.

4.27 The Customer has the right to close the Account at any time by submitting an application in the form specified by the Bank. The Bank closes the Account on the grounds of the absence of restrictions to the Account or other factors prohibiting the closure of the Account. Upon closure of the Account, the Bank shall immediately repay the current obligations of the Customer from the funds therein. After repayment of obligations, the funds present in the Account are returned to the Customer in the manner indicated in the Customer's application for closing the Account.

4.28 Any relations arising from the account opening agreement concluded between the Bank and the Customer are regulated by the most recent agreement.

4.29 The Customer gives his permission to the Bank to activate the ability to access the Customer's accounts from self-service devices and is aware of its possible consequences and bears full responsibility for it.

## 5. PROVISION OF CASH SERVICES

5.1 The Bank provides cash services to the Customers in accordance with the current Tariffs.

5.2 When using the Bank's cash services, the Customer is entitled to immediately check the payment order generated by the transaction and perform cash settlement and, if any discrepancies are revealed, notify the Bank thereof. In case of non-use of the right provided for in this clause or claiming the transaction in the future, the Customer shall bear the negative consequences for the specified discrepancies in the event that the cause of the discrepancy is not clarified with the help of video recordings made by the Bank. For the meaning of this paragraph, a surplus and/or shortage resulting from cash transactions, detection of insolvent and counterfeit banknotes, coins, errors in payment documents, is considered as non-conformity.

5.3 In the Bank the currency is converted at the rate established by the Bank at the time of the transaction, unless otherwise stipulated by the contract concluded between the Bank and the Customer.

5.4 Due to the lack of circulating currency units less than 10 AMD, the Bank rounds arithmetically the cash funds as follows: amounts greater than or equal to 5 (five) AMD are rounded up to the first ten, and amounts less than 5 (five) AMD are rounded down to the first ten.

5.5 The Bank publishes on its official website the types of currencies convertible in the Bank, their rates and amounts (in case of such limitation).

## 6. CURRENCY EXCHANGE

6.1 At the Bank foreign currency exchange can be done in cash and non-cash ways at the Bank's Head Office and branches. The Bank Customers can do cashless currency conversions 24/7 from their bank accounts with AMD or foreign currency through the remote service system of Banking services or devices for implementing automatic financial operations offered by the Bank.

6.2 Foreign currency conversion in the Bank is done at the exchange rate in effect at the time of the transaction, unless otherwise stipulated in the Agreement signed between the Bank and the Customer.

6.3 The Bank publishes the types of foreign currencies that are acceptable by the Bank for conversion, their exchange rates and volumes (if there are such restrictions) on its official website.

6.4 For the conversions through bank accounts current exchange rates for buying and selling non-cash currency values are applied.

6.5 Specified by these terms for non-cash conversion applications submitted not Banking Day hours, Customers transactions are approved or rejected by the Bank until the next, and in the case of applications submitted between 00:00 and 09:15 the same working day till 12:00.



7.

**DEVELOPER SPECIAL ACCOUNTS**

7.1 Special accounts of the developer shall be subject to all provisions for the Accounts provided for in Chapter 4 of these Terms, to the extent that they do not conflict with the provisions of this Chapter.

7.2 Special accounts of the developer shall be opened upon presentation of the relevant documents to the Bank, namely on the basis of the Application-contract, contract or other standard document in the form specified by the Bank. These Terms, Tariffs, as well as other documents of the Bank on this type of Accounts jointly constitute an integral part of the Contract concluded between the Bank and the Customer.

7.3 The Principal Special Account of the developer is opened in AMD. The Bank may also open for the developer an Optional special account (when opening an Optional Special Account - a special account in AMD, hereinafter also - the Special Account) also in other currencies acceptable to the Bank in which an operation is performed for the Buyer, if the agreement concluded between the Developer and the Buyer on the right of purchase contains the appropriate consent for conversion of funds transferred to the Principal Special Account of the developer into another currency and the transfer of these funds to the Optional Special Account of the developer. The types of operations on the Special Account are established by the Bank in accordance with the RA legislation and the contract concluded with the Developer. Each Special Account serves only one currency.

7.4 Accrual and payment of interest on the balance on the Special Account of the developer is carried out according to the Tariffs, by crediting to the Account opened in the Bank in the name of the Developer in the appropriate currency. In this case, if the Developer has more than one account in the same currency in the Bank, the latter chooses an account for paying interest at its own discretion, unless the Developer in writing does not indicate a specific account for payment of the interest.

7.5 The Bank debits the funds from the Developer's Special Account within the limits of the funds present thereon. Cash from the Special Account can be written off in the following cases:

7.5.1 upon the order of the Developer - for the purpose of transferring funds from the Principal Special Account to the Optional Special Account of the Developer, subject to the written consent between the Developer and the Buyer in accordance with Clause 7.3 of the present Terms;

7.5.2 upon the order of the Developer for the purpose of transferring funds to the Account:

7.5.2.1 in the amount credited by the Buyer and the amount present in the Special or Optional Account based on an act between the Developer and the Buyer on transferring ownership of the acquired property, state registration of the Buyer's ownership and the pledge right towards the purchased property is registered, in case the buyer if the Buyer has credit obligations towards the Bank regarding the acquired property at the time of ownership state registration.

7.5.2.2 in a part of the amount credited by the Buyer, if the contract between the Developer and the Buyer stipulates the placement of amounts credited to the Special Account in favor of the Buyer or the contract between the Buyer's creditor, the Developer and the Buyer or amendments thereto, an early termination of the pledge right in respect of the specified part of the amount paid by the Buyer. When the amount is pledged in favor of the Buyer's creditor, the Developer and the Buyer, prior to concluding an agreement to release part of the deposit amount from the pledge, shall ensure the consent of the Buyer's creditor for this.

7.5.2.3 in the amount of the accrued penalty to the amount credited by the Buyer in the amount of the deducted amount already transferred to the Developer's account upon the release of the pledge, if within six months after the state registration of the completion of the construction the transfer of ownership was not concluded, the Agreement on the right of purchase is prematurely terminated or recognized invalid and for such circumstances the Buyer is responsible. The circumstances specified in this part are respectively confirmed by:

a) the claim of the Developer submitted in the event of non-conclusion of the transfer of ownership and failure to submit within 5 days from the receipt of this request to the Bank and the Developer the facts excluding the liability of the Buyer. In the event that the Buyer makes a claim, the dispute between him and the Developer is resolved by a court order, and the court decision that came into effect serves as the basis for transferring the penalty, specifying the exact amount of the penalty;

b) agreement on termination of the Contract on the right of purchase concluded between the Developer and the Buyer and information received from the Committee of Cadaster of RA on the state registration of this agreement. The agreement should clearly indicate the amount of the penalty;

c) an effective court decision on termination or invalidation of the Agreement on the right of purchase concluded between the Developer and the Buyer, specifying the exact amount of the forfeit to be paid.





7.5.3 by providing cash to the Buyer at the request of the latter without the order of the Developer or transfer of funds to the Buyer's /Buyer's creditor bank account if within six months after the state registration of the completion of the construction the transfer of title to real property was not concluded or the Contract on purchase right was prematurely terminated or invalidated. If the Buyer is liable for the above circumstances and foresees a penalty in respect of the Buyer in favor of the Developer, the transferred amount shall not exceed the difference between the amount credited and the penalty accrued thereon. The circumstances specified in this part are respectively confirmed by:

a) the demand of the Buyer, presented in the event of non-conclusion of the transfer of ownership and failure by the Developer to the Bank and the Buyer to disclose the facts excluding his liability, within 5 days from the receipt of this demand. The Developer hereby declares that in the event of payment to the Buyer in this order, it releases the Bank from any possible and real claims. Upon receipt of the claim and presentation by the Developer of the requirement to pay the penalty in the manner provided for in this subparagraph, the process continues in accordance with paragraph 7.5.2 hereof;

b) agreement on termination of the Contract on purchase right concluded between the Developer and the Buyer and information received from the Committee of Cadastre of RA on the state registration of this agreement;

c) an effective court decision on termination or invalidation of the Contract on purchase right concluded between the Developer and the Buyer, specifying the exact amount of the forfeit to be paid.

7.5.4 In case of presenting evidence on registration of property rights under a special account operating in a bank, treasury or a notary deposit for another developer who acquired in full or in part the rights of the owner of the land at the Builder's construction address without the latter's order, as evidenced by the registration documents property certificate (certificate of ownership) and a certificate of opening a special account (if the special account is not serviced by the Bank), in which, as a minimum, should be specified the account number, currency, identification information about the developer and land in the amount of pledged balance of prepayments made by the Buyers, who have the right of purchase of the property in a building constructed on the land, acquired by the Developer.

7.6 If the refund of amounts credited by the buyer to the Special Account in AMD from the Principal Special Account of the developer, the latter undertakes to ensure in the Contract on purchase right concluded between it and the Buyer, the existence of an agreement that, if when converting foreign currency in the Optional Special Account into AMD, the amount is less than the amount initially credited, the Bank is exempt from all the requirements of the Buyer, and in the presence of such requirements it undertakes instead of the Bank and on its behalf to bear full responsibility, and while satisfying the requirements of such claims by the Bank - unconditionally reimburse the Bank for all costs incurred therein.

7.7 If there is an appropriate consent in Contract on purchase right concluded between the Developer and the Buyer, the amounts credited to the Developer's Principal Special Account may be converted into the currency of the Optional Special Account in accordance with the instructions of the Developer for more than one banking day and transferred to the specified Optional special account.

7.8 The funds credited for purchase of property on the Special Account of the developer is performed upon presentation by the Developer to the Bank of a notarized copy of the Contract on purchase right and copy of the certificate of state registration of the said contract.

7.9 The first payment of funds for the purchase of property on the Special Account of the developer is carried out personally by the Buyer by presenting a declaration established by the Bank.

7.10 The field "the purpose of depositing funds to the Special Account of the developer" must necessarily contain the name of the Buyer, the code of the Contract on purchase right, the project number of the property on the list submitted by the Developer, the address of the real estate and a note on the first payment or installment.

7.11 In the event of non-compliance with clauses 7.8, 7.9 and 7.10 of the present Terms, the Bank shall not credit funds to the Special Account of the developer and return them to the Buyer. For the time of the specified funds are in the Bank prior to their return to the Buyer, interest or forfeit is not accrued.

7.12 Refunds to the Buyer from the Principal Special Account of the developer shall be effected by presenting the Buyer with a claim and supporting documents in the form established by the Bank.

7.13 Funds are deposited in the main special account of the developer only in AMD. Monetary funds entered in a different currency are converted at the rate established by the Bank at the time of this transaction and are credited to the Principal Special Account of the developer.

7.14 Revenues to the Optional Special Account may be effected solely by converting funds from the Principal Special Account at the rate established by the Tariffs.



7.15 The Bank considers prepayments made by Buyers to the Developer's Special Account as pledged in favor of the Buyer (as a security assumption) until the Developer submits evidence to the Bank that the funds in the Special Account are not secured or pledged in full or partially discontinued.

7.16 The Bank imposes a ban on all funds credited to the Special Account and does not allow them to be used by the Developer, except as provided for in these Terms and by law.

7.17 The Bank shall have the right to pledge or subsequent pledge (subject to the consent of the Developer and the Buyer for pledging in favor of the latter funds credited to the Special Account) in respect of all funds in the Special Account to ensure the fulfillment of all current and/or future obligations of the Developer to the Bank, unless otherwise provided by other treaties, rules, conditions or law. The Developer cannot deposit money in the Account in favor of a third party, except the Buyer, without the prior written consent of the Bank.

7.18 The Bank provides the Buyer with information on the amounts it has credited to the Special Account in accordance with the Tariffs: the dates of receipts, write-offs and cash balances for each property(s).

## 8. DEPOSITS

8.1 The Customer may deposit funds at the Bank in order to receive interest on the amount of the deposit. The terms of the deposit are determined by the deposit agreement concluded between the Bank and the Customer or other standard document established by the Bank serving as basis for conclusion of the relevant agreement (hereinafter referred to as the Deposit Agreement), of which the Terms and special conditions of this type of deposit are an integral part.

The Customer accepts that the System makes it possible to contact the Bank also online for placing a deposit, replenishment and/or reduction of the deposit amount, including via electronic communication, remotely sign and submit to the Bank an application-offer for concluding a deposit agreement, for making changes to the concluded agreement, submit the necessary documents (including data, reference, consent, etc.), receive the Bank's view on acceptance or rejection of application-offers for conclusion or amendment of the deposit agreement.

The Customer understands and accepts that when placing a deposit via the System by putting a confirmation mark and/or clicking a confirmation button on the corresponding page in signature fields, he/she fully agrees with the terms, information and other provisions on the corresponding page, link and/or document that initiates corresponding rights, obligations and other legal consequences for the Customer and has the same legal meaning as a handwritten signed document.

