



## **Agreement on Banking Transactions for Legal Entities**

### **1. SUBJECT OF THE CONTRACT**

- 1.1 The Bank (TBC Bank JSC, Identification No. 204854595; Banking license No. 85; Supervisory authority: National Bank of Georgia; Address: 2 Sanapiro Street, Tbilisi) will open account(s) for the Client, process its banking transactions and provide services envisaged in this Agreement on terms and conditions set forth herein.
- 1.2 For the purposes of receiving the services stipulated hereunder the client shall address the bank with the relevant written application (or in any other form provided in this agreement) wherewith it will simultaneously confirm the full awareness of and agreement with the terms and conditions of this agreement (or any amendments and additions to it) thereby acceding to this agreement. To make a decision, the bank may request from a client to provide any additional information and/or documents. The bank shall consider the application of the client and in case of affirmative decision shall commence providing to the client the services as indicated in the application in no later than 2 (two) banking days from the receipt thereof.
- 1.2.1. The Bank may refuse to provide a service to the Client and/or to process banking transaction(s) without explaining the reason(s) to the Client. The Client's completion/submission of the application and provision of additional documents do not obligate the Bank to render any or all of the services hereunder to the Client and/or validate/complete the banking transaction performed/initiated by the Client.
- 1.3 Opening of the account(s) shall be performed on the basis of the client's application and other necessary documents determined by the legislation (after submitting those to the bank). The client shall be fully responsible for the authenticity of the documents supplied to the bank.
- 1.4 Under the rules and procedures established by the bank, the account(s) can be remotely opened, (through the application made by telephone, internet-banking, various remote/electronic communication channels or/and other means of communication) in case the customer has already opened the account in the bank. Before the relevant documents become available (before submitting them to the bank) for the remotely opened accounts, only the transfer operations are allowed to be performed, except for the cases stipulated by the legislation.
- 1.4.1 The Bank is entitled, under the Rules and Procedures established by the Bank, in case the Client opens the account(s) via application made through remote/electronic communication channels, and/or other means of communication referred to in clause 1.4 of the Agreement, to specify the conditions for conducting banking operations on account(s) opened by this method (remotely), regardless of whether the client already has a bank account, for resident legal entity, whose authorized representative's and beneficiary owner's identification/verification was carried out by the Bank based on the data obtained from LEPL State Services Development Agency database.
- 1.4.1.1 In case of remotely opened account(s) according to subparagraph 1.4.1 of the Agreement, there is no obligation to submit documentation provided for by the legislation to that effect if the documentation is available in accordance with Georgian legislation in database of LEPL State Service Development Agency and the Registry of Entrepreneurs and Non-Entrepreneurial (Non-commercial) Legal Persons of National Agency of Public Registry.
- 1.5 Under the law of Georgia On Deposit Insurance System, from 1 January 2024 funds available in the deposit/account of all deposit holders, regardless of the number of the deposits/accounts at each commercial bank and micro bank are insured and will be reimbursed by the Deposit Insurance Agency up to 30 000 GEL. The funds available in all accounts of all deposit holders at the commercial banks and

micro banks are automatically insured without charging an additional fee. For more information, please visit LEPL Deposit Insurance Agency's website: [www.diagency.ge](http://www.diagency.ge) [www.diagency.ge](http://www.diagency.ge).

- 1.6 Useful information for customers is available on the National Bank of Georgia's website [www.nbg.gov.ge/cp](http://www.nbg.gov.ge/cp) and via hotline – 032 2 406 406.
- 1.7 During the validity term of the Agreement, service/products terms/information hereunder is provided and/or the communication with the Client is carried out in the English language unless otherwise agreed additionally by the Parties regarding the execution of relations in another language.

