

Approved by Regulation N 100-L of the Chairman of the
Management Board of ID Bank CJSC of July 24, 2023

**RULES FOR OPENING AND MAINTENANCE OF BANK ACCOUNTS FOR LEGAL ENTITIES AND INDIVIDUAL
ENTREPRENEURS**

Responsible unit	Corporate Business Directorate, Product development department
Effective date	01/09/2023
Scope	All units of ID Bank CJSC Clients of ID Bank CJSC
Other provisions	
Related documents	Procedure of opening, maintenance and closure of bank accounts for corporate clients, Decision of the Board of the Central Bank of the Republic of Armenia N 102-N “On Approval of Minimum Requirements for Implementation of Internal Control of Banks” Regulation 4



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CHAPTER 1. PURPOSE

1. The purpose of this document is to define the general terms and conditions for opening, maintenance, service bank accounts for legal entities and individual entrepreneurs by the Bank, maintenance of funds, organization and implementation of settlement operations provided by these rules.

CHAPTER 2 GENERAL PROVISIONS

2. These rules for opening and maintenance of bank accounts for legal entities and individual entrepreneurs (hereinafter referred to as the Rules) regulate the conditions of opening and maintenance of bank account (hereinafter referred to as the Account), as well as organization and performance of settlement operations provided in these Rules for RA resident and non-resident legal entities (including organizations without a status of a legal entity, branches, representations, offices and other separate subdivisions established by legal entities), individual entrepreneurs (hereinafter referred to as the Client) in "ID Bank" CJSC (hereinafter referred to as Bank).

3. The Bank opens a bank account for the Client based on the application (offer) submitted by the Client for opening and maintenance of the Bank account and undertakes to serve the account and carry out settlement operations in accordance with the conditions and tariffs set by the Rules and relevant information summaries (hereinafter Tariffs); the Client undertakes to observe them and carry out all actions aimed at their implementation, including to submit the necessary information and documents for opening and maintenance of the bank accounts upon the Bank's request.


4. The Bank opens the bank account provided that the Client submits the completed application (offer) and the necessary documents to the Bank in due order, within the same banking day.

5. Those Clients of the Bank who already have an active bank account or an active payment card in the Bank can send a message on opening of a bank account through the Bank-client system (IDBusiness system), which will be considered by the Bank as an application (offer) duly submitted by the Client for the opening and maintenance of the Bank account. The offer to open a new account made in the manner provided for in this point implies agreement by the person submitting the offer to all the conditions and tariffs for opening, maintenance and servicing the Bank account, as well as giving consent to the processing of the personal data of the natural person who submitted the offer on behalf of the Client. In the case of acceptance of the application (offer) by the Bank, the acceptance of the application is sent electronically to the e-mail address of the Client registered in the Bank and the account opening and service contract is considered duly concluded.

6. The Bank, in individual cases, has the right to open the Client's accounts if the information (including the documents) specified in point 3 is incomplete, in this case the Bank does not accept funds withdraw orders from the Client's account until the information and/ or documents required by the Bank is fully submitted. In case the Client does not complete the documents within the time limit set by the Bank, the bank shall close the account and return the amount available in the given account to the Client.

7. The Bank certifies the opening of the Client's account by means of acceptance of an application for opening and maintaining a Bank account, which is sent to the e-mail address specified in the application for opening and maintaining the Client's Bank account (in addition to sending it electronically to the Client, it can be is also provided on hand, upon the Client's request).



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8. Bank account opening and maintenance application - application (offer) and Bank account opening and maintenance application - acceptance (acceptance) documents together constitute the bank account opening and maintenance contract concluded between the Bank and the Client (hereinafter also referred to as the Contract).

