

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.

## "HOGATAR" (CARING) PAYMENT CARD INFORMATION BULLETIN

N	Card type	Mastercard Standard	
1.	Card currency	AMD	
2.	Card provision (issuance) within 2-5 business days <sup>1</sup>	Free	
3.	Card validity term	5 years	
4.	Urgent card issuance (within 1 business day) <sup>2</sup>	AMD 1,000	
5.	Annual card account service fee	AMD 0	
6.	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>3</sup>	
7.	Card account minimum balance	AMD 0	
8.	Interest rate calculated against positive balance of card account	Annual simple interest rate	Annual percentage yield
		0%	0%
9.	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 700	

<sup>1</sup>The card activation is performed by the Bank according to the Rules of "Servicing of payment cards" (hereinafter referred to as Rules) at the following link: [Rules](#) through the Bank's ATMs.

<sup>2</sup>Urgent card provision is performed only in Vardanants branch of the Bank located at 13 Vardanants St., Yerevan, RA, tel.: +37410 593333 , +37460 273333.

<sup>3</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.

10.	Card re-issuance for expired cards	Free	
11.	Card blocking	Free	
12.	Card unblocking	Free	
13.	Provision of monthly card account statement in the Bank or by post or e-mail	Free	
14.	Fee for each SMS <sup>4</sup>	AMD 15	
15.	Fee for each PUSH notification	Free	
16.	Replenishment of card account	Service is not available, except the cases stated by Armenian legislation	
17.	Cash withdrawal fee (from the Bank's ATMs)	Free	
18.	Cash withdrawal from the card account at the Bank's cash withdrawal points, without the use of the card	Free	
19.	Commission fee for cash withdrawal from other ArCa system member-banks' cash withdrawal points	0.50%	
20.	Commission fee for card-to-card transfers	Through ATMs and the ArCa application	0.50%
		In case of transfers via IDBanking.am and Idram platforms from card accounts of <b>synchronized</b> cardholders of the Bank to ArCa system members' cards	0.50%
		In case of transfers via IDBanking.am and Idram platforms from card accounts of <b>synchronized</b> cardholders of the Bank to other cards of the Bank	Free
21.	Commission fee for non-cash card transactions	Free	
22.	Daily cash withdrawal limit	AMD 300,000	
23.	Daily limit for cash withdrawal transactions	10	
24.	Commission fee for temporary or permanent change of the limits	Free	
25.	Card account closure and return of the card	Free	

## Defining "Hogatar" card clients

List of clients – people who receive regular payments defined by RA legislation

## Required documents

In order to receive a card the Client must submit the following documents:

- ✓ Identity document,
- ✓ Public services number (PSN).

<sup>4</sup> The service is available for transactions starting from AMD 500/USD 1/EUR 1/RUB 100 and over. This tariff enters into force from 15.03.2022. 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.

## General provisions

1. Bank's cards are settlement cards and are provided for cash withdrawal, cash deposit and implementation of non-cash operations/transaction within the limits of monetary funds owned by the Cardholder at the expense of monetary funds available on the Cardholder's card account and credit line/overdraft extended by the Bank.
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.*
10. To activate SMS and e-mail address one has to visit any of the branches of the Bank (carrying an identification document) and fill in the corresponding application.
11. The card is provided to the client within 2-5 banking days after submission of the application for card to the Bank and signing the service agreement.
12. The Card ordered online (in certain cases also cards ordered in branches at the Bank's discretion) can be delivered to the address preferred by the client on the territory of Yerevan upon availability of the amount required for delivery service on the Client's card account given such tariff is defined by the Bank at the given moment.
13. In order to activate and use the Card the Client should insert the Card in the Bank's ATM and select "Activate the card". After that, the Client will receive the one-time code for card activate on the client's mobile number registered at the Bank after input of which into the ATM of the Bank the client will be requested to create a new PIN code by inputting a 4-digit number. The PIN-code must be used only by the client, as well as the client must ensure that other people do not have access to the PIN code. Activation can be performed both in the Bank and from all the ATMs on the territory of RA which allow such possibility.
14. The Card is being activated by the Bank within 1 (one) business day after receipt of the Card by the Cardholder and performing the actions defined in the abovementioned paragraph.
15. Transactions with the card can be performed both in the card account currency and in another currency at the exchange rates defined by the Bank for the given day.
16. The Bank bears no responsibility for the losses arising from differences of exchange rates as a result of conversion of the transaction amount to the card account currency.
17. 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.
18. 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.
19. 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.
20. **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.**
21. 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.
22. 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.**
23. 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.
24. 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](#).
25. 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 subject to return to the client. The Card shall be returned to the Bank.
26. **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](#).**

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: 3%  
 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:  $100,000 \times 3\% : 365 \times 364 = \text{AMD } 2991.78$   
 Income tax amount:  $2991.78 \times 10\% = \text{AMD } 299.18$

Income received by the cardholder: AMD 2692.60

27. Additional commission fees may be applied by servicing banks in case of cash withdrawal from other banks' ATMs and POS terminals.
28. While making card to card transfers from other banks' ATMs additional commission may be charged by the servicing bank.
29. The 3D Secure information security system is applied while making operations in the virtual platform through payment cards issued by the Bank. While performing transactions through the card it is necessary to pay attention to the identifiers approved by payment systems (VerifiedbyVisa for Visa, MastercardSecureCode for Mastercard, ArCaSecurePay for ArCa). The Bank shall not be reliable for failure to receive a 3D Secure security passcode and failure of the transaction as a result, which is not conditioned by technical reasons or Bank's inactivity.
30. 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](#).
31. Remote servicing by the Bank is implemented through the IDBanking.am online system. The order and terms of rendering remote services of the Bank are presented in "[Public terms of rendering remote banking services](#)".
32. 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, Visa, Mastercard). The Bank is obliged to provide the client with the [Rules](#) while concluding an agreement with the latter.
33. 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".
34. 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	If you hold	If you hold	If you hold bank deposits both in AMD and in a foreign currency in
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structure of deposit	only a bank deposit in AMD in the same bank	only bank deposit in a foreign currency in the same bank	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**