## **2. Deposit and transfer of funds on the account and performance of other banking operations**

- 2.1 The funds may be transferred into the client's account in cash or through non-cash operations.
- 2.2 In the event the client identification data as stated in an incoming bank order does not fully coincide with the information on the client held with the bank, the funds received will be transferred by the bank to "indefinite account". The bank shall further carry out all necessary investigations in order to determine the recipient of the funds and in case of correction of the inconsistency within two documentary data above will transfer the funds to the client's account. If it becomes impossible to correct the data accordingly, the funds shall be returned to a remitting party.
- 2.3 If the bank transfers funds erroneously to the client's account, the client shall inform the bank and return the funds to the bank promptly after receipt of information on such transfer. The client shall otherwise be held accountable in accordance with this agreement and relevant legislation.
- 2.4 The Bank ensures that deposits and/or transfers to the Client's accounts, the Client's transfer(s) to a different account or the Client's cash payment(s) to the recipient's accounts are cleared and settled no later than the next/subsequent banking day.
- 2.5 Rules of banking operations performed by a client and confirmed via SMS code are determined in accordance with provisions of Article 13.
- 2.6 The Bank may refuse to process the Client's order/instruction and notify the Client thereof in any form whatsoever, including in the following cases:
  - 2.6.1 The Client's complete identification is not possible;
  - 2.6.2 The order/instruction has been drawn up/set up in violation of the rules effective at the Bank or contains inaccurate information (instructions);
  - 2.6.4 The amount indicated in the order/instruction exceeds the amount the Client has transferred to the Bank and/or the Bank's limits;
  - 2.6.4 The Bank has doubts that the Client is attempting an unlawful transaction;
  - 2.6.5 The refusal is envisaged in the law.

## **3 CHARGING-OFF FUNDS FROM AN ACCOUNT**

- 3.1 The bank generally debits funds from an account at the consent, permission, instruction or demand of the client pursuant to the terms and conditions of this agreement.
- 3.2 However, funds can be debited from the client's account without further consent from the client under the following circumstances:
  - 3.2.1 for payment of commission fees and/or fines, in accordance with the current tariffs of the bank;
  - 3.2.2 For refunding of the amounts transferred by mistake or/and through breaching of the requirements of the legislation, or/and suspicious amounts;
  - 3.2.3 for payment of funds against settlement of the outstanding debts or obligations of the client towards the bank (the settlement amount in different currencies shall be determined in accordance with the commercial exchange rate established by the bank at the time of carrying out the respective transaction);

- In addition, the customer accepts that the bank is not liable to write off the amounts from the customer's account(s) without the order of the customer, for the purpose of meeting any liability of the customer;
- 3.2.4 in other cases provided by the current legislation and/or agreement, arrangement and/or other kind of document between the client and the bank (for instance: in case of availability of encashment order).
- 3.3 A banking order issued by the client to the bank can be cancelled only with the consent of the bank and only if such order has not been fulfilled yet and if such cancellation does not contradict to the existing Georgian legislation or the nature of the obligation towards which it has been issued.
- 3.4 The Bank shall have the right to refuse performing the Customer's order and inform the Customer thereof in in any form whatsoever, including if:
- 3.4.1 it is impossible to fully identify the client;
- 3.4.2 the order is formulated or issued in breach of the established in the bank rules or contains inaccurate information (instructions);
- 3.4.3 the amount indicated in the order exceeds the actual funds available in the account or the limits established by the bank;
- 3.4.4 the bank suspects that the order is designated for effecting an unlawful operation.
- 3.4.5 the above said has been provided for by legislation or the client has a monetary obligation (liability) before the bank.
- 3.5 For the purposes of withdrawal of funds from an account, generally the outgoing cash order / check (both standard or special) is used.
- 3.6 In order to withdraw funds from an account the client is entitled to use special form of outgoing cash order (hereinafter the "special order") received in advance from the bank and to be filled in by the client.
- 3.7 The client shall be under obligation to:
- 3.7.1 maintain safety of the special orders;
- 3.7.2 not to permit transfer of the special orders to third parties without first filling it in;
- 3.7.3 follow the rules on filling in of the special orders.
- 3.7.4 immediately notify the bank about a loss of a special order(s)
- 3.8 Funds can be withdrawn from the account on the basis of a special order within 180 (one hundred eighty) calendar days from the execution thereof by the client.
- 3.9 The bank shall have the right to refuse withdrawal of funds if the special order is not signed by a person being a lawful representative (a director or a trustee) of the client at the time of issuance or submission of the order to the bank - if the signature put on the special order does not match the signature sample of the customer's authorized representative (director or his trustee).
- 3.10 The client hereby grants the bank the right to convert and/or transfer funds within the client's accounts without further instructions of the client if and when needed to perform operations upon the client's instructions.
- 3.11 The special order filled in violation of the procedures for filling a special order shall be considered incorrectly filled in. If a special order is filled in incorrectly or any amendment is made to the text of the special order, the latter shall be considered invalid, and the bank may not execute the request of the customer or the person providing the special order to cash out the amount. The same procedure applies, if a special order, according to the bank, is damaged.

#### **4 COMMISSIONS FOR BANKING SERVICES**

- 4.1 Financial relations between the client and the bank are subject to the bank tariffs and agreements between the client and the bank. The client shall pay the bank respective commission fees for account management, operations effected from such an account and performing services stipulated hereunder in accordance with current tariffs or fees established by the bank (service, commission and other kind of fees) or as may be determined under additional agreement between the parties.

