INFORMATION GUIDE TO DEBIT CARDS FOR INDIVIDUALS

Terms and conditions specified in the Guide may be outdated.
For details and full information please contact
Ameriabank CJSC
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Address: 2 Vazgen Sargsyan St., Yerevan 0010, Armenia
Email: office@ameriabank.am
The Bank is supervised by the Central Bank of Armenia

General Provisions

1. Any AMD-denominated payments credited or debited during the card service are exchanged at the average exchange rate of the Central Bank of Armenia prevailing on that date.
2. The currency in card transactions is exchanged at the rates specified in Ameriabank CJSC (the "Bank") Payment Cards Terms and Conditions, where the exchanges rates applied by Visa international payment system include the Bank's fee of 2%.
3. All postal and telecommunication expenses, as well as third bank costs will be charged additionally.
4. The Bank may review and change the tariffs from time to time, notifying the clients through making the changes available for them on the website or on the Bank premises. The changes take effect on the date fixed by the Bank, but not earlier than the client notice date.
5. All commissions subject to VAT include VAT.
6. The Travel Insurance provided by the Bank as part of the existing card package before termination of the package services offered with VISA Gold/Platinum, Mastercard Gold/Platinum cards will be valid until the expiry of the period specified in the existing insurance policy, while the Priority Pass card will be valid by June 30, 2023, after which the Bank will block the use of the Priority Pass card.
7. The stickers provided by the Bank will be valid by December 31, 2024, after which the Bank will block their use. The sticker service fee will be charged for a period until December 31, 2024.
8. Starting July 1, 2023, the cooperation with Carrefour chain of stores will be terminated, following which ArCa Carrefour Smile cards will no longer earn cashback. The cashback on the purchases made by that date will be paid out by the last business day of the month following the month when the transaction (purchase) was made. Arca Carrefour Smile cards will be valid until the expiry of the card validity term.
9. The Bank has terminated issuance of Visa Classic Moons cards. The existing Visa Classic Moons cards shall be valid until the end of the valid-through period.
10. The Bank has terminated issuance of foreign currency debit cards with an overdraft possibility.

Effective date: October 4, 2024

Debit cards with overdraft

Card Subtype[1]	**ArCa Classic**	**VISA Classic Mastercard Standard**	**VISA Classic Student**	**VISA Classic Student Digital 2**	**VISA Classic Moons**	**VISA Classic Digital Mastercard Standard Digital**[2]	**VISA Gold Mastercard Gold**	**VISA Gold Digital Mastercard Gold Digital 2**	**VISA Platinum Mastercard Platinum**	**VISA Platinum Digital Mastercard Platinum Digital 2**	**VISA Signature**
Currency	**AMD**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**	**AMD/USD/EUR**
Card validity period	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**	**4 years**
Card issuance	**Free**	**Free**	**Free**	**Free**	**Free**	**Free**	**Free**	**Free**	**Free**	**Free**	**Free**
Card service	AMD 5,000 annually; AMD 2,500 annually if ordered by MyAmeria system	AMD 5,000 annually; AMD 2,500 annually if ordered by MyAmeria system	Free	Free	AMD 1,000 annually	Free	AMD 2,000 monthly/ AMD 20,000 annually; AMD 10,000 annually if ordered by MyAmeria system		AMD 3,000 monthly/ AMD 30,000 annually; AMD 20,000 annually if ordered by MyAmeria system		AMD 6,000 monthly/ AMD 60,000 annually; AMD 50,000 annually if ordered by MyAmeria system
Additional card issuance	Free	Free	Free	Free	Free	Free	Free		Free		Free
Annual service of additional card	AMD 2,500	AMD 2,500	AMD 1,000	AMD 1,000	AMD 1,000	AMD 1,000	AMD 10,000		AMD 15,000		AMD 30,000
Provision of PIN in an envelope[3] (chargeable only for the newly issued cards)[4]	AMD 1,000, VAT included	AMD 1,000, VAT included	AMD 1,000, VAT included	-	AMD 1,000, VAT included	-	AMD 1,000, VAT included	-	AMD 1,000, VAT included	-	AMD 1,000, VAT included
Generating PIN using OTP (in case of loss of PIN)	AMD 500, VAT included	AMD 500, VAT included	AMD 500, VAT included	-	AMD 500, VAT included	-	AMD 500, VAT included	-	AMD 500, VAT included	-	AMD 500, VAT included
Minimum card account balance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Annual interest rate accrued on the card account balance	0%	0%	AMD: 3% USD: 0%, EUR: 0%	AMD: 3% USD: 0%, EUR: 0%	0%	0%	0%		0%		0%
Card reissue (in case of card expiry, seizure of the card by other Armenian banks, failure to receive a CVV code)	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free	AMD 10,000
Card reissue for other reasons	AMD 2,500	AMD 2,500	AMD 2,500	AMD 2,500	AMD 2,500	AMD 2,500	AMD 5,000	AMD 5,000	AMD 5,000		AMD 5,000
Card reissuance for other reasons, requested by Internet/Mobile Banking	AMD 1,500	AMD 1,500	AMD 1,500	AMD 1,500	AMD 1,500	AMD 1,500	AMD 3,000	AMD 3,000	AMD 3,000	AMD 3,000	AMD 3,000
Maximum daily cash withdrawal limit (total)	AMD 500,000	AMD 1,000,000/ USD 3,000/ EUR 3,000	AMD 1,000,000/ USD 3,000/ EUR 3,000	-	AMD 1,000,000/ USD 3,000/ EUR 3,000	-	AMD 2,000,000, USD 6,000, EUR 6,000	-	AMD 2,500,000, USD 8,000, EUR 8,000	-	AMD 2,500,000, USD 8,000, EUR 8,000
Cash withdrawal5											

