

## RULES OF CARD USAGE

### DEFINITIONS AND CONCEPTS

**Rules:** The following rules of card usage:

**Bank:** «Fast bank» CJSC

**Cardholder:** an individual and (or) legal entity, individual entrepreneur who has signed a payment card application agreement (hereinafter referred to as the Agreement) with the Bank:

**Card user (User):** a legal entity or individual entrepreneur; a natural person who actually owns and uses the Card issued to the Cardholder on behalf of the Cardholder;

**Card/s/:** Payment card(s) issued under payment and settlement systems with the participation of the Bank, through which the Cardholder can withdraw funds and deposit funds into the card account, make transfers and payments within the payment limit, in accordance with the terms and conditions set for the given card type, at cash withdrawal or trade and service points serving cards of the given payment and settlement system. The card is the property of the Bank.

**Payment card:** A Card intended for cash withdrawals, as well as for non-cash operations or transactions within the limits of the Cardholder's funds available on the Card Account and/or the credit line/overdraft provided by the Bank.

**Credit card:** A card designed for cash withdrawals within the credit line provided to the Cardholder, as well as for non-cash transactions. Moreover, amounts deposited in excess of the used portion of the Credit Limit are used according to the same rules as the amounts of the Credit Limit.

**PIN code:** (Personal Identification Number) A code provided with the Card or set by the Cardholder upon activation of the Card for use during face-to-face transactions.

**«CVV/CVC» code:** A three-digit code on the back of the card, which is used when making online/electronic transactions.

**POS terminal:** a device installed at a trade/service point, branch, or online environment for the purpose of making transactions/payments.

**Agreement:** Payment card application-Agreement concluded between the Bank and the Cardholder or an offer/offer to conclude the Agreement accepted by the Cardholder.

**Card Account:** a bank account opened in the name of the Cardholder with the Bank and operated in accordance with these rules, the funds in which can also be managed using the Card.

**Credit limit:** a credit line/overdraft provided by the Bank to the Cardholder (in accordance with a separately concluded agreement), which can be used to carry out operations with the Card/Card account. The interest rate calculated on the positive balance of the account is not applied to funds provided to the Card under the Card credit line.

**Payment limit:** The sum of the positive balance of the Card account and the Credit limit.

**Certification:** The process of obtaining or confirming permission to perform payment card transactions by the Bank or a person authorized by it.

**Transit exchange rate:** the exchange rate set by the Bank during the day, which is published on the Bank's website.

**Processing center:** "Armenian Card" CJSC Processing Center.

**Additional Card:** An additional card attached to the Cardholder's account, which can be issued to both the Cardholder and another person.

**Payment and settlement system:** a set of general rules, procedures and hardware and software resources established and developed by a payment and settlement organization cooperating with the Bank, under which the Bank issues, services and/or accepts cards as a means of payment. The Bank issues and services cards of the following payment and settlement systems: Visa, Mastercard and ArCa.

**Card blocking:** Card online certification suspension/blocking.

**Card account freezing:** Complete or partial restriction of debit/credit transactions on a card account.

**3D Secure system:** «Verified by Visa», «MasterCard SecureCode» and other security systems that provide two-factor authentication when authenticating card transactions in the online/electronic domain.

**3D Secure code:** A one-time password sent by the Bank for authenticating transactions in the online/electronic domain, which the Cardholder receives via a message sent to the mobile phone number provided in advance to the Bank or via an email sent to the email address.

**One-time password (OTP):** A one-time password sent via short message to the Cardholder's mobile phone number registered with the Bank, which is used by the Cardholder to create the card PIN code and activate the card via an ATM and/or the Bank's "FastBank Mobile" application, to activate the token created by the Cardholder, as well as in other cases, as a means of ensuring the Cardholder's identification.

**Token:** The digital equivalent of the Card, which is created as a result of Card Tokenization. It is a combination of characters to which the Card data is encrypted. During a transaction made with the Token, the last 4 digits of the Token number are reflected on the receipt.

**Tokenization:** Attaching a Card to electronic wallets that enable Token payments.

**Digital domain:** The bank's internet, mobile banking customer profile or any other digital platform requiring proper customer authentication.

**Stop-list:** a list defined by international system rules that blocks the use of a card in devices that do not require online authentication.

**Tariffs:** tariffs and rates for services published on the Bank's website and/or specified in the Agreement.

## 1. CARD ISSUANCE

1.1. The Card and, if available, the PIN envelope are provided to the Cardholder/User at the communication address previously agreed upon during the Card order, via delivery service at the Bank's branch or outside the branch.

1.2. The delivery service undertakes to deliver the Card, and the PIN envelope, if any, to the Cardholder/User without damaging it and without opening the packaging.

1.3. The Card and/or PIN envelope, if available, are provided in separate sealed envelopes. Upon receiving the Card and, if provided for by the Card type, the PIN envelope, the Cardholder/User shall check the integrity of the envelopes, the correspondence of the data printed on the Card and the provided Card to the ordered one, and in case of any discrepancy, to approach the Bank branch or call the Contact Center at +374 10 510 000.

1.4. If the Cardholder/User does not receive the card six months after ordering the card, the Bank has the right to close the card account and destroy the card.

1.5. If, as a result of delivery to the agreed postal address, it was not possible to provide the card and/or, if available, the PIN envelope to the Cardholder/User, they are returned to the Bank and stored on the Bank's premises until further delivery is agreed with the Cardholder/User, preserving the Bank's right specified in clause 1.4 of the Rules.