Electronic versions of the Customer's application-offers for concluding of deposit agreement, making changes to the concluded agreement submitted via the System, as well as, if necessary, other documents are sent to the Customer's email address specified in the offer, and the deposit account statement is available on the corresponding page of the System.

8.2 Replenishment of the deposit is carried out both at the expense of the Customer and by third parties receiving funds on behalf of the Customer. When concluding a Deposit Agreement with the Customer, the Bank is entitled to debit the funds from the Customer's bank account in the amount of the deposit and transfer them to the deposit account.

8.3 Interest is accrued to the deposit in the manner and in the amounts provided for by the Tariffs and the terms of this type of deposit. Interest is accrued and paid in AMD, irrespective of the deposit currency, or at the request of the Depositor, in the currency in which the deposit was placed, unless otherwise provided by the Deposit Agreement.

8.4 While attracting a deposit, the Bank opens a separate deposit account in the name of the Customer and replenishes it from the Customer's bank account. Banking operations on the deposit account are not carried out unless otherwise agreed in writing by the Parties or other documents regulating the relationship between the Bank and the Customer in connection with the provision of such services. The interest accrued on the deposit is transferred to the Customer's bank account, unless otherwise stipulated by the Deposit Agreement. The deposit is confirmed by a statement from the deposit account (also in the case of concluding a Deposit agreement via the System). Statements on crediting or depositing funds are provided to the Depositor only upon presentation by the latter of the corresponding instruction, except for the case provided for in paragraph 4.20 of the present Terms. If there is a discrepancy between the procedure for providing statements of this clause and the procedure for providing statements provided for in other documents that form an integral part of the Deposit Agreement under these Terms, the provisions of this clause shall apply.



8.5

The term of the deposit is established by the Deposit Agreement. The right to withdraw the deposit of a legal entity customer may be limited by an agreement concluded between the Bank and the Customer, in which case the Bank is not liable for failure to comply with the Customer's request.

8.6 In case of refund of the amount of the term deposit or part thereof before the due date at the request of the Depositor, the Bank shall accrue interest to the part to be refunded and pay them to the Depositor at the annual interest rate applicable to the daily balance of the bank account by means of clearing previously paid interest, stipulated by the agreement and the terms of this type of deposit. After a reduction in the amount of the deposit, the Deposit Agreement is effective on the part of the deposit at the disposal of the Bank, and interest on this part continues to be accrued in the amount established by the Deposit Agreement.

8.7 In case of early withdrawal of a part of the deposit by the Customer with the possibility of replenishment, the reduction of the deposit is made from the amount of the last replenishment and/or replenishments (including from the amount of interest paid by the Bank) in the reverse chronological order.

8.8 In case of non-prolongation of the deposit period, the deposit amount and unpaid interest are transferred to the Customer's bank account without concluding an additional contract or agreement and the interest is further accrued according to the annual interest rate applied to the daily balance of the bank account, unless otherwise agreed in writing.

8.9 The term of the deposit can be prolonged:

8.9.1 during the term of the Deposit Agreement inclusive up to the expiry date of the deposit term based on an agreement on amendments to the Deposit Agreement or other standard document in the form prescribed by the Bank. At the same time, prolongation on the basis of one document specified in this subparagraph may be carried out multiply, in consecutive order, until the Depositor expresses a desire not to prolong or terminate the prolonged deposit; 8.9.2 electronically:

7.9.2.1. for individual persons: by sending a request for prolongation of the deposit term from the email address of the Depositor specified in the Deposit Agreement or other type-approved standard document of the Bank to the email address of the Bank specified in one of the listed documents. The Bank is based on the request sent from the last email address provided by the Customer and registered at the Bank. The request submitted by email corresponds to the requirements of the Bank if it contains the details of the deposit agreement (contract number, year/month/day of conclusion, amount, currency and other data of the deposit) and meets the conditions of this type of deposit at the Bank on the date of prolongation.

7.9.2.2. for legal persons and sole entrepreneurs: by sending a letter in the form prescribed by the Bank for prolongation of the term of the deposit, at least 5 working days before the expiration of the term of this deposit, from the email address of the Depositor specified in the Deposit Agreement or other type-approved document, to the Bank's email address indicated in one of the listed documents, if the Depositor has not received a notification of the Bank about the rejection of the extension within 10 working days from the date of the electronic confirmation in receipt of the letter by the Bank. The Bank is based on the demand sent from the last email address provided by the Customer and registered at the Bank. The term of the deposit return is deemed prolonged on the conditions in effect at the time of the actual prolongation, and the date of the prolongation will be the date of the return of the prolonged deposit.

8.9.3 Unilaterally by the Bank - in case of placing the right to the funds deposited with the Bank and the requirements arising from the Deposit Agreement for fulfillment of obligations of the Depositor or a third party to the Bank, upon full execution of the obligations, on terms and conditions in force in the Bank at the moment of actual prolongation.

8.10 If the date of repayment of the deposit and/or payment of accrued interest coincides with a non-working day, the deposit shall be refunded on the first working day following it, while paying interest for non-working days in the amount accrued inclusively up to the day preceding its return under the Deposit Agreement.

8.11 If the deposit is paid in a foreign currency, the Depositor confirms by signing the Deposit Agreement that he understands the possible adverse consequences caused by the change in the exchange rate and prefers to invest in foreign currency.

8.12 Interest on the amount of the deposit (the replenished part) shall be accrued from the day following the day of receipt of funds to the deposit account until the day prior to its return to the Depositor or debiting from the Customer's account for other reasons, and interest on the amount of the deposit (the replenished part) placed from May 1, 2020, shall be accrued from the date of receipt of funds (the replenished part) to the deposit account until the last calendar day preceding its return to the Depositor or debiting from the Customer's account for other reasons.



8.13

Depositing of an amount and/or replenishment of the deposit after the end of the operational day is considered to be deposited to the Bank on the next working day.

8.14 The Bank as a tax agent, by paying out the interest due to the Depositor and retains and transfers to the state budget the amount of taxes payable under the applicable law.

8.15 Deposits may be placed in the name of third parties (in favor of third parties) specified in the Deposit Agreement, subject to preliminary identification by the Bank in the prescribed manner. The Bank may refuse to conclude a Deposit Agreement in favor of third parties if there are reasons to doubt the legality of the transaction or it is impossible to properly identify such third parties. In regard to deposits received from individual persons in favor of a third party, the Bank undertakes to return/pay the deposit amount and interest to the third party specified in the Deposit Agreement at the first written request of the latter based on the rights of the Depositor or by written notification to the Bank of the intention to exercise the Depositor's rights. A person under the age of 14 may submit a claim for the use of his rights under a deposit made in favor of a third person, and after presenting this request, the latter may dispose of the deposit only through his legal representative.

8.16 In the event a third party does not present a written request to the Bank before the day of the deposit return (if the date of the return of the deposit coincides with a non-working day - on the first working day following it) and the deposit term is not prolonged, the deposit amount and unpaid interest are returned/paid to the Bank account of the Depositor.

8.17 If the third party has notified the Bank in writing prior to the day when the deposit was returned (if the date of the return of the deposit coincides with a non-working day - on the first working day following it) of the intention to use his rights under the deposit, but did not issue a written request and the deposit term is prolonged, the deposit amount and unpaid interest are returned/paid to the bank account of a third party, and in the absence of a bank account in the Bank - transferred to another account within 7 days after receipt of the corresponding written application or are subject to disposal in any other way indicated by the latter.

8.18 To the Depositor (at the request of the third party who acquired the Depositor's rights), at his/her request, SMS notifications about the expiry of the term of the deposit may be sent. This service is provided according to the current Tariffs and the Bank is not responsible for non-delivery or delay of SMS notifications due to unavailability of the telephone or technical or other malfunction of the communication operator.

8.19 The Depositor is not provided a bank-book.

8.20 Replenishment of the deposit can also be made by third parties. By conclusion of the Deposit Agreement or prolongation of the deposit term, the Depositor authorizes third parties to credit the replenished amount to the bank account and transfer the amount to the Depositor's deposit account. The Depositor also authorizes the Bank in the event of replenishment of the deposit by third parties, without additional instructions from him, to collect the relevant amounts from the bank account and transfer it to the deposit account of the latter.

8.21 Deposit replenishment may be made by the Depositor by sending a letter on transferring a certain amount from a bank account to a deposit account from the email address of the Depositor specified in the Applicationcontract on opening an account, the Deposit Agreement or another type-approved document of the Bank signed by the Customer, to the email address of the Bank indicated in the one of the listed documents. The Bank, without additional instructions from the Depositor, collects the indicated amount from the bank account and transfers it to the deposit account. The Bank considers the request sent from the last email address provided by the Customer and registered at the Bank. At the same time, the term of the deposit return is deemed prolonged on the conditions in effect at the time of the actual prolongation, and the date of the prolongation will be the date of the return of the prolonged deposit. The requirement submitted by email, as a minimum, should contain the amount of the transferred amount and the number of the Deposit Agreement or the number of the deposit account.

8.22 A person under the age of 14 may dispose of the deposit without a legal representative only if the legal representative has previously issued written consent to a person who has not reached the age of 14 years, of unhindered (including without additional consent) disposal of the deposit made in favor of the latter.

**9. OPERATIONS OVER A CHEQUE-BOOK**

9.1 While withdrawing cash from certain types of Accounts in accordance with the Bank's rules, the Bank may offer nominal limited cash cheques (hereinafter referred to as the "Cheque"). Cheques (cheque-books) are the property of the Bank and are provided to the Customer with the right of use.

9.2 The Bank may set a maximum limit on the amount to be drawn under the Cheque.





### 9.3

Cheques are provided on the basis of an application form approved by the Bank, in which the Customer confirms that he/she has received the cheque-book, is familiar with the Terms and accepts them, and also accepts that since the receipt of the cheque-book from the Bank, the Terms and Conditions established by the Bank for the settlement of cheques (including, but not limited to, the rules of filling and use, the rules for servicing the cheque), special conditions for servicing cheques (if published by the Bank) and the Tariffs together constitute an agreement on transactions by cheques.

9.4 The Customer who receives the cheque-book undertakes:

9.4.1 not to provide the cheque-book to other Customers,

9.4.2 not to sign/seal blank cheques,

9.4.3 fill in the cheque-book in accordance with the rules for filling and using cheques,

9.4.4 In the event of termination of the bank account agreement, the cheque-book shall be returned to the Bank together with the unused blanks.

9.5 In case of loss or theft of a cheque (cheque-book), the Customer is obliged to notify the Bank immediately during the operational day. The notice is considered valid from the moment it is received by the Bank. Losses incurred by the Bank as a result of payment of lost and stolen cheques are borne by the Customer, unless it is proved that the cheque was paid as a result of willful negligence of the Bank's employee.

9.6 The Bank has the right not to accept and/or pay the cheque, if:

9.6.1 cheque does not comply with the rules for filling and using cheques,

9.6.2 the bearer of a cheque is not its true owner (authorized person);

9.6.3 the cheque is withdrawn by the Customer,,

9.6.4 the cheque is issued on a counterfeit letterhead or the signature on it is false,

9.6.5 the funds are insufficient to pay the amount indicated on the cheque and to collect the fees as per the

Tariffs,

9.6.6 a restriction is imposed on the Account in the manner prescribed by the RA legislation,

9.6.7 it is known that the cheque is stolen or lost,

9.6.8 in other cases suspicious for the Bank.

9.6.9 while closing the bank account(s), the Customer undertakes:

9.6.10 not to provide the cheque-book to other Customers,

9.6.11 not to sign/seal blank cheques,

9.6.12 fill in the cheque-book in accordance with the rules for filling and using cheques,

9.6.13 In the event of termination of the bank account agreement, the cheque-book shall be returned to the Bank together with the unused blanks.

9.7 In the event the Bank provides a cheque-book to the Customer in accordance with this section, the withdrawal of cash from the Customer's accounts by cheque shall be in accordance with the Bank's internal legal acts.

9.8 In case of loss or theft of a cheque (cheque-book), the Customer is obliged to immediately notify the Bank during the working day in writing - by paper or electronically. The notice is considered valid from the moment it is received by the Bank, otherwise losses incurred by the Bank as a result of payment of lost and stolen cheques are borne by the Customer, unless it is proved that the cheque was paid as a result of willful negligence of the Bank's employee.

9.9 In case of closing the Account(s), the Customer is obliged to return the cheque-book to the Bank's if it contains unused blanks. The cheque-book is returned on the basis of a written application indicating the numbers of all unused blanks.

## 10. DELIVERY OF BANKING SERVICES BY REMOTE SERVICE SYSTEMS

10.1 Ardsheininvestbank I-banking system is provided to Customers who have a bank account at the Bank (except for the system with a limited access/only review access, which can also be provided to customers not having a bank account with the Bank) in the event of concluding a contract through acceptance of the Customer's application-offer in the form established by the Bank. Changes to the said agreement can be made by concluding an agreement through acceptance by the Bank of the Customer's application-offer in the form established by the Bank or by the Bank unilaterally.

