AMERIABANK

Ameriabank CJSC
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Card

(For individuals, these terms and conditions apply as **Annex 6** to General Terms and Conditions of Service for Individuals [1])

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1. Definitions

1.1. **Bank Tariffs** means the **Bank**'s Tariffs for Individuals[2], Tariffs for Corporate Clients[3], Cards Rates and Fees[4], Customs Card Rates and Fees[5], Business Card Rates and Fees[6], Gift Card Rates and Terms[7], and other fees and terms approved by the **Bank** under **Service Packages**, various card campaigns and co-branded card projects, as well as for certain groups of **Customers**.

1.2. **Card** (also the "**Payment Card**") means a payment tool of VISA, MasterCard, Armenian Card (also "ArCa"), as well as a other payment card systems.

1.3. **Payment Card System** means a payment card system servicing **payment cards** issued by the **Bank** (VISA, MasterCard, ArCa, etc. (if any)).

1.4. **Cardholder** or **you** means any individual 14 (fourteen) years old and over (unless another age range is stipulated by the relevant terms of the **Bank**), or a legal entity, or an individual entrepreneur who uses a **payment card** issued by the **Bank** or has applied to the **Bank** to get one.

1.5. **Additional Card** means any **Card** linked to the Primary Card which is issued at the **Cardholder**'s (**Primary Cardholder**) request in the name of the **Primary Cardholder** or a **Third Party** (**Additional Cardholder**) as a means of making Transactions through the primary card account.

1.6. **Digital Card** means a virtual **Card** which is available to the **Cardholder** in Internet/Mobile Banking/**MyAmeria** systems and/or in online system of the **Bank** partners, if (**a**) the **Cardholder** has provided their consent for the partner company to access/transfer/use the **Card** data, as well as to serve the **Card**, and (**b**) appropriate hardware and software solutions are in place in the **Bank** and the partner company to ensure transfer and display of such data on the online platform of the given company as well as servicing of the **Card**.

1.7. **Card Account** means a bank account opened in the name of the **Cardholder** and linked to the **Card** which is maintained in accordance with the relevant terms of the Bank and these terms and conditions.

1.8. **Personal Identification Number (the "PIN")** means a number identifying the **Cardholder**, which is used by the latter to make **Card** transactions in cases envisaged under the rules of the **Payment Card Systems**.

1.9. **One-Time Password** (**also the "OTP"**) means a one-time password sent to the contact details provided to the **Bank** by the **Cardholder**, which must be entered by the **Cardholder** and is used as a means of **Cardholder** identification and transaction

[1] General Terms and Conditions of Service for Individuals (11RBD RL 72-01-01, approved by the **Bank**'s Management Board resolution # 02/03/15 as of February 4, 2015). Available at https://ameriabank.am/en/useful-links

[2] 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/en/useful-links

[3] Ameriabank CJSC Tariffs for Corporate Clients (12CIB/11RBD PL 72-01-02, approved by Management Board Resolution # 03/11/15 as of May 20, 2015) Available at https://ameriabank.am/useful-links

[4] Ameriabank CJSC Card Rates and Fees (11RBD PL 72-56, approved by Management Board Resolution # 02/20/15 as of July 29, 2015). Available at https://ameriabank.am/en/useful-links

[5] Ameriabank CJSC Customs Card Rates and Fees (12CIB PL 72-48, approved by Management Board Resolution # 35/07/11 as of April 8, 2011). Available at https://ameriabank.am/en/useful-links

[6] Ameriabank CJSC Business Card Rates and Fees (12CIB PL 72-54), approved by Management Board Resolution # 24/19/13 as of June 27, 2013. Available at https://ameriabank.am/en/useful-links

[7] Gift Card Terms (11RBD PL 72-51, approved by the Management Board resolution # 113/09/11 as of September 28, 2011). Available at https://ameriabank.am/en/useful-links

authorization for **Card** activation, **PIN** generation, card transactions and other **Card**-related operations in the cases stipulated by the **Bank** and/or the **Payment Card Systems**.

1.10. **Card Password** means a password generated and provided to the **Cardholder** in the manner approved by the **Bank**, which enables to verify the identity of the **Cardholder** and is used by the latter for obtaining information on the **Card** and **Card Account**, contacting the **Bank** by phone for **Card** service-related issues in cases defined by the **Bank**, as well as in other cases specified by the **Bank** and ArCa system.

1.11. **CVV/CVC code** means a unique identification code of the **Card** which is used by the **Cardholder** to execute payments online. **CVV/CVC code** is specified on the back of the **Card**. **CVV/CVC code** of a **Digital Card** is sent by the **Bank** to **Cardholder** via SMS in accordance with these terms and conditions.

1.12. **Merchant** means any point of sale and/or service provider, including online stores, where it is possible to pay by **Card** for their products and/or services.

1.13. **Automated Teller Machine ("ATM")** means any automated self-service device located on or off the premises and used for financial transactions.

1.14. **POS-terminal** means an electronic device used for non-cash transactions on the **Merchants**' premises or cash withdrawal and non-cash transactions with the **Payment Card** on the **Bank** premises.

1.15. **Transaction** means an instruction given by the **Cardholder** to the **Bank** to perform an operation using the **Card** directly or indirectly.

1.16. **Transaction Authorization** means approval or authorization of the **Card Transaction** by the **Bank**.

1.17. **Transaction Date** means the actual date on which the **Card Transaction** takes place.

1.18. **Transaction Post Date** means the day on which the **Transaction** is posted by the **Bank** to the **Card Account** based on the transaction report presented by the respective payment system or the **Cardholder**'s instruction.

1.19. **Card Exchange Rate** means the exchange rate set by the Bank at which the **Transaction** amount is converted if the **Transaction** currency differs from the **Card** account currency. Furthermore, the **Card Exchange Rate** may differ from the cash or non-cash currency exchange rates published by the **Bank**

1.20. **Contactless Payment** means a card payment through application of contactless payment technology.

1.21. **Payment Limit** means the pre-defined aggregate limit of **Card Transactions** equal to the sum of the **Card Account** balance and line of credit, including overdraft.

1.22. **Armenia** means Republic of Armenia.

1.23. **Payroll Project** means a cooperation between the **Bank** and the company, in the scope of which the company's employees receiving salaries with the **Bank Cards** use the **Services** under conditions/tariffs that differ from the **Bank**'s standard conditions/tariffs.

1.24. **Students Project** means cooperation with an educational institution in the scope of which the **Bank** issues **Student Cards** to the students of the given institution in accordance with the **Bank's Tariffs**.

