

The terms mentioned in the bulletin can have be amended.

If you are reading the bulletin on the website of the Bank, please pay attention to the action date of the information bulletin. If you are reading the bulletin on the territory of the Bank or in a paper form, please visit the Bank's website at www.idbank.am for detailed information (paying attention at the action date of the information bulletin), apply to any branch of the Bank or call the Bank's Call center at 010 593333 or 060 273333.

INFORMATION BULLETIN

UNALLOCATED METAL ACCOUNTS

Action	Account opening and maintenance at the branch	Account opening and maintenance on digital platforms
Client group	Physical persons and legal entity/PE clients	Physical persons clients
Account opening	Free	1000 AMD
Account reopening	Free	Free
Annual service fee	1000 AMD	Free
Minimum amount of transactions through the account	N/A	N/A
Maximum amount of transactions through the account	Conditioned by transaction requirements	Conditioned by transaction requirements
Cash deposit to account	According to bank account tariffs and conditions	
Types of operations through the account	Account replenishment	Account replenishment
	Through buying non-cash gold from a bank and depositing it into a metal account	Through buying non-cash gold from a bank and depositing it into a metal account

	Through transfer of paper gold to an account of the client or other entity at the Bank or other bank	Through transfer of paper gold to an account of the client or other entity at the Bank
	Account withdrawal	Account withdrawal
	Through selling the paper gold available on the account to the Bank	Through selling the paper gold available on the account to the Bank
	- By making a non-cash transfer of gold to the metal account of the customer or other person in the Bank or another bank. - By donating to another person (by making a non-cash transfer of gold to the metal account in the bank)	- By making a non-cash transfer of gold to the metal account of customer in the bank. - By donating to another person (by making a non-cash transfer of gold to the metal account in the bank)
Annual nominal interest rate	0% (annual interest income equal to 0%)	0% (annual interest income equal to 0%)
Intra-bank transfers from the account	Free	Free
	0.3% min 28,000 AMD (for each entry and withdrawal)	-
Interbank transfers from the account	Before making interbank transfers from the account, it must be agreed with the Bank in advance, by presenting the requisites of the receiving party. The Bank is entitled to reject the transfer request if it is not possible to make the given transfer through the correspondent bank	
Account closure	Free	-

1. Unallocated metal accounts are provided for keeping record of paper gold and do not imply deposit and withdrawal of cash gold.
2. Only the information on the weight and purity of gold is required for registration of gold. Paper gold registered on unallocated metal accounts is measured in grams. Metal accounts can be opened only for gold of 999.9 purity.
3. Paper gold is recorded on metal accounts in grams with the accuracy of 0.01 grams, one troy ounce equaling to 31.10348 grams.
4. Non-cash purchase and sale of gold is implemented based on a client's request containing essential terms of the transaction (price, term of implementation and weight).
5. The Bank defines exchange rates for purchase and sale of 1 gram of paper gold which are considered while executing transactions through the account.
6. The account is opened for an indefinite period of time.
7. An e-mail address is mandatory for opening an account.

8. The rights and obligations of the parties in terms of opening, maintaining and cash servicing of unallocated metal accounts are defined by the relevant agreement.
9. Terms and rates not included in this information summary are regulated by separate information summaries and/or contracts/agreements.
10. Commissions are charged in Armenian drams at the sales rate set by the Bank for the day of the given transaction.
11. Commissions are charged from customers' Bank accounts, unless otherwise stipulated by contracts/agreements
12. Commissions subject to VAT include VAT.
13. The bank shall not be held liable:
 - 13.1 for the consequences caused by wrong instructions of the customer,
 - 13.2 for the consequences in case of malfunction of communication means,
 - 13.3 for consequences arising in case of force majeure situations.
14. The Bank may make changes and additions to the current tariffs by giving at least one day prior notice to the customers making the the text of such changes and additions available on the Bank's premises or on the website of the Bank, unless otherwise stipulated in separate information summaries and/or contracts/agreements.
15. In case of termination of the services or refusal of the service, the commissions paid until then are not subject to return
16. Funds are withdrawn from the Client's account no later than on the next banking day after the Client submits the corresponding payment instruction to the Bank.
17. Funds directed to the Client's account are deposited into the Client's account no later than the next banking day when the corresponding payment document is received in the Bank.
18. Interest on the amount of the bank account is accrued for the number of calendar days from the date of entering the amount till the preceding the date of return of the amount or withdrawal of the amount on any other basis.
19. The bank account will be closed within 1 (one) banking day upon submission by the client an application to close the bank account. The funds in the account are returned to the client within the same banking day, in the way preferred by the client.
20. The rights of the account holder to manage the account and the funds therein can be limited by the court's decision based on the application submitted by the bodies ensuring the enforcement of judicial acts or the tax authorities.
21. Confiscation of funds from the account without the order of the account holder can be carried out by the court's decision on the basis of the application submitted by the bodies ensuring the enforcement of judicial acts and 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, if the client has not applied to the bank and has not received the specified information.
22. The Bank sets exchange rates for buying and selling foreign currency for each working day, which are effective during the Bank's working hours. During remote customer service, outside of working hours, as well as on non-working days (including Saturdays), the exchange rates for buying and selling foreign currency available on the Bank's official website are valid.
23. When making transactions in a currency different from the currency of the account, the exchange rates set by the Bank will apply.
24. Disputed arising between the Bank and the client are settled through negotiations between the parties. Disputes between the parties can be settled though the Financial System Mediator (in an order defined by RA law on "Financial System Mediator") located at Elite Plaza" Business Center, 7th floor, 15 Khorenatsi str., Yerevan 0010, Armenia, e-mail: info@fsm.am, tel. (+374 60) 70-11-11. Fax (+374 10) 58-24-21, or through the court.
25. For the purpose of due diligence of the client as defined by RA law on "Combating money laundering and terrorism financing" the Bank may require additional documents or information based on "Know Your Client" principle.
26. According to the agreement with the USA based on the Foreign Account Tax Compliance Act (FATCA) the Bank may collect additional information for the purpose of identification of the fact of the client being a US taxpayer.

27. The client has the right to communicate with the Bank through a preferred means of communication: e-mail or regular post. The electronic means of communication is the most comfortable. It is available 24/7 and is free of the risk of losing information in paper as well as ensures confidentiality
28. Bank account statements are provided to the client at least once every 30 days in a way preferred by the client:
by e-mail,
in person,
by post.
29. The Bank is not obliged to provide the account holder with an account statement if the Bank did not debit or credit the given account within the reporting period.
30. 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 Client to the Bank, while the statement on the balance and movement of the accounts shall be provided by the Bank to the Client for the days preceding the date or as of the date of issuance, indicating the specific time of issuance.
31. 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.
32. The list of branches and ATMs of the Bank, information on their locations and working hours can be found at the following link: [Branches and ATMs](#).
33. The order and tariffs on rendering remote services by the Bank are presented in "[Public terms on providing remote banking services](#)".
34. In the event of credit obligations between the Bank and the Account Holder, funds from the Bank account are debited in accordance with the procedure provided for in the loan agreement.
35. Unallocated metal accounts are not reimbursed by the Deposit Guarantee Fund.
36. The Bank has the right to unilaterally change the amount of the simple interest rate paid for funds in the current account by publishing it on the Bank's official website 15 days before its entry into force.
37. The list of documents necessary for opening a bank account is presented in the "[List of documents necessary for opening accounts](#)".

ATTENTION! THE BANK IS CONTROLLED BY THE RA CENTRAL BANK