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Appendix 1

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Terms and conditions included in Bulletin may have changed.,
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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 a 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 the user: the user’s login (email address), phone number, one-time passwords, first name, last name, date of birth
- 1.7. **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”) and to confirm transactions depending on the amount and type of the transactions (“Online Banking” and “Mobile Banking”).
 1. 9. 1. via SMS - it consists of 4 digits
 1. 9. 2. the user receives via token device, it consists of 7 digits.

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 available for 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. After receiving a temporary password from the Bank, the User 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) (PE)
- 3.2.2. Transfers between the customer's accounts
- 3.2.3. Transfers within the Republic of Armenia between AMD and foreign currency
- 3.2.4. Transfers to a card (from bank or card account (from a card)) (PHE)
- 3.2.5. International transfers
- 3.2.6. Receipt of money from payment systems to a card (current) account via MyTransfer service (PE)

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

3.5. Deposit accounts

3.5.1. Opening of Deposit accounts

3.5.2. Replenishment of deposit accounts

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 statement on loan accounts

3.6.4. Decrease in credit line limit

3.7. Other operations

3.7.1. Execution of regular transfers/ group utility payments and so on.

3.7.2. Receipt of statements on pension accounts

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 block the user's access to the system or change users by applying to the Bank.

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 submitting a written confirmation 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.

XVIII. Management of accounts remotely **		
A. Preferential tariffs of the services rendered through AEB Mobile bank/ AEB Online system AEB Mobile bank / AEB Online system (hereinafter "System" ¹	Resident	Non-resident and non RA citizen
1. Download and service of AEB Mobile bank application /PE/	Free of charge	
2. Change of the system password	Free of charge	
3. Transaction with plastic cards ²		
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	
3.4 "Transfer to the card"- the Banks cards	0.3%	
3.5 "Transfer to the card" – to the cards of "Armenian Card" system member banks	0.5%	
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 when providing AEB Mobile bank system for the customers not having current bank account	Free of charge	
7. Unblocking of access to AEB Mobile bank/ AEB Online system	Free of charge	
8. For classic deposit attracted from physical entities through AEB Mobile bank/ AEB Online system section IX "Term deposits" defines ⁶	interest rate higher by 0.25 point	
9. Sending a new password via email	Free of charge	
10. Sending a new password via email SMS	AMD 10	
11. Service fee		
11.1 Access to "Online bank" system for LE/PE customers without the security code ⁴	AMD 1000 monthly	AMD 2000 monthly
11.2 Access to the system with the security code upon LE/PE/I customers' request –receipt of the code through the device. ³	Flat fee- AMD 10000 +1000 monthly	Flat fee – AMD 30000 +2000 monthly
11.3 Access to the system with the security code upon LE/PE/I customers' request- receipt of the code via SMS* (without the device) ⁴	AMD 2000 monthly	AMD 4000 monthly
11.4 Access to the system with the security code upon LE/PE/I customers' request – possibility to receive the code both via the device and SMS ^{3 u 4}	Flat fee- AMD 10000 + AMD 2000 monthly	Flat fee- AMD 30000 + AMD 4000 monthly

12. Fee for the receipt of code with each additional device (LE/PE)	Flat fee- AMD 7500	Flat fee- AMD 20000
13. Change of LE/PE/I device in case of loss (damage) of the device *	AMD 10000	Flat fee –AMD 30000

*	The fee includes VAT.
**	When submitting an application to register in Mobile Banking/Online Banking electronic systems of ARMECONOMBANK OJSC, the opening of a current AMD account is free of charge for the physical entity customers who don't own such an account.
1	Please, get acquainted with the Bank's tariffs in the following sections: III. TRANSFERS, XII- 1. EXTENSION AND SERVICE OF ARCA PLASTIC CARDS, XII-2. EXTENSION AND SERVICE OF MASTERCARD PLASTIC CARDS, EXTENSION AND SERVICE OF VISA PLASTIC CARDS. All the other fees are available without the preferential terms.
2	To get acquainted with the complete tariffs for the provision and service of plastic cards, visit "XII-1. PROVISION AND SERVICE OF ARCA PLASTIC CARDS, "XII-2. PROVISION AND SERVICE OF MASTERCARD PLASTIC CARDS, "XII-3. PROVISION AND SERVICE OF VISA PLASTIC CARDS sections.
3	a/ In case of providing the customer with a device (s) till the 25th of the accounting month, the fee is charged within the same month for a month, and in case of issuance of a device(s) on the 25th of the reporting month or later – within the next month for a month). b/ Should the device(s) be returned to the Bank till the 5th working day of the reporting month, no tariff is charged for the reporting month.
4	a/ In case of signing the application submitted for the use of service till the 25th of the reporting month, the fee will be charged within the same month for a month. Should the aforementioned application be signed on 25th of the accounting month or later, the fee is charged within the next month for a month. b/ In case of refusal of the service till the 5th working day of the reporting month, the fee for the accounting month won't be charged.
5	Except for MasterCard ARMEC's GOLD, MasterCard ARMEC's STANDARD and Visa Classic Plus cards. According to XII-2. MASTERCARD PLASTIC CARDS PROVISION AND SERVICE and XII-3. PROVISION AND SERVICE OF VISA PLASTIC CARDS TARIFFS.
6	The Bank's tariffs are available in section IX "Term deposits", "Classic deposit".