

Information Guide to Payment Cards

The validity periods and the types of cards are as follows below:

MasterCard Business/ Visa Business (AMD, USD, EUR)	ArCa Customs Card
4 years	2 years
Chip/Magnetic stripe	Magnetic stripe
Debit-credit	Debit-credit

The validity period of any additional card issued under each type of the card shall be consistent with the relevant validity periods specified above.

Purpose of card: travel and entertainment expenses and other payments of legal entities

Card Fees and Rates

Master Card Business/VISA Business			
Card account currency	AMD	USD	EUR
1. Provision of card within one banking day (The request should be filed before 2:00 p.m. of the banking day. The service is available only if the card is ordered at the Yerevan-based branches)	AMD 3,000	AMD 3,000	AMD 3,000
2. Maximum daily cash withdrawal limit	AMD 3,000,000	USD 10,000	EUR 10,000
3. Maximum number of cash withdrawal transactions per day	10	10	10
4. Cash withdrawal			
a) at Ameriabank ATMs	0.1%	0.1 %	0.1 %
b) at counters of Ameriabank branches, including POS-terminals	0.2%, minimum AMD 1,000	0.4%, minimum AMD 1,000	0.4%, minimum AMD 1,000
c) from other ATMs and cashing centers, other than those of HSBC Bank Armenia	1.5%	1.5%	1.5%
d) at HSBC Bank Armenia ATMs	0.1%	0.1%	0.1%
5. Non-cash transactions	Free	Free	Free
6. Card service	AMD 1,500 monthly/ AMD 15,000 annually	AMD 1,500 monthly/ AMD 15,000 annually	AMD 1,500 monthly/ AMD 15,000 annually

No fees are charged if over AMD 3 million is withdrawn from the AMD-denominated card account.

- 1 You may not make the Card, OTP, PIN and password available to a third party, write the PIN or OTP on the Card or keep the PIN slip and the Card together. You should take all precautions to ensure that the Card, OTP, PIN, password and the information embossed on the Card are not readily visible or otherwise accessible to other people.
 - 1.1 Never provide (enter) your PIN while paying via Internet (online stores). If you have disclosed your PIN in an online store, immediately terminate the transaction and contact us to block the Card.
 - 1.2 When you enter your PIN-code, please make sure it is not visible to other persons and not recorded by cameras.
 - 1.3 The process of delivering the Card and PIN (unless the latter is to be generated using an OTP) will take 2 (two) business days upon your application date if the Card is delivered at the head office or any of the Yerevan-based branches, and 7 (seven) business days if the Card is provided outside Yerevan. If the Card and PIN are delivered to you by postal service, the delivery period shall depend on the terms of the postal service providers.
 - 1.4 Watch closely during the transactions you make at leisure and entertainment facilities. It is recommended that you do not entrust your Card to other persons and do not allow use of the Card out of your sight.
 - 1.5 You should sign in the designated field on the back of the Card immediately upon receiving it. Absence of signature or its mismatch shall be a legal basis for rejection of card transaction or confiscation of the Card.
 - 1.6 You solely shall bear all risks of using the Card, OTP, PIN code and password.
 - 1.7 Never write the PIN or OTP on the Card or keep the PIN record and the Card together.
 - 1.8 You should enter your PIN only if required to complete the transaction with that particular type of Card through the device you use at that time. The PIN is not required for online payments via Internet (online stores). If you use contactless stickers, there is no need to enter PIN for up to 5 payments under 10,000 AMD or foreign currency equivalent a day.
 - 1.9 When you enter your PIN-code, please make sure it is not visible to other persons and not recorded by cameras.
 - 1.10 Watch closely during the transactions you make at leisure and entertainment facilities. It is recommended that you do not entrust your Card to other persons and do not allow use of the Card out of your sight.
 - 1.11 Do not use ATMs, cashing devices and POS-terminals you find suspicious or not reliable, or devices the card readers, keyboard or cash dispensing holes of which are connected to foreign devices, conductors, adhesive tape, etc.
 - 1.12 If you pay online at the websites displaying "VBV/Secure code" logo aimed to increase security of the Card transactions over the Internet, you will have to enter a one-time password you will receive during every such transaction in an SMS sent to your mobile number available in the Bank records. We shall not be held liable if you don't receive an SMS due to any technical or other issue not related to our operations, which may result in failure of any of your transactions.
 - 1.13 To further improve the security of your card transactions, we shall be entitled to change the card transaction and/or authorization procedure by requiring identification codes (one-time passwords, etc.)



which will be made available to you either by texting to your mobile number, sending to your email or through other means (token, mobile app, etc.).