With respect to Customers acting in the capacity of a sole entrepreneurs and a legal entity, individuals registered as a user in the ARDSHININVESTBANK I-BANKING system can, in case of the availability of the appropriate software solution, have access also to the mobile banking application forming part of the I-BANKING mobile system, entering the user name and password intended for the I-banking system



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Customer using the I-banking mobile service can register both by visiting the Bank to sign the corresponding application-offer or independently by submitting the corresponding application-offer via Ardshinvestbank I-banking system (by accessing the Bank's official website to follow the steps described in the "Guideline for the Online Registration of a Customer Acting in the Capacity of a Natural Person in Mobile Banking Service"), or remotely. In case of the Customer's registration online, the Customer shall be provided with limited/only review access and in cases established by the Bank - the Customer may be authorized to use the services accessible via the System.

In case of online registration via the Ardshinvestbank I-banking system, the Customer shall, by putting a confirmation mark and/or clicking the confirmation button on the corresponding page in the signature fields upon submitting an application offer, confirm that s/he is familiar with, agrees to, accepts and signs, the corresponding application-offers, rules, conditions, other documents and texts; they are accurate and credible, express the Customer's will, have a full legal effect in line with the legislation of the Republic of Armenia similar to the hand-signed document.

**10.2** If the Customer wishes to use the Bank's services via Ardshinvestbank I-banking system remotely, he/she hereby accepts that by submitting/sending to the Bank via electronic communication from the email address specified in the application-offer the completed, signed and scanned application downloaded from the official website of the Bank and other documents, he/she has read, agrees, accepts and signs the application-offer, these Terms and Conditions, the System Service Conditions, other documents and texts that are accurate and reliable, express the Customer's will, comply with the RA legislation and have full legal force.

The Customer accepts any information on remote use of Ardshinvestbank I-banking system can be obtained by calling the Bank's Call Center by calling +374 (060) 655 000.

**10.3** Certain instruments of the system available to Customers and the conditions and tariffs for their use are established by the Bank, and the Bank may from time to time unilaterally amend them. The Customer accepts that the System makes it possible to use the Bank's services that have become available to the Customer online, without visiting the Bank and signing an additional agreement.

**10.4** Servicing via the Systems is carried out if the Customer (User) has the necessary software and hardware to use the relevant remote maintenance tool, and the Bank provides remote maintenance services to the Customer solely for the use of software and hardware means acceptable to the Bank.

**10.5** Based on the specifics of the provided remote services, the Bank may provide the Customer with the necessary software for using the appropriate remote maintenance tools. These devices are the property of the Bank and are provided to the Customer by the right of use. The Bank is liable at any time to demand the return or replacement of these devices, as well as to tighten/mitigate the order of their use or stop their further maintenance. In case of duplication, copying, transformation of the software provided by the Bank, the Bank has the right to demand compensation from the Customer for the losses caused.

**10.6** The Customer guarantees the protection of the software provided to him/her, the passwords and codes for accessing the System and their use only by him/her (his/her representatives) and shall bear a full responsibility for the adverse consequences incurred by him/her, the Bank and/or third persons as a result of their loss or disclosure to third persons, in particular, for the losses inflicted, harm to the business reputation, loss (restriction) of rights or emerging (increasing) obligations.

**10.7** The Customer accepts and agrees when entering Ardshinvestbank I-banking system that instead of the SMS code, he can use another Token App or software tool (Google authenticator), which generates a one-time unique identification code, and with which the Customer logs in and/or two-level transaction confirmation. The customer chooses the software tool himself and bears all risks, losses and losses associated with his choice.

**10.8** The Customer also accepts and agrees that if Ardshinvestbank I-banking system is available through the mobile application, PIN code, touch ID, Face ID on the mobile phone is used instead of SMS code when logging in and confirming transactions, except for the first login, in which identification using a one-time SMS code is applied.

**10.9** The Customer accepts and agrees that in order to deactivate/restore the selected and activated Token App or other software tool (Google authenticator), he must contact the Bank's Call Center by calling 374 (060) 655 000.

**10.10** Ardshinvestbank I-banking users acting in the capacity of sole entrepreneurs and legal entities can change their passwords by calling the Bank's communication center or their servicing branch or by calling the Customer's personal manager, or independently through the "Mobile Bank" system, entering the account number or card number and personal data. After proper identification of the Customer, an employee of the communication center or branch shall ensure that a new password in the form of an SMS message is sent to the Customer acting in the capacity of a sole individual entrepreneur or a legal entity. The person making the call also undergoes an identification procedure and can



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his/her password as a user. Whenever it is impossible to ensure the proper identification of the Customer and (or) the user, the request for changing the password shall be rejected. The directors of Ardshininvestbank I-banking customers acting in the capacity of sole entrepreneurs or legal entities can submit their user password change or user suspension, and new user registration bids also via the I-banking communication tools.

The Customer is obliged to notify the Bank immediately in case of loss of access passwords, as well as loss of security certificates and other software if disclosed to third parties or threat to use them.

**10.11** The Bank has the right to unilaterally suspend the Customer's access to the System if:

**10.11.1** there are doubts about the illegal use of the System. The Bank assesses the fact of illegal use of the System at its own discretion;

**10.11.2** within 2 months after submission of the application-offer for using the System, the Customer does not complete the final registration and login to the system.

**10.12** The Customer shall ensure by its own means that the computer and telecommunications equipment, Internet telephony, telephone communication and other means necessary for the use of the relevant telecommunication equipment are accessible and serviceable by paying for the costs of their purchase, as well as the transfer of other payments and data transmission costs, arising from the use of the System.

**10.13** The Bank shall not be liable for any losses incurred by the Customer resulting from the use of the System.

**10.14** The Bank may establish certain hours of use of the System, suspend access to the System and establish additional requirements and procedures to improve the security of access and performance of the System. **10.15**

**The procedure for performing operations via the System**

**10.15.1** In the event of acceptance of the Customer's Application-offer, the Bank shall register the Customer's users in accordance with this offer, upon which the Customer can perform operations mentioned therein, as well as financial and other transactions available in the System in the manner and on the terms established by the Bank.

**10.15.2** The customer determines the method of identification in the System for each user mentioned in the offer, and regardless of the method and means of authorizing transactions, the confirmation of the operation by the Customer (the User) in the System via the available instrument is proved by a properly certified instruction of the Customer with relevant rights and obligations. The Customer can get acquainted with the list of the Bank's services on the official website of the Bank [www.ardshininvestbank.am](http://www.ardshininvestbank.am) .

The Customer accepts that he/she can contact the Bank via the System in the version available for this instrument by submitting applications, letters, inquiries, orders. The Customer is informed that the Bank independently decides on the acceptance or rejection of the submitted applications, letters, requests, orders, demand for additional information and/or justifications from the Customer, sets the deadlines for their execution in the event of their acceptance, while the exchange of information is carried out via the System. Exchange of information via the System is equal to its exchange in person at the Bank. A Customer - individual entrepreneur and a legal entity confirms and certifies that he/she has all the necessary powers and permissions to file applications, letters, requests, instructions to the Bank via the System.

The Customer hereby understands and accepts that by submitting an application-offer online, as well as when processing a corresponding transaction via the System, putting a confirmation mark and/or pressing a confirmation button on the corresponding page in the signature fields when submitting letters, applications, requests, he/she fully agrees with the terms, information and other provisions on the corresponding page, link and/or document, which creates corresponding rights, obligations and other legal consequences for the Customer and has the same legal meaning as a handwritten signed document.

**10.15.3** The Bank verifies the completeness of the data submitted in the Customer's order sent via the System and executes such instruction.

**10.15.4** The Customer receives information about the status of the order submitted via the System from the "status" field of the transaction, while the transaction made by the Customer (the User) via the System is deemed to have been performed only by the Bank reflecting its authorization information in the "status" field of such transaction.

**10.15.5** The Bank establishes the due date for each transaction made via the System and executes the instructions submitted by the Customer in such terms. Exchange of information via the System is equal to its exchange in person at the Bank.

**10.15.6** The Bank may establish monetary, quantitative and other restrictions for transactions made via remote service tools. The Bank has the right to suspend or reject the transaction before obtaining additional confirmations acceptable to the Bank.



10.15.7 The Customer's orders submitted by violation of the terms of the contract for the use of the System or the procedure for using the software provided to the Customer are not accepted for execution. At the same time, the Customer bears the risk of adverse consequences arising for him.

10.15.8 The Bank may refuse to authorize transactions made under the System if, at the time of their authorization, it becomes evident that there have been significant changes in the financial and/or banking services market.

10.15.9 The limits, specified in the application-offer of the Customer on provision and maintenance of the System or the Bank's offer for connection to the System, are standard. If other limits are set by the terms of the System, these limits apply, which may be unilaterally changed from time to time by the Bank. The limits specified in the applicationoffer of the customer on provision and maintenance of the System or the offer of the Bank for connection to the System, as well as limits specified in the terms of the System, can be changed also based on the Customer's offer (in the form acceptable to the Bank) to change the terms of service of the System upon its acceptance by the Bank.

10.15.10 In the Customer's application-offer on provision and maintenance of the System or the offer of the Bank for connection to the System, the maximum limit of transactions within one day is set if the specified field of the relevant offer and/or application-offer does not specify otherwise.

10.15.11 When providing services to the Customer via the System, the Bank has the right to:

10.15.12 replace the software used in the System, ensuring the Customer's regular work by the new version of the program;

10.15.13 in case of scheduled technical work, as well as technical failures or other circumstances in the Bank, which prevent the Customer from servicing the System, unilaterally for an indefinite period, by provisional and, in case of impossibility, immediate warning to the Customer to terminate the service of the System;

10.15.14 prohibit the use of the System by the Customer if the latter has breached obligations to the Bank or the Bank has reasons to believe that the System is used or may be used illegally or otherwise the Customer violated the security requirements of the System. The Bank does not substantiate the reasons for termination of the acceptance and/or execution of the transmitted electronic documents;

10.15.15 require additional confirmation or explanation in connection with specific instructions. The System requests confirmation on the day the payment document is received. In such cases, instructions are accepted for execution upon receipt of the necessary confirmation;

10.15.16 refuse to execute the instruction submitted in an incomplete form;

10.15.17 execute the paper version of the instruction submitted by the Customer and approve it according to the procedure for execution of settlement operations with the Bank.

10.16 When using the Bank's services provided via the System the Customer is obliged to:

10.16.1 comply with the terms of use of the System established by the Bank;

10.16.2 not provide third parties with software, passwords and system codes, use them only in accordance with the contract, and in case of their provision or deliberate or inadvertent disclosure to third parties, fully repay to the Bank and/or any third parties any losses and bear the risk of adverse consequences resulting from this;

10.16.3 upon submission of orders via the System, the Customer is obliged to compare the instruction submitted by him and the document issued by the Bank and, in case of any discrepancy immediately notify the corresponding employee in order to find out the reason.

10.17 The Customer is responsible for the accuracy of the information provided via the System.

10.18 The Bank is not liable for the consequences arising from the Customer's non-compliance with the security requirements during the System's operation.

10.19 The services via the System may be terminated at the initiative of each Party.

10.20 In the event of termination of the System service agreement on the initiative of the Bank, the latter shall be obliged to notify the Customer in writing in advance, while the Customer's servicing via the System or any remote service tool terminates on the date specified in the notification.

10.21 Termination of the System service agreement at the initiative of the Customer is carried out by submitting an application-offer in the form prescribed by the Bank and its acceptance by the Bank in accordance with the established procedure. The Customer undertakes to pay for the entire month, regardless of the date of termination of the agreement and the number of days used in the given month.

10.22 Termination of the System service agreement does not lead to termination of other contracts concluded between the Bank and the Customer.





10.23 Termination of the System service agreement does not lead to termination of the obligations of the Bank and the Customer that arose before suspension of the System, unless otherwise agreed by the Parties.

10.24 Maintenance of active customers of the Bank-Customer system continues via the Internet Bank tool, and the provisions of this chapter are fully applicable to those Customers

10.25 The Bank may electronically inform about the results of acceptance of applications/inquiries, as well as about the Customer's transactions carried out via the Systems, including by posting information on the relevant web pages or mobile applications of the System, by email, in the form of short messages sent to a mobile phone number (SMS), or messages sent by the System's mobile applications (Push Notifications), etc. Data on transactions carried out via the System are stored on the Bank's servers in the manner and terms established by law, and are considered as evidence in resolving disputes.

