

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 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.

"VISA DIGITAL" PAYMENT CARDS INFORMATION BULLETIN

Card type	Visa Digital debit card (only online transactions can be performed with the card that do not require the physical presence of the card)
Card validity term	3 years
Card currency	AMD, EUR, USD, RUB
Card issuance within 1-2 business days ¹	Free
Annual card account service fee	Free for cards denominated in Armenian drams AMD 2000 for cards denominated in foreign currency ²
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 ³
Card account minimum balance	Not specified
Interest rate calculated against positive balance of card account	0%
Input of card in the international STOP list (for 7 days in one region)	AMD 10,000
Commission fee for non-cash card transactions	Free
Provision of monthly card account statement in the Bank or by post or e-mail	Free

¹ 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](#).

² This fees shall apply to the cards ordered after 01.05.2022. The client may order only one card in AMD currency.

³ 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.

Provision of an additional monthly card account statement in the Bank or by post ⁴ , e-mail	AMD 1,000	
Replenishment of card account	according to the tariff set by the Bank for the given day	
Cash withdrawal from the card account at the Bank's cash withdrawal points, without the use of the card	According to the tariffs set by the Bank for the given day	
Fee for each SMS ⁵	AMD 15	
Fee for each PUSH notification	Free	
Card blocking, unblocking	Free	
Commission fee for card-to-card transfers	Through ATMs and the ArCa application	0.5%
	In case of transfers via IDBanking.am and Idram platforms from card accounts of synchronized cardholders of the Bank to ArCa system members' cards	0.5%
	In case of transfers via IDBanking.am and Idram platforms from card accounts of synchronized cardholders of the Bank to other cards of the Bank	Free
Commission fee for temporary or permanent change of the limits	AMD 1,000	
Card account closure	Free	

General conditions

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. Tariffs for provision and servicing of salary cards to organizations are defined separately according to the relevant agreement.
4. 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.
5. Interest amounts accrued towards the positive balance of the card account are paid on a monthly basis.
6. 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.
7. 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.
8. **Disputed arising between the Bank and the Client are settled through negotiations between the parties. Disputes between the parties may be settled though the Financial System Mediator (in an order defined by**

⁴ 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.

⁵ The service is available for transactions amounting to 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.

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.

9. 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.
10. *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.*
11. 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.
12. The virtual card appears in the Bank's mobile banking and online banking within 2 business days after placement of the order. The card application form can be submitted online (through IDBanking online system or Idram application).
13. In case of virtual cards no PIN code is provided. In order to activate virtual cards it is necessary to click on ACTIVATE THE CARD in the Bank's mobile banking and online banking.
14. The card reissuance in case of expiration of the card term is performed according to the Rules "On servicing of payment cards" of the Bank.
15. Transactions with the card can be performed both in the card account currency and in another currency at the exchange rate 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 or 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


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.](#)

23. 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
24. 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.

25. The order of calculation of annual percentage yield can be found at the following link: [Annual percentage yield calculation.](#)
26. An example of interest calculation:
- The day the money is credited to the card: 01.08.2018
 The amount credited to the card: AMD 100,000
 Annual interest rate: 4.5%
 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: $100,000 \times 4.5\% : 365 \times 364 =$ AMD 4487.67
 Income tax amount: $4487.67 \times 10\% =$ AMD 448.77
 Income received by the cardholder: AMD 4038.90
27. 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 in case of Visa, Mastercard SecureCode in case of Mastercard, ArCa SecurePay in case of 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.
28. 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"](#).
29. 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).
30. 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".
31. 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