1.6. After receiving the Card and, if available, the PIN envelope, the Cardholder/User is obliged to activate it using one of the following options: by pressing the activate card button at an ATM with appropriate software and setting a PIN code, following the instructions of the ATM or by calling +374 10 510 000. The Bank will send the one-time password for activating the Card to the Cardholder/User at the phone number and/or email address specified in the Agreement. The Card can also be activated via the "FastBank Mobile" application from the Card Settings section, following the instructions set out in the relevant steps, setting a PIN code. In case of activating the Card via the "FastBank Mobile" application, before physically using the Card abroad, it is necessary to perform a balance inquiry or cash withdrawal transaction at the Bank's ATM before leaving.

1.7. If you activate the Card via the "FastBank Mobile" application, before physically using the Card abroad, you must perform a balance inquiry or cash withdrawal transaction at the Bank's ATM prior to

departure.

1.8. The Cardholder/User undertakes to maintain the confidentiality of the PIN code and not to make it available to other persons for security reasons of the card funds. The Bank is not responsible for any illegal or unauthorized use of the Card by the Cardholder as a result of the Cardholder making his/her PIN code available to third parties.

1.9. The card PIN code cannot be used in the Internet environment or for performing virtual transactions.

1.10. PIN code is required when performing the following Transactions with the card: Cash withdrawals from ATMs, non-contactless Transactions with POS terminals, contactless Transactions with POS terminals above the monetary threshold set by the Payment and Settlement Systems.

1.11. The Cardholder/User can change his/her already created PIN code using all ATMs that have this service and/or the "FastBank Mobile" application, in accordance with the Card settings, following the instructions set out in the sequence of steps in the "FastBank Mobile" application.

1.12. . If the Cardholder/User has any belief or suspicion that the PIN code has become available to other persons, the Cardholder/User undertakes to immediately contact the Bank to suspend the payment card and obtain a new PIN code, or change the PIN code using an ATM and/or the Bank's Mobile application.

1.13. In case of three consecutive incorrect PIN-code entries (regardless of the time interval between attempts), the card is blocked, however, the Bank may decide not to confiscate the card. To unblock the card, it is necessary to use the Digital Domain, if available, or call +374 10 510 000.

1.14. The Card Account is opened to carry out operations and transactions with the Card and the Card Account. The Card is issued under the Card Account.

1.15. Based on the application received from the Account Holder, the Bank may issue one or more Additional Cards in the names of persons previously specified by the Account Holder. In this case, the Account Holder must provide the Bank with reliable information about the Additional Cardholders.

1.16. The Additional Card may only be used by the person in whose name it was issued.

1.17. The Account Holder Cardholder is obliged to familiarize the Cardholder of the Associated Card with the Rules and the main provisions of the Agreement, and bears all risks of failure to fulfill the specified obligation.

1.18. These Rules, as well as the provisions of all regulatory and legal acts in force in the Bank regarding Cards and card transactions, apply to the additional cards.

1.19. Transactions with the Additional Card are made within the Payment Limit and are reflected in the Card Account Statement in accordance with the Rules, moreover, the Account Holder may set a monthly limit or other restriction on transactions/amounts on the Additional Card.

1.20. In case of closing the Card, the Additional Cards are also closed.

1.21. The Account Holder Cardholder is responsible for Transactions made by the Cardholder of the Additional card, including Overspending.

1.22. The Card is a Bank property.

## **2. ATM CARD SEIZURE**

2.1. The ATM may seize the card due to blocking, failure to pick up the card after a transaction, or other problems. If the wrong PIN code is entered three times in a row, the Card is automatically blocked and/or may be seized. The Bank is not responsible for any financial consequences that the Cardholder may incur as a result of the Card being seized.

2.2. Payment cards seized by the ATM are provided to the Cardholder/User:

1) In case of seizure at the ATM located at a bank branch, within one business day after proper identification of the Cardholder/User,

2) In case of seizure at a Bank ATM outside the Bank branch, within five business days, at the address agreed upon with the Cardholder.

2.3. In case of seizure at another bank's ATM, within two business days after the Card is returned to the Bank by the other bank, to the address agreed upon with the Cardholder. Moreover, the Card may be

destroyed and not returned to the issuing bank by the decision of the seizing bank. In this case, the Bank is not liable for not returning the Card to the Cardholder.

2.4. The Cardholder can obtain information about the seized card by calling +374 10 510 000 or by contacting any branch of the bank.

### **3. TYPES OF CARD TRANSACTIONS AND TIMELINES**

3.1. The main operations performed with the card are:

- 1) cash withdrawal via ATM, POS terminal or without presenting a card at a Bank branch,
- 2) cash deposit at the Bank, through an ATM or other device with cash entry capabilities,
- 3) transfers from card-to-card, transfers to-card and other types of transfers through the Bank or other digital platforms, as well as at the Bank's branches,
- 4) receiving money from other banks to the card account,
- 5) non-cash payments at trade/service points and/or in virtual environment,
- 6) Funds can also be deposited into the Card Account using other options provided by the Payment and Settlement Systems (transfer from an electronic wallet to a card, etc.), in which case the amount transferred to the Card may become available immediately or within the period provided by the Payment and Settlement Systems for the method of depositing the given amount. In case of depositing funds into the Card Account, the amount is considered deposited on the day of recording the given Transaction.