[1] In case of scoring-based lending, either Visa Classic or Mastercard Standard card is issued to provide the overdraft, irrespective of the approved loan amount. There is no annual service fee in this case.
[2] The customer may have up to 5 valid Digital cards.
[3] The fee is not applied in case of cards issued for delivery abroad, as well as first payroll cards ordered by employers in the scope of payroll projects.
[4] The fee is not applied in case of cards issued for disbursement of score-based loans, Smart accounts, and cards for delivery abroad, as well as first payroll cards ordered by employers.
[5] If after cash withdrawal the customer closes his all accounts with the Bank, and the total account balance is less than the required minimum cash withdrawal fee, no cash withdrawal fee will be charged.

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a) at Ameriabank and HSBC Bank Armenia CJSC ATMs, using the card, including withdrawal via Apple Pay/Google Pay payment tools6	Free if the amount withdrawn during a calendar month is up to AMD 500,000, 0.2% if the amount withdrawn is above AMD 500,000	Free if the amount withdrawn during a calendar month is up to AMD 500,000/ USD/EUR 1,300, 0.2% if the amount withdrawn is above AMD 500,000/ USD/EUR 1,300	Free if the amount withdrawn during a calendar month is up to AMD 500,000/ USD/EUR 1,300, 0.2% if the amount withdrawn is above AMD 500,000/ USD/EUR 1,300	-	Free if the amount withdrawn during a calendar month is up to AMD 500,000/ USD/EUR 1,300, 0.2% if the amount withdrawn is above AMD 500,000/ USD/EUR 1,300	-	Free if the amount withdrawn during a calendar month is up to AMD 1,000,000/ USD/EUR 2,500, 0.2% if the amount withdrawn is above AMD 1,000,000/ USD/EUR 2,500	-	Free if the amount withdrawn during a calendar month is up to AMD 2,000,000/ USD/EUR 5,000, 0.2% if the amount withdrawn is above AMD 2,000,000/ USD/EUR 5,000	-	Free if the amount withdrawn during a calendar month is up to AMD 3,000,000/ USD/EUR 7,500, 0.2% if the amount withdrawn is above AMD 3,000,000/ USD/EUR 7,500
b) at counters of Ameriabank branches, including POS-terminals7	0.2%, min AMD 500,	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000	For AMD cards: 0.2%, min AMD 500; For USD and EUR cards: 1%, min AMD 1,000
c) from other ATMs and cashing centers	1.0%	1.0%	1.0%	-	1.0%	-	1.0%	-	1.0%	-	1.0%
Transfers from cards/card accounts, on the basis of card number (via Internet Banking/Mobile Banking app, ATMs, website)8	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%
Transfers from cards to accounts/cards of Ameriabank customers via the Bank website9	2.0%	2.0%	2.0%		2.0%	2.0%	2.0%		2.0%		2.0%
Card transaction alerts via Push notifications in MyAmeria mobile app10	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free

