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INFORMATION BULLETIN OF «MOBILE BANKING» /«ONLINE BANKING» SYSTEMS
ARMECONOMBANK OJSC

YEREVAN 2020

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«Mobile Banking» /«Online Banking» systems

This information bulletin (hereinafter “Bulletin”) sets forth the procedure and terms of the registration and service of ARMECONOMBANK OJSC’s (hereinafter “Bank”) customers in “Mobile Banking” /“Online Banking” systems.

Section 1. General concepts:

1.1. System: The Bank’s “Mobile Banking” / “Online Banking” systems

1.2. “Mobile Banking” system: electronic system for the provision of services to the customers/serving the customers remotely through the relevant application of mobile devices.

1.3. “Online Banking” system: electronic system for providing services to the customers/serving the customers via the internet.

1.4. Customer: a physical (private entrepreneur) or legal entity who holds acting account(s) with the Bank,

1.5 User: a customer or a physical entity represented by the customer who shall pass an appropriate registration process in the system,

1.6. Registration details of a user: a user’s login (email address), mobile phone number, one-time passwords, first name, last name, date of birth

1.7. User’s role in the system: authority given to the registered user:

The roles for the LE/PE users in the system are as follows:

- **First or Second signatories**, who are authorized to confirm transactions, including to give payment orders, execute transfers, withdraw money from the accounts, conclude other transactions, submit applications, as well as implement other transactions envisaged by the System. Moreover, if only one user is registered in the system with the role of first signer, the latter can confirm the transactions alone, but if more than one user is registered in the system with the roles of first and second signatories then the transactions must be confirmed by first and second signatories.
- **Creator**, who isn’t authorized to confirm transactions, though can create documents to be confirmed by First and Second signers;
- **Observer**, who is not authorized to confirm transactions or create documents but can view the transactions, accounts.

- 1.8. The customer identification details: user's registration details, the document containing the customer's public services number (in case of a physical entity customer(PE)), and TIN in case of legal entity customers (LE) and the customer's card number in an appropriate branch on the Bank's OD system.
- 1.9. OTP- one-time password which consists of 4 digits and it's sent to the user via SMS to log into the system ("Online Banking"), as well as to Confirm transactions depending on the amount and type of the transactions ("Online Banking" and "Mobile Banking") .

Section 2. Customer's registration in the system

- 2.1.1. The customer registers in the system in an order set forth by this section.
- 2.1.2. To register in the system and be provided with the user's details the customer submits an application to the Bank.
- 2.1.3. To use the system, the user selects AEB Online link from www.aeb.am website (in case of "Online Banking" system), downloads the "Mobile Banking" mobile application (in case of "Mobile Banking" system).
- 2.1.4. The user's e-mail address stated in the application shall be filled in on Login window opened through login link and in the password field a temporary password sent to e-mail address provided to the Bank is filled in (for LE/PE), afterwards by the completion of the user's registration, the latter gets access to the services provided to the customers.
- 2.1.4.1 After downloading "Mobile Banking" mobile application, a physical entity customer registers in the system by filling in mobile phone number and the email address mentioned in the application submitted to the Bank and by the completion of the user's activation, that is, the administrator of the system identifies the customer and attaches the accounts to the user after which the user gets an access to the services to be provided to the customers.
- 2.1.5. When the User receives a temporary password from the Bank, the latter should change it.

Section 3. Operations offered by the system

3.1. Bank accounts

- 3.1.1. Account view
- 3.1.2. Account opening
- 3.1.3. Receipt of account statements
- 3.1.4. Receipt of a reference on the account
- 3.1.5. Submission of cash withdrawal application

3.2. Transfers

- 3.2.1. "EASY" transfers (stating the phone number or email address of the receiver) (individuals)
- 3.2.2. Transfers between the customer's accounts
- 3.2.3. Transfers within the Republic of Armenia between AMD and foreign currency accounts
- 3.2.4. International transfers
- 3.2.5. Receipt of money from payment systems to a card (current) account via Cash2card service (individual)