10.26 Customers having a Personal Manager, including Private, Premium, VIP customers, have the opportunity to apply verbally or in writing (including by any means of electronic communication) to the Bank (to the Personal Manager servicing the Customer) for processing one or several transactions defined by the Bank and available through the specified method. The Customer receives the order generated under his/her submitted application through messages (Push Notifications) sent via the mobile application of the System. The Customer can confirm or cancel the transaction processing instruction. In case the Customer confirms the transaction processing instruction via the mobile application of the System, the Customer hereby accepts and ensures that the instruction is accurate, expresses the Customer's will, creates corresponding rights, obligations and other legal consequences for the Customer, and has the same legal meaning and force as a transaction made at the Bank in person or via the mobile application of the System.

## 11. STORAGE OF VALUES IN A SAFE DEPOSIT BOX, RENTING OF A PERSONAL LOCKER

11.1 An individual safe deposit box is provided upon the conclusion of the Application-contract, contract or other standard document in the form specified by the Bank. These Terms, Tariffs, as well as other documents of the Bank regulating this type of service, form an integral part of the lease agreement concluded between the Bank and the Customer for an individual safe deposit box (hereinafter referred to as the Safe Deposit Box Lease Agreement).

11.2 The Bank shall provide the Customer with an individual safe deposit box and keys to it for a certain fee set by the Tariffs, for the placement and storage of valuables. The Customer is required to keep the personal locker in proper condition. An individual safe is considered to be transferred to the Customer from the moment of signing the contract and obtaining the keys from the Safe Depository, in connection with which the corresponding entry is made in the visits register signed by the Parties. Receipt and delivery of keys by the Customer is carried out on the basis of an off-balance cash order.

11.3 The keys to the safe deposit box shall be provided to the Customer after making the appropriate fees set by the Tariffs.

11.4 In case of loss of a safe deposit box or damage of the safe deposit box and/or keys, the Customer must immediately notify the Bank thereof in writing.

11.5 The customer is responsible for the loss of the keys handed to him, as well as the costs of repairing keys and/or lockers damaged during their use.

11.6 The customer is not allowed to duplicate a personal key.

11.7 The customer is not allowed to photograph or make a video recording of a Safe deposit box or the Safe depository.

11.8 The customer or a person duly authorized by him may use the Safe deposit box on the Bank's operational days and hours. The Bank shall not be liable for the actions of third parties authorized by the Customer to use the personal locker.

11.9 Persons associated with the Customer cannot use the Safe deposit box unless otherwise provided by law or under the power of attorney issued to an affiliated person.

11.10 A Customer can stay in the vault for no more than 20 (twenty) minutes during each visit.

11.11 The customer can visit the Safe depository no more than 2 (two) times within 1 (one) day.

11.12 The Customer (the Customer's representative) is obliged to confirm each visit to the Safe depository with his signature in the relevant document provided by the Bank, which also specifies the time and date of entry. The customer is obliged to enter the Safe depository only accompanied by a responsible officer of the Bank, presenting an identity



document,

and in the case of a representative of the Customer – under a relevant document of authorization, if it has not yet been registered with the Bank.

11.13 The Customer undertakes not to store any liquid, viscous materials, flammable, explosive or other dangerous substances, as well as perishable goods, food, animals and is liable for damage to the Bank and third parties as a result of storage of such property in the personal locker. The Customer is aware that the Bank does not have an obligation to verify the values and waives the right to dispute this circumstance in the future.

11.14 The customer is obliged to use the personal locker in accordance with these Terms and its purpose, not to deposit such valuables in the safe deposit box that are in any way connected with criminal activity, and undertakes not to allow any claims against the Bank. The Customer is aware that the Bank does not have an obligation to verify the valuables and waives the right to dispute this circumstance in the future.

11.15 The Bank ensures the safety and inviolability of the personal locker and takes all necessary measures to ensure its security.

11.16 The contents of the Safe deposit box, information about the valuables and data on the individual safe deposit of the Customer constitute bank secrecy.

11.17 The Bank provides the Customer with the necessary funds for the independent use of the Safe deposit box and ensures for appropriate conditions for this. Each operation of depositing the valuables in the Safe deposit box is performed by the Customer in a separate room or cabin intended for this purpose.

11.18 The customer independently, without any control (including the Bank), places valuables in the personal locker and removes them from there.

11.19 The Bank shall not be liable for the loss of the contents of the personal locker or valuables placed therein, or for the loss or damage of valuables when they are placed in a safe deposit box, removed or moved, if such loss or damage is not a result of deliberate actions of the Bank.

11.20 The Bank shall not be liable for loss, shortage or damage to valuables in the Safe deposit box, if such loss, shortage or damage has occurred due to force majeure, i.e. as a result of extraordinary and unforeseen circumstance, or as a result of such properties of values that the Bank did not know and could not be foresee at the time of depositing, or it occurred as a result of deliberate or careless actions of the Customer.

11.21 The Bank has the right to open the Customer's safe deposit box without the consent and presence of the Customer in the event of any of the following:

11.21.1 based on the decision of the Compulsory Enforcement Service of RA or other authorized state body taken in accordance with the court decision made in accordance with the procedure set by the RA legislation,

11.21.2 if upon the expiry of the lease term of set by the agreement and/or automatically prolonged by the Bank in the manner prescribed by the Terms, the Customer does not release the safe and does not return the key to the Bank in the established order,

11.21.3 in case of non-fulfillment or improper fulfillment by the Customer of obligations to pay commissions for the service of storage of valuables within the period set by the Terms and Tariffs,

11.21.4 in case of natural disasters caused by force majeure: fire, flood, accident, flash of a substance stored in a safe box, a sharp smell and other cases where the further storage of an object in a safe box becomes unacceptable,

11.21.5 the Bank unilaterally terminates the Safe Deposit Box Lease Agreement.

11.22 The customer returns the keys of the Safe deposit box to the Bank upon the expiry of the lease term stipulated in the Safe Deposit Box Lease Agreement, otherwise the Customer is obliged to take measures to extend the lease term and ensure all other terms of the agreement.

11.23 The lease term for a Safe deposit box may be automatically unilaterally renewed by the Bank in the cases and in the manner prescribed by the Terms, in the event of non-release of the deposit locker after the expiration of the said period, the Customer's failure to visit the Bank and failure to extend the agreement with the Bank.

11.24 The Bank has the right to open the personal locker, apply penalties set by the Terms and Tariffs to the existing valuables in the case of non-release of the locker within the term specified in the agreement or non-prolongation of the agreement.

11.25 The Bank has the right to terminate the Safe Deposit Box Lease Agreement unilaterally by notifying the Customer and/or refusing to perform the agreement based on the grounds specified in clauses 11.21.1 and/or 11.21.4, as well as in case of non-fulfillment or unreliable performance by the Customer of obligations under the agreement. The unilateral termination of the agreement provided for in this paragraph and/or its waiver does not lead to termination of the Customer's obligation for payments (reimbursements) arising from therein.



11.26

The Customer has the right at any time, by prior notification of the Bank, to terminate the Safe Deposit Box Lease Agreement provided that the monetary obligations arising from the relevant agreement are fully executed.

11.27 In the event the Customer does not visit the Bank after prior notice of a change in the address or closure of the Bank's branch (Customer Service Department, hereinafter referred to as the CSD), where the safe deposit box is located, the Bank shall have the right in 10 (ten) working days after the confirmation message, without the presence of the Customer, while ensuring the inviolability the safe box, to transfer it to another branch (CSD) of the Bank.

11.28 In the event of early termination of storing valuables in the safe deposit box, the fees collected from the Customer are not subject to return.

11.29 Additional expenses incurred during the storage of valuables in the safe deposit box, which the Parties could not assume upon the conclusion of the agreement, are reimbursed to the Bank by the Customer.

11.30 Additional costs include, but not limited to, the costs associated with the loss of the key of the safe deposit box, as well as the repair of keys or safe deposit box, including lockers, as a result of their damage and/or replacement of keys.

11.31 The Customer undertakes to pay all fees provided for in these Terms including, but not limited to, the fees provided for by the Tariffs, additional costs and reimburse the Bank for damage caused by the peculiarities of the property stored in the locker and/or violation of safe deposit rules, and retains with the Bank right, without additional instructions on his part, without further authorization, to collect the appropriate amounts from the Customer's bank accounts in the Bank and, if necessary, to convert them at the exchange rate set by the Bank. In case of insufficient funds to collect the relevant amounts, the Bank has the right to collect this amount by processing receivables in the name of the Customer.

11.32 The Customer agrees that in the event of non-release of the safe deposit box in the period provided for in the Terms, the values therein shall be deemed to be transferred to the Bank for storage, and the rules on storage provided for in the Civil Code of the Republic of Armenia shall be applied to the Customer and the Bank without entering into an additional contract.

11.33 In the case provided for in clause 11.32 of these Terms and in the event that the Bank acquires the right to open a safe deposit box without the consent and presence of the Customer under an agreement concluded between them, the Bank acquires the right to move the valuables stored in the safe-box to the Bank's depository.

11.34 The contents of the safe deposit box, as well as in the case provided for in clause 11.32, shall be returned to the Customer or his representative upon their visit to the Bank, provided the full payment is made for the storage of valuables set by the Tariffs.

11.35 The customer is obliged to compensate for the damage caused to the Bank in connection with the peculiarities of the property deposited for safekeeping.

11.36 When depositing valuables, the rights and obligations of the Bank and the Customer are determined by the provisions of chapter 43 (Storage) of the Civil Code of the Republic of Armenia. At the same time, the Parties acknowledge that the written form of the agreement is considered to be complied with.

11.37 By means of an agreement with the Customer, the latter may be provided with temporary safe-boxes, other than those specified in the agreement, during which the terms of the lease agreement of the safe deposit box will continue to operate.

## 12. CUSTODY SERVICES

12.1 The Bank provides custody services for securities in accordance with the RA Law "On the Securities Market", the regulations and rules for custody activities adopted by the RA Central Bank, other regulatory legal acts, by storing Securities owned by the Customer, registering and transferring ownership and other property rights to the Securities (hereinafter - the Custody Services).

12.2 By providing Custody services, the Bank acts as a sub-custodian and acts as an intermediary in a process of providing services of Armenian and/or foreign custodians. The Bank is not responsible for the activities and/or inactivity of Armenian and/or foreign custodians, including their decisions and rules, as well as their bankruptcy, operational risks, fraud, license revocation/cancellation, sanctions imposed on them, which may lead to negative consequences/losses for the Customer.

12.3 In order to provide Custody Services, the Bank opens depo account(account(s)) for the Customer under the Application-contract, on which (sub-accounts) Securities are accounted per issuers and/or storage locations. The Bank provides services for opening, maintaining and closing of a Depo account in accordance with the Tariffs of the Bank. The



Bank shall

have the right to unilaterally change the Tariffs by notifying the Customer at least 10 days before the effective date of a such a change.

12.4 By signing the Application-contract, the Customer is notified that the Tariffs published on the Bank's website apply to individual Customers who are citizens of the Republic of Armenia and whose center of vital interests is in the Republic of Armenia, as well as to legal entity Customers, whose 50 percent or more shareholders or participants are not citizens of another country, or more than 50 percent of the ultimate beneficiaries are not citizens of another country. For all other Customers, individual Tariffs are set.

12.5 The Customer ensures and acknowledges that the Application-contract signed by him/her, these Terms, Tariffs and any standard document signed by the Customer and accepted by the Bank within the framework of the Applicationcontract in the form established by the Bank, jointly constitute an Agreement between the Customer and the Bank (from now on Agreement in this chapter). The Customer assures that before signing the Agreement the Bank gave him/her the opportunity to familiarize himself/herself with the legal acts regulating custodial activity.

12.6 The Bank maintains Depo accounts in such a way that it allows segregating the Customer's funds from the funds of other customers and the Bank's own funds at any time.

12.7 The Bank undertakes to keep a record of the term and essential conditions of each transaction related to the Customer's Depo Account.

12.8 Entries made by the Bank in respect of the Securities deposited in the Customer's Depo Account certify the Customer's ownership to the Securities. The right of ownership to the Securities transferred for custody shall be deemed to have passed from the moment the relevant entry is made in the Customer's Depo Account.

12.9 The Bank may use the funds in the Customer's depo account guaranteeing the Customer's rights arising out of the securities unless otherwise prescribed by the Agreement.

12.10 Ownership and other proprietary rights evidenced by the Securities and arising out of the Securities are transferred in any of the following three ways:

12.10.1 Based on the Instruction given by the Customer in accordance with the requirements of the Contract and the Terms;

12.10.2 As part of provision of investment Services by the Bank to the Customer, in the form of a ban on trading and transactions on the Regulated Market;

12.10.3 By transferring ownership rights to the Securities, which is not the result of a civil law transaction, the basis of which is a court decision or a relevant decision of the judicial enforcement service.