9. By signing (concluding) a Bank Account Contract or by sending an offer/message to open a new bank account through the Bank-client system by the Client who already has a bank account in the Bank, the Client thereby:

1) confirms the reliability of the information provided by him or her to the Bank and undertakes to notify the Bank of any changes in the information provided within 5 working days;

2) informs that he or she intends to keep confidential from third parties any information provided or disclosed by him or her to "ID Bank" CJSC, as well as any information received or collected or processed in any way from "ID Bank" CJSC in the course of legal relations arising between the "ID Bank" CJSC and the Client, therefore requests the above information to be considered as bank secret information provided by point 1 of article 4 of the RA Law "On Bank Secrecy".

3) gives his or her unconditional consent to the public agreement text on **"Processing, collection, use and transmission of personal data and other information, as well as making requests from "ACRA CREDIT REPORTING" CJSC and other authorized state and non-state bodies, organizations"** published on the Bank's official website, in the "Client Rights" section, on the basis of which the Bank will be authorized to process, including collect, use, transmit personal data and other information about the Client, as well as provide information about the latter to third parties in the provided cases and procedures.

4) The legal representative of the client realizes that the provided information and data may affect the decisions made by "ID Bank" CJSC depending on their content. At the same time, both the Client and/or his/her legal representative certifies that

✓ all financial means, which will be transferred to the account(s) opened on the basis of this application (offer), will be received legally in terms of article 296 "Money Laundering", article 295 "Acquiring, sale or assisting in sale of criminally obtained property" and article 310 "Financing Terrorist Activities", article 309 "Facilitating Terrorist Activities" and will in no way be related to money laundering and terrorism financing. If necessary, he is ready to provide the Bank with information (substantiating documents) about any transaction on behalf of the Client;

✓ acknowledges and accepts that the Bank may require additional documents and information for opening a bank account based on the application (offer);


✓ informed that the Client/account holder will bear the obligation to further update all the information provided by the application (offer).

✓ All notices will be considered properly sent if they are sent to the e-mail address specified in the application (offer)/registered at the Bank, at the same time the Client undertakes to notify the Bank of any changes of address within 5 days and bears the negative risk associated with such non-notification.

10. These Rules, Tariffs, as well as other documents related to the opening and maintenance of a bank account are approved by the Bank and may be amended/supplemented unilaterally.

11. Instructions, messages, applications and documents (such as Agreement, FATCA, powers of attorney, offers, etc.) received and sent through the Bank-client system from the Client who has a bank account in the Bank are



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considered duly submitted and have the same legal force as the handwritten signature of the client and/or the corresponding authorized employee of the Bank and the documents received and sent by the latter through the Bank-client system cause all legal consequences arising from the content of the given document. This provision also applies to the correspondence/document circulation carried out through the Client's e-mail address registered in the Bank, except for the cases of submission of payment orders. Moreover, in the event that the service requested by the application submitted by the Client is a paid service based on the tariffs set by the Bank, then the price of the specified service is subject to direct debit from all accounts of the Client held at the Bank, and the specified service is subject to provision provided that the due amount is available on the client's accounts.

12. Other issues of opening, maintaining of bank accounts through the Bank- Client system and conducting operations therewith are regulated by these Rules, Tariffs, the Bank-client system service provision contract concluded between the Bank and the Client, as well as other internal legal acts of the Bank.

13. Other issues of opening, maintenance and operations of bank accounts with the IDBusiness Mobile application are regulated by these Rules, Tariffs, the public terms and conditions for the provision of remote banking services for Corporate clients of the Bank, as well as other internal legal acts of the Bank.

14. These rules also apply to the opening and maintenance of payment cards to the extent that they do not conflict with the rules for opening and maintenance of Payment cards and/or the information summaries of the corresponding card type.

15. All transactions carried out by the Client must be signed by a person with the appropriate authorities and affixed with a stamp, if such request on stamp is provided for by the articles of association or internal legal acts of the Client, about which the Client gives a statement. In the event that the internal documents of the Client require the transactions to be stamped, the Client bears all the risks related to the Client's failure to stamp the transactions (not putting the stamp on the documents) carried out in the Bank and giving a false statement.

16. The Client hereby acknowledges and accepts that providing the opportunity to make transactions on his or her behalf or by providing his or her data to other persons on his or her behalf or with his or her accounts (including the provision of the opportunity to top up the account) is considered to be the provision of consent for the given person to get familiarized with the information constituting a bank secret.