1.25. **Freezing** means action taken by the **Bank** to limit using of the **Card/Card Account** or the funds on the **Card/Card Account**.

1.26. **Locker** means a locker provided by the **Bank**'s partner, which the **Cardholder** can select as an alternative means for their **Card** delivery.

1.27. **Concierge Service** means an additional service provided to the **Cardholder** according to the **Bank** tariffs together with some card types. It is an international virtual assistant (chat-bot) used via communication apps (viber, whatsapp, telegram) that is available to the **Cardholder** 24/7 to support the latter with various tasks and issues.

2. General Provisions

2.1. The payment **Card** Terms and Conditions of the **Bank** (hereinafter referred to as the "**Card Terms and Conditions**") set out the main terms and conditions of the relationship between the **Bank** and the **Cardholder** in connection with the issuance of the **Card** by the **Bank** to customers (hereinafter referred to as the "**Customer**", and the **Bank** and the **Customer** together referred to as the "**Parties**"), its service and the rules of the **Card** use.

2.2. The **Bank** will provide the **Card** to the **Customer** based on a application-agreement form (the "**Application-Agreement**") submitted by the **Customer** on the **Bank** template.

2.3. The **Bank** will execute **the Customer's application** (on the Bank's template form) for any **Card**-related changes to the Customer's preferences directly indicated in the **Application**-**Agreement**, in the manner established by the **Bank**. Once such changes enter into force, the **applications** previously submitted with respect to the same matter will be considered invalid.
2.4. The **Bank** issues both physical **Cards** and **Digital Cards**.
2.5. All the provisions of the **Card Terms and Conditions** are applicable also to the **Digital Cards**, unless otherwise provided by the respective provision, or the **Bank's Tariffs**, or if the context of particular provision of these terms and conditions or the **Bank's tariffs** otherwise requires. A **Digital Card** has all the data as the physical **Card**, i.e. the **Card** number, cardholder name, CVV/CVC code and validity term.
2.6. A physical **Card** may be contactless. **You** can use contactless **Cards** for contactless payments. A contactless **Card** has a respective sign on it as shown below[8].
2.7. Certain conditions, **Bank Fees** and/or agreements for specific **Card** types, **Card** campaigns and co-branded projects apply further to these terms and conditions and may contain provisions or limitations different from those herein contained.
2.8. Certain types of **Cards** may be subject to insurance. The procedure and terms of insurance and compensation payment are defined by the **Bank**'s terms of Card Insurance[9] which apply further to these terms and conditions.
2.9. **Card** service, issuance, reissuance, **Card** payments, as well as any cash flows driven by the use of the **Card**, including loan proceeds (credits & debits), and cash and non-cash use of funds, shall be regulated by the **Card Terms and Conditions**, as well as the rules and terms set by the **Payment Card Systems**.
2.10. Any benefits, opportunities, additional services applied by VISA and MasterCard **Payment Card Systems** for the respective card types, including any fees chargeable thereunder and applicable limitations, shall be governed by the **Card Terms and Conditions**, terms and rules of the **Payment Card System**s 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/en/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 Card Systems** in their conditions, including the validity term/duration. In the case of issues, the **Bank** is ready to provide support to the extent acceptable under the **Legislation** and internal regulations of the **Bank** in order to resolve the issues.
2.11. **We** will maintain a **Card Account** to process the transactions made by **Card** and **Additional Card(s)**, if any.
2.12. The **Card Account** will be opened in the name of the **Primary Cardholder**.
2.13. **Card Accounts** can be opened in Armenian drams, US dollars or euros.
2.14. In cases specified by the **Bank**, the **Bank** may require opening of a current bank account in AMD for the **Customer** in order to issue the **Card**.
2.15. The **Card** will be valid up to the last day of the month indicated on the front of the **Card**.
2.16. The physical **Card** is at all times the property of the **Bank** and should be returned to **us** upon request.
2.17. The **Card** may not be used for illegal purposes.
2.18. **We** shall not be held liable for any damage or loss **you** may suffer due to **Card Transactions** made in breach of the rules and requirements contained in the **Card Terms and Conditions**, or as a result of the use of the **Card**, **PIN**, any other password-protected data issued to the **Cardholder** with respect to the **Card** (**QR, OTP**, etc.), **Card Password** or **Card** information (**Card** number, **Cardholder** name, **CVV/CVC**, validity date, etc.), their provision or disclosure to **Third Parties**.
2.19. If additional services related to the **Card** are provided to **you** together with the **Card**, **we** will have the right to provide **your** personal data (name, date of birth, ID details, contact data), without any prior notice to **you**, to the service providers cooperating with **us**.
2.20. **Concierge Service** is activated once, with no need to activate it for each **Card**. Once activated, it is available to **you** if you have a valid **Card**. To deactivate the **Concierge Service**, **you** should contact the **Bank**.

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[8] 

[9]Card Insurance, Annex to General Terms and Conditions of Service for Individuals (11RBD RL 72-01-08, approved by the **Bank**'s Management Board resolution # 01/16/20 as of June 17, 2020). Available at https://ameriabank.am/en/useful-links

2.21. The features and opportunities offered by the **Concierge Service** are available on the websites of the **Bank** and the **Payment Systems**. For more information, please visit **our** website at https://ameriabank.am/Portals/0/files/premium-cards-benefits/Visa_Concierge_service_arm.pdf.
2.22. The **Concierge Service** is not available to holders of **Additional Cards**.
2.23. For any **Card**-related inquiries **you** wish to address by phone, please call (+374-10) 56 11 11 and (+374-12) 561111, available 24/7.
2.24. After expiry of the **Card** validity term, the **Card** will be reissued by **us** subject to then-current **tariffs** and terms of the **Bank** unless **you** notify **us** in writing about **your** intention to terminate the **Card** at least 10 (ten) days prior to the expiry date, or your **Card** has been blocked, or **you** have outstanding liabilities to the **Bank** deriving from the use of the **Card**, or we have decided not to reissue the **Card**.
2.25. At **your** choice, you may change the **PIN** any time during the validity period of the **Card** at the ATM with a relevant functionality and/or via **MyAmeria**. If you wish to change the **PIN** via the **ATM**, **you** should enter **your** existing and the new **PINs**. In the case of **MyAmeria**, enter the new **PIN** only. While changing the **PIN**, please follow the safety rules of the **Bank** that are published on **our** website or have been otherwise made available to **you**.
2.26. If **you** have forgotten **your PIN**, **you** can generate a new one by using an **OTP**, for which you will be required to submit an order using the template approved by the **Bank** or apply to the **Bank** in another manner acceptable for the **Bank**. **You** can also request a **Card** reissuance in accordance with the **Bank Tariffs.**
2.27. **You** may be required to enter **your Card** data for using the online services available on the **Bank**'s website which is necessary for provision of the services and identification of the **Cardholder** in cases and the manner set by the **Bank**.