12.11 Forms of instructions submitted by the Customer are as follows:

12.11.1 Securities delivery/receipt instruction;

12.11.2 Instruction for registration/termination of the right of pledge submitted by the mortgagee;

12.11.3 With the consent of the attached mortgagee, an instruction submitted by the mortgagor on the termination of the registration of the right of pledge.;

12.11.4 Security freezing/unfreezing Instruction.

12.12 The Customer can submit the Instruction via electronic or on paper form.

12.12.1 In a paper form the Instruction is submitted in a signed of 2 copies in the Bank's Customer Service halls.

12.12.2 In electronic form Instruction is submitted.

- By sending it signed and scanned from Customer's email address to the email address of the Bank that are specified in the Agreement.
- By sending it from the Customer's email address to the email address of the Bank that are specified in the Agreement with a free-format message, maintaining the availability of all information available in the prescribed template of the Instruction and/or necessary for concluding the transaction (except for clauses 12.11.2 and 12.11.3);
- Through the Bank's Mobile/WEB application;

12.13 The Instruction is executed if there are sufficient funds on the Depo account and/or the Customer's cash accounts.

12.14 In case of insufficient funds on the Depo account and/or cash account, the Bank informs the Customer about via one of the communication methods specified in the Contract.





**12.15** The Customer can submit a request for Instruction cancellation. The Bank shall grant the cancellation request if the Instruction or none of the operations provided for therein have not been yet performed by the Bank. Otherwise, the Bank informs the Customer about the rejection of the cancellation of the Instruction through the contact specified in the Agreement.

**12.16** If funds are received by the issuer of the security upon redemption of the Securities and/or payment of dividends (coupons), the Bank credits the funds to the Customer's account no later than the end of the working day following the date of receipt of funds by the Bank.

**12.17** Immediately after each transaction over the Customer's Depo account, but no later than the end of the working day following the day of the transaction, the Bank sends a report on the movement on the Depo account to the Customer's authorized address specified in the Contract. The report is deemed to have been duly received in the manner established by these Terms.

**12.18** Until the 15th day of the month following the reporting month, the Bank sends to the Customer's address specified in the Contract a monthly report on the cash flow over the Customer's Depo account and the tariffs applied thereto. The report is considered to be duly received in the manner established by these Terms.

**12.19** The Customer's Instruction is the basis for freezing the transaction amount and commission on the Customer's account, calculated with Bank tariffs for the execution of the Instruction until the moment of its execution. The Bank has the right to refuse the Instruction in case of insufficient funds of the Customer.

**12.20** The Bank shall charge commission fees specified in the Tariffs from the Customer's AMD accounts specified in the Contract. In case of insufficient funds on the AMD account specified in the Contract, the Bank shall have the right to directly withdraw the specified fees from other currency accounts of the Customer opened with the Bank. In case of debiting commission fees from the Customer's accounts in other currencies, the non-cash buying exchange rate of the Bank at the time of debiting is applied. If there are not enough funds on Customer's accounts for making the specified charges, the Bank has the right to charge an insufficient amount by forming a receivable in the name of the Customer.

**12.21** The Customer may, on his/her own initiative, request other statements of cash flows, applied tariffs, as well as an extract from his/her Depo account. The Bank is entitled to set a fee for providing other information requested by the Customer.

**12.22** The Customer's depo account is closed upon termination of the Agreement. The Depo account can be closed only if there is a zero balance and the Customer has no outstanding liabilities to the Bank.

**12.23** The Agreement may be terminated at the initiative of either party by notifying the other party at least 20 days in advance.

**12.24** If at the time of notification, the Depo account has not a zero balance, the Customer shall submit to the Bank an Instruction to transfer the funds held in the Depo account.

**12.25** The Bank undertakes to retain the Contract and Instructions submitted on its basis, as well as other documents for at least 70 (seventy) years, unless a longer storage period is established by law.

**12.26** In case of terminating of the Bank's custody activities or revocation of the license, the Bank is obliged to notify the Customer within 2 working days of the need to submit a Securities transfer instruction. The instructions received are executed in the manner established by these Terms.

**12.27** The types of custody services provided by the Bank are not limited by the Terms. The information on the types of custody activities not defined by the Terms and the regulation thereof is published by the Bank on its website.

**12.28** The responsibility of the parties for non-compliance with the requirements of the Agreement is defined by the Terms (Clause 15).

**12.29** The procedure for resolving disputes arising between the Bank and the Customer is defined by the Terms (Clause 16).

### 13. INVESTMENT SERVICES

**13.1** The Bank provides investment services in accordance with the following legal acts regulating provision of investment services: RA Law "On the Securities Market", CBA regulations regulating investment services, rules, other normative legal acts or by conducting transactions with securities on behalf of the Bank or the Customer and at the expense of the Customer on RA regulated market, foreign regulated markets, primary and secondary markets.



## 13.2

The Customer ensures that the Application-contract signed by him/her, these Terms, Tariffs and any standard document signed by the Customer and accepted by the Bank within the framework of the Application-contract in the form established by the Bank jointly constitute an Agreement between the Customer and the Bank (from now on Agreement in this chapter). The Customer assures that before signing the Agreement the Bank gave him/her the opportunity to familiarize himself/herself with the legal acts regulating investment services. The Agreement is valid for an indefinite period until it is terminated in accordance with the terms.

13.3 The Bank shall have the right to unilaterally change the tariffs and/or other terms of the Agreement by notifying the Customer about it at least 20 days before the effective date.

13.4 By signing the Application-contract, the Customer confirms and acknowledges that when using investment services, the Customer may experience the following risks, for which the Bank is not responsible for:

13.4.1 Currency risk: the occurrence of possible losses from adverse changes in foreign exchange rates;

13.4.2 Market risk: the occurrence of possible losses from adverse changes in the market prices of the Securities;

13.4.3 Credit risk: non-fulfillment or partial fulfillment of obligations by the issuer of the Securities; 13.4.4

Interest risk: the occurrence of possible losses from changes in the interest rate of the Securities;

13.4.5 Operational risk: the occurrence of possible losses due to failure of technical means.

13.4.6 Infrastructure risk (counterparty risk). occurrence of potential losses.

13.4.6.1 As a result of decisions, internal policies, activity or inactivity of counterparties (including, but not limited to custodians, clearing houses, registry keepers and other persons providing securities services (Third Parties)),

13.4.6.2 As a result of Third Party bankruptcy, operational risks, fraud, license revocation/cancellation, sanctions imposed on Third Parties, which prevent Third Parties from fulfilling their obligations.

13.5 Prior to entering into an Agreement and providing services to the Customer on its basis, the Bank shall classify the Customer as professional or non-professional.

13.6 A professional customer is:

13.6.1 Investment companies, branches of foreign investment companies, banks, credit institutions, insurance companies, investment, pension funds and investment fund managers, as well as legal entities registered in a foreign state, which, in accordance with the legislation of this state, have the right to carry out activities of any the person referred to in this sub-clause;

13.6.2 The Republic of Armenia, the communities of the Republic of Armenia, the Central Bank, foreign states, local self-government bodies of foreign states, central banks of foreign states;

13.6.3 International financial institutions, including the International Monetary Fund, the European Central Bank, the European Investment Bank;

13.6.4 Legal entities that meet at least two of the following criteria:

13.6.4.1 as of the end of the year preceding the conclusion of the Agreement, the balance sheet value of the person's assets exceeds AMD 500 million;

13.6.4.2 the trade turnover of the person (according to the RA Tax Code) received from activities for the year preceding the conclusion of the Agreement exceeds one billion Armenian Drams;

13.6.4.3 as of the end of the month preceding the conclusion of the Agreement (if not known, for the month preceding the last one), the total capital of the person is AMD 50 million.

13.7 At the initiative of the Customer, persons not specified in clause 13.6, who meet at least two of the following criteria, may be classified by the Bank as professional customers:

13.7.1 During the 4 quarters prior to submission of the application, the Customer on average made 10 or more transactions on the securities market quarterly, while the volume of one transaction averages at least one million AMD;

13.7.2 The size of the Customer's securities portfolio at the time of application exceeds AMD 100 million;

13.7.3 The Customer has at least 2 years of professional experience in the financial market, which requires knowledge related to the services provided to the Customer, in connection with which the latter takes the initiative to classify him/her as a professional customer.

13.8 The Bank has the right to request from the Customer information/documents confirming the Customer's compliance with the criteria specified in clauses 13.6-13.7. In case of non-submission or incomplete submission of information by the Customer, the Bank shall not consider the initiative of the Customer.



13.9 In

the relationship between the Bank and the professional Customer, certain legal requirements aimed to the protection of the Customers will not apply. Particularly the Bank will not provide information on the risks of operations with securities, on the periodicity of reports and their submission.

13.10 The Customer, who is classified as a professional customer on the basis of compliance with the requirements in sub-clauses 13.6.4 or 13.7, may give the Bank consent to be considered a qualified investor by signing an appropriate application, which the Bank submits to CBA within 1 business day after signing the application.

13.11 At the Customer's initiative, the Customer is classified as a professional only on the basis of a positive assessment of the Customer's knowledge and experience provided for by the Bank.

13.12 For legal entity customers, the assessment of knowledge and experience is carried out in relation to the manager, employee or person authorized to conclude transactions on behalf of the Customer.

13.13 If a professional classified Customer thinks that he/she is unable to assess and manage the risks arising from investment services or investments, he/she must apply to the Bank to treat him as a non-professional Customer.

13.14 The professional classified Customer shall notify the Bank of any changes that may affect the Customer's professional classification. According to the Bank's assessment if based on the information provided by the Customer, the Customer no longer meets the conditions on the basis of which he was classified as a professional Customer, or if the Bank finds that the information provided by the Customer was unreliable, the Bank shall immediately terminate the professional classification of the Customer, about which the Bank informs the Customer within 1 working day by means of communication specified in the Agreement.

13.15 The Customer gives his/her written consent to be classified as a professional Customer. If the Customer refuses to sign the consent, then he/she is classified as a non-professional customer.

13.16 Non-Professional classified Customers are considered by the Bank for all types of Non-Professional investment service and all securities transactions, unless the Customer has requested the Bank to be classified within a specific type of Non-Professional investment service or securities.

13.17 Any Customer who does not meet the criteria defined by these Terms and refuses to be classified as a professional customer is classified as a non-professional customer.

13.18 The Bank opens a Brokerage account for each Customer who has entered into an Agreement.

13.19 The Bank provides services for opening, maintaining and closing of Brokerage accounts in accordance with the Tariffs adopted by the Bank.

13.20 A separate Brokerage account is opened with the Bank for each Customer, unless otherwise stipulated by the Agreement;

13.21 The Bank maintains such accounting for Brokerage accounts that allows the Customer's funds to be segregated from the funds of other customers and the Bank's own funds at any time.

13.22 Transfer of funds from the Brokerage account is made only under instructions and/or Orders of the Customer, except as otherwise provided by law and agreements concluded between the Bank and the Customer.

13.23 Crediting/withdrawal of funds to/from the Brokerage account(account(s)) is made only to/from bank account/account(s) of the Customer.

13.24 The Bank may not manage and/or use the funds on the Customer's Brokerage account in its own interests or in the interests of any other customer, except as provided in the Brokerage services Agreement.

13.25 Funds are credited to the Brokerage account in two ways:

13.25.1 by replenishing from the Customer's bank account;

13.25.2 at the expense of funds received as outcome of Brokerage operations;

13.26 Withdrawal of funds from the Brokerage account is done in the following manner and cases (unless otherwise provided in the Agreement):

13.26.1 by Order of the Customer to withdraw funds, in the form prescribed by the Bank;

13.26.2 at the expense of funds used as outcome of Brokerage operations;

13.26.3 in the event of commission fees, transaction costs, and related taxes for Brokerage services;

13.26.4 in cases determined by valid court decisions, law and agreements concluded between the Bank and the Customer.

13.27 In order to conclude a transaction specified in the Contract and these Terms, the Customer submits an Order to the Bank, which must contain the essential terms of the Transaction. The Order may contain one of the types of the



Order

determined by these Terms, as well as the terms for which the Order must be executed. If the Order type is not specified, the latter is considered a Market order.

13.28 Types of Order:

13.28.1 Market order,

13.28.2 Stop buy/sell order;

13.28.3 Limit buy/sell order;

13.28.4 Stop-limit buy/sell order.

13.29 The Customer may submit an Order electronically or in paper form.

13.29.1 In paper form the Order is submitted in the signed version of 2 copies in the Customers service halls of the Bank.

13.29.2 Electronically the Order is submitted:

- By sending it signed and scanned from the Customer's email address specified in the Agreement to the Bank's email address specified in the Agreement,
- Sending it from the Customer's email address specified in the Agreement to the Bank in a free-form message way, maintaining the presence of all the information available in the specified Order template and/or necessary for concluding the transaction,
- Via mobile/web application of the Bank.

13.30 Whenever there is an offer by the Bank satisfying the terms of the transaction specified in the Order, the Bank may satisfy the order at the expense of the Bank's own resources governed by the procedure established under Clause 13.31.