6 The fee has been applicable since January 1, 2024. It is possible to withdraw cash via Apple Pay/Google Pay payment tools at the ATMs of other Armenian banks as well, in which case the cash withdrawal fees specified in this document will apply.
7No fees are charged if over AMD 1 million is withdrawn from the AMD-denominated card account
8The amount will be available on the beneficiary’s card instantly. In case of Ameriabank cards, the amount will be activated on the account on the next business day, while in case of the cards issued by other banks, activation on the account shall be subject to the terms and conditions of the issuing bank. The transfers specified in this clause are made in AMD only.
9 Max 3 transactions per day per account. Max limit per transaction: 500,000 for AMD; 1,000 for USD; 1,000 for EUR; 50,000 for RUB. Due to the service improvement works, provision of the service is suspended.
10At the customers choice, they may receive Push notifications for the transactions for AMD 1,000 (or its equivalent in another currency) and above.

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SMS-alerts about card transactions11 SMS alerts containing OTP (one time password)	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included	AMD 15 per transaction, VAT included

Other Fees and Rates

1. Minimum account balance	**N/a**
2. Account crediting in cash	
2.1 AMD[12]	
2.1.1. ≤ AMD 399,000 [13]	AMD 500
2.1.2. >AMD 399,000	Free
2.2.USD, EUR[14]	Free
3. Distance banking systems[15]	
3.1 Activation of Internet/ Mobile Banking system Replacement of a token generating one-time passwords, Ameria Token app code with a new one	AMD 10,000 lump sum
3.2 Provision of MyAmeria	Free
3.3 Restoring the password of Internet/Mobile Banking, MyAmeria systems at the Bank branches	AMD 1,000, VAT included
3.4 Service of Internet/ Mobile Banking system[16]	AMD 3,000, VAT included per calendar half-year
3.5 Phone banking services	AMD 5,000 lump sum
3 Account closing	**Free**

11 The Bank activates the SMS alert service by default for any card transaction for AMD 10,000 (or its equivalent in another currency) and above from the time of the card issuance. At the customers' choice, they may receive SMS alerts for card transactions for any amount.

12 Deposit of cash to the accounts of payment and settlement organizations is subject to a fee of 0.3% of the deposit amount or AMD 5,000, whichever is greater, irrespective of the deposited amount.

13 No commission for cash deposit in the following cases:

- Account top-up to pay commissions
- Account top-up along with other transactions handled by the teller (including payments to government and/or local authorities of Armenia, including notary offices, service agencies of state committee of real estate cadaster and other government bodies)

14 2% fee will be applied for depositing EUR 500 notes into the account. EUR 500 notes are accepted only in the head office.

15 The Bank sets currency exchange rates every business day, which remain effective during open hours of the Bank. The Bank is entitled to reject currency exchange applications received via distance banking systems on non-open hours (before 09.30 a.m. and after 5:00 p.m) and non-business days (including Saturdays).

16 Commissions are charged within two weeks following each calendar half-year. The fee is chargeable if at the time of charging the customer has an active Internet/ Mobile Banking system.

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Issuance, Re-Issuance, Provision and Activation of Cards and PIN-Codes

