

Appendix 1 Approved by order N 10 of the Chairman of the Management Board of ID Bank of February 14, 2020 M. Abrahamyan

Services rendered in evening hours and on Saturdays	
Loan	Accepting loan applications
	Consultations and collecting required documents
	Providing quick loans/credit lines* Gold secured loans **
	Loan repayment
	Consultations
Deposit/Bond	Accepting deposit applications
	Extending term and/or terminating agreements
	Deposit replenishment within the limits set under the bank's internal regulations
	Reducing/receipt of deposit amount, interests
Opening and maintaining	Opening and closing accounts
bank accounts/personal safe boxes	Providing, terminating and changing the bank-client system
Cards	Opening new cards
	Providing card
	Cash withdrawal from card
	Accepting applications for blocking, closing, re-issuing and changing terms of cards and providing respective consultations
Money transfers	Transfers to state budget***
	International***
	Intrabank transfers
	Express money transfers and receiving transfers
Other	Sale of vehicle inspection bills
	Cash in /cash out
	Purchase and sale of foreign currency
	Insurance
	Providing statements and extracts
	Accepting/exchanging coins, worn banknotes
	Sale of bars
	Providing other settlement services

\* In cases where additional approval is required under the Bank's internal legal acts, the loan can be provided on the next business day.

\*\* The service is available only at operational hours and Saturdays in all branches other than Vardanants and Kentron branches.

\*\*\* Actual transfer of the amount is made on the upcoming business day.