

INFORMATION GUIDE TO CREDIT CARDS FOR INDIVIDUALS

Terms and conditions specified in the Guide may change from time to time.

For details and full information, please contact

Ameriabank CJSC

[ameribank.am](https://www.ameribank.am) | 010 56 11 11

Address: 2 Vazgen Sargsyan St., Yerevan 0010, Armenia

Email: office@ameribank.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 within the Bank premises. The changes take effect on the date fixed by the Bank, but not earlier than the client notice date.
5. All commission fees subject to VAT include VAT.
6. Страхование поездок за границу, предоставленное Банком в рамках карточных пакетов действующих карт VISA Gold/Platinum, Mastercard Gold/Platinum до прекращения пакетных услуг, предоставляемых вместе с указанными картами, будет действовать до завершения срока, указанного в договоре страхования, а карта Priority Pass будет действовать до 30.06.2023 включительно, после чего использование карты Priority Pass будет заблокировано Банком.
7. Стикеры, выпущенные Банком, будут действовать до 31.12.2024 включительно, после чего их использование будет заблокировано Банком. При этом, комиссия за обслуживание стикеров будет взиматься за период до 31.12.2024.

Effective date: June 7, 2023

N	Credit card with grace period						
	Card Subtype ¹	VISA Classic Mastercard Standard	Visa Digital ²	VISA Gold Mastercard Gold	VISA Platinum Mastercard Platinum	VISA Signature	VISA Infinite
	Currency	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
1	Card issuance	Free	Free	Free	Free	Free	Free
2	Card service	AMD 5,000 annually; AMD 2,500 if ordered by MyAmerica app	Free	AMD 2,000 monthly/ AMD 20,000 annually; AMD 10,000 annually if ordered by MyAmerica app	AMD 3,000 monthly/ AMD 30,000 annually; AMD 20,000 annually if ordered by MyAmerica app	AMD 6,000 monthly/ AMD 60,000 annually; AMD 50,000 annually if ordered by MyAmerica app	AMD 10,000 monthly/ AMD 100,000 annually or, if ordered by MyAmerica app, AMD 75,000Banking systems
3	Additional card issuance	Free	Free	Free	Free	Free	Free
4	Annual service of additional card	AMD 2,500	AMD 1,000	AMD 10,000	AMD 15,000	AMD 30,000	AMD 50,000
5	Provision of PIN in an envelope (chargeable only for the newly issued cards) ³	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
6	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
7	Minimum card account balance	N/A	N/A	N/A	N/A	N/A	N/A
8	Annual interest rate accrued on the card account balance	0%	0%	0%	0%	0%	0%

¹ In case of scoring-based lending, either Visa Classic or Mastercard Standard card is issued as a credit card, irrespective of the approved loan amount. There is no annual service fee in this case.

² The customer may have up to 3 valid Digital cards.

³ The fee is not applied in case of cards issued for disbursement of score-based loans, Smart accounts and cards issued for delivery abroad.

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9	Provision of the card within one banking day ⁴						
	a) for Armenian citizens	AMD 5,000	-	AMD 5,000	AMD 5,000	AMD 5,000	AMD 5,000
	b) for non-Armenian citizens	AMD 10,000	-	AMD 10,000	AMD 10,000	AMD 10,000	AMD 10,000
10	Card reissuance (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
11	Card reissuance for other reasons	AMD 2,500	AMD 2,500	AMD 5,000	AMD 5,000	AMD 5,000	AMD 5,000
12	Card reissuance for other reasons, requested by Internet Banking/Mobile Banking	AMD 1,500	AMD 1,500	AMD 3,000	AMD 3,000	AMD 3,000	AMD 3,000
13	Accelerated return of Ameriabank cards swallowed by Ameriabank ATMs	AMD 500 for ATMs within Ameriabank branch premises (cards to be returned within the same business day) AMD 1,500 if the card has been swallowed in Yerevan or other towns with Ameriabank presence (cards to be returned within 2 business days) AMD 5,000 if the card has been swallowed in other communities (cards to be returned within 5 business days)					
	Accelerated return of other bank cards swallowed by Ameriabank ATMs	AMD 3,000 for ATMs within Ameriabank branch premises (cards to be returned within the same business day) AMD 5,000 if the card has been swallowed in Yerevan or other towns with Ameriabank presence (cards to be returned within 2 business days) AMD 10,000 if the card has been swallowed in other communities (cards to be returned within 5 business days)					
14	Quick activation of the credit limit (within 1 hour after approval)	AMD 2,000	AMD 2,000	AMD 2,000	AMD 2,000	AMD 2,000	AMD 2,000
15	Card blocking	Free	Free	Free	Free	Free	Free
16	Card unblocking	Free	Free	Free	Free	Free	Free
17	Keeping the card in international STOP-LIST (for 7 days) ⁵	AMD 9,000	-	AMD 9,000	AMD 9,000	AMD 9,000	AMD 9,000
18	Maximum daily cash withdrawal limit (total)	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	AMD 3,000,000, USD 10,000, EUR 10,000
19	Increase of maximum daily cash withdrawal limit (total)						
	a) One-time (new limit effective until 3:00 p.m. of the following business day)	AMD 3,000	-	AMD 3,000	AMD 3,000	AMD 3,000	AMD 3,000
	b) For the entire validity period of the card	AMD 10,000	-	AMD 10,000	AMD 10,000	AMD 10,000	AMD 10,000
20	Maximum number of cash withdrawal transactions per day	5	-	5	5	5	5
21	Cash withdrawal ⁶						
	a) at Ameriabank ATMs	2.0%	-	2.0%	2.0%	2.0%	2.0%
	b) at counters of Ameriabank branches, including POS-terminals	2.2%	-	2.2%	2.2%	2.2%	2.2%