CHAPTER 3. GENERAL TERMS OF MAINTENANCE OF ACCOUNT


17. The Bank carries out operations on the client's Bank Account based on the latter's respective instructions, within the limits of the balance available in the account, unless otherwise stipulated by RA legislation, other contracts and/or agreements.

18. The Bank has the right not to accept withdrawal instructions in certain cases (for example, in the case of non-resident clients) for a period of up to 6 months from the date of instruction, in order to carry out an additional due diligence, except for the withdrawals made for the purpose of purchasing bonds issued by the Bank and making a deposit in the Bank, as well as for transfers to another account in the Bank, moreover this provision shall apply to all the active accounts of the Client in the Bank.

19. The currencies in which the Bank can open a Bank Account are defined by Tariffs.

20. Each account supports only one currency, unless otherwise specified by the Bank. By signing the



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Agreement, the Client gives his or her consent that in the event of funds being transferred to the account in a currency different from the currency of the given account, the Bank has the right to deposit an equivalent amount into the Client's account, calculated by the Bank at the current published exchange rate for the implementation of the given operation for non-cash transactions without the client's additional consent.

21. The Bank is not responsible for the directions the Client uses its dram or foreign currency funds and does not interfere with the management of the funds in the accounts, unless otherwise stipulated by RA legislation, other contracts and/or agreements.

22. The Bank is not responsible for compliance of cash foreign currency deposit transactions on the Client's account with the requirements of RA Laws "On Currency Regulation and Currency Control".

23. The Bank does not interfere with the management of the funds in the Client's accounts, except for the cases of application of restrictions or other regulations provided by RA legislation and Rules.

24. The Bank provides services and collects commission fees from the client's accounts in return for such provided services in accordance with the Tariffs approved by the Bank, unless other individual tariff (a tariff different from the public tariffs) has been established for the Client. The commission fee is primarily charged from the account for which it is applied, and in case of insufficient funds, it is charged from dram accounts, and in case of insufficient funds to dram accounts, from foreign currency accounts (US dollars, Euros, Russian rubles, etc.). The amounts of the Client's obligations to the Bank (including receivables) are also charged in accordance with the procedure established by this point. Moreover, the Bank has the right, at its discretion, to change the order of charging commissions from the accounts.

25. If the Bank changes the bank account service tariff specified in the information summary and the Client has not chosen the periodicity of account maintenance fee payment, then the bank account service fee is set in accordance with the shortest periodicity established by the Tariffs (for example, in the presence of monthly and annual periodicities, the monthly periodicity is set). The fees for which the periodicity of payment is defined by the Tariffs are also charged according to the same principle. The condition specified in this point also applies to Clients with an individual tariff, after the expiration of the individual tariff.

26. Commissions are charged in AMD, and commissions expressed in foreign currency are charged at the selling rate of the given currency set by the Bank for the day of the transaction.

27. Commissions subject to VAT also include VAT.

28. The bank is not responsible:


- 1) for the consequences caused by wrong instructions by the client,
- 2) for the consequences caused by a malfunction of the means of communication,
- 3) for consequences arising in case of force majeure situations.

29. In case of termination of services or refusal of service, the paid commissions are not refundable.

30. In case the client applies to close the bank account, the Bank closes the Bank account within 1 (one) banking day. The funds in the account are returned to the client within the same banking day, in the way preferred by the client.

31. The rights of the account holder to manage the bank account and the funds available therein may be limited by the court's decision based on the application submitted by the judicial acts' enforcement bodies or the tax



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authorities.

32. Confiscation of funds from the account without the order of the account holder can be carried out in accordance with the decision of the court adopted on the basis of the application submitted by the judicial acts' enforcement bodies or the tax authorities, in accordance with the procedure established by RA legislation. The Bank informs the account holder about the confiscation of funds from the account by sending the account statement, unless the Client has applied to the Bank before and has received the requested information.

