

Information Guide to UBPAY Fast Money Transfer Systems for Individuals

Terms and conditions specified in the Guide may be outdated. For more information, please call (374 10) 56 11 11
 Email: office@ameriabank.am
www.ameriabank.am

Here you can find detailed information on UBPAY fast money transfer system (hereinafter “UBPAY”) available at Ameriabank CJSC (hereinafter “the Bank”).

General rules of fast money transfers

- Fast money transfers can be sent and received by account holders and non-account holder clients over 18 years of age.
- The Bank may impose certain limitations on withdrawal of cash foreign currency, including payout of Armenian drams only to account holders and non-account holders cashing out the transferred foreign currency (at Ameriabank’s discretion). In any case, irrespective of the money transfer currency, the commission is payable by the sender (hereinafter “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. The transferred amount becomes available in 10 minutes.
- In addition to the commissions payable according to the fast money transfer tariffs, in case of cash withdrawal and cash deposit the Bank may charge fees applicable under Ameriabank CJSC Tariffs for Individuals¹, if any.
- 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).

The Sender/recipient (hereinafter “the Recipient”) is provided a receipt for the transaction. Provision of copies of slips is subject to the tariffs below:

<ul style="list-style-type: none"> • Provision of up to 6 months-old account statements, copies of account statements or other documents kept in electronic form 	Free
<ul style="list-style-type: none"> • Provision of from 6 months to 1 year-old account statements, copies of account statements or other documents kept in electronic form 	AMD 3,000, VAT included, per annual statement per account and each electronically stored document

¹ 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/Portals/0/files/Personal/Terms_and_Conditions_PP_arm.pdf

<ul style="list-style-type: none"> Provision of more than 1 year-old account statements, copies of account statements or other documents kept in electronic form 	AMD 5,000, VAT included, per annual statement per account and each electronically stored document
<ul style="list-style-type: none"> Provision of more than 1 year-old account statement or other electronic document, by emailing to the customer without a stamp 	AMD 3,000, VAT included, per annual statement per account and each electronically stored document
Provision of references	
<ul style="list-style-type: none"> Provision of a reference on a Bank template, if ordered on the Bank premises 	AMD 3,000, VAT included
<ul style="list-style-type: none"> Provision of a reference in a form different from a Bank template, if ordered on the Bank premises 	AMD 5,000, VAT included
<ul style="list-style-type: none"> Provision of a reference on a Bank template, if ordered online by Internet/ Mobile Banking/on the Bank's website 	AMD 1,000, VAT included
<ul style="list-style-type: none"> Provision of a reference in a form different from a Bank template, if ordered online by Internet/ Mobile Banking/on the Bank's website 	AMD 3,000, VAT included

The Bank accepts the money from the Sender 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.

Actions to be performed for making UBPAY fast money transfers and list of required documents

To send money you should:

- Present your ID²,
- Sign the transfer form/slip
- Pay the transfer amount and the respective fee

The system generates a 12-16 -digit check code (unique reference number) for each UBPAY 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 ID¹,

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

- Specify the unique reference number of transfer
- Sign the receipt form/slip
- Provide other documents as might be required under the laws of the Recipient's country

Depending on the circumstances, the Bank may request additional documents and information.³

UBPay is a fast money transfer system through which individual clients can transfer/receive funds to/from the countries specified below, without opening an account.

Countries supporting UBPay system	
Sending/Receiving	Russia, Greece, Cyprus, Israel, Uzbekistan, Kazakhstan, Armenia

Transaction limits	
Minimum amount per transfer	AMD 1,000 USD 2 EUR 2 RUB 100
Limit per transaction	AMD 5,000,000 USD 10,000 EUR 10,000 RUB 500,000
Monthly transaction limit per client	AMD 20,000,000 USD 50,000 EUR 50,000 RUB 5,000,000

Transfer fees*		
Receiving country	Currency transferred	Fee
Within Armenia	AMD, RUB, USD and EUR	1%
Russia	RUB	1%
	AMD	Free
Cyprus, Greece	EUR	1.5%
Kazakhstan	USD	1.8%

³Where required under the Republic of Armenia Law "On Combating Money Laundering and Terrorism Financing", we may request the consumer to provide additional information and documents to conduct "Know your customer" checks, as well as ask further questions during verbal communication.

Uzbekistan	USD	2.0%
Israel	USD	2.2%

* In case of double-currency transfers (when the currency of the amount paid by the Sender differs from the that of the payout) free of charge regardless of the amount

Cancellation/recall and modification of transactions

Transaction cancellation/refund

If after transferring the amount, the Sender recalls the transfer and as a result of the inquiry it turns out that the Recipient has not received the amount yet, the Sender should fill out the respective form to cancel the transaction/to get a refund.

Cancellation of the transfer may be initiated within 180 days following the transfer. Furthermore, in case of submitting a cancellation request within 24 hours following the transfer, both the transferred amount and the paid commission are subject to refund, while in case of submitting a cancellation request after the specified 24-hour period and before the 180th day, the commission is not subject to refund.

The Client may *submit the refund application* no earlier than 180 days after the transfer and no later than 3 years after the transfer, if the Recipient fails to visit the respective financial institution to collect the transferred amount.

Modification of the transfer

If, after transferring the amount, the Sender informs that there are inaccuracies in the transfer data, and as a result of the inquiry, it turns out that the Recipient has not picked up the amount yet, the Sender is offered to modify the transfer (only the Recipient's name/second name, surname and patronymic can be modified).

If the amount has already been paid/provided to the Recipient, it is not possible to make any changes in the transfer data or to cancel the transaction/to request a refund.

Handling of client inquiries/claims

In any case, answers to oral or written inquiries, complaints and written claims of Clients are provided within 10 (ten) business days after receiving the inquiry/complaint/claim. Depending on the nature of the issue specified in the complaint/claim, there may be deviations from the deadline set for provision of the final response and the Bank shall notify the Client about it in writing before such deadline. Claims and complaints should be submitted using the approved form for complaints, chargeback and feedback. Written applications in free format are acceptable.

In case of delay, failure in execution or partial execution of a UBPAY transfer, you may contact UBPAY service center by visiting the website <https://www.ubpay.am>

The Bank shall not be liable for the accuracy and trustworthiness of the contents of the specified website and the advertisements placed on the website. The financial institution shall not be liable for the possible consequences of using the information available on the mentioned website.



In case of delay, failure in execution or partial execution of the payout and/or the transfer by the Bank, the Bank shall be liable in accordance with the Republic of Armenia laws and regulations.

ATTENTION! “YOUR FINANCIAL INFORMANT” IS AN ELECTRONIC SYSTEM AIMED AT FACILITATING SEARCH AND COMPARISON OF SERVICES OFFERED TO INDIVIDUALS AND MAKING THE CHOICE EASIER FOR YOU.⁴

The list of branches and information on open hours are available at www.ameribank.am. For more details please call us at +37410 10 56 11 11.

The Bank is supervised by the Central Bank of Armenia

(374 10) 56 11 11

Email: office@ameribank.am

www.ameribank.am

⁴ www.fininfo.am

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