3.2. The transactions specified in subclauses 2 and 3 of clause 3.1 of these rules become available to the card within five minutes of the transaction completion, except in the case of software problems or transactions requiring additional review, when the amount may be available within one business day. International card-to-card transfers may become available within three business days.

3.3. The transactions specified in subparagraph 4 of Clause 3.1 of these rules become available to the card account within the following period:

- 1) if the Bank receives the amount before the end of the current business day, transfers are recorded during the same business day,

3.4. The transactions specified in subparagraphs 2, 3 and 4 of clause 3.1 of these rules are debited from the card at the time of completion of the transaction, and are usually credited to the card account within the following period:

- 1) In case of transactions made at service points of ArCa system member banks, on the next business day,
- 2) In case of transactions made outside the ArCa system, within 2-3 business days, including transactions made through ApplePay/GooglePay.

3.5. The Bank is not responsible for any transaction or amount becoming available to the card with a delay, or being credited to the card account with a delay, if such delay is caused by technical failures of a third party or delays in transactions due to other reasons not caused by the Bank.

3.6. The maximum amount of a single cash withdrawal transaction through ATMs of banks of the Republic of Armenia cannot exceed 500,000 AMD.

3.7. The Bank sets in its Tariffs quantitative and monetary limits for cash withdrawals and/or non-cash Transactions with the card per day. These limits may be changed by the Cardholder in the manner and to the extent prescribed by the Bank's internal legal acts by applying to the Bank or through the FastBank mobile application, after which the Bank will increase the limits or may reject the submitted application.

3.8. Before carrying out a Transaction with the Card in an online/electronic domain, the Cardholder must thoroughly familiarize himself with the terms of subscription, purchase, delivery, Transaction cancellation, and product return in the given domain, as well as pay attention to the availability of contact information necessary to contact the customer support center.

3.9. When making a Transaction in the online/electronic domain, the Cardholder must use recognized and reliable websites, e-wallets and applications that are secured with modern security measures, such as Secure Sockets Layer (SSL) certificate, "Verified by Visa", "MasterCard SecureCode" and other security

systems. The Bank does not bear any responsibility in case of failure to receive the 3D Secure security password for any technical reason or for any reason not related to the Bank's activities and as a result of which the Transaction is disrupted.

3.10. The Bank sets the following limits for card transactions:

Transaction limits	Arca Classic	Visa Digital	Visa Classic	Visa Gold	Mastercard World	Visa Infinite/ Visa Infinite Metal/ Mastercard World Elite	Visa Business Platinum/ Mastercard Business Digital
Maximum number of cashout transactions per day	10	20	10	20	20	20	10
Maximum daily cash withdrawal amount	2 000 000 AMD 2 000 000 US dollars 2 000 Euro 200 000 Russian Federation roubles	2 000 000 AMD 2 000 000 US dollars 2 000 Euro 200 000 Russian Federation roubles	2 000 000 AMD 2 000 000 US dollars 2 000 Euro 200 000 Russian Federation roubles	2 000 000 AMD 2 000 000 US dollars 2 000 Euro 200 000 Russian Federation roubles	3 000 000 AMD 3 000 US dollars 3 000 Euro 500 000 Russian Federation roubles	5 000 000 AMD 10 000 US dollars 10 000 Euro 800 000 Russian Federation roubles	5 000 000 AMD 10 000 US dollars 10 000 Euro 800 000 Russian Federation roubles
Maximum number of non-cash transactions per day	50	50	50	50	50	50	50
Maximum daily amount for non-cash transactions	10 000 000 AMD 25 000 US dollars 25 000 Euro 2 000 000 Russian Federation roubles					20 000 000 AMD 50 000 US dollars 50 000 Euro 4 000 000 Russian Federation roubles	20 000 000 AMD 50 000 US dollars 50 000 Euro 4 000 000 Russian Federation roubles
Maximum limit per transaction	5 000 000 AMD 10 000 US dollars 10 000 Euro 1 000 000 Russian Federation roubles				10 000 000 AMD 25 000 US dollars 25 000 Euro 2 000 000 Russian Federation roubles	20 000 000 AMD 50 000 US dollars 50 000 Euro 4 000 000 Russian Federation roubles	10 000 000 AMD 25 000 US dollars 25 000 Euro 2 000 000 Russian Federation roubles

<b>Card-to-card transfers within the territory of Armenia, maximum daily limit</b>	10 000 000 AMD	20 000 000 AMD	10 000 000 AMD
	25 000 US dollars	50 000 US dollars	25 000 US dollars
	25 000 Euro	50 000 Euro	25 000 Euro
	2 000 000 Russian Federation roubles	4 000 000 Russian Federation roubles	2 000 000 Russian Federation roubles

The mentioned limits can be changed through the Bank's Digital Domain or at the branches. The bank has the right to refuse to change the limit. The limit for non-cash transactions does not apply to operations performed on a card account.

3.11. The Bank has the right, at its discretion, to block the card, block the card account, access to the card account or the possibility of performing certain transactions, independently transfer the deposited funds back to the transferring party, as well as make an unauthorized charge from the funds available on the card, if:

- 1) The transactions made by the Cardholder/User meet the suspicious criteria set forth in the RA Law "On Combating Money Laundering and Terrorist Financing",
- 2) The Cardholder/User has outstanding obligations to the Bank,
- 3) The bank has suspicions about the fraudulent nature of card transactions,
- 4) The bank receives a written request from the transferring partner/financial institution to cancel the transaction due to fraud or technical problems and to return the money,
- 5) in cases of failure to submit/improper submission of information required for mandatory identification as provided for by legislation (including the US Foreign Account Tax Act and the Single Reporting Standard) and the Bank's internal legal acts,
- 6) The Bank has the right to terminate business relations with the customer if the Bank has suspicions or has received more than one signal regarding the fraudulent nature of card transactions.