⁴ The service is available if the card is ordered at the Yerevan-based branches. The ordered cards are provided in Kamar Branch only. Furthermore, if the customer submitted the card application before 4:00 PM of the banking day, the card may be provided on the same banking day. If the card application was submitted after 4:00 PM, the card will be provided on the next banking day.

⁵ Suspension of unauthorized card transactions worldwide.

⁶ ATM cash-out service is not available for digital cards.

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	c) from other ATMs and cashing centers	2.5%, min AMD 2,500	-	2.5%, min AMD 2,500	2.5%, min AMD 2,500	2.5%, min AMD 2,500	2.5%, min AMD 2,500
22	Cash deposit into Ameriabank card accounts via Ameriabank's cash-in machines ⁷	Free	-	Free	Free	Free	Free
23	Cash deposit into Ameriabank card accounts via cash-in machines of other banks	0.6%	-	0.6%	0.6%	0.6%	0.6%
24	Non-cash payments with cards at merchants/service-providers, including online shops and service-providers	Free	Free	Free	Free	Free	Free
25	Transfers from cards/card accounts, on the basis of card number (via Internet Banking/Mobile Banking app, ATMs, ArCa app or website) ⁸	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
26	Transfers from card accounts to other accounts, at the Bank premises or via Internet Banking/Mobile Banking app (including with currency exchange) ⁹	2% ¹⁰ + Fee specified in Section 4 (Transfers) of Ameriabank CJSC Tariffs for Individuals for transfers per respective type and currency					
27	Transfers from cards to accounts/cards of Ameriabank customers via the Bank website ¹¹	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
28	Ameriastream transfers made from a card account via Internet/Mobile Banking app ¹²	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
29	E-wallet top-up with a card	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
30	Provision of statements	According to Ameriabank CJSC Tariffs for Individuals , Chapter 2, section "Provision of statements, information and copies of documents"					
31	SMS notification (for transactions in the amount of AMD 10,000 or foreign currency equivalent and more)	Free	Free	Free	Free	Free	Free
32	SMS notification (for any amount without limitations)	AMD 10 per transaction, VAT included	AMD 10 per transaction, VAT included	AMD 10 per transaction, VAT included	AMD 10 per transaction, VAT included	AMD 10 per transaction, VAT included	AMD 10 per transaction, VAT included
33	Chargeback claim fee (payable if it is proved that the transaction was performed (i) by the client or (ii) by the client due to the breach of the card rules)	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included

⁷ If after cash withdrawal the client 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 shall be charged.

⁸ The 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 No fees are charged for utility payments made at the Bank branches and via Internet/Mobile Banking app.

¹⁰ If the cash withdrawal fee for cashing from Ameriabank's ATMs and cashing facilities approved for a certain client is other than 2%, the cash withdrawal fee defined for the client shall apply.

¹¹ 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.

¹² Maximum amount per Ameriastream transfer is AMD 200,000, minimum amount is AMD 1,000, and the amount should be a multiple of 1,000. The maximum amount of cash withdrawal within 24 hours is AMD 200,000 if the amount to be received comes from Ameriastream transfers made with specification of the same phone number in the transfer application(s).