33. The Client acknowledges and accepts that in the cases defined by RA legislation, the Bank has the right to request from the Client provision of documents and (or) information related to the given transaction and necessary for the Bank for the implementation of operations (transfers, etc.), as well as suspend or deny Bank Account maintenance before they are received. The Client acknowledges that such a case cannot be considered a violation of this contract or RA legislation, if the request for such documents was submitted within one working day after receiving the instruction to perform the necessary function by the Client.

34. In the cases provided for in point 33 of these Rules, where the required documents are not submitted by the Bank within one working day, the execution of the given transaction is stopped and can be carried out on the basis of a new payment order, and the payment order submitted through the electronic system is removed from the system and the Client must enter a new order for the execution of the transaction.

35. The Client can dispose of the funds available on his or her account within the limits of other powers defined by these Rules and the RA legislation, with consideration of the restrictions provided by these rules and/or those applied in the manner defined by the RA legislation.


36. In the case of failure to provide the documents/information stipulated by the RA Law "On Combating Money Laundering and Terrorism Financing", the internal legal acts of the Bank or other legal acts, the Bank has the right to return the specified amount without the Client's consent (without acceptance).

37. The client's bank account can be serviced and managed by a person non- holder of the account who, according to RA legislation, has the appropriate power of attorney/authorizations to represent the account holder's interests in the Bank. On the basis of such power of attorney, the Bank may also open bank accounts and change the Client's data, provided that such power of attorney clearly states the provisions to open a Bank account and change the Client's data.

38. The power of attorney is acceptable (in the order presented below) if:

- 1) The client submitted to the Bank the original power of attorney certified by the relevant authorized person/body, or
- 2) The power of attorney was issued on the territory of the Bank, or
- 3) The power of attorney was sent through online platforms (in the case of non-resident Clients, the Client (also the Client meeting certain criteria included in the composition of "RA non-resident" Clients defined by the Tariffs) must also attach the postal delivery receipt and indicate that the original copy was sent to the Bank), or
- 4) The power of attorney was sent by e-mail registered in the Bank and at the same time, when performing the first transaction, the original Power of Attorney must be available in the Bank (either the authorized person personally presented it to the Bank or the Client sent it by mail and attached the receipt of the postal delivery to e-mail and indicated that the original was sent to the Bank)



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5) Other possible methods and cases of acceptance of the Power of Attorney may be provided for by the Bank's internal legal acts.

6) Powers of attorney issued by legal entity-clients are acceptable if issued by a person with such authority.

39. Validation of the Power of Attorney (by a notary public or other person/body with such authority defined by the legislation of the client's country) is not required for opening a bank account:

- 1) For RA resident legal entity clients, if the power of attorney is presented by the head of the executive body of the legal entity,
- 2) For RA resident legal entity clients, if the authorized person submits a copy of the identity document of the head/director of the executive body of the legal entity,
- 3) For RA resident and non-resident Clients, if the power of attorney is issued on the Bank's premises in the presence of a Bank employee,
- 4) other cases of not requiring the authentication of the power of attorney (by a notary public or other person/body with similar authority defined by the legislation of the client's country) may be determined by the bank's internal legal acts.

40. In order to open accounts of RA resident and non-resident Clients, except for the cases specified in point 39 of this part, a power of attorney must be authenticated by a notary public or a person/body with similar authority defined by the legislation of the client's country, as well as the power of attorney must be approved by procedure established according to international treaties.

CHAPTER 4. ORDER OF BANK ACCOUNT MAINTENANCE


41. The Bank does not execute the Client's instruction if it is filled out incompletely, contains errors, deletions, the funds in the account are not sufficient to make the transfer, as well as if any of the necessary conditions stipulated by these rules are missing.