3.12. The tariffs applied in the case of any transaction are determined by the tariffs approved and published by the Bank for the given card type, as well as the tariffs established by another Bank servicing the card may be applied.

#### **4. BANK AND CARDHOLDER RESPONSIBILITY**

4.1. The obligations and liability of the Bank and the Cardholder/User are defined by the Agreement.

4.2. The Cardholder/User, until the expiration date of the card, bears full financial responsibility for all the transactions carried out using the card's PIN code, including ApplePay/Google Pay systems.

4.3. The Bank is not responsible for:

- 1) delayed, incorrect or non-executed transactions that occurred due to the fault of the trade and service points or the payment system or for technical reasons that were beyond the control of the Bank,
- 2) For failure of cash withdrawal or payment transactions carried out with funds not belonging to the Bank, if the Bank was not at fault for the failure,
- 3) For illegal transactions carried out using the card or card data, unless this was a consequence of the Bank's failure to fulfill its obligations under the Agreement,
- 4) for operations carried out with a chip card using a PIN code, unless this was a consequence of the Bank's failure to fulfill its obligations under the Agreement,
- 5) for transactions carried out via the Internet, unless this was a consequence of the Bank's failure to fulfill its obligations under the Agreement,
- 6) For transactions by physically reading/entering the Card's magnetic stripe and/or the chip located on the Card, and/or the CVV2/CVC2 code indicated on the back of the Card and online Authentication by the Issuing Bank (even in cases where the signature on the Transaction receipt is

different from the Cardholder's actual signature),

7) For transactions carried out offline, if they were made before the customer returned the Card to the Bank,

8) for operations performed in violation of the security rules set forth in the Agreement,

9) For disputes arising between the Cardholder/User and trade and service points,

10) account, PIN code, card number, password and other card information becoming known to third parties for reasons independent of the Bank,

11) for transactions carried out using contactless technology, the amount of which is less than or equal to 20,000 AMD.

4.4. Each month, the Bank informs the Cardholder/User about the transactions performed with the Card during the previous month by providing him/her with a statement from the card account via the communication channel selected by the Cardholder/User and specified in the Agreement.

4.5. The Bank may place the Card in an international blocking system if there is a real risk of unauthorized use of the Card in a foreign country, in which case the Cardholder shall pay the international blocking system placement fee specified in the rules of the given system, if such a commission fee is specified, regardless of the fact that the card is blocked or closed.

4.6. Based on security considerations, the Bank has the right to prohibit or limit the execution of Transactions in the riskiest countries.

4.7. The Bank is entitled to demand from the Cardholder the amounts paid by the Bank to the Payment and Settlement Systems for Transactions made prior to the Bank being notified (except for transactions without authentication or offline transactions) as a result of the Cardholder's use of the Card, as well as in the event of loss/theft of the Card.

4.8. In case of failure to fulfill or improper fulfillment of obligations, information about the Cardholder/User will be provided to the Credit Register of the Central Bank of the Republic of Armenia and the ACRA Credit Bureau in accordance with the procedure established by the legislation of the Republic of Armenia and the internal legal acts of the Bank.

4.9. The Bank has the right to block the card without informing the Cardholder/User if the Cardholder has any obligations to the Bank, if suspicious fraudulent transactions are made with the card, as well as in the event of obligations, the Bank has the right to make an unauthorized charge from the funds available on the card and/or, if there is a credit limit, from these funds and direct them to the repayment of the Cardholder/User's obligations to the Bank.

## 5. CANCELLING CARD TRANSACTIONS

5.1. The Cardholder/User has the right to appeal the transactions made by him within 30 calendar days after receiving the statement (unless a shorter period is specified in the rules of the relevant Payment and Settlement System). Applications submitted later may be processed if the rules of the given payment and settlement system allow for a chargeback of the transaction, and in case of impossibility of an appeal, the Cardholder/User shall be liable for the transaction. The regulation specified in clause 5.4 of the Rules shall apply regardless of the fact that the application was submitted within the periods specified in this clause.

5.2. An appeal may be submitted:

1) By sending it to the Bank's official email address or

2) by calling the Bank's 24-hour contact center at **+374 10 510 000**,

3) Through a bank branch.

5.3. The Bank shall provide a final substantiated response to the appeal results or grounds for extending the appeal deadlines within a maximum of 90 calendar days after receiving the application from the Cardholder/User. In individual cases, with due notice to the Cardholder/User, it is possible to provide a response letter or restore the amount later than the specified **90-day** period, based on the rules of payment and settlement systems or other unforeseen circumstances.

5.4. The Bank is not responsible for transactions made by the Cardholder/User with the Card, but is ready to assist, to the extent possible, in resolving the issue presented by the Cardholder/User. If the issue

is not resolved, the Cardholder is not relieved of his/her obligations towards the Bank.

5.5. The conditions, procedures and deadlines for appealing card transactions are set by the Payment and Settlement Systems, which are not public, but the specified information will be provided to the customer within the framework of the transaction appeal process, in the manner preferred by the customer.

5.6. If, as a result of the appeal process, it is determined that the transaction was made by the Cardholder or as a result of a violation of the Rules, the Cardholder/User will be charged a fee set by the Bank's tariffs, if such is set by the tariffs of the card product.