1. We shall maintain a Card Account to process the transactions with the Card and Additional Card(s), if any.
2. The Card Account shall be opened in the name of the Primary Cardholder.
3. Card Accounts can be opened in Armenian drams, US dollars or euros.
4. The card provision process is organized within the following period after the customer submits a card application to the Bank:
   4.1 2 (two) business days if the card is delivered on the premises of Bank head office or any Yerevan-based branches or via Yerevan-based lockers,
   4.2 7 (seven) business days if the card is delivered on the premises of the Bank branch outside Yerevan,
   4.3 10 (ten) business days if the card is delivered via lockers outside Yerevan.
   The Card may be delivered to you in shorter term subject to the Bank Tariffs.
5. If you would like to generate the PIN yourself, we will text an OTP to the mobile phone number you've given us in writing in advance, while you follow the ATM instructions to activate the card. You should type the received OTP in the respective field on the ATM screen, after which you can set your PIN. The PIN may be set at an ATM of any bank that is a member of payment-settlement system of the given card provided that such ATM is equipped with relevant technological solution. If you detect any discrepancy or if PIN generation using OTP fails (including failure to receive the OTP in time), contact us immediately.
6. Once you select the option of defining the PIN code yourself through application of OTP, you cannot change the preferred method of PIN code provision after card issuance. However, if you do need to change the method of PIN code provision, including when you fail to receive the OTP due to technical reasons that have not eliminated, the card is reissued and the PIN code is provided by the Bank.
7. Upon receipt/activation of the card you must check whether the information embossed on the card complies with the information specified in the card application, the envelope is closed and is not damaged, the card and the PIN code (where it is provided by the Bank) are available in the envelopes and the data embossed on the card are accurate. You must immediately notify the Bank about the discrepancies in those data (if any).
8. If you haven't received the Card (including the cards returned from delivery for the reasons indicated in the Terms) within 60 (sixty) days following Card application or reissuance, we shall have the right to close the Card and destroy it.
9. If the PIN is provided by the Bank, after you receive the Card and the PIN at the delivery address, you should call the Bank to activate it.
10. The Card with the PIN provided by the Bank shall be activated within the following terms:
    10.1 1 (one) business day after receipt of the Card and the PIN by the Cardholder, if the Card is provided to the Cardholder on the Bank premises,
    10.2 1 (one) business day after the Cardholder contacts us and we properly verify the Cardholder's identity, if the Card is delivered by a postal/courier service,

Card Transactions

1. Unless there are restrictions on the card transactions defined by any Card-specific terms and conditions, rates and fees and/or agreements, you may perform the following card transactions:
   1.1 deposit cash by/into the Card via cash-in machines or at our Cash Desk
   1.2 withdraw cash by/from the Card via cash-dispensing ATMs, POS-terminals or at our Cash Desk
   1.3 make money transfers via ATMs, at banks, as well as via bank websites, distant banking systems and ArCA online payment system
   1.4 pay for goods and services purchased from various merchants (including online stores), without cash
2. Daily cashout limit for ATMs of Armenia-based banks is AMD 500,000 (five hundred thousand).
3. ATM cash-in functionalities and restrictions with regard to transaction amount, face value of banknotes, etc., are defined by the ATM service providers and/or payment systems and normally displayed on the ATM for your reference.

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4. Any cash flows driven by the use of the Card, including loan proceeds (credits & debits) and use of cash and non-cash funds, shall be regulated by the Terms and Conditions, as well as the rules and terms defined by ArCa, VISA and MasterCard payment systems.
5. Any benefits, opportunities, additional services applied by VISA and MasterCard payment systems for the respective card types, including any fees chargeable thereunder and applicable limitations, shall be governed by the Terms and Conditions, terms and rules of the respective payment system which are available at https://cis.visa.com/visa-in-armenia/cis-am/promotions.html, https://www.mastercard.am/en-am/personal/offers-and-promotions.html and https://ameriabank.am/personal/cards/more/card-benefits. The Bank shall not be liable for the issues arising in the period of providing such benefits, opportunities, additional services, as well as the changes made by the payment systems in their conditions, including the validity term/duration. In the case of issues, the Bank is ready to provide support to the extent permissible under the laws of the Republic of Armenia and internal regulations of the Bank in order to resolve the issues.

Additional Card

1. The Cardholder (Primary Cardholder) may request the Bank to issue Additional Cards linked to the Primary Card in the name of the Primary Cardholder or another person.
2. The type of the Additional Card may differ from that of the Primary Card but it should be of the same or lower grade.
3. Any Additional Card linked to a credit Card shall be a credit Card, too.
4. No separate card password will be required for the Additional Card. All Additional Card transactions requiring entry of password should be performed by the Primary Cardholder using the password of the Primary Card.
5. If according to the Terms and Conditions it is necessary to contact the Bank to confirm receipt of the Card and PIN in case of delivery of Additional Card by a postal/courier service, the Primary Cardholder should contact the Bank.
6. All transactions with the Additional Card shall be processed to the Primary Card Account.
7. Total transactions with the Primary and Additional Cards should not exceed the Payment Limit of the Primary Card.
8. The Primary Cardholder may assign a separate monthly Payment Limit to each Additional Card.
9. All liabilities deriving from the use of the Primary and Additional Cards shall be deemed the Primary Cardholder's liability to the Bank.
10. Upon expiry of the validity period of the Additional Card, we will reissue the Additional Card in accordance with these Terms and Conditions. We may provide the reissued Additional Card to the Additional Cardholder without any notice to the Primary Cardholder.
11. Additional Cardholder must notify us about the decease, incapacity, insolvency or bankruptcy of the Primary Cardholder and not use the Card if such circumstances have become known to him/her. The Bank will not be liable for any losses of the Additional Cardholders incurred as a result of the failure to perform the obligation specified in this clause.