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34	Chargeback claim fee for non-Ameriabank cards	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included	AMD 10,000 per transaction, VAT included
35	Card delivery						
	a) Within Armenia and Artsakh	Free	-	Free	Free	Free	Free
	b) Other countries	According to the postal bill	-	According to the postal bill	According to the postal bill	According to the postal bill	According to the postal bill
36	Provision of cards at the Bank branches (chargeable only for the newly issued cards) ¹³	AMD 1,000	-	AMD 1,000	AMD 1,000	AMD 1,000	AMD 1,000
37	Card transaction insurance as per Ameriabank CJSC Card Insurance Terms during the period they are effective ¹⁴	AMD 3,000 yearly	AMD 3,000 yearly	AMD 5,000 yearly	AMD 5,000 yearly	AMD 5,000 yearly	AMD 10,000 yearly

Other Fees and Rates

1. Minimum account balance	N/A
2. Account crediting in cash	
2.1. AMD ¹⁵	
2.1.1. ≤AMD 400,000 ¹⁶	AMD 500
2.1.2. >AMD 400,000	Free
2.2. USD, EUR ¹⁷	Free
3. Distance banking systems¹⁸	

¹³ The fee is charged at the time of ordering and is not applied (i) for issuance of additional cards in the name of a third person if such third person is not in the Bank at the time of applying, and (ii) in case of first cards ordered by employers and issued as part of payroll projects, and (iii) if the card is to be provided within one banking day, in which case only the fee for the specified service shall apply.

¹⁴ No fee if there is a line of credit on the card.

¹⁵ Depositing of cash to the accounts of payment and settlement organizations is subject to a fee of 0.3% of the amount being deposited, irrespective of the amount, or AMD 5,000, whichever is greater.

¹⁶ 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)

¹⁷ 2% fee shall be applied for depositing EUR 500 notes into the account. EUR 500 notes are accepted only in the head office.

¹⁸ The Bank sets currency exchange rates every business day, which remain effective during open hours of the Bank. The Bank is entitled to reject conversion 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).

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3.1. Activation of Internet/Mobile Banking Replacement of token, Ameria Token app code	AMD 10,000 lump sum
3.2. Activation of MyAmeria app	Free
3.3. Recovery of Internet/Mobile Banking, MyAmeria password at the Bank branch premises	AMD 1,000, VAT included
3.4. Internet/Mobile-Banking service fee ¹⁹	AMD 3,000, VAT included, per calendar half-year
3.5. Phone banking	Lump sum fee of AMD 5,000
4. Account closing	Free

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. The delivery of your Card will take:
 - 3.1 2 (two) business days after your application if the Card is delivered at the head office or any of the Yerevan-based branches or safe lockers,
 - 3.2 7 (seven) business days if the Card is to be delivered to the Bank’s regional branch and
 - 3.3 10 (ten) business days if the Card is to be delivered to a safe locker outside Yerevan.

The Card may be delivered to you within a shorter term where envisaged under the Bank Tariffs.
4. If you would like to generate the PIN code yourself, we will send to you an OTP via SMS to the mobile phone number you’ve given us in writing, 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 code. If you select using OTP as a way to receive your PIN code, you will no longer be able to change this option. The PIN may be set at an ATM of any bank that is a member of payment 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. The Card and PIN shall be provided to you in a manner defined between you and the Bank in advance. In case of reissued Cards, the Card and the PIN will be provided to you in a manner previously agreed between you and the Bank, unless you submit an instruction to the opposite on an approved template form of the Bank.
5. 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.
6. If you would like to generate the PIN code yourself, we will send to you an OTP via SMS to the mobile phone number you’ve given us in writing, 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 code. If you select using OTP as a way to receive your PIN code, you will no longer be able to change this option. The PIN may be set at an ATM of any bank that is a member of payment 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. After expiry of the Card validity term the Card shall be reissued by us subject to then-

¹⁹ The fee is charged during two weeks following each calendar halfyear if at the time of fee charging the client has an active Internet/Mobile-Banking system. The fee will become effective starting July 1, 2023.

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.

7. The Card with the PIN code provided by the Bank shall be activated within the following terms:
 - 7.1 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,
 - 1 (one) business day after the Cardholder contacts us and we properly verify the Cardholder's identity, if the Card is delivered to the delivery address.
8. 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.

