

Information Guide to Fast Money Transfer Systems for Individuals

Effective date: June 23, 2022

Applicable starting from June 23, 2022, to non-account holders and those customers who open accounts after June 23, 2022

Applicable from July 6, 2022, to customers who became account holders before June 23, 2022

Terms and conditions specified in the Guide may have been changed.

For more information, contact us at:

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www.ameriabank.am

Ameriabank is supervised by the Central Bank of Armenia.

Here you can find detailed information on fast money transfer systems available at Ameriabank CJSC (hereinafter “Ameriabank”). The information is also available at Ameriabank’s website www.ameriabank.am:

If you receive the money in a foreign country, you might be subject to restrictions of that country and/or policies of the receiving bank (e.g. max amount and/or currency).

How fast money transfers work

To send money you should:

- Present your ID¹,
- Pay the transfer amount and the commission fee
- Sign the form/slip

The system generates a unique reference number for each transfer which the sender should communicate to the recipient.

To receive the money transferred, the recipient should specify, among other things, the reference number.

To pick up the money transferred you should:

- Present your ID²,
- Specify the unique reference number of transfer
- Sign the form/slip
- Provide other details, if required by the rules of the transfer system (such as amount and currency of transfer)

You will get a receipt for the transaction. Copies of receipt are provided as per the tariffs below.

• 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, copies of account statements or other documents kept in electronic form	AMD 5,000 per annual statement per account, VAT included
• Delivery of any statement to the client by email without stamp	Free
Provision of references	
• To holders of 3 and more months old accounts	AMD 3,000, VAT included
• To holders of less than 3-month old accounts	AMD 5,000, VAT included
• If ordered via Internet/Mobile Banking or Ameriabank website	AMD 1,000, VAT included

¹ [As per the decree of the Government of the Republic of Armenia № 767 as of December 22, 1999](#)

² [As per the decree of the Government of the Republic of Armenia № 767 as of December 22, 1999](#)

Transfers and payouts are available in US dollars and euros. The Bank may impose limitations on withdrawal of cash foreign currency, including payment of Armenian drams to account holders and non-account holders cashing out foreign currency received (at Ameriabank's discretion).

In any case, irrespective of the money transfer currency, the commission is payable by the sender in AMD. If the amount should be exchanged, it is exchanged at the CBA exchange rate effective on the day of money transfer. In addition to the commissions payable according to the fast money transfer tariffs, in case of cash withdrawal and cash deposit the Bank charges the fees applicable under Ameriabank CJSC Tariffs for Individuals³.

Cancellation

- If you wish to cancel a transfer, you should fill in a cancellation form. You may recall a transfer only if the money has not yet been paid out to the recipient. Commission fees are not refunded unless otherwise envisaged under the rules of that transfer system.
- The amount will be refunded after it is received from the intermediary bank which normally takes 3-4 banking days but is in any case dependent on the terms of settlement with the intermediary bank.

If you wish to modify the transfer after it has been sent, and the money has not been picked up by the recipient yet, you should fill in the transfer modification form indicating the data to be edited. The form can be printed out from the software application of the respective money transfer system after filling in the data to be edited. Each money transfer system defines its own rules for editing the transfer data. Unless otherwise envisaged by the policies of the money transfer system or receiving bank, changes in transfer data are formalized within 1 banking day after submission of modification instruction by the sender and provided the amount has not been paid to the recipient yet.

If the amount has already been paid to the recipient, it is not refundable and no other changes can be made to the transfer. The Bank accepts the money from the client in the currency specified in the payment instruction. Unless otherwise envisaged under the rules of that payment system, funds can be accepted in Armenian drams at the exchange rate prevailing in the Bank on that date.

Answers to oral or written complaints and written claims of customers are provided within 10 business days. Depending on the nature of the problem, this term can be extended in which case the bank shall inform the customer in writing not later than on the day of expiry of the initial term. Claims and complaints should be submitted using the approved form for complaints, chargeback and feedback. Written applications in free format are acceptable.

Fast money transfers are executed in all branch offices of Ameriabank during operational hours. The list of branches and information on open hours are available at www.ameriabank.am. For more details please call us at +37410 561111.

Fast Money Transfer Systems Available at Ameriabank

Ameriabank offers fast money transfers through MoneyGram international system.

MoneyGram

MoneyGram fast transfer system has over 321,000 agent locations in 198 countries worldwide.

Outgoing transfers are available only in US dollars. Payouts are available in **US dollars and/or euros**. Transfers become available to the recipient in 15 minutes. Max amount per transfer is 9,999.9 US dollars.

To receive a transfer through MoneyGram you need to submit your passport or other ID and the unique reference number of the transfer.

³ Ameriabank CJSC Tariffs for Individuals (11RBD PL 72-01-01, approved by Management Board Resolution # 03/59/15 as of May 27, 2015). Available at <https://ameriabank.am/useful-links>

MoneyGram Commissions

Commissions for MoneyGram transfers from Armenia to CIS countries (Belarus, ~~Ukraine~~, Moldova, ~~Tajikistan~~, ~~Russia~~, Uzbekistan, Kazakhstan, Kyrgyzstan, ~~Turkmenistan~~) and Georgia in US dollars

Amount in USD	Commission in USD
0.01-100.00	2
100.01-200.00	4
200.01-300.00	6
300.01-400.00	8
400.01-500.00	10
500.01-750.00	14
750.01 -1000.00	19
1,000.01-1,500.00	28
1,500.01-2,000.00	37
2,000.01-2,500.00	46
2,500.01-3,000.00	55
3,000.01-3,500.00	64
3,500.01-4,000.00	73
4,000.01-4,500.00	83
4,500.01-5,000.00	92
5,000.01-5,500.00	95
5 500.01-6000.00	99
6000.01-6500.00	109
6500.01-7000.00	119
7000.01-9999.9	139

Commissions for transfers in US dollars to other countries

Amount in USD	Commission in USD
Up to 100	12
Up to 250	20
Up to 400	24
Up to 600	32
Up to 800	40
Up to 1000	50
Up to 1200	60
Up to 1800	75
Up to 2500	100
Up to 5000	150
Up to 7500	225
Up to 9,999.9	300

In case of cancellation, the commission is refundable.

The money will be available for pickup during 90 calendar days. If the recipient does not collect the amount within that period, the transfer will be archived and in order to receive or cancel it you should contact the MoneyGram Contact Center. After 5 years pass from the date of transfer, the amount will be no longer available.

In case of delays, non-execution or partial execution of the transfer, please contact MoneyGram service center at www.moneygram.com.

For more information please visit **www.moneygram.com**.