- 1.14 To protect yourself against fraudulent transactions, you may at any time during the validity period of the Card set transaction limits depending on the type or geographical coverage of card transactions. The limits shall be applicable only to transactions subject to authorization and shall be effective during the period specified by you.
- 1.15 For security considerations, the Bank can prohibit or restrict card transactions in higher-risk countries.
- 1.16 To improve security of the Card, upon your request we may send you an SMS-alert each time you perform a card transaction. The service is subject to the Bank fees. SMS-alerts are aimed to boost your chances of preventing fraudulent use of the Card. The Cardholders receive SMS-alerts about all transactions and can immediately report to the Bank any suspicions of fraud thus preventing further illegal use of the Card.
- 1.17 Upon receipt of an SMS on card transaction you should check the transaction amount and status (executed, rejected, etc.). If you suspect fraud, promptly contact the Bank to block the Card.
- 1.18 You are required to inform the Bank promptly about any change in your mobile phone number available in our records if you have enrolled for an SMS-notification service or if you access other Bank services (including USSD service) via your mobile phone. Hereby you agree that if your information becomes known to third parties through you failing to inform us about changes in your phone number, such action shall not be considered disclosure of banking secrecy. The Bank shall not be held liable if the information stored on your mobile device or obtained via it has become known to other people due to access to your phone.
- 1.19 We shall not be held liable for any damage or loss you may suffer due to Card Transactions resulting in breach of the rules and requirements herein contained, or use, provision or disclosure of the Card, OTP, PIN, password or information embossed on the Card (Card number, CVV/CVC, validity date) to the third parties.
- 1.20 After three consecutive incorrect entries of the PIN the Card will be blocked and/or swallowed by the ATM.
- 1.21 We may suspend your card transactions (block the Card) at our sole discretion in any of the cases below:
 - a. we have information or good reason to believe that the card transaction is not authentic or the Card is being misused
 - b. you have outstanding liabilities to us
 - c. in other cases defined in the General Terms and Conditions of the Bank
- 1.22 After three consecutive incorrect entries of the PIN the Card will be blocked and/or swallowed by the ATM. The Card may be swallowed by the ATM if you don't take it within 20 (twenty) seconds after it pops out, as well as if there are technical problems with the ATM or if the Card is damaged.
- 1.23 If the ATM does not return the Card after the transaction, but the ATM screen and the receipt do not display the seizure notice, you should immediately call us and make sure that the Card has been blocked. Otherwise the Card should be immediately blocked.