3. Card Issuance

3.1. All clauses of the **Card Terms and Conditions** related to **Card** issuance apply also to the provision of **PIN** in all cases when **PIN** is provided by the **Bank**, unless otherwise stipulated by these terms and conditions.
3.2. **You** will receive your physical **Card** and **PIN** in separate sealed envelopes.
3.3. The **Card** will be provided to **you** in a manner agreed between **you** and the **Bank**. **Digital Card** will be made available to **you** via **your** Online/Mobile Banking/**MyAmeria** system and/or online system of the **Bank**'s partner company.
3.4. At **your** option, depending on the method **you** indicate in the **Card application**, the **PIN** may be either:
  3.4.1. set and provided to **you** by the **Bank**, or
  3.4.2. set by **you**.
  Please note that if the **Card** is delivered via the **Locker**, the **PIN** is subject to setting by **you**, while if it is delivered outside Armenia, the **PIN** will be set by the **Bank**.
3.5. The **Digital Card PIN** will be set by you via Internet/Mobile Banking/**MyAmeria** system. The **Bank** has the right, at its discretion, not to allow setting a **PIN** for co-branded Digital Cards. According to the **Card Terms and Conditions**, if the **Card** is reissuance by the **Bank** upon the expiry of the **Card** validity term, the **PIN** will be set by **you**.
3.6. The **Card** provision process is organized within the following period after the submission of a **Card** application to the **Bank**:
  3.6.1. 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**,
  3.6.2. 7 (seven) business days if the **Card** is delivered on the premises of the **Bank** branch outside Yerevan,
  3.6.3. 10 (ten) business days if the **Card** is delivered via **Lockers** outside Yerevan.
3.7. The **Card** may be delivered to **you** in a shorter time frame in the cases stipulated by the **Bank Tariffs**.
  If the **Card** is delivered to the address specified by **you** (the "**Delivery Address**"), the delivery period shall depend on the terms of the postal service providers. The **Digital Card** will be made available to **you** in Internet/Mobile Banking/**MyAmeria** system within 1 (one) business day upon submitting the **Card application** to the **Bank**.
3.8. **You** may set a **PIN** by one of the options below:
  3.8.1. at the **ATM**,
  3.8.2. via **MyAmeria**[10].
3.9. If **you** wish to set the **PIN** yourself, **we** will send an **OTP** via SMS to the mobile phone number **you** have provided to **us** in writing, while **you** follow the **ATM** instructions to activate the **Card**. **You** should type the received **OTP** in the respective

[10] For **Additional Cards,** the option of **PIN** setting via **MyAmeria** is not available.

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 Arca system maintaining the **Card** provided that such **ATM** is equipped with relevant technological solution. In case of failure to set the **PIN** successfully, including failure to receive the **OTP** within the specified time frame, contact the **Bank**.

3.10. When setting the **PIN** via **MyAmeria**, **you** should enter **your** preferred **PIN**, which will be set without an **OTP**. If **you** set the PIN via **MyAmeria** before receiving the **Card** by delivery, the **Bank** will not be liable for any possible losses and damages **you** may incur as a result of this.

3.11. If **you** have selected the option of setting the **PIN** yourself through application of an **OTP**, you cannot change the preferred **PIN** provision method after the **Card** issuance. However, if **you** do need to change the method of **PIN** provision, including when **you** fail to receive the **OTP** due to technical reasons that have not been cleared, the **Card** must be reissued, with the option of **PIN** provision by the **Bank**.

3.12. Upon receipt/activation of the **Card**, **you** must check whether the information embossed on the **Card** matches the information specified in the **Card application**, the envelope is closed and is not damaged, the **Card** and the PIN (where it is provided by the **Bank**) are available in the envelopes and the data embossed on the **Card** is accurate. **You** must immediately notify **us** if **you** identify any discrepancies in such data.

3.13. If **you** haven't received the **Card** (including the cards returned from delivery for the reasons indicated in the **Card Terms and Conditions**) within 60 (sixty) days following **Card** ordering or reissuance, **we** will have the right to close the **Card** and destroy it.

3.14. If **you** have chosen **Card** delivery by a postal/courier service, the **Card** and **PIN** will be delivered to **you** by two different service providers or couriers, unless otherwise agreed between **you** and the **Bank**. Please note that **you** can receive the **PIN** set by the **Bank** by delivery method only for **Cards** delivered outside Armenia.

3.15. The **Fee** for provision of the **Card** on the **Bank**'s premises is subject to the **Bank Tariffs. We** will charge **you** for the **Card** delivery in accordance with the **Bank Tariffs**.

3.16. Where the **Card** and the **PIN** are delivered to the designated **delivery address**, they can be handed over to any person being/residing at such address. In such cases, the **Bank** will not be liable for any losses and damages **you** may incur as a result of such delivery and further use of the **Card** and the **PIN**.

3.17. If **you** prefer to have the **Card** delivered to **you** in person, you should not choose the delivery option specified in this clause as the preferred method of receiving the **Card**.

3.18. If it was not possible to hand over the **Card** and/or the **PIN** in accordance with the these terms and conditions after delivery to the designated **delivery address**, as well as if the delivery was not possible due to an incorrect or incomplete address specified in the **Card application**, the **Card** and the **PIN** will be returned to the **Bank**/kept at the **Bank**, and **you** can receive the **Card** on the **Bank** premises.

3.19. If the **Card** is delivered to a **Locker**, **you** can take it from the **Locker** within two business days after **you** have received the SMS with the QR required for getting the **Card** from the **Locker**. If **you** fail to get your **Card** from the **Locker** within the defined term, the QR will be deemed expired, and the **Card** will be returned to the **Bank**. **You** can then receive it on the **Bank** premises.

3.20. **We** will provide your **Digital Card**'s **CVV/CVC** to **you** by sending an SMS to **your** mobile number registered with the **Bank,** within the period specified in these terms and conditions for activation of the **Digital Card**. **You** must notify **us** about the failure to receive the **CVV/CVC code** of the **Digital Card**. In that case, your **Card** must be reissued. The **CVV/CVC** code of a **Digital Card** may not be recovered, it is not retained at the **Bank** so if **you** forget or lose it, your **Card** must be reissued.