13.31 The Bank may, at the expense of its own resources, perform a securities purchase/sell transaction by concluding a securities purchase/sell agreement with the Customer or the Partner.

13.31.1 A securities trade transaction shall be concluded governed by the Civil Code of the Republic of Armenia and other normative legal acts regulating the legal relationship between the parties and the present Terms, which shall be an integral part of the agreement concluded between the Bank and the Customer, and the Bank and the Partner.

13.31.2 In the event of a failure to perform in timely manner the liability under securities purchase/sell agreement, the Bank shall have the right to enforce a penalty in the amount of 0.1% of the total price of the agreement for each day of delay. The accrued penalty amount is payable in AMD at the average exchange rate set by the Central Bank of Armenia (CBA) on the day preceding the payment.

13.31.3 In the event of a failure by the Customer/Partner to perform the liability under the securities purchase/sell agreement, the Bank shall have the right to enforce a fine in the amount of 5% of the total price of the agreement. The accrued fine amount is payable in Armenian Drams no later than on the 3rd business day starting from the day of setting the ground thereon based on the average exchange rate fixed by the Central Bank of Armenia on the day preceding the payment.

13.31.4 The sum total of all the forfeit penalties determined under the securities purchase/sell agreement may not exceed the fourfold amount of the bank interest settlement rate established by the Central Bank of Armenia, as well as the main debt amount as of the present moment.

13.31.5 The Securities purchase/sell agreement shall define the party/parties incurring a settlement risk. Whenever none of the parties incurs a settlement risk, the given party may unilaterally postpone the day of the payment operation (remittance) to be made by himself/herself until the second business day following the reception of the full amount (bonds) subject to an overdue payment (remittance) by the other party (incurring the settlement risk).

13.31.6 Within the framework of the transaction specified in the purchase/sell agreement, the Bank has the right to apply a restriction on the Customer's account with amount of obligation defined by the purchase/sell agreement.

13.32 When submitting an electronic Order to the email address, the Customer sends the Order from his/her authorized address to the authorized address of the Bank specified in the Application-contract. An electronic Order received from another email address is considered invalid.

13.33 In case of any change in the address specified in the Contract, the Bank and the Customer must officially notify each other of the change in address in paper form (signed and/or stamped) within 10 working days after the change is made, while the email address indicated in the last official notice, is considered a valid address.





13.34 In cases where, due to technical or other circumstances beyond the control of the Bank, the Order does not reach the Bank, is delivered late, sent by unauthorized third parties or by other methods that became known to them, including unauthorized access to the network, unauthorized use of passwords and other means and methods, the Bank shall not be liable for losses incurred by the Customer as a result of such circumstances.

13.35 The Customer may inform about his/her instructions and/or be informed of the fact of receipt of the Order submitted by him/her by means of a phone call.

13.36 The Order is considered to be submitted after the Bank employee registers all the requisits of the Order in the appropriate software system and after it is validated by the Customer.

13.37 When submitting an Order in paper form, the Customer shall submit an Order signed and/or sealed on paper (in 2 copies), on which a note is made of the day, hour and minute of its receipt by the Bank. One copy signed by the Bank is returned to the Customer.

13.38 If the execution of the Order may cause difficulties and/or negative consequences for the Customer, which the Bank may be aware of, the Bank's employee warns the Customer by phone or email about the difficulties and/or negative consequences of the execution of the Order.

13.39 If there are Securities specified in the Order, trading of which is suspended or prohibited, the Bank informs the Customer about it by email and provides a reliable source for getting acquainted with the decision to suspend and prohibit the Securities specified in the Order.

13.40 The Bank shall classify the orders received by the Customers according to the time of their receipt and the place of conclusion of the Transaction in electronic form.

13.41 The Bank may unite Orders of Customers with identical terms and conditions.

13.42 The Customer may withdraw his/her Order prior to its execution by sending a request to suspend the Order electronically from his/her authorized address to the authorized address of the Bank or by phone. If it is impossible to submit an application for suspension of the Order in electronic form, the Customer may submit it in paper form in two copies.

13.43 If the application for suspension of the Order was submitted after the conclusion of the Transaction specified in the Order, the Bank informs the Customer about the impossibility of suspension in the same way as the application for suspension of the Order was received.

13.44 Upon receipt of a request to suspend the Order, the Bank removes the Order from the list and suspends processing of Transactions specified in the Order.

13.45 To avoid further disputes, all telephone conversations between the Bank and the Customer are recorded.

13.46 The Customer's Order is the basis for freezing the transaction amount and commission on the Customer's account, calculated with Bank tariffs for the execution of the Order until the moment of its execution. The Bank has the right to refuse the Order in case of insufficient funds of the Customer.

13.47 Immediately after conclusion of each Transaction, but no later than the end of the working day following the day of conclusion of the Transaction, the Bank sends a report on conclusion of the Transaction to the authorized address of the Customer. The report is considered accepted if the Customer does not object to the information provided in the report within 2 working days after its receipt.

13.48 By the 15th day of the month following the reporting month, the Bank sends a monthly report on the Customer's cash flow and transactions to the Customer's authorized address. The report is deemed to have been duly received in the manner prescribed by these Terms.

13.49 The Customer may, on his/her own initiative, request other statements of Transactions, underlying cash flows and tariffs applied thereto. The Bank has the right to set a tariff for other statements requested by the Customer.

13.50 For the services stipulated in the Terms the Bank is charging the fee from the Customer set by the Bank's Tariffs. In case of insufficient funds on the AMD account specified in the Agreement, the Bank has the right to withdraw the specified fees directly from other currency accounts of the Customer opened with the Bank. In case of debiting commission fees from the Customer's accounts in other currencies the non-cash buy exchange rate of the Bank at the time of debiting is applied. If there are not enough funds on Customer's accounts for making the specified charges, the Bank has the right to charge an insufficient amount by forming a receivable in the name of the Customer.

13.51 By signing the Application-contract, the Customer is notified that the Tariffs published on the Bank's website apply to individual Customers who are citizens of the Republic of Armenia, whose center of vital interests is in the Republic of Armenia, and to legal entity Customers whose 50 or more percent of shareholders or participants are



not  
citizens of

## GENERAL TERMS OF BANKING SERVICES

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Effective from:  
December 2024

another country, or more than 50 percent of the ultimate beneficiaries are not citizens of another country. For all other Customers, individual Tariffs are set.

**13.52** Taking into account the type, volumes, markets and other conditions of the Securities that are the subject of the transaction, the Bank may set additional fees, by notifying the Customer thereof.

**13.53** The Customer is also obligated to pay transaction costs associated with the execution of the Customer's Orders, which may arise in connection with the need for the Bank to conclude Transactions with the participation of third parties and ensure final settlement, in particular commission fees charged to the Bank by the Bank's Trading Systems and agents (except for regular and ordinary commission fees established by agreements with agents), etc., which vary depending on the trading system, type of transaction and other circumstances. These costs are not included in the Tariffs. The statements (reports) submitted to the Customer reflect both the indicated expenses and the accruals and deductions made by the Bank for reimbursement. Upon a duly request from the Customer, the Bank indicates, if any, the sources to obtain the information on commission fees specified herein.

**13.54** The Bank is guided by the following policy for the execution of the Order submitted by the Customer:

**13.54.1** The Bank takes all steps to fulfill the Customer's Order on the best terms possible for the Customer, taking into account the price, costs, time of execution, total volume of the Order and other factors,

**13.54.2** Orders submitted by Customers with other equal conditions are executed by the Bank according to the sequence of their receipt. At the same time, the Bank employee can consolidate and process the Orders under the same conditions,

**13.54.3** As a result of market research the Bank employee can satisfy the Customer's Order at a better price than the one specified in the Customer's Order which can provide a greater profit for the Customer and the transaction made at that price will not cause any negative consequences for the Customer, then the Bank employee can fulfill the conditions specified in the order deviant transaction.

**13.55** The Customer can submit a request for Order cancellation. The Bank shall grant the cancellation request if the Order or none of the operations provided for therein have not been yet performed by the Bank. Otherwise, the Bank informs the Customer about the rejection of the cancellation of the Order through the contact specified in the Agreement

**13.56** If the Bank is required by law to act as the tax agent of the Customer, the Bank shall collect and transfer the relevant taxes payable by the Customer thereunder.

**13.57** The Bank has the right to collect commission fees, reimbursement of expenses, interest, penalties and fines and any other types of liabilities of the Customer to the Bank in accordance with this procedure and at the expense of funds provided by the Customer and/or from the Customer's bank accounts, and the Customer is obliged to ensure the availability of sufficient funds on the specified accounts. Immediately after the execution/submission of the Order, the Bank debits the relevant funds from the Brokerage account, and in case of insufficient funds on the Brokerage account in this currency, the relevant funds are debited from the Brokerage accounts denominated in another currency, at the current exchange rate of the Bank.

**13.58** Each party may terminate the Agreement unilaterally, and the provision of the investment services specified in the Agreement may be terminated upon notification to the other party at least 10 days in advance.

**13.59** Amendments and/or additions to the Agreement at the Customer's initiative can be made only with the mutual consent of the parties by signing an Agreement with the Bank, which will be an integral part of the Agreement.

**13.60** The Brokerage account is closed upon termination of the Agreement/termination of the investment services.

**13.61** The Brokerage account may not be closed only if there is a zero balance and the Customer has no outstanding liabilities to the Bank. Otherwise the Customer must withdraw his/her funds by submitting an appropriate order to the Bank.

**13.62** Two (2) business days prior to the termination of the Agreement, the Bank, having not received any instruction to transfer funds, sends a notification to the Customer on processing of an instruction to transfer funds via the communication means specified in the Agreement.

**13.63** If the Customer does not submit the instruction specified in the clause 13.62, the Bank has the right to transfer the Customer's funds to the transit account until the first request of the Customer, and if there is a monetary balance in the Customer's account in foreign currency then it is converted at the non-cash buy exchange rate set by the Bank on the day of the transaction is done and transferred to the transit account



13.64 The Bank is responsible for identifying cases of conflicts of interest within the framework of investment services in the Bank and their management, guided by the provision of sufficient measures aimed at preventing conflicts of interests, timely disclosure of possible cases of conflicts of interests and other principles stipulated in the relevant internal legal acts of the Bank. Based on the Customer's request, the Bank provides the Customer with a full description of the conflict of interest policy.

13.65 The Bank makes best efforts to protect the interests and funds of the Customer, guaranteeing the separate accounting of the Customer's funds, as well as conducting due diligence of the counterparty before establishing business relations with the counterparties within the framework of the provision of the investment service.

13.66 Investments in securities are not guaranteed by a deposit guarantee fund.

13.67 The responsibility of the parties for non-compliance with the requirements of the Agreement is defined by the Terms (clause 15).

13.68 The procedure for resolving disputes arising between the Bank and the Customer is defined in the Terms (Clause 16).

#### 14. BANK SECRECY: LEGITIMACY OF FUNDS

14.1 The Bank guarantees the confidentiality of information containing bank secrecy, which has become known to the Customer in the course of servicing and is confidential in accordance with the RA legislation.

14.2 In cases stipulated by the legislation of the Republic of Armenia, as well as due to agreements concluded between other persons and the Bank (agreements on provision of services to the Bank by other persons, merger, incorporation of companies, acquisition and/or disposal of assets of other persons, etc.), the Bank is obliged to provide information containing bank secrecy to a minimum amount of authorized persons.

14.3 The Customer hereby gives his/her consent that the Bank to provide to the authorized state bodies of foreign states (hereinafter - the Authorized body) and/or persons appointed by the latter, as well as in cases and order provided for by the law - to the relevant state or local government bodies of the Republic of Armenia, including information on opening and/or closing of bank accounts, any other information and documents.

14.3.1 The Customer gives his unconditional consent to Bank to provide information on his and his controlling person's banking/card accounts to the tax authorities of the RA in accordance with RA legislation within the framework of "The Multilateral Convention on Mutual Administrative Assistance in Tax Matters" ratified by the RA (amended by the 2010 protocol), the Multilateral Agreement of Competent Authorities "On the Automatic Exchange of Information on Financial Accounts" as well as Common Reporting Standard published by the Organization for Economic Co-operation and Development (OECD).

14.4 In order to monitor the fulfillment of tax obligations provided by the legislation of foreign countries, ensure the proper performance of obligations, identify changes in these obligations, the Customer must, at the first request of the Bank, provide the latter with any information, report and/or document in the form prescribed by the Bank and cooperate with the Bank.

14.5 In order to ensure the proper fulfillment of tax obligations under these Terms, the Bank has the right to apply restriction (prohibition) to the Customer's Accounts and/or to suspend the operations on the Account by rejecting all orders submitted by the Customer and third parties to dispose of funds in the Account and conduct transactions, if there is a legitimate demand of the Authorized body and/or the person designated by the latter, without any additional instructions from the Customer, to recover the relevant funds from the account of the latter and transfer them to the Authorized body and/or a designated person, and in case of failure or improper performance of obligations by the Customer stipulated by the Terms - also unilaterally terminate the contract(s) with the customer.