Card Use and Security Rules

1. You may not make the Card, OTP, PIN, password and CVV/CVC code available to a third party. You should take all precautions to ensure that the Card, OTP, PIN, Card password, CVV/CVC code and the information embossed on the Card are not readily visible or otherwise accessible to other people.
2. When generating a PIN, it is recommended to use as complex PIN as possible. Please avoid using sequential or repeated numbers.
3. Never provide your PIN while paying via Internet, including online stores. If you have disclosed your PIN in an online store, immediately terminate the transaction and contact us to block the Card.
4. 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.
5. When making online payments, etc., you should give preference to secure payment websites. Online casinos and betting websites are considered the most risky channels.
6. You solely shall bear all risks of using the Card, OTP, PIN code and password.
7. 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). No need to enter PIN for up to 5 payments under 20,000 AMD or foreign currency equivalent with contactless cards a day if payments are made in Armenia. In case of contactless transactions outside Armenia, use of PIN is governed by the terms and rules of the respective payment system of the given country.

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8. When making online payments, etc., you should give preference to secure payment websites. Online casinos and betting websites are considered the most risky channels in terms of the card security.
9. You will be liable for any transaction with a card use, whether direct or indirect, including transactions that don't require authorization, and their validity.
10. To improve the security of the Card, upon your request we may send you notifications on the card transactions. The card transaction alerts will be subject to the Bank tariffs, and, at your choice, may be sent via any of the following methods:
    10.1. SMS alerts to your mobile phone number available in our records,
    10.2. Push notifications in MyAmeria.
11. We will activate the card transaction alert service by default from the time the card is issued, subject to the Bank tariffs, enabling the SMS-alert method.
12. You can change the method of receiving card transaction notifications, as well as the minimum monetary threshold of transactions eligible for the notifications, submitting a relevant instruction via MyAmeria system. You can also change the minimum monetary threshold of transactions for receiving notifications submitting a appropriate instruction to the Bank in person. We will immediately execute the instruction to change the notification method (if there are no technical issues), while the instruction to revise the transaction threshold will be executed not later than 11.59 P.M. of the business day following the day of its submission. Furthermore, the change of the method for receiving the specified notifications will not refer to the other card-related notices (sending one-time passwords, etc.), which we will continue to send via the designated method, subject to our tariffs.
13. For security considerations, the Bank can prohibit or restrict card transactions in higher-risk countries.
14. 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.
15. The Bank shall not be held liable for any losses and damages you may incur in connection with the use of the Card, if you haven't received the notification on the card transactions, depending on the method of receiving notifications and the minimum monetary threshold, due to unavailability of mobile network or internet connectivity, slow performance of the telecommunications network, restricted coverage of mobile network, communication failures and interruptions, as well as due to the payment system settings (where applicable depending on the transaction type).
16. SMS-alerts about card transactions can be also sent to the Additional Cardholder by consent of the Primary Cardholder. The notifications about the transactions made with the Additional Card are sent via SMS only, subject to our tariffs.
17. Upon receipt of an SMS-alert you should check the transaction amount and status (executed, rejected, etc.). If you suspect fraud, promptly contact the Bank to block the Card.
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 the card transaction notification service or other services requiring use of mobile phone number (including USSD). 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 and MyAmeria system or obtained via them has become known to other people due to access to your phone or MyAmeria system.
19. The Bank will not be held liable for any damage or loss the cardholder may suffer due to card transactions made 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 period) to third parties.
20. While executing an agreement with you, we shall provide Payment Card Terms and Conditions to you, which describe the rules of card use and its safety in detail.