3.21. 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.

3.22. If you do not activate the **Card** within 6 (six) months after delivery, the **Bank** will have the right to close the **Card**.

3.23. The **Card** with the **PIN** provided by the **Bank** will be activated within the terms and in the manner specified below:

3.23.1. 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,

3.23.2. 1 (one) business day after the **Cardholder** contacts the **Bank** and the **Bank** properly verifies the **Cardholder**'s identity, if the **Card** is delivered by a postal/courier service to the specified **delivery address**.

3.24. Upon successful completion of **PIN** setting by the **Cardholder** through **ATM/MyAmeria** if the **PIN** is set by the **Cardholder**.

3.25. The **Digital Card** is activated within 1 (one) business day upon submitting the **Card application** to the **Bank**, once **CVV/CVC code** is sent to the **Cardholder**.

3.26. **Card** validity term is subject to the **Bank Tariffs**.

4. Card Use and Security Rules

4.1. **You** should sign in the designated field (if any) on the back of the **Card**. This clause does not apply to **Digital Cards**.

4.2. When setting a **PIN**, it is recommended to use as complex **PIN** as possible. Please avoid using sequences of numbers or repeated numbers.

4.3. The **Card** may be used for the **Transactions** stipulated for the given **Card** type by the respective terms and **Tariffs** of the **Bank**, at **ATMs**, cash-out facilities and **merchants** through terminals and other devices the screens or adjacent areas of which display the following information related to **Card** service:

4.3.1. Available **Card Transactions** such as cash-out, cash-in, utility payments, etc.

4.3.2. Signs that the **Cards** of respective **Payment Card Systems** the logo of which is displayed on the **Card** can be accepted at that particular **ATM** or **Merchant**

4.3.3. Signs showing that the respective device accepts contactless payments and contactless payment stickers (for contactless and **Tokenized Cards**)

4.4. **You** solely will bear all risks associated with the **Card, OTP, PIN CVV/CVC code** and **password** and any other **Card** data.

4.5. 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.

4.6. Never write the **PIN** or **OPT** on the **Card** or keep the **PIN** record and the **Card** together.

4.7. **You** should enter **your PIN** only if it is 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 **Card Transactions** via Internet (online stores). No **PIN** is required for up to 8 (eight) **Transactions** under AMD 20,000 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** will be governed by the terms and rules of the respective **Payment Card System** in the given country.

4.8. Never provide your **PIN** while paying via Internet, including online stores. If **you** have disclosed your **PIN**, immediately terminate the **Transaction** and contact **us** to block the **Card**.

4.9. When **you** enter your **PIN**, please make sure it is not visible to other persons and not recorded by cameras.

4.10. Stay alert during the **Transactions you** make at leisure and entertainment facilities. It is recommended that **you** do not entrust your **Card** to other persons and do not allow **use** of the **Card** out of **your** sight.

4.11. Do not use **ATMs**, cash-out devices, POS-terminals at **Merchants** and devices **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.

4.12. When making online **Card Transactions**, etc., you should give preference to secure payment websites. Online casinos and betting websites are considered the most risky channels.

4.13. **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.

4.14. After three consecutive incorrect entries of the **PIN**, the **Card** will be blocked and/or may be 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.

4.15. 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.

4.16. To receive the retained **Card** back, please contact the **Bank**. The retained **Card** will be returned to **you** within the following period:

4.16.1. 2 (two) business days if the **ATM** is on the premises of any of the Yerevan-based branches of the **Bank**,

4.16.2. 4 (four) business days if the **ATM** is situated in any town where the **Bank** has a branch,

4.16.3. 10 (ten) business days if the **ATM** is situated in any other town or place in Armenia where the Bank doesn't have a branch.

4.16.4. If **your Card** has been retained by the **ATM** of another bank, **we** will return it to **you** within 4 (four) business days from the time **we** receive the **Card** from the respective bank.

The retained **Card** may be provided to **you** in a shorter time frame in the cases stipulated by the **Bank Tariffs**.
If you haven't taken the **Card** within 30 (thirty) days following **Card** retaining, **we** will have the right to close the **Card** and destroy it.

4.17. **We** will not be held liable for any direct or indirect losses **you** may incur as a result of failure or malfunctioning of **ATMs**, cash-out facilities, terminals at **Merchants** or other devices, except for cases where such liability is directly prescribed by law, or all of the conditions below are in place at a time:
   4.17.1. The **Bank** is at fault.
   4.17.2. Failure or malfunctioning occurred during working hours of the **Bank**.
   4.17.3. **You** have visited the head office or any branch of the **Bank** to withdraw cash available on the **Card** but were refused the service.

   In any case, **our** liability will be limited to the actual (direct) loss caused to **you**.

4.18. In case of unauthorized use of the **Card** or such threat, notify **us** immediately and request to block the **Card**.

4.19. To improve the security of the **Card**, upon **your** request, **we** may send **you** notifications on the **Card Transactions**. The **Card Transaction** notifications will be subject to the **Bank** tariffs, and, at **your** choice, may be sent via any of the following methods:
   4.19.1. SMS alerts to **your** mobile phone number available in **our** records,
   4.19.2. Push notifications in **MyAmeria**.

4.20. **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.

4.21. **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**. **You** can also change the minimum monetary threshold of **Transactions** for receiving notifications submitting a relevant **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. Please note that 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**.

4.22. 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** will be sent via SMS only, subject to **our tariffs**.

4.23. **Card Transaction** alerts are aimed to boost **your** chances of preventing fraudulent use of the **Card**. The **Cardholders** receive alerts about the **Transactions** and can immediately report to the **Bank** any suspicions of fraud thus preventing further illegal use of the **Card**.

4.24. **We** will 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 Card System** settings (where applicable depending on the **Transaction** type).

4.25. **You** are required to inform the **Bank** promptly about any change in **your** mobile phone number available in **our** records if **you** use the **Card Transaction** notification service or other services requiring use of mobile phone number (including USSD). If **your** information becomes known to **Third Parties** due to **your** failure to inform **us** about changes in **your** phone number, this will not be considered disclosure of banking secrecy. **We** will not be held liable if the information stored on **your** mobile device and in **MyAmeria** or obtained via them has become known to other people due to access to **your** phone or **MyAmeria** system.

4.26. **You** may make all **Card**-related settings by yourself (via self-service devices or other remote banking channels (SMS, USSD, Internet/mobile banking, **MyAmeria**)), which will be considered **your** written instruction to the **Bank** and to the **Payment Card System** servicing **your Card**.