- 1.24 The blocked Card shall be unblocked by us on the same business day when we receive your written request to do so, unless otherwise envisaged under these Terms and Conditions and the General Terms and Conditions of the Bank. If the Card had been blocked at the initiative of the Bank, we shall lift the block on the same day when the reasons for Card blocking are discharged, unless otherwise envisaged under these Terms and Conditions and the General Terms and Conditions of the Bank.
- 1.25 You may make all Card-related settings by yourself (via self-service devices or other distant banking channels (SMS, USSD, online/mobile banking)), which shall be considered your written instruction to the Bank and to the payment organization servicing your card.
- 1.26 If the decision on charge-back request is positive (the amount is subject to refund) the Contact person shall notify you about it in 1 (one) business day and the process will end.
- 1.27 If at the time of receiving the chargeback request offset of the amount was not performed, the status of the transaction should also be checked within the respective period. The Contact person shall inform you about the status of the transaction and further procedure, and if the transaction has not been performed (offset of the amount was not performed within the respective period) the process will end. If the decision on charge-back request is negative and it turns out that the transaction has been executed by the client or due to the client's negligence the Operations Service shall charge the fee defined by the Bank's tariffs to your account in 1 (one) business day.
- 1.28 If you have any objections or disagreement with regard to the card transactions, you may file a chargeback application with us not later than within 30 (thirty) days following receipt of the Statement. You should enclose supporting documents together with the application and any other information we may reasonably request.
- 1.29 You may also file a chargeback application if the transaction you made at the merchant has been canceled but the merchant failed to return the amount of the canceled transactions within the set period or within the terms below:
 - a) 10 days upon transaction cancellation if the transaction was made in Armenia
 - b) 30 days if the transaction was made in other countries
- 1.30 We shall not be liable for your card transactions, however, we'll use our best efforts to help you in resolving the issue. Failure to resolve the issue shall not release you from your liabilities to the Bank.
- 1.31 Disputing of transactions made at merchants shall not be considered a complaint or a claim against the Bank and our actions shall be limited to intermediation and facilitation only.
- 1.32 If the investigation shows that you did make the disputed transaction or the transaction is a result of breach of Card rules, you will be charged a fee pursuant to the Bank Tariffs.
- 1.33 We will respond to your chargeback application within the following terms:
 - a) 40 (forty) days upon receipt of the application if the transaction was made via ArCa payment system
 - b) 60 (sixty) days upon receipt of the application if the transaction was made via international payment systems
 - c) 10 (ten) business days upon receipt of the application for cash withdrawal or cash deposit transactions via our ATMs (if the ATM hasn't dispensed the cash, but the amount was debited

to your account; or you have loaded cash into your Card but the amount was not credited to your account)

1.34 To the extent permitted by law, we shall not be held liable for any direct or indirect losses you may incur through failure or malfunctioning of ATMs, POS-terminals or merchants unless the following conditions are in place at the same time:

- a) The Bank is at fault.
- b) Failure or malfunctioning occurred during working hours of the Bank.
- c) You have visited the head office or any branch of the Bank to withdraw cash available on the Card but were refused the service.

1.35 In any case, our liability shall be limited to the actual (direct) loss caused to you.

1.36 The Bank shall not be liable for any losses and damages you may incur due to interrupted or late activation of the amount on your Card Account. In particular, in the event of technical issues or on the first business day of each month it might take longer than the defined term to activate transaction amounts on your account.

1.37 If your card is lost/stolen and/or retained by the ATM of the issuer bank or some other bank, the employee of the Contact Center shall call you to notify about the retained card, its location and shall request you to specify the preferable place of receiving it. The retained card shall be returned in 3 business days following the day of its collection by the servicing departments (3 attempts to the call the client). To receive the retained Card back, please contact the Bank. The retained Card shall be returned to you within the following terms:

- a) 2 (two) business days if the ATM is on the premises of our head office or any of the Yerevan-based branches
- b) 4 (four) business days if the ATM is situated in any town where the Bank has a branch
- c) 10 (ten) business days if the ATM is situated in any other town or place in the RA where the Bank doesn't have a branch
- d) If your Card has been retained by the ATM of another bank, we will return it to you on the day we receive the Card from the respective bank.

1.38 After expiry of the Card validity term the Card shall be reissued by us subject to then-current tariffs and terms of the Bank unless you notify us in writing about your intention to terminate the Card at least 10 (ten) days prior to the expiry date, or your Card has been blocked, or you have outstanding liabilities to the Bank deriving from the use of the Card, or we have decided not to reissue the Card.

1.39 When making online payments, etc., you should give preference to secure payment websites. Online gambling casinos and betting websites are considered the most risky channels. You solely shall bear all risks of using the Card, OTP, PIN code and password. For security considerations, the Bank can prohibit or restrict card transactions in higher-risk countries. The contact person shall notify you about the risks inherent in unblocking and using the card blocked due to loss, theft or fraud suspicion and shall recommend you to reissue the card.