5.7. If the Bank, in accordance with the relevant rules of the payment and settlement system, decides to discontinue the appeal process, but the Cardholder, in accordance with his/her written application, wishes to continue it, then the commissions and expenses charged to the Bank during the pre-arbitration and arbitration process shall be reimbursed by the Cardholder/User.

## **6. EXCHANGE RATE APPLIED WHEN PERFORMING TRANSACTIONS IN A CURRENCY DIFFERENT FROM THE CARD CURRENCY**

6.1. Card transactions can be carried out both in the Card Account currency and in a currency different from the Card Account currency. When certifying and recording transactions made in a currency different from the Card Account currency, the transaction amount is converted into the Card Account currency.

6.2. In case of a transaction in a currency different from the card account currency, the exchange rates applied during the transaction registration and actual accrual may differ. The Bank is not liable for losses, currency and other risks arising from exchange rate differences as a result of converting the transaction amount into the card account currency.

6.3. No conversion is performed for transactions made in the currency of the card account.

6.4. At the time of certification of transactions made in a currency different from the account currency, the transaction amount is converted into the card currency, based on the exchange rate set by the payment systems at the time of the transaction and/or the average market exchange rate formed in the foreign exchange market published by the Central Bank of the Republic of Armenia, for purchase or sale, respectively reducing or increasing the interest rate set by the decision of the Processing Center Board meeting.

6.5. When recording transactions in a currency other than the account currency, conversion is performed according to the principles presented below:

6.6. In case of transactions made within the territory of the Republic of Armenia, the transaction amount is converted into the card currency based on the exchange rate set by the payment systems at the time of the transaction and/or the average market exchange rate established in the foreign exchange market published by the Central Bank of the Republic of Armenia, for purchase or sale, the interest rate set by the decision of the Board of the Processing Center is reduced or increased accordingly.

6.7. The amount of transactions made with the Card outside the borders of the Republic of Armenia is converted into the currency of the Card Account as follows:

Transaction currency	
Euro	In the case of Visa payment system cards, the Euro is converted into the card currency at the latest exchange rate set by the Bank for processing card transactions as of the business day preceding the day the transaction is processed at the Bank's Processing Center. In the case of MasterCard payment and settlement system cards, the transaction is first converted from Euro to US dollars at the exchange rate and rules set by the payment and settlement systems, then the received US dollars are converted into the card currency at the latest exchange rate set by the Bank for card transactions as of the business day preceding the day the transaction is processed at the Bank's Processing Center.

US dollar	<p>In the case of MasterCard cards, the USD is converted into the card currency at the latest exchange rate set by the Bank for processing card transactions as of the business day preceding the day the transaction is processed at the Bank's Processing Center.</p> <p>In the case of Visa payment system cards, the transaction is first converted from US dollars to euros at the exchange rate set by the payment system +/- 2% (in the case of outgoing transactions, the VISA payment system exchange rate is + 2%, and in the case of incoming transactions -2%), then the received euros are converted into the card currency at the latest exchange rate set by the Bank for the processing of card transactions as of the business day preceding the day the transaction is processed at the Bank's Processing Center.</p>
Other currency	<p>In the case of Visa payment system cards, the transaction amount is first converted into euros at the exchange rate set by the payment system +/- 2% (in the case of outgoing transactions, the VISA payment system exchange rate is + 2%, and in the case of incoming transactions -2%), then the received euros are converted into the card currency at the latest exchange rate set by the Bank for card transactions as of the business day preceding the day the transaction is processed at the Bank's Processing Center.</p> <p>In the case of MasterCard payment system cards, the transaction amount is first converted into US dollars at the exchange rate and rules set by the payment system, then the received US dollars are converted into the card currency at the latest exchange rate set by the Bank for processing card transactions as of the business day preceding the day the transaction is processed at the Bank's Processing Center.</p>

## **7. MEASURES TO BE TAKEN IN THE EVENT OF LOSS, THEFT, POSSIBLE FRAUD OF THE CARD/TOKEN, BLOCKING AND UNBLOCKING THE CARD**

7.1. In case of loss, theft, or forgery (or suspicion) of the card, the Cardholder/User is obliged to immediately notify the Bank and block the card in one of the following ways:

- 1) Through the Bank's digital services personal page: in this case, in the absence of technical problems, the card is blocked by the Cardholder at the same time,
- 2) By applying to any branch of the Bank,
- 3) by calling the Bank's 24/7 contact center at **+374 10 510 000**. In this case, the card will be blocked by a Bank employee immediately after proper identification,
- 4) In the case of a business card issued in the name of a legal entity Cardholder, when the Card User is a representative of the legal entity, the Card may be blocked by the User by calling the Bank's 24/7 Contact Center at +374 10 510 000 from the phone number attached to the Card.

7.2. The Cardholder is responsible for all the transactions made with the card, including transactions made in the Internet environment, after the Bank has been notified of the loss, theft, or forgery (or suspicion) of the card, up to the time of informing the Bank (except for transactions without authentication).

7.3. The Cardholder is obliged to compensate the Bank for any expenses, losses and damages incurred as a result of failure to notify the Bank of the loss, theft, forgery (or suspicion) of the card, as well as the use of the card by third parties prior to informing the Bank.