4.27. Upon receipt of a **Card Transaction** notification, **you** should check the **Transaction** amount and status (executed, rejected, etc.). If **you** don't authorize the **Transaction**, promptly contact the **Bank** to block the **Card**.

4.28. For security considerations, when **you** pay online on websites providing 3D Secure authentication, whenever required by the website, **you** will be required to enter a **One-Time Password you** will receive during every such **Transaction** either in an SMS sent to **your** mobile number available in the **Bank** records, or **your** email address, or via other means, including token, app, etc., whichever is applicable. **We** will not be held liable if **you** don't receive the password due to any technical or other issue not related to **our** operations, which may result in failure of any of **your Transaction**.

4.29. For security considerations, **we** will be entitled to change the **Card Transaction** and/or authorization procedure by requiring authentication codes (**One-Time Passwords**, etc.) which may be made available to you either by texting to your mobile number registered with **us**, sending it to **your** email or through other means (token, mobile app, etc.), whichever is applicable.

4.30. To protect yourself, **you** may at any time during the validity period of the **Card** set and change **Card Transaction** limits depending on the type or geographical coverage of **Card Transactions**. The limits will be applicable only to **Transactions** subject to **Transaction Authorization**. In case of **Card** reissuance, the limit set on the **Card** earlier will not apply to the reissued **Cards**, and **you** will have to set the limits once again for the reissued **Cards** by submitting a respective instruction to the **Bank** on an approved template form of the **Bank**.

4.31. For security considerations, **we** can prohibit or restrict **Card Transactions** in higher-risk countries.

4.32. **We** may suspend service of **your Card** if we have good reason to suspect that the **Transactions** with **your Card** are fraudulent. Such suspension will be lifted once **we** receive enough evidence of the authenticity of **Transactions** or sufficient clarifications.

4.33. 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** will not be liable for any Transactions made with your **Card** as a result of your failure to return the **Card** to us.

5. Card Loss, Theft or Unauthorized Use

5.1. If the **Card** has been lost, stolen or used without authorization (or **you** have such suspicion), please notify **us** immediately by any of the means below:

5.1.1. the phone number specified on the **Card**, or

5.1.2. (+374 10) 56 11 11 and (+374 12) 56 11 11, the **Bank**'s 24/7 helpline, or

5.1.3. emailing us to cardsupport@ameriabank.am,

5.1.4. visit any branch of the **Bank** during **our** open hours,

5.1.5. dial *116# from **your** phone number registered with the **Bank**.

5.2. **We** will block the **Card** within 15 minutes following **your** notification of the **Card** loss, theft or unauthorized use (such suspicion).

5.3. **You** should confirm the verbal notice of the **Card** loss, theft or unauthorized use (such suspicion) in writing within reasonable time frames. The Bank will be deemed properly notified upon receipt of the written notice.

5.4. **You** solely will be liable for any **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 5.2.

5.5. **You** will 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 **Transaction authorization** (including over the Internet).

5.6. **You** shall indemnify the **Bank** against any losses and damages the **Bank** may suffer due to **your** 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**.

5.7. **We** recommend having the **Card** reissued 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** will be borne solely by **you**.

6. Card Tokenization and NFC Mobile Payments

6.1. NFC mobile payments are contactless payments made through a system (hereinafter in this chapter referred to as the "**System**") provided by another company and installed on a mobile device. To make an NFC payment, link **your Card** to the **System** and create the tokenized equivalent of the **Card** (the "**Tokenized Card**").

6.2. **You** may tokenize one or more **Cards** at a time in the **System** on one mobile device.

6.3. **You** may tokenize the same **Card** in the **Systems** installed on different devices.

6.4. The **System** will run if **your** mobile device has any active unlock security feature (fingerprint, Face ID, etc.).

6.5. The **System** will run on the NFC-equipped mobile devices meeting the requirements of the **System** providers.

6.6. Security of **your Card** data in the **Card** tokenization process is guaranteed by respective **Payment Card System**, depending on **your Card** type.

6.7. Tokenization is possible for Visa and MasterCard cards issued by the **Bank.**

6.8. **You** can make NFC mobile payments in any shopping center around the world that accepts the specified payment **Cards** and has contactless POS-terminals.

6.9. To make an NFC mobile payment, unlock the mobile device and the **System** using the respective unlock feature (fingerprint, Face ID, etc.), and hold the mobile device close to the **POS-terminal.**

6.9.1. For mobile devices running on Android operating system, **you** may enter the **System** settings and select the option of making **Transactions** through the application of the security method without unlocking. In this case, if **you** make an up to AMD 20,000 or other currency equivalent **Transaction** on the territory of **Armenia**, **you** will only need to activate the mobile device screen (without unlocking the mobile device) and bring **your** mobile device close to the **POS terminal**. Outside Armenia, those limits are regulated by the respective **Payment Card System**, based on the terms and rules adopted for the respective country.

6.10. In case of **Transactions** with **Tokenized Cards**, use of **PIN** depends on the POS terminal accepting the Transaction and is regulated by the terms and rules of the respective **Payment Card System** defined for the given country. At the same time, if a **Digital Card** of the **Bank** has been tokenized, the devices and **Transactions** that require a PIN are not accessible for such **Card**[11].

6.11. NFC mobile payments and other **Transactions** by a **Tokenized Card** and authentication data (upon request) are equivalent to **Card**-present **Transactions**. **You** will bear the same responsibility for the payments made with the **Tokenized Card** stipulated herein, as applies to **Card**-present **Transactions**.

6.12. Before **Card** tokenization in the **System**, **you** should make sure that only **your** biometric identification data is registered in the mobile device (fingerprint, face recognition, etc.), since only such data will be used for authorization of **Transactions** with **Tokenized Cards**. Where the biometric data (fingerprint, face recognition, etc.) of other persons is used for access to the mobile device or for making **Transactions** in the the **System**, such data will be considered **your** identification biometric data, and the entire responsibility for the completed **Transactions** will lie with **you**. **You** must make sure that **your** identification (authentication) data is kept safe at a place which cannot be accessed by any **Third Party**.

6.13. The procedure for disputing **Transactions** with a **Tokenized Card** is the same as for **Card**-present **Transactions** described herein.

6.14. In case of loss of the mobile device, or theft of **your** identification (authentication) data, or the **Tokenized Card** data, or their availability to other persons, contact the **Bank** immediately to block the Tokenized Card. If **you** fail to do this, the **Bank** will not be held liable for any **Transactions** made with a **Tokenized Card**.