42. The following schedule is established for the acceptance and execution of the payment order:

	Acceptance and execution of payment order:			
	Acceptance	Execution	Acceptance	Execution
AMD	Up to 15:30	On the same banking day	After 15:30	On the next banking day
USD, EUR, RUB	Up to 16:00	On the same banking day	After 16:00	On the next banking day *
Other currency	Within 3 banking days			
* The value date for transfers of up to USD 50,000 and EUR 50,000, the day of execution of which is a non-working day in the country of the correspondent bank, will be moved to the next banking day, and for transfers exceeding USD 50,000, EUR 50,000 and RUB, the transfer will be made on the next banking day.				

43. Transfers in RA drams to other RA banks under the "Urgent" condition are made on the same banking



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day only if the instruction is submitted before 15:45 and the appropriate commission fee is charged. This service is not available for transactions made through remote service systems.

44. The Bank must inform the Client about non-fulfillment of the instruction not later than on the banking day following submission/receipt of the instruction, indicating the reasons for non-fulfilment.

45. Funds directed to any of the Client's accounts are deposited into the Client's account no later than the next banking day when the relevant payment document is received in the Bank.

46. The Bank may pay interest against the balance of the Client's account at the rate determined by the Tariffs.

47. Interest on the amount of the bank account is accrued for the number of calendar days from the day of depositing the amount until the day before it is returned to the Client or withdrawn from the Client's account on other grounds.

48. The Bank will provide the client with statements on daily transaction at the latter's request, which is considered approved, if the Client, upon receiving the statement, has not submitted the comments related to the Bank in writing within 5 banking days from the date of issuance/sending of the statement.

49. The Client undertakes to return the amounts incorrectly credited to any of his or her accounts or not addressed to him or her, no later than on the next banking day of being informed on the crediting of these funds. In case of non-fulfillment of this obligation, the Bank has the right to charge the amounts not addressed to the Client in an unaccepted manner.

50. All expenses related to the Client's instructions are paid by the Bank in an accepted manner by charging amounts from any account of the Client. By accepting these rules, the Client gives his or her consent and instructs the Bank to carry out the operation of collection of funds in the non-acceptance order provided for in this point.

51. At the Bank's request, the Client must fill out a Declaration regarding the beneficial owner of the transaction, as well as the persons related to him or her.

52. The client has the right to communicate with the Bank in the way preferable for him or her, through e-mail or postal mail. Receiving information electronically is the most convenient. It is available 24/7, free from the risks of paper information loss and ensures privacy.

53. Bank account statements are provided to the Client at least at thirty-day intervals, according to the option preferred by the Client:


- 1) By email,
- 2) in person at the Bank's premises (the option is applicable only to the accounts of individual entrepreneurs),
- 3) by postal mail.

In addition, in case of choosing the method of in person receipt, the Client is obliged to choose another option for receiving the same information: postal or electronic. If the client refuses to fulfill this request or does not provide an e-mail address, the postal method is considered to be selected.

54. The Bank is not obliged to provide the account holder with an account statement if the Bank has not debited or credited the given account during the reporting period.

55. The Bank is obliged to provide information on the existence, balance and movement of the bank account and/or other information no later than within 5 banking days following the submission of the relevant application by the



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Client to the Bank, and the Bank provides the information on the balance and movement of the accounts to the Client for reference for the days preceding the date or as of the date of issuance, indicating the specific time of issuance.

56. In case of finding inaccuracies in the operations related to the account within 15 days after receiving the account statement, the client can submit an appeal to the Bank. If appeals are not received within the specified period, the Bank considers the statement accepted. The appeal is submitted to the Bank in the form of a written application. The Bank accepts the appeal application received within the specified period by implementing the relevant actions defined by the rules of the local and international payment system.

CHAPTER 5. CASES OF CLOSING ACCOUNTS OR SUSPENDING ACCOUNT MAINTENANCE

57. Maintenance of the bank account can be stopped and the contractual relations can be terminated at the client's request, if the Bank is given one banking day prior notice of the same and the funds in the Bank account are zeroed, or at the initiative of the Bank, in the cases and in the order provided by the Rules or internal legal acts of the Bank.