14.6 Failure to perform or improper fulfillment of obligations by the Customer under these Terms may serve as a basis for collecting money from the Customer when performing transactions in the banking system by other bodies and persons authorized to exercise control over the fulfillment of tax obligations under RA legislation, including legislation of foreign states.

14.7 The Customer guarantees and assures that the funds credited to the Account are not related to money laundering, financing of terrorism or any other unlawful actions. The customer also claims that the Account will not be used for illegal purposes.

14.8 Taking into account the norms of international law, sanctions of international structures and/or foreign states and/or in accordance with the requirements of the RA legislation, including the RA law "On Combating Money Laundering and Financing of Terrorism", by the decision of the authorized body of the Bank, the latter has the right to



refuse the

Customer in processing the transaction, establishment of business relations and/or suspend, terminate the transaction and/or business relations with the Customer and/or unilaterally close the Customer's accounts or temporarily limit the conduct of transactions over such accounts until the Customer, at the request of the Bank, submits/supplements the necessary documents for Customer's identification, confirmation of the transaction or other documents, and complies with the Bank's requirements (for example, a ban on making and/or receiving international transfers via accounts in foreign currency, a ban on issue/service of international payment cards).

14.9 The Customer is informed and agrees that the Bank is not responsible in cases where the funds transferred by the Customer or on the basis of the payment orders presented to the Customer are blocked (frozen) based on the norms of international law, sanctions of international structures and/or foreign countries, including funds with intermediary banks involved in the transfer process. In the described cases, funds shall not be paid, compensated and/or refunded to the Customer by the Bank, and the risk of negative consequences of such circumstances is borne by the Customer thereto.

## 15. RESPONSIBILITY OF THE BANK AND THE CUSTOMER

15.1 The Bank and the Customer shall be liable for violation of the Agreement in the manner prescribed by the RA legislation and the Contract. The Parties shall not be liable for losses incurred by the other party as a result of exercising their rights in accordance with the General Terms.

15.2 Bank is not liable for losses and damages incurred in the process of servicing the Customer as a result of suspension, termination of services provided by communication companies, payment and settlement organizations, system operators and other third parties, blocking (freezing) of funds on the basis of acts of state bodies, norms of international law, sanctions of international structures and/or foreign states, the influence of force majeure circumstances, action (inaction) of the customer, as well as abuse of rights and excess of authority by the Customer. The Bank is also not liable for transactions made by the card in the event of death (liquidation), incapacity, insolvency or bankruptcy of the Customer, as well as in other similar cases, if the Bank has not received written confirmation of these facts, and such circumstance affected the Bank's behavior. Based on the requirements of the law, the Bank determines the sufficiency of documents confirming the relevant facts, solely at its own discretion.

15.3 The Parties agree that, while servicing the Customer under the Terms, without limiting the other rights of the Bank provided for by the Terms, the latter is liable only for damages caused to the Customer, which is the result of deliberate acts or negligence of the Bank's employees.

15.4 The Customer is liable for any damage incurred by the Bank (including lost profits), and hereby irrevocably instructs the Bank to write-off the relevant amounts from the Accounts without obligation and send them for settlement of such obligations.

15.5 The Parties are exempt from liability for violation of obligations if it is a result of force majeure, i.e. the impact of unpredictable and irrevocable circumstances at the moment.

## 16. APPLICABLE LAW: DISPUTE RESOLUTION

16.1 The law of the Republic of Armenia applies to the present Terms.

16.2 Disputes arising between the Bank and the Customer during the operation of the Agreement are resolved through negotiations, in a judicial or arbitration procedure. At the same time, the Parties undertake to carefully study the requirements and agree on any mutually beneficial solutions. The parties reach an arbitration agreement that the settlement of all disputes under the Agreement, at the request of each party, can be submitted to the Financial Arbitration Institution of the Union of Banks of Armenia (hereinafter referred to as the Institution) under the RA Law on Commercial Arbitration, the Regulation and the Charter of the Institution (available at [www.uba.am](http://www.uba.am)).

The Customer hereby assures that he/she is familiar with the RA Law "On Commercial Arbitration", arbitration regulations, as well as the rights and obligations provided therein, the Bank has introduced him/her the differences between court and arbitral settlement of disputes and the consequences of their choice, in regard of which he/she has no objections. The Customer refuses the right to dispute such circumstances in the future.

The Parties establish when choosing the Arbitration Court, the Arbitration Tribunal shall be formed in accordance with the Arbitration Regulation.





When

choosing the Arbitration Court, the Parties agree to settle the disputes only on the basis of written materials, without conducting oral hearings.

When choosing the Arbitration Court, disputes between the parties shall be resolved in accordance with the norms of substantive law of the Republic of Armenia. The language of the arbitration proceedings is Armenian, the place of arbitration is Yerevan, RA.

Within the arbitration proceedings, the Guarantor has the right to:

Apply to the Arbitration Court to provide me with translation services at his/her own expense, in case he/she does not have a command of the proceedings language;

Change the subject matter and/or cause of the claim, reduce or increase the amount of the claim before the arbitral tribunal declares the case completed;

File objection to the arbitrator, if circumstances exist that cast doubt on his/her impartiality and independence, in particular if there is reason to believe that the latter is directly or indirectly interested in the outcome of the case;

File objections to experts and translators who are participants in the proceedings. The issue of challenge is decided by the arbitral tribunal;

In a 30-day period after receiving a decision on rejection of the objection, apply to the competent court for a decision;

Within five days from the date of receipt of the claim, send a response to the Arbitration Court, setting out his/her position regarding the transfer of the case to the Arbitration Court by the Bank and/or the claims made by him/her;

Instead of replying to the statement of claim, send a counterclaim to the Arbitration Court; To

become acquainted with the contents of the protocol on the consideration of the case;

To apply for making amendmends and/ or supplements to the case protocol;

Receive a copy of the case protocol;

Conduct proceedings on the case personally or through duly authorized persons;

Submit an application to the Arbitration Court to eliminate the means of securing the claim;

To apply for involving a third party to the arbitration proceedings;

By notifying the Bank within 15 days after receiving the decision of the arbitration court to apply to the arbitration tribunal for clarification of a specific point or part of the decision. If the arbitral tribunal considers such an application to be justified, the latter shall be obliged to provide the necessary explanations within 30 days from the date of receipt of the application. Such clarification becomes an integral part of the arbitration decision;

By notifying the Bank within 15 days after receiving the decision of the arbitration tribunal to apply to the arbitration tribunal for an additional decision on those claims that were duly presented during the arbitration proceedings, but were not reflected in the decision. If the arbitral tribunal considers such an application to be justified, the latter shall be obliged to take an additional decision within 60 days from the date of receipt of the application.

Within the arbitration proceedings, the Customer is also obliged to:

Immediately notify the Arbitration Court of any change in his/her address;

To apply to the statement of claim documents proving payment of arbitration payments calculated in accordance with the established procedure;

In response to the statement of claim, state in detail the facts and legal circumstances that hw/she has taken, and against which circumstances and on what grounds he/she object;

If there are any objections to the validity or applicability of the arbitration agreement, state them in the response to the Arbitration Court, specifying the reasons therein;

To the response to the statement of claim attach all the evidence underlying my objections.

In case the Bank files a counter-claim, within 5 days after its receipt reply on the counter-claim to the Arbitration Tribunal with objections to the claims, in accordance with the established procedure. To the response to the counterclaim, all the evidence underlying the objections must be attached to the circumstances;

Prove the circumstances underlying my/our demands or objections; Provide

hard-copies of written evidence or duly certified copies;

Execute the decisions of the Arbitral Tribunal in the time specified in the decision. If the decision does not specify the term for its execution, then it is subject to immediate execution.



In case

of choosing of the Arbitration Court, the Customer realizes that the decision of the Arbitration Court will be final and will not be subject to appeal, except in cases provided by law. The Customer is obliged not to exploit or dispute the fact of his/her awareness in the future.

The Parties agree that any correspondence, court or arbitrary notification regarding the disputes arising in relation to the contracts/application-contracts, including trial or arbitrary document, shall be sent to the addresses provided for in these Terms and Conditions and/or contracts/application-contracts and shall be considered received (delivered) by the addressee, even if the latter is no longer located or resides at that address, if the Parties do not report each other the changes of post addresses (locations) in writing.

16.3 If the dispute requires litigation, the Bank and the Customer give their consent to expedited consideration of the case, as well as simplified proceedings.

16.4 Customers acting in the capacity of a natural person shall have the right to submit the claims arising from the Terms to the Financial System Mediator of the Republic of Armenia (hereinafter referred to as the Mediator) in the manner and subject to the terms prescribed by the RA law “On financial system mediator”<sup>1</sup>.

## 17. OTHER PROVISIONS

17.1 The Bank may transfer or assign to other persons the rights arising from these Terms without the prior consent of the Customer.

17.2 The Customer does not have the right to assign or otherwise transfer to any other person the rights and obligations arising from these Terms, without the prior written consent of the Bank.

17.3 The failure to exercise the rights provided for in these Terms cannot be construed as a waiver of these rights.

17.4 The Customer is obliged to notify the Bank within 2 working days about the change of the postal address (location). The risk of legal consequences of failure to notify the Bank of such changes bears the Customer.

17.5 The Bank may publish translated versions of the present Terms. In case of discrepancies between the translated and Armenian copies, the Armenian version shall prevail.

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<sup>1</sup> Important: The Bank has waived its right to appeal the decisions of the Financial System Mediator, if the property claim requested by you does not exceed AMD 250,000 (two hundred and fifty thousand) or its equivalent in other currency. This means that the Bank cannot appeal the decisions made by the Financial System Mediator, against the Bank through the judicial system if the amount argued does not exceed AMD 250,000 (two hundred and fifty thousand) or its equivalent in other currency.



## NOTICE

**ON PROCEDURE AND TERMS OF THE GUARANTEE OF DEPOSIT COMPENSATION  
(for individual persons and sole entrepreneurs)**

Dear Depositor,

**ATTENTION:** Before signing the Deposit Agreement please get acquainted with the provisions of this document. The Guarantor of your deposit is the Deposit Guarantee Fund (hereinafter the Fund). The location of the Fund: 6 V. Sargsyan street, Yerevan Republic of Armenia, telephone: +374 (10) 58 35 14, Website: [www.adgf.am](http://www.adgf.am)

All the definitions within this Notice are in compliance with the definitions of the Law of Republic of Armenia "On Guarantee of Compensation for the Banking Deposits of Physical Persons" (hereinafter the Law).

**Compensation event**

Your guaranteed deposit is subject to compensation in the following events:

1. If the Bank in accordance with the legislation of Republic of Armenia is recognized as insolvent and the fact of incapacity to repay the deposits, within the terms defined by the agreement and the law, is approved by the Board resolution of the Central Bank of Republic of Armenia (hereinafter the Central Bank); or
2. If the bank in accordance with the procedure defined by the legislation of Republic of Armenia is recognized as bankrupt (hereinafter the Insolvent Bank).

**The maximum amount and the calculation method of the guaranteed deposit**

The calculation method of the guaranteed deposits is defined by the Board Resolution of the Central Bank no. 261-N dated 26 August, 2008.

**ATTENTION:** All your deposits in Armenian drams within the same Bank are deemed to be a single deposit in Armenian drams, except for the unguaranteed banking deposits, and all your deposits in foreign currency within the same Bank are deemed to be a single deposit in foreign currency, except for the unguaranteed banking deposits.

In cases when your deposit with the Bank is formed as a result of one or more bank mergers with the Bank, then each deposit you have in each of the merged bank will be treated as a separate deposit in the manner stipulated in the law.

**The guaranteed limits of the deposits are the following:**

The Currency Structure of the Deposit	If you have a deposit only in Armenian drams within the same bank	If you have a deposit only in foreign currency within the same bank	If you have deposits both in Armenian drams and in foreign currency within the same bank	
			If the deposit in Armenian drams is more than 7 (seven) mln drams	If the deposit in Armenian drams is less than 7 (seven) mln drams
The maximum amount of the deposit guarantee	16 (sixteen) million Armenian drams	7 (seven) million Armenian drams	16 (sixteen) million Armenian drams (only the deposit in Armenian drams is guaranteed)	7 (seven) million Armenian drams (the deposit in Armenian drams is fully guaranteed and deposit in foreign currency is guaranteed in the amount of the difference between 7 (seven) million Armenian drams and the guaranteed deposit in Armenian drams)

If you have separate banking deposit in the insolvent bank and at the same time you are an owner of joint banking deposit within the same bank, you are guaranteed for the sum of your separate banking deposit and your portion of the joint banking deposit - in accordance to the procedure and the amount stipulated in the Law.