6.15. If the **Card** is blocked, it may not be tokenized.

6.16. If the physical **Card** is blocked, **you** won’t be able to make **Transactions** with the respective **Tokenized Card.**

6.17. Should **you** block **your Tokenized Card**, **your** physical **Card** will remain unblocked.

6.18. Any provisions herein contained with respect to the **Tokenized Cards** will apply only in connection with **Card** tokenization and the use of a **Tokenized Card** by **you**. The mobile device and the **System** provider, the mobile operator and other websites and **Third Party** service providers connected to the **System** have their agreements and terms and conditions in place that **you** should comply with. So, **you** should provide **your** personal data to such persons, use their services or visit the respective website only if such terms and conditions and the settings stipulated by the agreements are acceptable.

6.18.1. **We** will not be held liable for the security of the mobile device and the services offered by the **System** provider or a **Third Party**, their accuracy, lawfulness, usability and uninterrupted operation and any other matter related to their use.

6.18.2. Before tokenizing the **Card** in the **System**, you must read the conditions of the agreements of involved **Third Parties**.

6.18.3. We will not be liable for and will not provide any assistance in relation to any products and services of any **Third Party**, whether hardware or software related (including the mobile device and the system installed there), etc. In case of any issues or queries in relation to the products and services of the **Third Parties**, and personal details provided to them, **you** should contact directly such Third Parties to get the required support and assistance. In case

[11] This limitation will apply until the solution for setting a **PIN** for a **Digital Card** is available.

of any questions in relation to the use of the **System** (other than issues related to the **Tokenized Car**d), **you** should contact directly the support service maintaining the **System**.

6.19. Access to the Tokenized Card, its use and service depend on the scope of services provided by the operator of the **System** or the mobile service. The **Bank** is an operator neither of the **System** services nor of the network and doesn't oversee their actions. **We** will not be responsible to **you** for any circumstance that can terminate, impede or otherwise affect the use of the **Tokenized Card**, disrupt the process of transactions with the specified **Card**, including the cases of unavailability of the **System** or the mobile connection, slow telecommunication, slow network, limitation of the coverage of the mobile communication, communication failures and lock-outs.

6.20. Use of a **Tokenized Card** implies that **you** will provide your personal data electronically via the communication means of a **Third Party.** Since the **Bank** doesn't operate or supervise any such communication service, the **Bank** can't guarantee confidentiality or security of such data transfer. Moreover, **your** mobile device is initially configured by **your** mobile operator.

6.21. With respect to the personal or confidential information sent to or received by the **Bank**, the **Bank** will be entitled to restrict such connections depending on the security level, which will be determined at the Bank's discretion in accordance with its security criteria. Furthermore, the **Bank** shall not be held liable for failure to exercise the right stipulated in this clause.

6.22. By accepting these terms and conditions, **you** give **your** consent to receiving notification from the **Bank** or the **System** operator about the status of the **System** services via the following communication channels: email, SMS, push notifications, or the **System** notification.

7. Transactions

7.1. 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:**

7.1.1. deposit cash by/into **Card** via cash-in machines or at **our** tellers/counters

7.1.2. withdraw cash by/from the **Card** via cash-dispensing **ATMs**, **POS-terminals** or at **our** tellers/counters

7.1.3. make money transfers via **ATMs**, at banks, as well as via bank websites, remote banking systems

7.1.4. pay for goods and services purchased from various **Merchants** (including online stores), without cash

7.2. The amount **you** deposit into **your Card** through the **Bank** teller, or by a transfer from a **Bank** account to **your Card Account** normally becomes available on your **Card** balance within 10 (ten) minutes, provided there are no technical or software issues. As a rule, such amounts will be posted to **your Card Account** within 10 (ten) minutes too.

7.3. The amount **you** deposit into **your Card** via payment terminals of the **Bank** and the companies cooperating with the **Bank** normally become available on your Card within 5 (five) minutes, provided there are no technical or software issues.

7.4. The amount **you** deposit into **your Card** via ATMs of Armenia-based banks and organizations normally become available on your **Card** within 5 (five) minutes, provided there are no technical or software issues. As a rule, such amounts are posted to **your Card Account** on the next business day.

7.5. Transfers to **Cards** via **ATMs**, online platforms of banks and other organizations and remote banking systems:

7.5.1. For the **Transactions** made in Armenia, the amount normally becomes available on **your Card** within 5 (five) minutes, provided there are no technical or software issues. As a rule, such amounts are posted to **your Card Account** on the next business day.

7.5.2. If the **Transaction** is made outside Armenia, including the cases depending on the terms of the bank/organization executing the transfer, the amount becomes available on the **Card** and is posted to the **Card Account** within 3 (three) business days.

7.6. **We** will execute **your** payment orders within the terms specified in the **Bank Tariffs.**

7.7. As a rule, transfers from other banks become available on the **Card Account** within 3 (three) business hours, provided there are no technical or software issues.

7.8. Cash-in functionalities and restrictions with regard to transaction amount, face value of banknotes, etc., are set by the service providers maintaining the device and/or **Payment Card Systems** and normally displayed on the device for **your** reference.

7.9. The **Transaction** amount will be debited to the **Card** immediately and posted to the **Card Account** within the following terms:

7.9.1. next business day if the **Transaction** was performed via ArCa system

7.9.2. three business days if the **Transaction** was performed outside ArCa system

7.10. During **Card** reissuance, **Transactions** via **Card Account** or the **Card** which is still valid may become unavailable due to the lag in time frames necessary for registering **Cards** in ArCa processing center.

7.11. If the **Card** is reissued at **your** request during its validity period, your existing **Card** will be blocked by the **Bank**, unless otherwise agreed between **you** and the **Bank**.

7.12. **We** will 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 **Third Parties**, including **Payment Card 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.

7.13. Maximum cash withdrawal limit and maximum number of **Card Transactions** per day are defined in the **Bank Tariffs.** If **you** wish to withdraw an amount above the defined cash withdrawal limit, **you** should contact **us** and file a relevant application. **We** will review **your** application and will make a decision whether to increase the cash withdrawal limit or to reject the application.

7.14. Daily cashout limit for ATMs of Armenia-based banks is AMD 500,000 (five hundred thousand).

7.15. **We** may suspend, at **our** sole discretion, **Card Transactions** (block the **Card**), as well 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 transfer it back to the sender (including by debiting **your Card Account**) without additional instruction from **you**, by charging the fees defined by the **Bank Tariffs**, if:

  7.15.1. **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 Card Systems**.