Card Transactions

- a. 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 amount withdrawn from the ATMs of Armenia-based banks may not be above AMD 500,000 (five hundred thousand).
3. Possibilities and restrictions of cash deposit (cash-in) ATMs with regard to the transaction amount, face value of the banknotes etc., are defined by the machine service providers and/or payment systems and normally displayed on the ATM for your reference.
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/ru_TJ/visa-in-armenia.html, <https://www.mastercard.am/en-am.html>.

Additional Card

1. The Cardholder (Primary Cardholder) can 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 Additional Card may differ from that of the Primary Card, but it should be of the same or lower class. Contactless Sticker can be used as option of Additional Card.
3. Any Additional Card linked to a credit Card shall be a credit Card, too.
4. No separate 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

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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 can provide the reissued Additional Card to the Additional Cardholder without any notice to the Primary Cardholder.
11. Additional Cardholder must notify us about decease, incapacity, insolvency or bankruptcy of the Primary Cardholder and not use the Card if such circumstances have become known to him/her.

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. Never provide (enter) your PIN while paying via Internet (online stores). If you have disclosed your PIN in an online store, immediately terminate the transaction and contact us to block the Card.
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. When you enter your PIN-code, please make sure it is not visible to other persons and not recorded by cameras.
5. Watch closely 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.
6. 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.
7. When generating a PIN, it is recommended to use as complex PIN as possible. Please avoid using sequential or repeated numbers. You solely shall bear all risks of using the Card, OTP, PIN and password.
8. 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). If you use contactless stickers, there is no need to enter PIN for up to 5 payments under 20,000 AMD or foreign currency equivalent a day if payments are made in Armenia. In case of contactless transactions outside Armenia, use of PIN code will be governed by the terms and rules of the respective payment system (VISA or MasterCard) applicable for the given country.
9. If you pay online at the websites displaying "VBV/Secure code" logo aimed to increase security of the Card transactions over the Internet, you will have to enter a one-time password you will receive during every such transaction in an SMS sent to your mobile number available in the Bank records. We shall not be held liable if you don't receive an SMS due to any technical or other issue not related to our operations, which may result in failure of any of your transactions.
10. To protect yourself against fraudulent transactions, you may at any time during the validity period of the Card set and change transaction limits depending on the type or geographical coverage of card transactions. The limits shall be applicable only to transactions subject to authorization. In case of Card reissuance, the limit set on the Card earlier shall 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.

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11. For security considerations, the Bank can prohibit or restrict card transactions in higher-risk countries.
12. To improve the security of your Card, upon your request, we can send you an SMS-alert to your phone number on our records for every card transaction. The service is subject to the Bank fees. If the value of transactions is equal to or exceeds AMD 10,000 (or equivalent in foreign currency), the SMS alert service will be activated and provided by the Bank by default from the time of the card issuance until you refuse this service submitting a corresponding instruction to the Bank. SMS-alerts can also be sent to the additional cardholder by consent of the Primary Cardholder. The purpose of SMS-alerts is to boost your chances of preventing fraudulent use of the Card. You receive alerts about all transactions and can immediately report to the Bank any suspicions of fraud, thus preventing further illegal use of the Card. 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. 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 SMS alert on the card transactions due to unavailability of mobile network, 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). 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.
13. 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 SMS-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 or obtained via it has become known to other people due to access to your phone.
14. We shall not be held liable for any fees for services provided by the Merchant charged to your card account.
15. 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 ArCa 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 (+374 10) 59 22 22 (ArCa Processing Center), or
 - 1.4 emailing us to cardsupport@ameriabank.am, or
 - 1.5 visit any branch during our open hours.
 - 1.6 Dial *116# from your phone number registered in the Bank.
2. 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. You solely shall be liable for any and all card transactions performed before the loss, theft or unauthorized use of the Card (such suspicion) has been reported to us.
3. 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. The Cardholder shall indemnify the Bank against any losses and damages it may suffer due to the Cardholder's failure to notify the Bank of the Card loss, theft or unauthorized use, or improper notice of the same, as well as due to misuse of the Card by the third parties before notifying the Bank.

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4. In case of unauthorized use of the Card or such threat, notify the Bank immediately and request to block the Card.