Card Loss, Theft or Unauthorized Use (or Such Suspicion)

1. If the Card has been lost, stolen or used without authorization (or you have such suspicion), please notify us or the transaction processing center immediately by any of the means below:
    1.1 the phone number specified on the Card, or
    1.2 (+374 10) 56 11 11 and (+374 12) 56 11 11, the Bank's 24/7 helpline, or
    1.3 emailing us to cardsupport@ameriabank.am , or
    1.4 visit any branch during our open hours.
    1.5 Dial *116# from your phone number registered in the Bank.
2. We will block the Card within 15 minutes following your notification of the Card loss, theft or unauthorized use (such suspicion).
3. The verbal notice of the Card loss, theft or unauthorized use (such suspicion) should be confirmed in writing within reasonable time frames. The Bank shall be deemed properly notified upon receipt of the written notice.

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4. You solely shall be liable for any and all Card transactions performed before the loss, theft or unauthorized use of the Card (such suspicion) was reported to us and the Card was blocked within the period specified in clause 2.
5. You shall also be liable for Card transactions performed after reporting the loss, theft or unauthorized use of the Card (such suspicion) to us, if such transactions don't require authorization (including over the Internet). To enable chargeback claims under transactions not requiring authorization, we will place your Card in the Stop-List upon your request as per the terms defined by the respective payment system. The service is subject to the Bank Tariffs.
6. The Cardholder shall indemnify the Bank against any losses and damages the Bank may suffer due to the Cardholder's failure to notify the Bank about the loss, theft or unauthorized use of the Card, as well as due to misuse of the Card by third parties before notifying the Bank.
7. We recommend replacing the Card in case of its loss, theft or unauthorized use. If you wish to continue using your compromised Card, you should request the Bank to unblock it. In such cases, any and all liability for the damages and losses you may incur due to the use of the compromised Card shall be borne solely by you.

Card blocking/unblocking

1. 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.
2. We may suspend, at our sole discretion, card transactions (block the card), as well as suspend your ability to administer your account and/or credited amounts for up to 120 days, as well as reject crediting of the transferred amount to the card account and/or collect such amount from the card account and transfer it back to the sender without additional instruction from you, if:
   2.1 We have reasonable ground to believe or suspect that the amounts transferred or credited to the Card or card account are part of a chain of transactions or a single transaction involving card fraud, including when there is identification data of such questionable transaction in the fraud reports of international payment systems.
   2.2 We have received information and written demand from the sending bank to qualify the transfer as a fraud and to return the amount of the transfer.
   2.3 The transfer is connected with a cryptocurrency transaction and/or a party to the transaction is a person engaged in cryptocurrency trading.
   2.4 you have outstanding liabilities to us
   2.5 in other cases defined in the General Terms and Conditions of the Bank
3. 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. If the Card has not been blocked, you should have it blocked immediately.
4. 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 the Payment Card 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.

Disputing Card Transactions (Chargeback Claims)

1. If you do not dispute the Statement within 30 (thirty) days after its date, the statement will be deemed accepted by you.
2. You can also file a chargeback application if the transaction you made at the Merchant has been canceled but the Merchant has not returned the amount of the canceled transactions within the set period or within the terms below:
   2.1 10 days upon transaction cancellation if the transaction was made in Armenia
   2.2 30 days if the transaction was made in other countries
3. We shall not be liable for your card transactions, however, we will 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.
4. We shall not be liable for your card transactions, however, we will use our best efforts to th extent admissible under the laws of Armenia and internal legal regulations of the Bank to help you in resolving the issue. Failure to resolve the issue shall not release you from your liabilities to the Bank.
5. Disputing of transactions executed at merchants shall not be considered a complaint or claim against the Bank and our actions shall be limited to intermediation and facilitation only.
6. 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.
7. We will respond to your chargeback application within the following terms:

7.1. 40 (forty) days upon receipt of application if the transaction was made via ArCa
7.2. 60 (sixty) days upon receipt of application if the transaction was made via international payment systems
7.3. 10 (ten) business days after receipt of application for cash-in/out transactions via our ATMs (e.g. if the ATM has not dispensed the cash, but the amount was debited to your account; or you have loaded cash into the ATM but the amount was not credited to your account)

