



The terms mentioned in the bulletin may have been amended.

If you are looking through the bulletin on the website of the Bank, please pay attention to the action date of the bulletin.

If you are looking through the bulletin in a paper form, please visit the Bank's website at [www.idbank.am](http://www.idbank.am) for detailed information (paying attention to the action date of the bulletin), apply to any branch of the Bank or contact the Bank's Call center: 010 593333 or 060 273333.

## "YEREVAN MALL" GIFT CARDS INFORMATION BULLETIN

	Card type	ArCa Classic	
1.	Card currency	AMD	
2.	Card issuance within 1 business day	Free	
3.	Card validity term	6 months	
4.	Annual card account service fee	Free	
5.	Annual commission fee applied in case of not performing any transactions through all the accounts of the Client with the Bank (hereinafter inactive accounts)	AMD 5,000 <sup>1</sup>	
6.	Interest rate calculated against positive balance of card account	Annual simple interest rate	Annual percentage yield
		0%	0%
7.	Issuance of a duplicate card in case if the card or the PIN code is damaged, invalid, lost/stolen (for the same card validity term)	AMD 2,000	
8.	Card re-issuance for expired cards	Not subject to reissuance	
9.	Card blocking	Free	
10.	Card unblocking	Free	

<sup>1</sup>This provision applies to clients who have only card and current accounts with the Bank no transactions through any of which have been performed within the past year and longer and the sum of all the positive balance of all the accounts of the client is less than AMD 100,000 (or equivalent amount in a foreign currency); Moreover, the charges of service fee or the internal transactions performed by the Bank, as well as the funds on frozen accounts in the amount of the frozen amount shall not be considered as transactions. The commission fee provided by this paragraph does not apply if the client, besides the inactive current and card accounts, has any other Bank product/service including a synchronized Idram application and/or idbanking.am online system. The commission fee for inactive accounts is applied once a year irrespective of the number of accounts. If the balance of inactive accounts is less than the defined commission fee/equivalent in foreign currency, the whole remaining amount shall be charged after which the given accounts can be closed by the Bank. The charged commission fee is not subject to return.

	Card type	ArCa Classic
11.	Provision of monthly card account statement in the Bank or by post or e-mail	Free
12.	Provision of an additional monthly card account statement in the Bank or by post <sup>2</sup> , e-mail	AMD 1,000
13.	Fee for each SMS <sup>3</sup>	AMD 15
14.	Fee for each PUSH notification	Free
15.	Replenishment of card account	Free
16.	Cash withdrawal from card account	Without the opportunity to withdraw cash
17.	Commission fee for non-cash card transactions <sup>4</sup>	Free
18.	Card account closure and return of the card <sup>5</sup>	Free

## General conditions

1. "Yerevan Mall" Gift cards are settlement cards and are provided for implementation of non-cash operations/transaction within the limits of monetary funds available on the Cardholder's card account.
2. Commission fees subject to VAT taxation also include the VAT.
3. The Bank has the right to unilaterally change the amount of simple interest rate paid against funds available on the account by publishing it on the official website of the Bank 15 days prior to their entrance into force.
4. Interest amounts accrued towards the positive balance of the card account are paid on a monthly basis.
5. Interest on funds available on the card account is accrued for calendar days between the day of deposit of funds and the day preceding return of funds to the client or withdrawal of funds from the client's account on other basis.
6. The Bank reserves the right of a tax agent to calculate and pay the income tax (10%) for interest received against funds available on the account in an order defined by law.
7. Disputed arising between the Bank and the Client are settled through negotiations between the parties. Disputes between the parties may be settled through 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, tel. (+374 60) 70-11-11. Fax (+374 10) 58-24-21, e-mail: [info@fsm.am](mailto:info@fsm.am).
8. *For the purpose of proper study 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.*
9. *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.*

<sup>2</sup>Provision of the statement within and outside the territory of the Republic of Armenia is carried out in the frequency and manner defined by the agreements concluded between the Client and the Bank. Moreover, the sum of the commission fees defined for the postal service and the corresponding tariffs of the Bank must be available on the Client's card account for the provision of this service.

<sup>3</sup> The service is available for transactions amounting to AMD 500 and over. This tariff enters into force on 17/03/2022. At the request of the customer, it is possible to activate the PUSH notification service instead of the SMS service or in parallel with the latter through the Bank's Idram&IDBank application.

<sup>4</sup> Transactions can be performed only through POS-terminals at points of sale and entertainment operating on the territory of sales and entertainment complex "Yerevan Mall" located at 34/3 Arshakunyats St., Yerevan, RA.

<sup>5</sup> The balance of the available amount is not subject to return to the cardholder.