  7.15.2. **We** have received information and written demand from the sending bank to qualify the transfer as a fraud and to return the amount transferred to **you**.

  7.15.3. **We** have information or suspicion that the **Card** or the **Card Account** is being used in a manner that bypasses or breaches the **Legislation** and/or these terms and conditions,

  7.15.4. The amount cannot be credited due to inaccuracies, inconsistencies in or incompleteness of the transfer data,

  7.15.5. **You** have outstanding liabilities to **us**,

  7.15.6. In other cases stipulated by these terms and conditions, relevant conditions of the **Bank** and the **Legislation**.

7.16. **We** will unblock the blocked **Card** on the same business day when **we** receive **your** written **instruction**, unless otherwise envisaged under these terms and conditions and the relevant terms of the **Bank**. If the **Card** had been blocked/the **Card Account** had been frozen at **our** initiative, **we** shall lift the block or the freeze on the same day when the reasons for blocking or freezing are discharged (including on the basis of information received from **you**), unless otherwise envisaged under these terms and conditions and the relevant terms of the **Bank**.

7.17. Accrual and charging of **Card** related **Fees** will continue during the block period.

7.18. If **you** submit the **Card** blocking **instruction** at the time when ArCa system is not available, **we** will execute **your Card** blocking **instruction** within 15 minutes after the availability of the ArCa system is restored. **We** will not bear liability for **Card Transactions** made during such period.

7.19. Any **Transaction** recognized as a **Transaction** with the use of **your Card** will be deemed your liability.

7.20. The **Card Transaction** and the reversal **Transaction** will be deemed two different **Transactions** and both will be shown on your account statement.

7.21. **You** may obtain duplicates of **Card Transaction** proofs at the **Bank,** subject to the **Bank Tariffs**.

8. Fees and Charges

8.1. **You** will pay **us Card** service-related fees specified in the **Bank Tariffs** unless there is another arrangement between **you** and **us**.

8.2. The first annual service **Fee** will be due upon ordering the **Card** while all the other payments will be due in advance at intervals prescribed under the **Bank Tariffs**.

8.3. If **you** use the **Card** and other **Services** under a **Payroll Project**, **your** card and banking services will be subject to the effective preferential terms and tariffs of the given **Payroll Project**, as amended from time to time in agreed manner and cases.

8.4. If **you** no longer receive **your** salary via the **Bank,** or **your** employment agreement has been terminated for any reason, the **Bank** will be entitled to fully or partially suspend the special terms and tariffs of your **Card** or other banking services under the **Payroll Project** and from that moment on apply the terms and tariffs of **Cards** and other **Services** effective at the **Bank** at that time, or other preferential or special tariffs and terms defined for that particular **Card** type, **Service** or **Cardholder** at the **Bank**'s discretion.

8.5. If **Card Transactions** or service fees go beyond your **Card** payment limit, your **Card Account** will be overdrawn, and **you** will pay an over-limit fee subject to the **Bank Tariffs**.

8.6. The amount of **Card** related **Fees** will be first charged to your **Card Account**, and if there are no funds in such **account**, to **your** current or savings accounts (including in other currencies) with the **Bank**. If there are no enough funds in these accounts either, the amount of **Fees** will be charged to **your** other **Card Accounts** (including in other currencies). **You** should make sure that there are sufficient funds in your bank accounts with the **Bank** at all times for this purpose. If the currency of the amount and the account to be charged differ, the fees for the **Card** issuance, service, reissuance or provisions provided for under the **Card Rates and Fees** will be charged after exchange at the average CBA exchange rate of the respective currencies, while all the fees relating to the **Card/Card Account Transactions** will be exchanged at the then effective exchange rates of the Bank.

8.7. Amounts of canceled Transactions refunded to **you** by the **Merchant** will be charged back to **your Card Account** after deduction of chargeback fees (if any). Irrespective of whether or when the amount of canceled **Transaction** was charged back to **your** account, **you** shall fully repay **your** liability to the **Bank** arising out of such **Transaction**.

8.8. **We** will not be held liable for any fees for services provided by the **Merchant** and charged to **your Card Account**.

8.9. If **you** wish to terminate an active subscription with recurring payments tied to the **Card** details, the termination must be made in the relevant app/platform/website where **you** have signed up. The rules of **Payment Card Systems** may provide for the possibility for the **Merchants** to charge recurring payment subscriptions also on a reissued **Card**.

8.10. **You** have an opportunity to manage your subscriptions for recurring payments with **your** VISA card via the **Bank**'s **MyAmeria** system. If **you** unsubscribe from any service, the recurring payments by such **Merchant** will be restricted, based on the TID address registered at the time of subscription. However, some **Merchants** have the ability to use different TID details for charging subscription fees, for example, canceling a Google subscription restricts the possibility of charging only with Google TID details, while Google can still charge with its other TID details (Google analytics, Google docs, etc.).

8.11. **We** will not be held liable for charges incurred as a result of subscriptions with recurring payments tied to the **Card**. If **you** have any objections or disagreements related to such charges, **you** may dispute them in the general manner stipulated in these terms and conditions.

9. Currency Exchange

9.1. **Card Transactions** may be made both in the **Card Account** currency and a different currency.

9.2. If **you** make a transaction in a currency other than the currency of your **Card Account**, it will be converted into the **Card Account** currency for processing purposes.

9.3. The exchange rates of **Transaction** processing and **Transaction Authorization** may vary. At the time of the **Transaction Authorization** (execution), the **Transaction** currency is exchanged into the **Card Account** currency in the manner set by the **Payment Card Systems** and ArCa processing center.

9.4. During **Transaction** processing the **Transaction** value is converted into the **Card Account** currency in the following manner:

9.4.1. **Transactions** on the territory of Armenia

Card Account currency	**Transaction currency**	**Conversion**[12]
AMD	Other currency	The **Transaction** currency is converted into the **Card** currency at the **Card Exchange Rate** set by the **Bank** for the banking day preceding **Transaction** posting date. Sell rates apply to debit **Transactions**, while buy rates apply to credit **Transactions**.

[12] The **Bank** sets buy and sell rates for all the specified currencies.

USD, EUR	AMD	The **Transaction** currency is converted into the **Card** currency at the **Card Exchange Rate** rate set by the **Bank** for the banking day preceding **Transaction** posting date. Buy rates apply to debit **Transactions**, while sell rates apply to credit **Transactions**.