3.3. Payments

3.3.1. Utility (group)

3.3.2. RP

3.3.3. Phone

3.3.4. Internet

3.4. Payment cards

3.4.1. Card account view

3.4.2. Ordering a card or an additional card

3.4.3. Reissue of the card

3.4.4. Blocking/Unblocking of a card

3.4.5. Change in cash encashment (quantity) limits of a card

3.4.6. Card account replenishment

3.4.7. Transfers from a card account

3.4.8. Managing SMS notification of a card

3.4.9. Receipt of card account statements /statements on card accounts

3.5. Deposit accounts

3.5.1. Opening of a deposit account

3.5.2. Replenishment of a deposit account

- 3.5.3. Receipt of interests accrued on the deposit placed on deposit accounts
- 3.5.4. Withdraw of the deposit placed on the deposit accounts
- 3.5.5. Receipt of statements on deposit accounts

3.6. Loans

- 3.6.1. Loan application
- 3.6.2. Regular /Principle repayments of a loan
- 3.6.3. Receipt of information on the loan
- 3.6.4. Receipt of statement on loan accounts
- 3.6.5. Decrease in credit line limit

3.7. Other operations

- 3.7.1. Make regular transfers/group utility payments and so on.
- 3.7.2. Receipt of statements on a pension account
- 3.7.3. Keeping of samples, duplicate of documents
- 3.7.4. Currency exchange

3.8. Communication with the Bank

- 3.8.1. Sending letters, applications and offers to the Bank
- 3.8.2. Receipt of answers, messages and notifications from the Bank

Section 4. Other terms and requirements

- 4.1. The system allows 3 unsuccessful login attempts. In case of more than 3 unsuccessful login attempts the given user's right to access the system will be blocked.
- 4.2. The Bank is eligible to block the user's access in case of non-identification of the customer, as well as in the cases set forth by the general terms of the agreement on the provision of banking services signed with the customer.
- 4.3. The customer is eligible to apply to the Bank to block the user's access to the system or change users.
- 4.4. To carry out operations through the system, the fulfillment and compliance with the requirements defined by General Terms of the general agreement on the provision of banking services (if the agreement hasn't been signed, the customer is required to sign it or from the moment of the registration in the system the agreement existing at the Bank is deemed to be signed between the Bank and the customer), and Tariffs, as well as the identification of the customer are required.
- 4.5. Customer's authentication in the system is the latter's registration as a user, after which the customer is given user's login and temporary password by the use of which the customer is deemed to be identified.
- 4.6. After the customer's authentication, the implementation of any action and/or operation /transaction permitted in the system is deemed a transaction actually executed by the customer and/or upon the latter's order and the information on the transactions generated in the system

obtains a legal force and significance equivalent to a written document of a transaction signed by the customer.

4.7. If the user is not the Customer directly, then the User is considered an authorized representative of the Customer with the role assigned to the latter in the registration application of the Customer and the operations implemented by the User is deemed to be executed by the Customer (the Customer can terminate that authority confirming about that in written to the Bank).

4.8. The Customer (user) shall keep the password secret and shall not disclose it to third persons. The customer must not allow them to be accessible to other persons and shall take all security measures, and in case of any leakage or similar risk the customer must change the passwords in the system and contact the Bank to suspend the authentication of the Customer by the use or application thereof.

4.9. To verify the customer's authentication, the system may recommend additional security measures (sending one-time password to the registered phone number through SMS and/or other measures) by the use of which the identification of the person logging into the system and/or executing transactions and the Customer will be deemed confirmed.

4.10. For the execution of transactions through the system, the Bank has the right to charge fees defined by the Bank's Tariffs, as well as other fees (SMS fee and/or other) regarding the maintenance of the System by third parties.

4.11. Upon the Customer's request, the Information Bulletin shall be provided in hard copy free of charge. The bulletin is also available in all the areas of the Bank's activity (the Bank's Head office and branches).

4.12. The Customer can get acquainted with the other terms of the system on the Bank's website.

4.13. After the date of publication of the bulletin, the terms may have changed, which the customer can find out by contacting the Bank through the means of communication mentioned herein.

Management of accounts*

A. Preferential tariffs of the services rendered through AEB Mobile bank system ¹		
1.	Download and service of the application /PHE, LE, PE/	Free of charge
2.	Change of password	Free of charge
3.	Transaction with plastic cards ²	Free of charge
3.1	Transfers from card accounts to the benefit of the customers of RA banks ⁵	Free of charge
3.2	Blocking of a card	Free of charge
3.3	Unblocking the card blocked through the system	Free of charge
4.	Transfers from bank accounts in USD and EUR within RA territory	Free of charge
5.	The cost of a single SMS sent to confirm transactions	AMD 10
6.	Opening of AMD accounts for the customers not having current bank account	Free of charge
7.	Unlocking of access to the system	Free of charge
8.	Interest rate 0.25 percentage point higher than the interest rates set forth for Classic deposit type to be	