7.4. In case of loss, theft, or forgery (or suspicion), it is recommended to reissue the card. If the Cardholder wishes to continue using the card, he/she must submit an application to the Bank to unblock the card. In this case, the Cardholder shall be solely responsible for any losses and damages associated with the use of the card. In the event that unblocking the card may cause additional financial loss to the Bank, the Bank may reject the unblocking application. In this case, the Cardholder is solely responsible

for any possible losses and damages related to the use of the card. In the event that unblocking the card may cause additional financial loss for the Bank, the Bank may reject the unblocking request.

7.5. The Bank may, on its own initiative, block the Card if it detects Transactions that raise suspicion of fraud.

7.6. The card may also be blocked in the cases specified in clause 3.11 of these rules.

7.7. The card can be unblocked:

1) With the help of the "FastBank Mobile" application, if it was blocked in the same way, in this case, in the absence of technical problems, the card is unblocked at the same time or,

2) by calling the Bank's 24-hour contact center at +374 10 510 000, in which case the card will be unblocked by a Bank employee immediately after proper identification, if the grounds for blocking the card no longer exist,

3) By submitting an application at any branch of the Bank,

4) In case of liabilities towards the Republic of Armenia, the card will be unblocked after receiving a relevant letter/message from state bodies.

7.8. In case of loss, theft or unauthorized use of the token, the Cardholder is obliged to immediately take measures to block it, this can be done by submitting a written application to any branch of the Bank and/or by calling **+374 10 510 000**.

7.9. Upon receipt of a notification of unauthorized use, the card is immediately blocked, and the Bank, based on the Cardholder's application, examines the details of the transaction and, if necessary/possible, initiates the transaction appeal process.

7.10. In case of discovering a lost card/token after blocking, the Cardholder may contact any branch of the Bank or call the Bank's 24/7 contact center at **+374 10 510 000** to unblock it.

7.11. The Bank is not responsible for any losses incurred by the Cardholder/User as a result of failure to notify the Bank or late notification.

## **8. CARD REISSUING PROCEDURE AND CONDITIONS**

8.1. The payment card may be reissued:

1) if no closure request has been received from the Cardholder/User by the end of the card term,

2) The Bank may, before the expiration of the Card Term, within the last 15 days preceding the expiration of the Term, reissue the Card without the additional consent of the Cardholder, for the Card validity period set by the Bank at that time, provided that the conditions set forth in the Bank's internal legal acts are met.

3) Payment cards with a credit line (overdraft) are repaid upon meeting the conditions set forth in the Bank's internal legal acts.

4) upon the expiration of the card, loss of the card or in other cases, upon the application of the Cardholder/User, with the card being provided to the Cardholder in a mutually agreed manner no later than within five business days after submitting the application,

5) In case of suspicion of fraud by the Bank, possible leakage of card data, or other cases, the card is provided to the Cardholder in a mutually agreed manner no later than within five business days of the card being reissued.

## **9. CARD AND ACCOUNT CLOSURE**

9.1. The Card and Account are closed upon the Cardholder's request.

9.2. The Bank has the right to unilaterally terminate the card operation (close the card) and close the card account in the following cases:

1) if the Cardholder has outstanding obligations towards the Bank related to the card, which are reflected in the statement 30 days or more after the date of receipt by the Cardholder,

2) if the Cardholder has other outstanding obligations towards the Bank,

3) In cases of death or bankruptcy of the Cardholder, upon proper/reasonable notification of such facts,

4) In other cases provided for by the legislation of the Republic of Armenia.

9.3. The card and account are closed within three business days after all previously performed card transactions have been processed on the card account, provided that the account balance is sufficient to process card transactions and charge the commission fees stipulated by the Bank's tariffs.

9.4. Closing the card and account is possible after fulfilling all obligations related to the card.

9.5. In case of early termination of the card operation, the commission fees charged will be recalculated and returned to the customer.

9.6. When closing the Card, all the Associated Cards of that Card are also closed and are subject to return to the Bank.

9.7. The attached (additional card) can be closed by both the primary Cardholder and the additional cardholder.

9.8. The Card is the property of the Bank and is subject to return to the Bank upon expiration of its validity period or at the Bank's request, with the exception of Virtual Cards, in which case the possibility of using the Card Account is terminated and the Card Account is closed.

9.9. In case of failure to return the card to the Bank when submitting an application for card termination, the Cardholder shall bear full financial responsibility for the transactions made with the card that do not require authentication (online verification of the authority to perform the transaction) after the card termination until the expiration of the card's validity period.

9.10. In case of a positive balance, if the customer has another account with the Bank, the balance is transferred to that account and the card account is closed, and if there is no other account, the Cardholder may approach the Bank and receive the balance in the account or refuse the specified balance by submitting an appropriate application.

9.11. Closing the Card does not terminate the Cardholder's obligations towards the Bank related to the Card, including accrued interest and penalties.

9.12. The Cardholder is also obliged to repay the liabilities arising from transactions made with the Card that were made before the Card was closed, but were presented to the Bank for payment after the Card was closed.

## **10. CARD AND CARD TRANSACTION SERVICE**

10.1. The terms and conditions of the card service and tariffs are determined by the tariffs for the given card type, which are published on the Bank's website [www.fastbank.am](http://www.fastbank.am) and on digital platforms. Before signing the card application contract, the Cardholder/User is obliged to familiarize himself with the proposed tariffs.

10.2. The tariffs for operations performed by the Bank may be changed unilaterally by notifying the Cardholder at least 15 calendar days prior to the change through communication with the Bank as specified in the Agreement.