58. the bank account can be closed or suspended at the initiative of the bank:

1) if no operations have been performed on the account for a period of one calendar year or more, or the balance of the accounts does not exceed 5,000 AMD (or equivalent foreign currency), moreover, in case of closing the Bank account, a commission fee is charged in the amount of the balance in the account. The commission charged is non-refundable. This provision does not apply to the clients who have more than one account in the Bank and operations were performed with at least one of these accounts during the specified period, have deposits (including bonds) and credit obligations (including guarantees given).

2) if the funds available in the accounts as of the next payment day are not sufficient to charge the account maintenance fee,

3) if the Client has violated the restrictions set for the purpose of combating money laundering and terrorism financing, according to the Policy on Combating Money Laundering and Terrorist Financing published on the Bank's official website or RA legislation, or such a violation has been attempted, or the bank has suspicions regarding transactions carried out or planned by the Client and the Client does not provide sufficient evidence at the request of the Bank to exclude such suspicions,

4) if the Client does not submit the documents/information certifying the transaction requested by the Bank,


5) If, from the day of receiving the Bank's request (notification), the Client has not submitted the requested information/data within the period specified in the request (notification),

6) if data and information different from the data and information provided by the Client to the Bank were used in the transactions carried out by or for the benefit of the Client (including received transfers),

7) The Bank has a reasonable suspicion that using the Bank's services for the Client has the sole or main purpose of spending/wasting the Bank's resources (human, time, material), causing material damage to the Bank, abusing the right to obtain personal benefits that do not derive from the nature of the service provided,

8) Forgery or attempted forgery was committed in RA commercial banks and/or other financial organizations with the client's participation.



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- 9) In cases of non-observance of the provisions provided by these Rules, the contract/agreement,
 - 10) In cases provided for by tariffs,
 - 11) In other cases, defined by the Bank, about which the Bank will notify the Client by the method of notification chosen by the Client,
 - 12) In other cases, contractual relations can be terminated at the request of the Bank, in accordance with the procedure established by RA legislation.
59. The bank allows the client to manage the account (unblocks the use of the account) in case of the disappearance of the grounds for suspending the account maintenance provided for in point 58.

CHAPTER 6. OBLIGATIONS OF THE PARTIES

60. The Bank undertakes to:

- 1) To open a relevant Bank account (accounts) in the name of the client in case of complete submission of the prescribed documents within the period specified by these rules,
- 2) To carry out operations on the client's bank accounts in accordance with RA legislation, the Rules, Tariffs,
- 3) To ensure the confidentiality of operations carried out through the Client's Bank account.
- 4) To provide information about the accounts to the Client and the person authorized by the latter, if necessary, also to other persons, in accordance with the procedure established by RA legislation
- 5) To fulfill the payment instructions given by the Client unconditionally, timely and accurately within the framework of the powers established by RA legislation and these rules,
- 6) To write off the funds in the sequence and order defined by RA legislation in case of insufficient funds in the client's bank account,
- 7) To withdraw amounts from the client's account without the client's instructions in an indisputable manner only in the cases provided for by the RA legislation.

61. The Client undertakes to:


- 1) To submit to the Bank all the necessary documents for opening accounts in the manner acceptable by the Bank, as well as a duly completed application (in the form prescribed by the Bank),
- 2) To submit payment settlement documents to the Bank, completed in the appropriate form,
- 3) To pay for the services provided by the Bank according to the Bank's tariffs or as provided on contractual basis, if such payments arise during the implementation of these Rules,
- 4) To submit updated information in case of changes in previously submitted information about himself or herself and his or her related persons. Moreover, in case the Bank becomes aware of non-fulfilment of the obligation provided by this clause, the Bank may not perform the functions provided by these rules until the updated information is provided.

CHAPTER 7. RESPONSIBILITIES OF THE PARTIES

62. In case of non-fulfillment (improper fulfillment) of the obligations assigned to them by these rules, respectively, the Bank or the Client shall bear responsibility in accordance with RA legislation.

63. The Bank is not responsible for the reliability of the information specified in the documents, completed



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applications, as well as payment instructions submitted by the Client.