8. Where chargeback is requested for contactless card transactions, the Bank will compensate for the amounts debited to the Cardholder's account within 5 (five) days upon receiving the Cardholder's chargeback application, provided that the Cardholder followed the Card use and security rules, otherwise the Bank shall provide the response to the chargeback application within the term specified in the Terms and Conditions.
9. To the extent permitted by law, and unless all of the following conditions are in place at the same time, 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:
   9.1. The Bank is at fault.
   9.2. Failure or malfunctioning occurred during working hours of the Bank.
   9.3. You have visited the head office or any branch of the Bank to withdraw cash available on the Card but were refused the service.
   9.4. In any case, our liability shall be limited to the actual (direct) loss caused to you.
10. The Bank shall not be liable for any losses and damages you may incur if the amount is made available on your Card/Card Account with interruption or delay or is activated on the Card Account with delay, including, but not limited to the following reasons: technical issues or failures and/or postponing, delay or non-performance of required actions by the third parties, including payment systems. Due to the specified reasons the amounts of the transactions made on the first business day of each month may be also made available on the card after the set terms.

Card Closure

1. In case of closure of Card (cancellation or expiry of validity period) you must return the Card to the Bank. If for any reason you are unable to return the Card but you have it with you, you should destroy it by cutting through the magnetic stripe and the chip. We shall not be liable for any transactions made with your Card as a result of your failure to return the Card to us.
2. Subject to these Terms and Conditions and approved internal regulations and bylaws of the Bank, we have the right to terminate any and all card transactions (cancel the Card) and/or close your Card Account in the following cases:
   2.1 if the Cardholder has outstanding liabilities to the Bank arising out of the Card use, which were not paid by the Cardholder within 30 (thirty) or more days upon receipt of the Statement showing such transactions
   2.2 if the Cardholder has other outstanding liabilities to the Bank
   2.3 in case of decease or bankruptcy of the Cardholder, based on properly documented notice of such fact
   2.4 in other cases prescribed under the Terms and Conditions, our General Terms and Conditions and Armenian laws and regulations.
3. Whenever a Card is closed, all Additional Cards are closed, too.
4. You have the right to cancel the Card and close the Card Account at your sole discretion, giving us prior written notice in the manner acceptable to us and paying all Card-related liabilities to the Bank in full.
5. The Additional Card may be closed both by the Primary Cardholder and the Additional Cardholder.
6. In case of termination of the Card and/or Card Package before the expiry date the charged service fee will not be refundable.
7. Card closure shall not terminate your outstanding liabilities to the Bank, including interest and penalties accrued.
8. In case of Card closure you will also be required to pay all dues under the transactions made before the closure date but reported to us after Card closure.
9. 3 (three) business days after Card closure and processing of all Card-related transactions to your Card Account we will transfer the balance remaining on your Card Account to your other accounts with the Bank in the following order, depending on availability of accounts:
   9.1 current account in the same currency
   9.2 other Card Account in the same currency
   9.3 current account in Armenian drams
   9.4 other Card Account in Armenian drams
   9.5 other current account in foreign currency

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9.6 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.