10.3. Temporary suspension (blocking) of the Card's operation based on the Cardholder's written or oral application does not terminate the Card's operation, as well as the charging of the Card service fee.

10.4. The Bank may accrue interest on the daily balance of the card account in the amount specified in the Bank's tariffs and the Agreement for the given period, and the daily balance is considered to be the actual balance of the card account at the end of the given operating day.

10.5. Interest on the amount available on the card account is calculated for the calendar days from the date the amount is received by the Bank until the day preceding the date of its return to the Cardholder or its withdrawal from the Cardholder's account on other grounds. If the card currency is different from Armenian drams, the calculated interest amounts are paid in the currency of that account.

10.6. The Card may also be provided to the Cardholder for the purpose of receiving a salary, under preferential terms and rates. If the Cardholder no longer receives his salary through the specified card or through another account opened in his name with the Bank, the Bank has the right to fully or partially terminate the preferential rates and conditions provided and continue to service the card at the current

rate for the given card type.

10.7. In case of exceeding the card payment limit as a result of card transactions, as well as the Bank's charging of fees related to card servicing, an overdraft is formed on the card account. Overcharges may be incurred on the Card, depending on the specifics of certain types of Transactions (hotel booking transactions, transactions made at car rental service points, transactions made at tourism and entertainment service points, etc.), the terms of submission of the Transaction by the servicing bank, refunds/returns made by the service point, Transactions made offline (in which case Overcharges may also occur in the absence of funds on the Card), commission fees set by the Bank, Transactions with foreign currency exchange, etc. Card Transactions must be carried out within the Payment Limit. In case of exceeding the payment limit, the Bank may charge the Cardholder a penalty for exceeding the payment limit in the case and in the amount specified in the Bank's tariffs.

10.8. The Bank shall collect the commission fees and other fees related to card servicing, including overdrafts and penalties accrued on the card account, and the amounts constituting the liabilities, as set out in the Bank's tariffs, without the Cardholder's instruction. The charge is primarily made from the card account, and in the event of a lack of funds on the card account, from the Cardholder's other accounts, including foreign currency accounts, as a result of which the conversion of foreign currency into Armenian drams is carried out at the non-cash purchase/sale exchange rate in effect at the Bank at the time of conversion, which is published on the Bank's official website. In addition, the Cardholder is obliged to ensure the availability of appropriate funds in his bank accounts with the Bank. Fees related to the issuance, servicing, reissuance or provision of cards specified in the tariffs are charged by performing the conversion at the non-cash purchase/sale exchange rate in effect at the Bank at the time of the conversion, which is published on the Bank's official website.

10.9. After the transaction amount is automatically refunded by the trade/service point, the Bank shall credit the amount to the card account within five business days, minus any cancellation charges. The Cardholder shall be obligated to pay the Bank the liabilities incurred towards the Bank as a result of the transaction.

10.10. The Rules and Tariffs contain provisions regulating the relations related to the issuance and servicing of Cards by the Bank. However, Payment and Settlement Systems may have special limits and other rules for the implementation of Transactions with specific types of Cards, which are also subject to compliance by the Bank and the Cardholder, and the Bank is not liable for any losses incurred by the Cardholder as a result of non-compliance with these rules.

10.11. The Bank is not responsible for any fees charged for any service provided by a trade/service point and debited from the Cardholder's card account.

## **11. MANAGEMENT AND DISPOSAL OF CARD DISCOUNTS**

11.1. The Cardholder/User must keep the card and PIN code in a place inaccessible to other persons.

11.2. When setting a new PIN code or changing it through an ATM, it is necessary to use the most complex number combination possible, avoiding repeated combinations of numbers.

11.3. It is prohibited to transfer the card to third parties when making payments or cash withdrawals, as well as to provide them with the card's PIN code, the one-time code (3D Secure code) provided to the Cardholder/User via short message service (SMS) or other means for secure online shopping, the three-digit security code (CVV code) indicated on the card.

11.4. When performing Transactions in the Internet environment, entering a PIN code is not required and is not provided for by any Payment and Settlement System.

11.5. In the case of contactless card transactions, limits may be set by the Payment and Settlement Systems or the given trade/service point, if not exceeded, the PIN code entry is not required, moreover, in the event that the limit set by the trade and service point exceeds the limit set by the Payment and Settlement Systems, the responsibility for this lies with the given trade and service point.

11.6. It is prohibited to keep the card and PIN code together or to write it on the card.

11.7. When entering the PIN code, it should be made as inaccessible as possible to those around you and to video recording devices.

11.8. In case of loss, theft or suspicion of fraud, it is necessary to immediately block it and subsequently replace it with a new card.

11.9. When making a transaction at an ATM or other self-service device, the Cardholder should pay attention to the device's appearance and keyboard. In case of foreign devices, video surveillance systems, the presence of wires, or other suspicions, it is necessary to use another ATM or self-service device.

11.10. When making payments at points of sale and service, the Cardholder/User is obliged to keep the payment card in the center of his/her attention as much as possible. Transactions must be carried out in the presence of the Cardholder.

11.11. The Cardholder/User should not present the payment card for payment in suspicious places or on Internet sites.

11.12. When entering the PIN code at points of sale and service, the Cardholder/User is obliged to pay attention to the fact that the entry is made on the terminal or on the keyboard attached to it. Entering the PIN code in any other way is prohibited.

11.13. The Cardholder/User shall not respond to emails that request personal or card information.

11.14. The Cardholder/User must ensure that the website address matches the trade point.

11.15. Before making purchases on an unfamiliar website, the Cardholder/User should research the information about the website and the opinions of other users on the Internet as much as possible.