If the Card has been lost, stolen or used without authorization (or you have such suspicion), please notify us or ArCa Processing Center immediately by any of the means below:

- a) the number specified on the Card, or

- b) (+374 10) 56 11 11, the Bank's 24/7 helpline, or
 - c) (+374 10) 59 22 22 (ArCa Processing Center), or
 - d) emailing us to cardsupport@ameriabank.am , or
 - e) online banking system of the Bank during our open hours, or
 - f) visit to our head office or any branch during our operational hours
- 1.40 Upon receiving from you the validated card application the contact person shall provide Payment Card Terms and Conditions to you. If you prefer to receive them online, including via distance communication channels enabling client identification, they will be sent to you via such channels or to your email address registered at the Bank.
- 1.41 In case of the Card closure, you must return the Card and the Card Package, if any, to us.
- 1.42 If we close the Card at our initiative, we may request you to pay all outstanding liabilities you have to the Bank.
- 1.43 You have the right to cancel the Card and close the Card Account at your sole discretion, giving us prior written notice and paying all Card-related liabilities to the Bank in full.
- 1.44 The Additional Card may be closed both by the Primary Cardholder and the Additional Cardholder.
- 1.45 In case of termination of the Card and/or Card Package before the expiry date the charged service fee will not be refundable.
- 1.46 Card closure shall not terminate your outstanding liabilities to the Bank, including interest and penalties accrued.
- 1.47 In case of Card closure, you will also be required to pay all the amounts due under the transactions made before the closure date but reported to us after Card closure.
- 1.48 After 3 (three) business days upon Card closure and processing all Card-related transactions to your Card Account we will transfer the remaining balance on your Card Account to your other accounts with the Bank in the following order, depending on the availability of accounts:
- a) current account in the same currency
 - b) other Card Account in the same currency
 - c) current account in Armenian drams
 - d) other Card Account in Armenian drams
 - e) other current account in foreign currency
 - f) other card account in foreign currency

If you don't have other accounts with us, further service of your Card Account shall be subject to the current account service terms and the Card Account will be closed only after the balance is zeroed out.

1.49 If there are no outstanding liabilities to the Bank and/or the Republic of Armenia your payment card will be closed within maximum the next business day after receiving card closure application. The Client may transfer the amounts available on the card at the time of card closure (if any) to other bank account or withdraw them within maximum 7 days.

Once the application is received and processed by the Bank, servicing of the payment card, including charging of service and other pending fees shall be suspended but card closure shall not release you from the obligation to fulfill the liabilities assumed before card closure.

1.50 Card Validity Term and Card Account Currency

MasterCard Business/ Visa Business (AMD, USD, EUR)	ArCa Customs Card
4 years	2 years

1.51 Opening an account in AMD is mandatory for banking. This card comes to assist importers and customs clearance brokers by facilitating their customs and tax payments at customs offices with no concerns as to shortage of cash. Purpose of card: travel and entertainment expenses and other payments of legal entities

1.52

Provision of statements, information and copies of documents	
Provision of up to 1 year-old account statements, copies of account statements or other documents kept in electronic form	Free
Provision of more than 1 year-old account statements or copies of account statements or provision of other documents kept in electronic form	AMD 5,000, VAT included per annual statement per account

1.53 PROVISION OF INFORMATION

- Via the client’s Internet-Bank Page
- In person, at the Bank’s premises
- By email (to the specified email address)
- Via delivery (to the specified address)

List of Documents and Information Required for Opening Bank Account, Making a Deposit, Receiving a Card or Renting a Safe Deposit Box in Ameriabank CJSC (hereinafter the “Bank”) is available at the following link:

Account opening required documents

You will be sent an 8-digit password via the Bank’s distance communication channels (Internet-Bank/Mobile Banking as well as when signing the card application-agreement - via phone banking service which is considered a distance servicing channel by phone) to the main phone number registered at the Bank and which can be used for

- a) card servicing
- b) card blocking/unblocking
- c) disputing the transaction
- d) changing transaction limits and restrictions
- e) card ordering and reissuance
- f) card closure

Acting in accordance with the Republic of Armenia Law “On Combating Money Laundering and Terrorism Financing” we may request you to provide additional information and documents for customer due diligence based on the “Know your customer” principle, as well as ask you additional questions during verbal communication (if required so).

Agreements, covenants, cooperation or memberships of the Bank, which may have direct impact on the consumers (for example, according to the agreement executed with the US under the Foreign Account Tax Compliance Act (FATCA) the financial institution may collect additional information to find out whether you are a US tax payer).

Accounts of the companies incorporated in foreign countries (including legal entities, unions without legal entity status, international organizations) may be opened solely by the Corporate Customer Service under the Corporate and Investment Banking Department.