CHAPTER 8. FORCE MAJEURE

64. Both the Bank and the Client shall be released from liability for failure to fully or partially fulfill the obligations defined by these rules, or for improper fulfilment thereof, if this was due to the influence of force majeure, which arose after acceptance of the application for opening and servicing the Bank account (acceptance), and which the parties could neither foresee nor prevent. Such situations are earthquake, flood, war, declaration of military and state of emergency, political disturbances, strikes, suspension of work of means of communication, acts of state bodies, etc., which make it impossible to fulfill the obligations defined by these rules.

CHAPTER 9. LIMITATIONS

65. In order to fulfil the conditions provided herein, both the Bank and the Client undertake to strictly comply with all the applicable regulations in the course of their activities, which prohibit corruption, money laundering, terrorism financing among public or private figures.

The Bank and the Client hereby certify that they are aware that the RA legislation and international obligations assumed by the Republic of Armenia prohibit money laundering or assisting it, transactions with individuals and organizations associated with terrorism, and provision of financial resources and support to them.

Both the Bank and the Client undertake to take and implement necessary and reasonable steps and measures to prevent corruption, money laundering, terrorism financing.

66. The Bank and the Client hereby declare that according to the information they have, their legal representatives, agents and any other persons who are involved in the implementation of this contractual relationship or in any way influence decision-making, do not directly or indirectly offer, give, or agree to give money or similar value, as a bonus or gift, to any person or company, including any representative or employee of the Government, any representative of a political party, any candidate for a political mandate, as well as any person performing legislative, administrative or judicial functions on behalf of a state, agency or public organization or any international public organization, any with the aim of corrupting and/or encouraging them to act inconsistently with their functions and activities in order to obtain or retain any transaction or advantage in commercial activities for themselves.


67. Both the Bank and the Client are informed that their activities should not cause damage to the environment and certify that no unacceptable damage to the environment will be caused during and as a result of their relationship.

68. While performing the functions provided herein, both the Bank and the Client are obliged to comply with all applicable laws and regulations that prohibit discrimination based on race, religion, skin color, national origin, age, sex or disability.

69. The Bank, being committed to its mission, maintaining the highest ethical and regulatory standards, conducts responsible activities and guarantees that neither the Bank nor the Bank's services directly or indirectly facilitate the violation/bypassing of applicable international sanctions and/or restrictions.

70. Being a responsible participant in the international financial system, at the same time valuing and protecting clients' interests, safety and the continuity of their activities, the Bank follows the international sanctions



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and/or restrictions, and those of the UN Security Council, the European Union, the United Kingdom, the United States, etc.

71. The Client acknowledges and agrees that the sanctions policy prohibits any Client activity that would violate applicable sanctions and/or restrictions. As a result of such actions, transfers/transactions will be rejected, and the Bank may refuse to serve these Clients.

CHAPTER 10. TERMS OF THE RULES AND TARIFFS, PROCEDURE FOR AMENDMENTS, TERMINATION AND OTHER CONDITIONS

72. The Bank publishes the Rules and Tariffs (including additions and amendments) in the places and means available to the Clients, in particular:

- 1) On the Bank's website: <https://www.idbank.am/>
- 2) By placing information on the information panels available in the Bank's branches and other places intended for providing Client service.

73. The changes in the tariffs and other due fees, as well as changes in these rules, shall become effective 15 days after they are posted on the Bank's official website and being notified to the client in the manner specified by him or her, where such change refers to the annual interest rate, and in all other cases, 7 working days after being posted on the Bank's official website and notifying the Client in the manner specified by him/her (for Clients who are individual entrepreneurs), and in the case of legal entities, at least from the date of their implementation.

CHAPTER 11. LEGAL RELATIONS OF THE PARTIES

74. The relationship between the parties involved in the implementation of these rules is characterized by a special trust shown to each other, as persons who are able to best ensure the realization of their purpose.