9.4.2. International **Transactions**

Card Account currency	**Transaction currency**	**Conversion**[12]
AMD	USD	The **Transaction** currency is converted into the **Card** currency at the **Card Exchange Rate** set by the **Bank** for the banking day preceding **Transaction** posting date. Sell rates apply to debit **Transactions**, while buy rates apply to credit **Transactions**.
AMD	EUR/ Other currency	The **Transaction** currency is converted into USD by VISA or MasterCard at their respective exchange rates (in case of VISA cards, conversion from another currency into USD is performed at the VISA exchange rate +2% for debit transactions and VISA exchange rate -2% for credit transactions).Thereafter USD is converted into the **Card** currency at the **Card Exchange Rate** set by the **Bank** for the banking day preceding the **Transaction** posting date. Sell rates apply to debit **Transactions**, while buy rates apply to credit **Transactions**.
USD	EUR/ AMD/ Other currency	The **Transaction** currency is converted into USD by VISA or MasterCard at their respective exchange rates (in case of VISA cards, conversion from another currency into USD is performed at the VISA exchange rate +2% for debit **Transactions** and VISA exchange rate -2% for credit **Transactions**).
EUR	USD	The **Transaction** currency is converted into the **Card** currency at the **Card Exchange Rate** set by the **Bank** for the banking day preceding **Transaction** posting date. Buy rates apply to debit **Transactions**, while sell rates apply to credit **Transactions**.
EUR	AMD/ Other currency	The **Transaction** currency is converted into USD by VISA or MasterCard at their respective exchange rates (in case of VISA cards, conversion from another currency into USD is performed at the VISA exchange rate +2% for debit transactions and VISA exchange rate -2% for credit transactions).Thereafter USD is converted into the **Card** currency at the **Card Exchange Rate** set by the **Bank** for the banking day preceding the **Transaction** posting date. Buy rates apply to debit **Transactions**, while sell rates apply to credit **Transactions**.

9.5. **We** will not be held liable for any losses **you** may suffer due to the difference caused by the exchange rates used during conversion.

10. Disputing

10.1. If you have any objections or disagreement with regard to **Card Transactions**, **you** can file a chargeback (dispute) application with the **Bank.** This application must be completed using the **Bank**'s designated form and submitted no later than 60 days after the date of the **Transaction** or the date stipulated for delivery of the goods/provision of the service. Together with the application, **you** should enclose supporting documents and any other information **we** may reasonably request. Dispute applications submitted by **you** after the specified period will be handled in accordance with the **Legislation**, procedures of the **Payment Card Systems** and/or **our** internal regulations.

10.2. **You** can also file a chargeback application with **us** 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:

10.2.1. 10 (ten) days upon **Transaction** cancellation if the **Transaction** was made in Armenia

10.2.2. 30 (thirty) days if the **Transaction** was made in other countries

10.3. **We** will not be liable for **your Card Transactions**, however, **we** will use our best efforts to the extent admissible under the **Legislation** and internal regulations of the **Bank** to help you in resolving the issue. Failure to resolve the issue will not release **you** from your liabilities to the **Bank**.

10.4. Disputing of **Transactions** executed at **Merchants** will not be considered a complaint or claim against the **Bank**, and **our** actions will be limited to intermediation and facilitation only.

10.5. 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**.

10.6. **We** will respond to **your** chargeback application within the following terms:

10.6.1. 40 (forty) days upon receipt of application if the **Transaction** was made via ArCa

10.6.2. 60 (sixty) days upon receipt of application if the **Transaction** was made via international payment card systems

10.6.3. 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)

11. Additional Card

11.1. 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 a **Third Party**.

11.2. The type of **Additional Card** may differ from that of the **Primary Card**, but it should be of the same or lower class.

11.3. Any **Additional Card** linked to a credit **Card** shall be a credit **Card**, too.

11.4. An **Additional Card** will be issued for the term defined for given **Card** type by the **Bank Tariffs**, irrespective of the validity term of the **Primary Card**.

11.5. No separate **Card Password** will be required for the **Additional Card**. All actions with **Additional Card** requiring entry of a password should be performed by the **Primary Cardholder** using the password of the **Primary Card**.

11.6. If according to these 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 communication shall be between the **Primary Cardholder** and the **Bank**.

11.7. All **Transactions** with the **Additional Card** will be posted to the **Primary Card Account**.

11.8. The total of **Transactions** with the **Primary** and **Additional Card**s should not exceed the payment limit of the **Primary Card**.

11.9. The **Primary Cardholder** may assign a separate monthly payment limit to each **Additional Card**.

11.10. All liabilities deriving from the use of the **Primary** and **Additional Cards** will be deemed the **Primary Cardholder**’s liability to the **Bank**.

11.11. 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**.

11.12. **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 them. 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.

12. Card Closure

12.1. Subject to these terms and conditions and the approved internal regulations of the **Bank**, **we** have the right to terminate the **Card** (close the **Card**) and/or close **your Card Account** in the following cases:

12.1.1. 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,

12.1.2. if the **Cardholder** has other outstanding liabilities to the **Bank,**

12.1.3. in case of decease or bankruptcy of the **Cardholder**, based on properly documented notice of such fact,

in other cases stipulated by these terms and conditions, relevant conditions of the **Bank** and the **Legislation**.

12.2. Whenever a **Card** is closed, all **Additional Cards** will be closed, too.

12.3. In case of a **Card** closure, **you** must return the **Card** to the **Bank**.

12.4. If **we** close the **Card** on **our** initiative, **we** may request **you** to pay all outstanding obligations **you** have to the **Bank**.

12.5. **You** have the right to terminate 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.

12.6. The **Additional Card** may be closed both by the **Primary Cardholder** and the **Additional Cardholder**.

12.7. In case of termination of the **Card** before the expiry date, the charged service fee is not refundable.

12.8. **Card** closure will not terminate **your** outstanding liabilities to the **Bank**, including interest and penalties accrued.

12.9. In case of **Card** closure, **you** will be also required to pay all dues under the **Transactions** made before the closure date but reported to **us** after **Card** closure.

12.10. 3 (three) business days after **Card** closure and processing of all **Card**-related Transactions, **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:

12.10.1. current account in the same currency

12.10.2. other **Card Account** in the same currency

12.10.3. current account in Armenian drams

12.10.4. other **Card Account** in Armenian drams

12.10.5. other current account in foreign currency

12.10.6. other **Card Account** in foreign currency

If **you** don't have other accounts with **us**, further service of your **Card Account** will be subject to the current account service terms, and the **Card Account** will be closed only after it has a zero balance.