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 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 commission defined by the Bank's Tariffs, 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 stipulated in the Terms and Conditions, [General Terms and Conditions](#) of the Bank and the laws and regulations of Armenia.
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 have any objections or disagreement with regard to card transactions, you can file a chargeback application with us not later than within 60 (sixty) days following the date of the transaction or the date envisaged 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 Armenian legislation, procedures of the payment systems and/or our internal regulations.
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 (ten) days after cancellation if the transaction was executed in Armenia
 - 2.2. 30 (thirty) days if the transaction was executed in other countries
3. 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.
4. We will respond to your chargeback application within the following terms:
 - 4.1. 40 (forty) days upon receipt of application if the transaction was made via ArCa
 - 4.2. 60 (sixty) days upon receipt of application if the transaction was made via international payment systems

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- 4.3. 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)
5. Where chargeback is requested for contactless card transactions the Bank shall 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.
6. 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:
 - 6.1. The Bank is at fault.
 - 6.2. Failure or malfunctioning occurred during working hours of the Bank.
 - 6.3. 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 shall be limited to the actual (direct) loss caused to you.
7. 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 [Payment Card 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. If we close the Card at our initiative, we may request you to pay all outstanding liabilities you have to the Bank
5. You have the right to cancel the Card and close the Card Account at your sole discretion, giving us prior written notice and paying all Card-related liabilities to the Bank in full.
6. The Additional Card may be closed both by the Primary Cardholder and the Additional Cardholder.
7. In case of termination of the Card and/or Card Package before the expiry date the charged service fee will not be refundable.
8. Card closure shall not terminate your outstanding liabilities to the Bank, including interest and penalties accrued.
9. 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.

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10.3 (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:

10.1 current account in the same currency

10.2 other Card Account in the same currency

10.3 current account in Armenian drams

10.4 other Card Account in Armenian drams

10.5 other current account in foreign currency

10.6 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. For clients opening a card account the Bank opens 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 your employer's salary project developed by the Bank, your card and banking services shall be subject to the effective preferential terms and tariffs of the given salary project, as amended from time to time in agreed order 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:
 - 5.1 For Republic of Armenia citizens (resident): personal identification document, personal public service number/statement on absence of personal public service number
 - 5.2 For Republic of Armenia citizens (non-resident): personal identification document
 - 5.3 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
 - 5.4 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. Acting in accordance with the Republic of Armenia Law "On Combating Money Laundering and Terrorism Financing" we may request you to provide additional information and documents for the customer due diligence based on the "Know your customer" principle, as well as ask you additional questions during verbal communication (if required so).
7. The list of other materials and information required for a card account opening is available [here](#).
8. Agreements, covenants, cooperation 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).

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9. We will provide you account statements through communication channels and at frequency agreed between you and us and/or in accordance with the Armenian laws and regulations. YOU HAVE THE RIGHT TO COMMUNICATE WITH THE BANK VIA THE CHANNEL YOU PREFER: BY REGULAR POST OR EMAIL. EMAIL IS THE MOST CONVENIENT WAY TO GET INFORMATION. IT'S AVAILABLE 24/7, FREE FROM RISK OF LOSS OF INFORMATION STORED ON PAPER AND IS MORE CONFIDENTIAL.
10. If you don't dispute the statement during thirty (30) days after the statement date, it 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 other agreements entered into by and between you and the Bank 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 account, including card accounts, is guaranteed by the Deposit Guarantee Fund (location: 15 Khorenatsi St., 0010, Yerevan, Elite Plaza Business Center) 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 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.In addition:
 - All AMD deposits with the Bank are considered one AMD deposit.
 - All foreign currency deposits with the Bank are considered one foreign currency deposit.
17. Any and all relations between you and the Bank not regulated by this Information Guide shall 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 shall 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 follow [Service Network](#).
19. Any disputes and disagreements arising between the Parties shall be resolved in accordance with the laws and regulations of the Republic of Armenia. Disagreements and disputes arising out of a property claim with a value equal to or less than AMD 10 million or its foreign currency equivalent may be settled through the Financial System Mediator.

Attention! Individuals are entitled to submit their claims arising out of the transaction between the financial institution and the consumer to the [Financial System Mediator](#). Ameriabank has waived its right to dispute the decisions of the Financial System Mediator which is applicable only in relation to the claims, where the amount of the property claim does not exceed AMD 250,000 or its equivalent in another currency, and the amount of transaction does not exceed AMD 500,000 or its equivalent in another currency.
20. ATTENTION! "YOUR FINANCIAL DATABASE" IS AN ELECTRONIC SYSTEM AIMED AT FACILITATING SEARCHING AND COMPARISON OF THE SERVICES OFFERED TO INDIVIDUALS AND MAKING THE CHOICE EASIER FOR YOU. You may access the website at www.fininfo.am.

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