11.16. In order to ensure the security of the card and at the request of the Cardholder/User, the Bank sends the Cardholder/User a short message (SMS) in accordance with the card product tariffs, which may significantly reduce the illegal use of the card or the damage suffered by the Cardholder/User as a result of its use, if the Cardholder/User takes measures to block the card immediately after receiving the message. Moreover, in the event of a change in the mobile phone number if the short message service (SMS) is active, the Cardholder is obliged to immediately notify the Bank.

11.17. Upon receiving the short message (SMS), the Cardholder must confirm that the Transaction was carried out by him or a person authorized by him, with his knowledge, reliance or participation.

11.18. In order to securely perform transactions in the Internet environment, the Bank may offer to perform the transaction using a one-time security code (3DSecure Code). In case of failure to receive the password due to technical or other reasons beyond the control of the Bank and the resulting failure of the transaction, the Bank shall not bear any responsibility. Moreover, for security reasons, the Bank may limit or prohibit the execution of any transaction without the use of a security code (3DSecure Code).

11.19. In order to ensure the security of the card, the Cardholder may block the possibility of carrying out certain types of transactions with the card or in certain countries by submitting a corresponding application to the Bank. Such restrictions may also be applied by decision of the Bank in order to ensure the security of the card.

11.20. The Bank has the right to suspend the services provided by the card at its discretion if it has reasonable doubts about the authenticity of the transaction made with the card. The suspension of services is lifted by the Bank after receiving the necessary information or sufficient clarifications regarding the authenticity of the transaction.

11.21. Verify the authenticity of received electronic messages and/or calls regarding changes to personal data and/or any other actions via the Bank's 24/7 contact center at **+374 10 510 000**, prior to performing the required actions, moreover, until the authenticity of received messages and/or calls is verified, the Cardholder/User bears the risk of any fraud arising from the performance of the required actions.

## 12. TOKEN CREATION AND USE

12.1. Tokenization is possible for Visa and Mastercard international payment system cards issued by the Bank.

12.2. It is possible to create a token both through the Bank's Mobile application and through separate electronic wallets by entering the necessary card data and activating the created token via OTP.

12.3. Transactions can be made with the token at all trade and service points and ATMs equipped with equipment for contactless transactions with cards of the Visa and Mastercard international payment and

credit systems, and on online platforms where it is possible to pay with the token created in the given electronic wallet.

12.4. Transactions made with a token are equivalent to transactions made with a card.

12.5. Token transactions can be carried out using a mobile phone or other appropriate device on which the given electronic wallet is available. A token transaction can be carried out after passing/confirming the appropriate identification defined by the device (password, fingerprint, confirmation using other biometric data, etc.).

12.6. To reverse a token transaction, it is necessary to use the token of the electronic wallet of the device with which the original transaction was made.

12.7. The Cardholder/User may remove the token from the e-wallet at any time or contact the Bank to terminate it. Removing the token does not change card status.

12.8. It is not possible to create a token for a blocked/inactive card.

12.9. The Cardholder/User shall ensure the security of registration and storage of identification means for the device, and not to transfer them to third parties, as well as the Cardholder must not provide the OTP received for token activation to third parties.

12.10. In the event of loss/stolen equipment, access to passwords provided for token use by third parties, or otherwise access to the token by third parties, the Bank must be contacted immediately to block the token. The Bank is not liable for any losses incurred by the Cardholder as a result of failure to notify the Bank in a timely manner.

12.11. After replacing the equipment, the Cardholder/User must ensure that the tokens are disconnected from the equipment being replaced, or call the Bank to obtain advice on disconnecting the tokens.

12.12. In cases of card closure, as well as card blocking by the Bank as defined in clause 7.1 of these rules, the token is also blocked.

### **13. OTHER PROVISIONS**

13.1. By signing the Agreement with the Bank, the Cardholder declares that he accepts these rules and the Bank's tariffs, has understood their meaning, is aware that they are binding on the Cardholder and the Bank, constitute an integral part of the Agreement and are subject to mandatory execution.

13.2. The Rules are posted on the Bank's official website: [www.fastbank.am](http://www.fastbank.am).

13.3. The Cardholder has the opportunity to submit complaints and claims arising from this Agreement to the Financial System Ombudsman. The Bank has signed an agreement on waiving the right to challenge the decisions of the Financial System Ombudsman, which applies only to complaints and claims for which the amount of the property claim does not exceed 100,000 AMD or its equivalent in foreign currency.

13.4. Relations related to card services and not regulated by these terms and conditions are regulated by the legislation of the Republic of Armenia, and in case of their non-regulation by the legislation of the Republic of Armenia, by the customs of business turnover. The Armenian version of these terms and conditions prevails on the English version of the terms and conditions.

13.5. Disputes arising between the Bank and the Cardholder shall be settled under the jurisdiction of the courts of the Republic of Armenia. The Cardholder shall also have the right to submit claims against the Bank related to Card services to the Financial Ombudsman in cases provided by law, in accordance with the procedure established by the document "What to do if you have a complaint?" provided to the Customer.

13.6. The Rules are established and approved by the Bank management and may be unilaterally amended by the latter.

13.7. In case of changes to the Rules, the Bank undertakes to notify the Cardholder of the changes 15 calendar days in advance via the communication method selected in the Agreement concluded between the Bank and the Cardholder.