75. Claims arising from the relationship on opening and maintenance of account can be submitted to the Financial System Mediator, which resolves the dispute between the Parties in accordance with the procedure established by the RA Law "On the Financial System Mediator". Moreover, if the amount of the property claim does not exceed 250,000 AMD or its equivalent in foreign currency, the decisions of the financial system Mediator cannot be challenged by the Bank (the point is applicable for accounts of individual entrepreneurs only).


76. Any disputes arising herefrom, as well as from the existing relationship between the Bank and the Client in connection with opening and maintenance of an account, are resolved through negotiations. In case of failure to reach an agreement within thirty days, dispute resolution is carried out through the RA judicial system in accordance with the RA legislation.

77. Both the Bank and the Client certify that at the time of opening the account, they are not aware of such circumstances, as a result of which they are not authorized or able to conclude or comply with these Rules.

78. Both the Bank and the Client also confirm that the implementation of these rules fully corresponds to their interests.

79. All notices, requests or confirmations between the Bank and the Client in connection with the implementation of the purposes set up herein shall be sent or made on the spot in writing, properly and signed by authorized persons.



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80. Information related to the client's account and its maintenance is a sensitive information and is not subject to publication, except for the cases defined by RA legislation.

81. The provisions of these rules shall be interpreted according to the literal meaning of the words and expressions contained therein, considering the other conditions, the full meaning and the purposes by which the Bank and the Client were guided.

82. If any provision hereof is recognized as invalid or becomes inapplicable, it must be revised within the framework of the applicable legislation in order to restore the intentions of the Bank and the Client. The invalidity or unenforceability of any provision of these rules shall not affect the validity or enforceability of any other provision of the rules. The Bank and the Client agree not to exploit the unenforceability of any provision of these rules to avoid fulfilling their obligations under the rules.

83. By submitting a duly and /or fully completed and signed application (offer) provided for by these Rules to the Bank for opening a bank account, the Client gives his or her unconditional consent to the public agreement text on **“Processing, collection, use and transmission of personal data and other information, as well as making requests from “ACRA CREDIT REPORTING” CJSC and other authorized state and non-state bodies, organizations”** published on the Bank's official website <https://idbank.am/>, in the “Client Rights” section, on the basis of which the Bank will be authorized to process, including collect, use, transmit personal data and other information about the Client, as well as provide information about the client to third parties in the defined cases and order. At the same time, the person confirms that he/she is informed that he/she can recall his/her consent both partially and completely at any time, in which case the Bank is obliged to stop processing personal data and destroy the data within ten working days following the day of receiving the recall. The bank is obliged to inform the person about the destruction of personal data within three working days from the moment of destruction.


84. The Client acknowledges and accepts that the telephone number provided by him or her during the legal relationship established with the Bank is subject to removal from the Client's personal data registered in the Bank in the following cases:

- 1) If a third party called the official phone number of the Bank from the phone number of the client registered in the Bank and informed the Bank that the given phone number belongs to him or her, or
- 2) If the third party has submitted to the Bank through the Bank's official e-mail addresses, branches and/or Call Center, a certificate issued by the mobile communication operator, certifying that the given number belongs to him or her.

85. Within 7 working days after being informed by the Bank about such grounds specified in clause 84 of these rules, the Client undertakes to approach any branch of the Bank or apply for changing the telephone number through the e-mail registered in the Bank and/or through the Bank-client system, and before making a change, the Bank stops providing information to the given phone number. In the event that the Bank is unable to contact the Client to inform about the grounds mentioned in clause 84 hereof, the same information is sent to the Client's registered e-mail address.

86. If the Bank's employee fails to contact the Client within 1 month after the grounds mentioned in clause 84 appear and/or the Client does not update the data, then the latter's accounts are subject to blocking. Accounts are unblocked if the Client updates the data.



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87. These rules also apply to package products offered by the Bank (a package that includes more than one service provided by the Bank at the same time), to the extent that they do not conflict with the conditions established by the information summary of the package product.

88. The relations not regulated by these rules are regulated in accordance with the procedure established by RA legislation.