	attracted from individuals via the application, section IX Term deposits	
9.	Sending a new password via email	Free of charge
10.	Sending a new password through SMS	AMD 10
	B. Management of an account through "Online bank" system³	
1.	Service fee of the account with a device	
1.1	For legal entities (private entrepreneurs)	
1.1	For resident legal entities / private entrepreneurs /	AMD 15.000
1.2	For non-resident individuals and legal entities /private entrepreneurs / ^{3b}	AMD 30.000
1.3	If the service flat fee of an account with a device is not charged *	AMD 3000
1.4	In case of charging service fee of a device account ^{3b}	AMD 1 000 monthly
1.5	In case of loss(damage) of a card (device)*	AMD 15 000
2.	For individuals	
2.1	In case of resident individuals	AMD 10.000
2.2	In case of non-resident individuals	AMD 20.000
2.3	If the service fee of an account with a device is not charged	AMD 2000 monthly
2.4	In case of charging the service fee of a device account ^{3b}	AMD 500 monthly
2.5	In case of loss (damage) of a card (device) *	AMD 10 000
3.	Fee for each additional device	AMD 7500
3.1	If the service fee of an account with a device is not charged , LE, PE	AMD 3000 monthly
3.2	If the service fee of an account with a device is not charged , /individual/	AMD 2000
3.3	In case of charging the service fee of a device account ^{3b}	AMD 1000 monthly
2.	Service fee of an account without a device (receiving the security code via SMS)⁴	
2.1	For legal entities /private entrepreneurs /	AMD 12000 and AMD 1000 monthly
2.2	For physical entities	AMD 10000 and AMD 1000 monthly
3.	Unlocking of access to Online bank system	Free of charge
4.	Sending of a new password through email	Free of charge
5.	Sending of a new password via SMS	AMD 10
*	In case of submitting an application for the registration in ARMECONOMBANK OJSC Mobile Banking/Online Banking systems, a free bank account will be opened for the physical entity customers not having a current bank account in Armenian dram.	

1.	You can get acquainted with the preferential terms of the given tariffs in the following sections: III. TRANSFERS , XII-1 PROVISION AND SERVICE OF ARCA TYPE CARDS , XII-2. PROVISION AND SERVICE OF MASTERCARD CARDS, XII-3 PROVISION AND SERVICE OF VISA CARDS. All the other tariffs are valid without preferential terms.
2.	To get acquainted with the full tariffs of the provision and service of plastic cards, please visit: , XII-1 PROVISION AND SERVICE OF ARCA TYPE CARDS , XII-2. PROVISION AND SERVICE OF MASTERCARD CARDS, XII-3 PROVISION AND SERVICE OF VISA CARDS
3.	<p>a/ For each electronic signature carrier (in case of providing up to 25th of the accounting month, the fee is charged within the same month for one month, and in case of providing on 25th of the accounting month or later the fee will be charged within the following month for a month),</p> <p>b/the service fee of an account with a device for legal entities/private entrepreneurs and individuals and non-resident individuals and legal entities/private entrepreneurs and for individuals not having ID of RA is charged at the moment of providing a device. For non-resident individuals and legal entities/private entrepreneurs and for individuals not having ID of RA, the service fee of an account with a device is charged at once ;the possibility of monthly payments is not provided.</p> <p>c/ in case of returning the electronic signature carrier, the fee of the accounting month is not charge if the electronic signature carrier has been returned to the bank up to the 5th working day of the accounting month.</p>
4.	<p>a/ In case of signing the application submitted for the use of the service up to the 25th of the accounting month the monthly fee is charged within the same month for a month, and in case of signing on 25th of the accounting month or later the fee will be charge within the following month for a month.</p> <p>b/ In case of waiving the service by the 5th working day of the accounting month , the service fee of the month under review won't be charged.</p>
5.	With the exception of MasterCard ARMEC's GOLD , MasterCard ARMEC's STANDARD and Visa Classic Plus card types . In compliance with the tariffs of XII-2 PROVISION AND SERVICE OF MASTERCARD PLASTIC CARDS, XII-3 PROVISION AND SERVICE OF VISA PLASTIC CARDS.
6.	You can learn the non-preferential terms of the given tariffs in the section of IX. TERM DEPOSITS, Classic loan type.