If you have a problematic obligation towards the insolvent bank, the compensated amount is calculated based on the positive difference between your banking deposit and the problematic obligation. The obligation is considered as



problematic

in case if you have delayed the repayment of its principal amount (or any part of it) or interest amount for more than 90 days after the repayment date stipulated in the agreement.

The joint banking deposit of two or more depositors is considered separate deposit of each depositor in the portion defined by the agreement. If the portions of the depositors of the joint banking deposit are not defined in the agreement, the joint deposit is equally divided between the depositors.

The banking deposit is compensated only in Armenian drams. The dram equivalence of banking deposit in foreign currency is determined by the currency market average exchange rate published by the Central Bank on the day the compensation event has occurred.

Your banking deposit is not compensated if on the date of compensation occurrence the deposit is less than 1000 Armenian drams.

### Unguaranteed banking deposit

Your banking deposit is unguaranteed if:

- a) you are a manager of the respective bank and(or) a family member of the latter,
- b) you have a significant shareholding in the respective bank and (or) its family member,
- c) you, as an owner (co-owner) of the deposit waive your right to the respective portion of the deposit,
- d) your deposit has been qualified as proceeds generated from criminal activity unless you prove to the contrary,
- e) your deposit has been placed with the respective bank at an interest rate exceeding 1.5 times the interest rate stipulated by the public agreement of the bank for similar deposits,
- f) your deposit is placed with a branch of the respective bank established outside the Republic of Armenia.

### The procedure and the terms on compensation of the guaranteed deposits

Within three days following the day of compensation event the Fund publishes the announcement on the compensation event. Starting from 20th working day following the day of compensation event the Fund through the insolvent bank or any other bank starts the process of compensation of your deposits. You may file a written or electronic claim no later than within three year period following the day of compensation event. If you don't file a written claim within the mentioned period, the Fund will not compensate your guaranteed deposit. The Fund must pay the compensations claimed by the depositors within three working days following the filing the written or electronic claim except in the cases stipulated by the Law.

After the compensation of the guaranteed deposit your monetary claim against the insolvent bank is deemed to be satisfied in proportion of the repaid amount. Any outstanding amount in excess of the maximum repayment limit is deemed to be the liability of the insolvent bank to you.

**ATTENTION:** For smooth processing of the compensation of your deposit it is recommended to immediately inform the bank about any changes in the data (ID/passport details, details of Social Card, address, telephone number, etc.) provided to the bank.

### DEPOSIT YIELD

**a. Annual simple (nominal) interest rate:** the annual interest rate established by tariffs according to which the bank calculates interest to be paid to the Depositor.

Simple (nominal) interest rate of the bank account: 0.01%.

Example of calculation of interest paid under the bank account agreement:  $(100\ 000\ \text{AMD}) * 0.01\% = 10\ \text{AMD}/365\ \text{days}$ .

**b. Annual Percentage Yield or APY:** interest, which a person will receive against a 1,000 AMD deposit in 365 day, based on application of annual simple percentage rate, percentage compounding and payment frequency, example:  **$(100\ 000\ \text{AMD}) * 0.01\% = 10\ \text{AMD}/365\ \text{days}$** .

**c. According to the RA Law "On Income Tax",** when paying accrued interest to the Depositor, the Bank, acting as a tax agent, collects from the Depositor the amount of income tax and transfers it to the state budget.

**d.** Full information about the service you can find on the Bank's website [www.ardshininvestbank.am](http://www.ardshininvestbank.am), as well as by calling the Bank's information center at (060) 655 000.







WHAT TO DO IF YOU HAVE A COMPLAINT



Important notice

WHAT TO DO IF YOU HAVE A COMPLAINT?

**1 GET INFORMED ABOUT YOUR RIGHTS**

Each employee of the Company should:

- **Direct** you to the member of staff responsible for complaint handling.
- **Provide** you with the necessary communication details of the Company (telephone number, e-mail address).

The responsible employee of the Company should:

- **Inform** you about your rights and the process of complaint handling.
- **Provide** you with the rules of the Company, as well as the Complaint presentation form.

**2 SUBMIT YOUR COMPLAINT**

“Ardshinvestbank” CJSC

Present written complaint to the responsible staff member or send it to below mentioned addresses:

- ✉ office@ardshinvestbank.am
- 📍 42 Paronyan Street, Yerevan 0015, RA

You can present your complaint with the help of Financial System Mediator as well.

**Provide** your details to receive the response.

**Ensure** your complaint is received and **keep** the receipt until the issue is completely resolved.

10 days later  
**3 FAMILIARIZE YOURSELF WITH THE RESPONSE**

The Company makes the appropriate decision on the complaint (to satisfy, to partially satisfy or to reject) within 10 business days.

In case of questions, please contact the Company's responsible person at:  
☎ +374 60 655 000

Not satisfied?  
**4 SUBMIT YOUR COMPLAINT TO**

**FINANCIAL SYSTEM MEDIATOR, if:**

- You are an individual customer, an individual entrepreneur (micro-entrepreneur) or a legal entity, including a guarantor, a pledger or a person who has a claim with regards to security measures (e.g. pledge),
- The complaint is concerning a service provided by the Organization or you have a monetary claim (not exceeding AMD 10 million), or the complaint is related to credit history,
- You have not received a response within 10 business days or the complaint resolution does not satisfy you,
- The complaint is not currently being examined by the Court or by the Arbitration tribunal or by Financial System Mediator,
- Less than 6 months have passed since the receipt of the response from the Company,
- The action or the inaction claimed by you has taken place after 02 August, 2008.

**ARBITRATION TRIBUNAL**

- If you have signed an arbitration agreement with the Company, the disputes arising between you and the Company are subject to settlement by arbitration tribunal.
- When signing a contract, you have the right to refuse signing arbitration agreement and the Company must provide services to you.
- Remember, even in case of arbitration agreement existence, you can still refer to Financial System Mediator, unless your claim is already being examined at Arbitration tribunal.
- Financial System Mediator is not authorized to accept the claim, if it is already being examined by the Arbitration tribunal.

**FINANCIAL SERVICE MEDIATOR SERVICE IS FREE OF CHARGE**

(15 M. Khorenatsi street, "Elite Plaza" Business Center, 7th floor, Yerevan 0010, +374 60 701 111, info@fsm.am)

**COURT**

- You can always apply to the court.
- The decision made by the court cannot be reviewed by Financial System Mediator.

**CENTRAL BANK**

- You can also refer to the Central Bank of Armenia and receive a response to your complaint within 15 business days. (6 V. Sargsyan street, Yerevan 0010, +374 592 697, consumerinfo@cba.am);
- In case your complaint is within jurisdiction of other institutions, the Central Bank will direct your claim to them.
- The Central Bank advises to apply to the Company with your complaint first (Step 2):

In case of questions refer to:

“Ardshinvestbank” CJSC, 42 Paronyan Street, Yerevan 0015, RA, +374 60 655 000, office@ardshinvestbank.am



DESCRIPTION OF PERSONAL DATA RECEIVED BY THE BANK THROUGH "EKENG" CJSC

**1. STATE REGISTER OF POPULATION OF THE IDENTITY AND VISAS DEPARTMENT OF RA POLICE**

- 1) SSN label normal condition, refused
- 2) Last name, first name, patronymic (Armenian, English)
- 3) Dead/ Is not dead
- 4) Date of death
- 5) Date of birth
- 6) Sex
- 7) Social service number (SSN)
- 8) Citizenship • Type of identity document
- 9) Series and number of the identity document, when and by whom it was issued
- 10) Validity period of identity document
- 11) Address (RA residence code, RA residence state, Community, Street, House/Building no., House type, Apartment)
- 12) Photo

**2. AGENCY OF THE STATE REGISTER OF LEGAL PERSONS**

- 1) Name of the organization (Armenian, English)
- 2) Organizational type
- 3) Registration number
- 4) Date of registration
- 5) ABXX
- 6) Enterprise Code Classifier (CDC)
- 7) Type of activity / activity group of the private enterprise
- 8) State registration certificate number
- 9) Social: policy code
- 10) Address (Country, Region, City/Village, Street, Building/House, Apartment, Postal Code)
- 11) Telephone number
- 12) Information about the director or the individual: Name, Surname, Citizenship, Passport number, When issued, By whom, Valid until, PSC, Address (Country, Region, Community, City/Village, Street, House type, Building /house/cabin, Apartment, PO box), Phone number
- 13) activity type classifier code,
- 14) total number of shares,
- 15) the value of the share in AMD,
- 16) the position of head of the executive body,
- 17) the telephone number of the head of the executive body
- 18) email address of the head of the executive body,
- 19) social insurance code,
- 20) entry and exit date of the participant/shareholder,
- 21) organization/person ID,
- 22) information about being a founder,
- 23) company code,
- 24) number of shares,
- 25) information about liquidation,
- 26) current statement of the organization, charter of the organization

**3. STATE REVENUE COMMITTEE**

- 1) Workplace taxpayer registration number



- 2) Salary and other payments equal to it
- 3) Amount of remuneration for work under a civil contract
- 4) Amount of income tax
- 5) Social payments made by the person
- 6) Amount of social contribution of the amount transferred to the Central Depository of Armenia (CDA).
- 7) Number of hours worked

#### 4. RA POLICE INFORMATION CENTER

- 1) Criminal responsibility/conviction information

#### 5. CIVIL REGISTRATION OFFICE

- 1) First name, last name, patronymic
- 2) Social service number (SSN)
- 3) Type of identity document:
  - 4) Identity card number
  - 5) Passport issue date
  - 6) Passport is valid until:
  - 7) Who issued the identity card
  - 8) Visa number, when issued, by whom
  - 9) Nationality
  - 10) Date of birth
  - 11) Place of birth, address of birth (Region, Community, Country, Region, Community, Street, House type, Building/house/shack, Apartment, Residence started, Residence until) • Registration address, Residence address (Country, Region, Community) , Street, Type of house, Building/house/cottage, Apartment, Occupied from, Occupied until, Registration department)
- 12) Gender: Male, Female
- 13) Death Information: Date of Death, Cause of Death Place of Death, Age, Identification, Address
- 14) Citizenship, Second citizenship
- 15) New last name
- 16) Reason for changing last name
- 17) Last name before marriage
- 18) Education
- 19) Work, occupation
- 20) Information on military service
- 21) Marital status
- 22) Marriage registration date, Marriage registration number, Marriage registration department, Marriage certificate number
- 23) Reason for divorce, Grounds for registration of divorce, Number of joint children, Joint application of spouses, Guardian's data
- 24) Which marriage is it
- 25) Spouse information
- 26) Parent or not
- 27) Basis of paternity, details of the basis of paternity (Mother's statement, Date of Application, Court, Decision number, Decision date)
- 28) Information about the child, How many children were born, Which child is it, Status of birth, Information about the child after paternity is recognized, Information after adoption
- 29) Information about parents (father, mother).



## 6. Information register on deceased persons

- 1) Name:
- 2) Last name
- 3) SSN
- 4) Date of death
- 5) Date of birth 6) Type:

## 7. TRAFFIC POLICE

- 1) Unique vehicle ID
- 2) Vehicle VIN number
- 3) Vehicle engine power/horsepower
- 4) Weight without load
- 5) Car color
- 6) Document number
- 7) Car registration number plate view
- 8) Car body type
- 9) Vehicle Status: Registered, Removed
- 10) Title certificate number
- 11) State. For settlement certificate
- 12) Car type group
- 13) Car model
- 14) Vehicle fuel type
- 15) Transit number plate
- 16) Special notes
- 17) For the vehicle support
- 18) Year of issue of the car
- 19) Vehicle type
- 20) Vehicle type ID
- 21) Maximum permissible load
- 22) Vehicle registration date
- 23) for ATM engine
- 24) For temporary registration
- 25) Yellow registration number
- 26) Car make
- 27) Type of car make
- 28) Car status
- 29) Limitations Applied
- 30) Pledge data (Name, surname, patronymic of the person, Social security number of the person, Legal entity/individual, Identity document number, Gender, Type of document, Citizenship of the person, Description of the person's address, Pledge date, Amount of the pledged amount, Foreign currency of the pledged amount , Pledge place, Re-pledge permission)
- 31) Information about the registered person (Name, surname, patronymic, Social Security number of the person, Legal entity/individual person, Identity document number, Gender, Document type, Citizenship of the person, Date of birth, Description of the person's address)
- 32) Information about the owner
- 33) Insurance information
- 34) Driver's license (VV number, VV categories, information about VV being deprived and deactivated, Person's name, surname, patronymic, Person's SSS, Identity document number, Gender, Person's citizenship, Date of birth, Person's address description)





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Effective from:  
December 2024

- 35) Description of the person's address (State, Region, Community, City, Address 1, Address 2, House number, Street, Apartment, ZIP code, Organization phone number, Organization cell phone number, E-mail address, Website, Address in full form)