General Provisions

1. When opening a card account, the Bank will also open for the customer a current account in AMD.
2. For information on the maintenance fees and conditions of current accounts in AMD, please visit **here**.
3. If you use the card and other services under the salary project developed by the Bank for your employer, your card and banking services will be subject to the effective preferential terms and tariffs of the given salary project, as amended from time to time in agreed manner and cases.
4. The details of the Card Insurance service, including the order and conditions of receiving the insurance coverage, are specified in the Card Insurance Terms.
5. Documents required for card account opening:
   10.1. For Republic of Armenia citizens (resident): personal identification document, personal public service number/statement on absence of personal public service number
   10.2. For Republic of Armenia citizens (non-resident): personal identification document
   10.3. For citizens of other countries resident in Armenia: personal identification document, personal public service number/statement on absence of personal public service number, utility bill, reference from the place of residence or some other equivalent document containing the registered/actual residence address of the individual
   10.4. For citizens of other countries not resident in Armenia: personal identification document, utility bill, reference from the place of residence or some other equivalent document containing the registered/actual residence address of the individual
6. Where required under the Republic of Armenia Law "On Combating Money Laundering and Terrorism Financing", we may request the customer to provide additional information and documents to conduct "Know your customer" checks, as well as ask further questions during verbal communication, if required.
7. The list of other materials and information required for a card account opening is available here.
8. Agreements, covenants, cooperations or memberships of the Bank may have direct impact on opening and service of client accounts (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).
9. We will provide to you account statements through communication channels and at frequency agreed between you and us and/or in accordance with Armenian laws and regulations. YOU HAVE THE RIGHT TO COMMUNICATE WITH THE BANK VIA THE CHANNEL YOU PREFER: BY REGULAR POST OR EMAIL. ELECTRONIC CHANNELS ARE THE MOST CONVENIENT WAY TO GET INFORMATION. THEY ARE AVAILABLE 24/7, FREE FROM THE RISK OF LOSS OF INFORMATION STORED ON PAPER AND MORE CONFIDENTIAL.
10. If you do not dispute the Statement within 30 (thirty) days after its date, the statement will be deemed accepted by you.
11. Your right to manage the funds on the account cannot be restricted, except where (i) funds are blocked or restricted or transactions through account suspended in accordance with the laws and regulations of the Republic of Armenia by request of the Service for Compulsory Execution of Judicial Acts or tax authorities based on court ruling or award, or (ii) this is envisaged by documents implying contractual obligations or by Republic of Armenia laws and regulations.
12. Funds on the account can be withdrawn without the client's instruction by request of the Service for Compulsory Execution of Judicial Acts and tax authorities based on court ruling or award, as well as in cases provided for by applicable Armenian laws and agreements entered into between the Bank and the client.
13. Terms and conditions of distance banking are presented in General Terms and Conditions of Provision of Banking Services to Individuals, clause 3.
14. Repayment of the balance on the bank, including card account is guaranteed by the Deposit Guarantee Fund (location: 15 Khorenatsi St., Elite Plaza Business Center, 0010, Yerevan) in accordance with the Republic of Armenia Law "On Guarantee of Remuneration of Bank Deposits of Individuals".
15. According to the Republic of Armenia Law "On Guarantee of Remuneration of Bank Deposits of Individuals" any funds available on settlement, current, time, savings, card or other accounts with the bank are considered to be a bank deposit.
16. The guaranteed deposit amounts are:
    - For deposits in AMD only, the guarantee coverage is AMD 16 million.
    - For deposits in foreign currency only, the guarantee coverage is AMD 7 million.
    - For deposits both in AMD and foreign currency where the AMD-denominated deposit exceeds AMD 7 million, the guarantee coverage is up to AMD 16 million for AMD-denominated amount only.
    - For deposits both in AMD and foreign currency where the AMD-denominated deposit amount is less than AMD 7 million, the guarantee coverage is 100% for AMD deposit + difference between AMD 7 million and reimbursed amount in AMD for foreign currency deposit.

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In particular:

- All AMD deposits with the Bank are treated as one AMD deposit.
- All deposits in foreign currency are treated as one deposit.

17. Any and all relations between you and the Bank not regulated by this Information Guide will be subject to the Payment Card Terms and Conditions, General Terms and Conditions of the Bank, the Bank Tariffs, binding legal contracts between you and the Bank and the laws and regulations of Armenia. Where not regulated by the laws and regulations of Armenia, such relations will be regulated by customary business practices.
18. To find out more about the service network of the Bank, location and open hours of the branches, please visit Service Network.
19. Any disputes and disagreements arising between the Parties shall be resolved in accordance with the Armenian laws and regulations.
    Disagreements and disputes arising out of a property claim for an amount within AMD ten million or foreign currency equivalent may be settled through the Financial System Mediator.
    Attention! Individuals are entitled to submit their claims arising out of transactions between financial institution and consumer to the **Financial System Mediator**. According to the agreement between the Bank and the Financial System Mediator, the Bank has waived its right to dispute the decisions of the Financial System Mediator through litigation in case of non-property claims and property claims the value of which does not exceed 300,000 (three hundred thousand) Armenian Drams.
20. ATTENTION! “YOUR FINANCIAL DATABASE” IS AN ELECTRONIC SYSTEM AIMED AT FACILITATING SEARCH AND COMPARISON OF SERVICES OFFERED TO INDIVIDUALS AND MAKING THE CHOICE EASIER FOR YOU. Website link: www.fininfo.am.

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