

Phone Banking Guide for Individuals

Effective date: May 20, 2020
Terms and conditions specified in the Guide
may have been revised.
For more information, please call
Phone: + 374 (10) 56 11 11
Email: office@ameriabank.am
www.ameriabank.am

The Bank is supervised by the Central Bank of Armenia.

1. Phone banking service is a distance service tool provided by Ameriabank CJSC (hereinafter the “Bank”) over the phone.
2. To apply for the service you need to visit the Bank and sign the Phone Banking Application-Agreement. Within 1 (one) business day we will send you an SMS with a phone banking password to the mobile phone number specified by you.
3. The phone banking service is available to client having at least one current account in AMD. To open an account and enable the service you need to provide the Documents and Information Required for Opening Bank Account, Making a Deposit, Receiving a Card or Renting a Safe Deposit Box in Ameriabank CJSC¹. For due diligence on the customers contemplated in the Republic of Armenia Law “On Combating Money Laundering and Terrorism Financing” we may request you to provide additional information and documents, as well as ask you some questions during verbal communication, following “Know Your Customer” guidelines. If it is not possible to identify the client in a proper manner or to maintain the accounts, we may restrict access to the phone banking service. Furthermore, to find out whether you are a US taxpayer we may collect additional information in accordance with the agreement executed with the US under the Foreign Account Tax Compliance Act (FATCA).
4. Based on your application-agreement, you may use the following service within the scope of phone banking service:
 - 4.1. receive audio information on the existing accounts and banking services, agreements between the Parties and available services
 - 4.2. negotiate the value (volume) and exchange rate for an FX transaction
 - 4.3. exchange currency
 - 4.4. make a money transfer. In this case, you should provide the details required under the law. Any international transfer shall be made on the basis of an email with the transaction details.
 - 4.5. pay utilities
 - 4.6. open additional accounts
 - 4.7. order or replace payment cards
 - 4.8. make or top up a deposit
 - 4.9. close some of your accounts (is not applicable if you have only one account with the Bank)
 - 4.10. close your card
 - 4.11. terminate your deposit
 - 4.12. repay your loan partially before the due date

¹ List of Documents and Information Required for Opening Bank Account, Making a Deposit, Receiving a Card or Renting a Safe Deposit Box in Ameriabank CJSC (hereinafter the “Bank”) https://ameriabank.am/userfiles/file/Account_opening_required_documents_2.pdf

- 4.13. administer your account with us and perform card related actions, including account freezing, unfreezing, card blocking, disputing a transaction, amending transaction thresholds and limitations, activating/deactivating VBV service and other services
- 4.14. cancel/withdraw instructions given to the Bank
- 4.15. amend the instructions given to us via phone banking service
- 4.16. instruct us to amend your details we have in our records (other than the phone number)
- 4.17. give your consent for us to send an inquiry on your financial liabilities to ACRA Credit Reporting CJSC, Credit Registry of the Central Bank of Armenia, as well as other companies providing similar services. You should re-confirm your consent, however, by electronic means, i.e. from the email address provided by you to us or Internet/Mobile banking system. Any consent given by you electronically in accordance with the requirements of this clause shall have the same legal effect as manually executed consent with hand-written signature.

To proceed with execution of the above specified banking instructions, we may request you to provide electronic version of documents related to the transaction.

5. You alone will be liable for the transaction performed on the basis of the order/instruction submitted by you with use of a phone banking password and any losses and damages caused to the third parties as a result of such transaction.
6. You may request change of the phone banking password by submitting a written application to us in which case we will send you an SMS with a new password to the phone number specified by you. Furthermore, you may restore your password over the phone and/or another identification channel in accordance with the identification procedure of the Bank. The password is considered confidential information for any third party, including family members and Bank employees.
7. You must not provide or disclose your phone banking password or make it available to any third party and must promptly notify us if your password has been disclosed, stolen and/or lost. We will not be responsible for any losses and damages you may incur as a result of transactions based on the password communicated by you to us over the phone, irrespective of whether or not we were aware of probability of loss.
8. For phone banking, you should call us at (+374 10) 56 11 11.
9. You may also use phone banking service via Zangi app.
 - 9.1. For this purpose, you need to download Zangi app into your smartphone and activate the service by calling to the Bank Contact Center, sending a message to our official page on the Facebook or via Live Chat at www.ameribank.am.
 - 9.2. Once you've completed the activation steps, you may call Ameriabank at 4521 number and follow the voice prompts.
10. While executing your banking instructions given by phone, we may contact you back from time to time for transaction confirmation at any of the phone numbers registered with us or request you to call us from any of such phone numbers.
11. We may block or unblock (if blocked earlier) your phone banking access on the basis of your written application.
12. If you negotiate an FX transaction, the trade value and the exchange rate over the phone, you must perform the transaction during the same business day. We may reject processing the FX transaction negotiated with you over the phone, at our sole discretion, if you fail to perform the transaction during the same business day or breach any of the pre-agreed transaction terms (trade value or exchange rate).
13. We may charge to your accounts a fine equal to two (2) percent of the FX exchange trade value if you refuse to perform the transaction on the same banking day or breach any of the pre-agreed transaction terms (trade value or exchange rate). The amount payable will be charged to the respective transaction-related account, or, if the balance on such account is not sufficient, to your other accounts in which case the foreign currency will be exchanged at the then-effective rate of the Bank.

14. Any transaction instruction given by you over the phone does not require your signature. Approval of the instruction via phone banking service shall be considered proper approval by you. The grounds for executing the transactions will be shown in your account statements.
15. The following service are available via phone banking within the limits specified below:

N	Transaction	Transaction Limit (AMD or foreign currency equivalent)
1	Voice information on the existing accounts provided over the phone	N/a
2	Setting transaction/trade value and currency for FX transactions over the phone	N/a
3	Transfers between client's accounts with Ameriabank	Up to 10,000,000
4	Transfers to other client accounts with Ameriabank	Up to 10,000,000
5	Non-cash FX transactions	Up to 10,000,000
6	Transfers to other Armenian banks if the client has previously made the same transfer	Up to 5,000,000
7	Transfers to other Armenian banks if the client makes the transfer for the first time	Up to 3,000,000
8	International transfers	Maximum 2,000,000 a day
9	Utility payments	Up to 1,000,000

16. Phone banking services are available on:

- ✓ Monday-Friday, from 09:00 a.m. to 8:00 p.m. by Yerevan time, inclusive
- ✓ Saturdays, from 10:00 a.m. to 16:00 p.m. by Yerevan time, inclusive

Currency of payment orders submitted via phone banking	Execution of payment orders submitted via phone banking ²			
	Acceptance	Transfer	Acceptance	Transfer
AMD	Before 2:00 p.m	Same banking day	After 2:00 p.m	Next banking day
USD	Before 5:00 p.m	Same banking day	After 5:00 p.m	Next banking day
Other foreign currencies	Before 4:00 p.m	Same banking day	After 4:00 p.m	Next banking day

For full information on the terms and conditions of Ameriabank CJSC phone banking services, please visit the following links:

- General Terms and Conditions of Provision of Banking Services to Individuals https://ameriabank.am/userfiles/file/Terms and Conditions PP_arm_29_09_2017_eng.pdf

² Payment orders submitted via phone banking service are subject to standard Ameriabank CJSC tariffs for individuals.

- Ameriabank CJSC Standard Tariffs for Individuals
https://ameriabank.am/userfiles/file/Individual_Standard_Tariff_eng.pdf
- Bank Account Opening and Servicing Guide for Individuals
https://ameriabank.am/userfiles/file/Account_leaflet_eng.pdf