10. To activate SMS and e-mail address one has to visit any of the branches of the Bank (with an identification document) and fill in the corresponding application form.
11. The card is provided to the buyer immediately after filling in the application form.
12. The envelope containing the Card's PIN code is provided to the client in the name of whom the card is being purchased. The PIN code must be used only by the client as well as the latter undertakes to ensure the impossibility of the PIN code to become available to other parties. It is not recommended to keep the PIN code together with the card.
13. The Card is being activated by the Bank within 1 (one) business day after purchase of the Card by the buyer.
14. All commission fees are charged in AMD.
15. Account owner's rights to dispose of the bank account and funds therein can be limited by a court decision based on requests submitted by judicial acts compulsory enforcement authorities or tax authorities.
16. Confiscation of funds from the account without the account owner's instruction can be performed by a court decision based on requests submitted by judicial acts compulsory enforcement authorities or tax authorities.
17. In case of loan liabilities between the Bank and the account owner the funds from the card account shall be charged without notice in accordance with the procedure provided by the loan agreement.
18. **The client has the right to communicate with the Bank through a preferred means of communication: e-mail of regular post. The electronic means of communication is the most comfortable. It is available on a 24/7 basis and is free of the risk of losing information in paper as well as ensures confidentiality.**
19. In case of discovering inaccuracies in the transactions related to the account within 15 days after receiving the account statement, the client may submit an appeal to the Bank. If no such appeals are received within the mentioned period, the Bank shall deem the statement as accepted. The appeal shall be submitted to the Bank in a written form. The Bank accepts the received appeal for processing within the prescribed period by carrying out corresponding actions as defined by rules of local and international payment systems.
20. In case of loss of the card, the client must notify via telephone or other possible means of communication as soon as possible:
  - **"Armenian Card" CJSC Processing Center by calling (010) 592222 24-hour telephone number or**
  - **call the Contact Centre of the Bank by dialing (010) 59 33 33 24-hour telephone number or**
  - **visit any branch of the Bank with a passport**


At the moment of notification by the Client about the loss of the card via telephone, the performance of transactions on the card will be immediately suspended.

The Bank shall not be liable for any damage caused to the Cardholder between the loss of the Card and notification of the Bank about it. After the card is suspended, the client must visit the Bank and provide a written statement about the loss of the card, on the basis of which the Bank will provide the client with a new card within 2-5 banking days. For details, see the "Payment Card Service Rules" at the following link: [Rules](#).

21. The servicing of the card can be terminated and the card account can be closed ahead of time based on the written application of the cardholder. The balance available on the card account is not subject to return to the client.
22. After closure of the card the card account is closed at the initiative of the Bank.
23. **Attention – Interest against funds available on the Client's account is calculated based on the nominal interest rate. And the annual percentage yield indicates the income of the Client to be received as a result of making mandatory deposit payments and receiving the earned interest amounts at defined intervals. The order of calculation of annual percentage yield can be found at the following link: [Annual percentage yield calculation](#).**
24. An example of interest calculation:
 

The day the money is credited to the card: 01.08.2018  
 The amount credited to the card: 100,000 AMD  
 Annual interest rate: 4%  
 Payment of interest: by the end of term  
 The term the amount remains on the card: 365 days  
 Income tax rate: 10%  
 Calculated interest amount:  $100,000 \times 4\% : 365 \times 364 = \text{AMD } 3989.04$   
 Income tax amount:  $3989.04 \times 10\% = \text{AMD } 398.90$   
 Income received by the cardholder:  $\text{AMD } 3590.14$
25. "Yerevan Mall" Gift Card shall not be used in the Virtual environment.
26. In order to fully use the Bank's services it is necessary to undergo proper identification in IDBank's branches.
27. 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](#).
28. The list of documents required for receiving a gift card:
  - 28.1. Gift card application form
  - 28.2. Identity document of the person buying the gift card
29. The list of documents required for receiving the envelope containing Yerevan Mall gift card's PIN code:

- ✓ The card purchased in accordance with paragraph 28
  - ✓ Identity document of the person mentioned in the application-form stated in paragraph 28.1
  - ✓ Public services number or reference on absence of PSN
30. Other provisions on card usage, maintenance, closure, re-issuance, ensuring security and appealing against card transactions which have not been defined in this information bulletin, are defined in the [Rules](#), agreements concluded between the Bank and the Cardholder in terms of issuing, provision and servicing of payment Cards by the Bank, internal legal acts and rules of payment and settlement systems (ArCa).
  31. The Bank is obliged to provide the client with the [Rules](#) while concluding an agreement with the latter.
  32. The client must not be included in the list of unwanted clients of the Bank. The legal relations regarding the classification of the client as an unwanted client are regulated by the [procedure](#) "On defining the criteria of classification of a client as unwanted and management of relations with them".
  33. Refundability of funds available on the card account is guaranteed in accordance with the RA law "On Guarantee of Remuneration of Bank Deposits of Physical Entities".

Reimbursement of bank deposits of physical entities in "IDBank" CJSC is guaranteed by the "Deposit Guarantee Fund of Armenia" in the amounts of deposits subject to reimbursement, particularly:				
Currency structure of deposit	If you hold only a bank deposit in AMD in the same bank	If you hold only bank deposit in a foreign currency in the same bank	If you hold bank deposits both in AMD and in a foreign currency in the same bank	
			If the deposit in AMD exceeds 7 million AMD	If the deposit in AMD is less than 7 million AMD
Maximum amount of guaranteed deposit	AMD 16 million	AMD 7 million	AMD 16 million (only the deposit in ADM is guaranteed)	AMD 7 million (the bank deposit in AMD will be guaranteed in full, and the bank deposit in a foreign currency will be guaranteed in the amount of the difference between AMD 7 million and the bank deposit in AMD subject to reimbursement)

**ATTENTION! THE BANK IS CONTROLLED BY THE RA CENTRAL BANK**