- 4.2 Upon cancellation of any of the services stipulated hereunder the service fees (commissions) already paid by the client to the bank shall not be refunded.
- 4.3 The Bank has the right to offer the Client a banking plan, which is a package of several banking services and concessional tariffs/rates in exchange for a fixed fee. The Client is to fill out a relevant application to register for the plan. A completed banking plan application shall be deemed the Client's consent to use services included in the plan and the submission of the Application mentioned in 1.2 herein for each service separately will not be necessary. If the banking plan is cancelled on any grounds whatsoever, all of the benefits and concessional terms envisaged in the plan will also be cancelled (including additional interest accrued on a deposit under the plan). If the Client cancels the plan (unsubscribes to it) or applies for the cancellation, it will have to forthwith settle all of its outstanding payments/fees (if any) and in this case, the Bank may, at its own discretion, charge its standard tariffs on/for the Client's products/accounts and/or cancel all concessional terms / additional benefits under the plan and/or close the Client's account(s).
- 4.3.1 The Bank is authorized not to satisfy the Client's request for the cancellation of the Tariff Plan if the Client does not completely fulfill/settle the obligations/liability related to the use of the product(s)/service under the Tariff Plan, including the application on Tariff Plan.
- 4.3.2 If the Client is a service plan subscriber (and hence holds payment card(s) under the service plan), the Client will not be able to use additional payment card(s) under the same and/or any other service plans. Therefore, if the Client applies for additional card(s) under the same and/or any other service plan (and/or already holds such card(s)), the Bank has the right to unilaterally restrict/terminate the Client's right to use payment card(s) of the same and/or lower class which the Client accepted under the same /any other service plan.

## **5 OBLIGATIONS AND RIGHTS OF THE PARTIES**

### **5.1 The client shall be under obligation:**

- 5.1.1 to notify the bank promptly of any change and amendment to the documents and information provided to the bank, as well as to notify the bank in writing of change of persons entitled to manage the accounts or receive information from the accounts and attach the relevant documents to the notification. Prior to the receipt of the notification on the amendment and the attached documents the bank shall perform operations based on the documents and signature samples formerly supplied to the bank (Except for the remote account(s) according to subparagraph 1.4.1 of the Agreement, in which case providing or submission of documents by the Client to open the account is not mandatory);
- 5.1.2 to promptly notify the bank in writing or through the internet-banking or contacting the Call Center of the bank (to the following number: +99532 272727) of any change as to the address, phone number, e-mail address and/or other contact information;
- 5.1.3 upon opening of each new account to supply to the bank the documents required thereby in accordance with the client's tax/entrepreneurial standing;
- 5.1.4 to use account designated for entrepreneurial purposes solely in case of relevant tax/entrepreneurial standing. The client shall otherwise not be entitled to use the account for entrepreneurial purposes;
- 5.1.5 upon the bank's request immediately to present and supply the bank with any and all signed originals or duly certified copies of documents (invoice, agreement, letter, etc.) related to the client and performed operations by the client. The client shall be responsible for authenticity, accuracy and validity of the documents so presented and supplied;
- 5.1.6 to comply with the conditions of this agreement;
- 5.1.7 to comply with the procedures described in the sources disseminated by the bank;
- 5.1.8 to pay the commission fees on time;
- 5.1.9 to sign and submit to the bank in no later than 3 (three) calendar days after receipt of the request from the bank any kind of document necessary for the latter to effect its rights and carry out the obligation(s) of the client hereunder;

- 5.1.10 to fully compensate for all and any expenses incurred by the bank (including ones related to sending notification to the customer) related to conclusion, attestation, registration, performance and cancellation of this agreement and any other agreement formed within it and/or any expenses because of the breach of the undertaken obligation.
- 5.1.11 To act according to the rules under the Bank's Employee Discrimination, Violence and Harassment Policy (<https://tbcbank.ge/en/employee-protection-policy>) in relations with the Bank.
- 5.2 the bank shall be under obligation:
  - 5.2.1 to provide the client with information on the status of the client's account upon its request;
  - 5.2.2 to perform the client's instruction according to this agreement and relevant legislation;
  - 5.2.3 to observe the conditions of this agreement.
- 5.3 The client shall be prohibited from using any service provided hereunder for illegal purposes, including for a purchase of goods or service that are prohibited under the laws of Georgia.
- 5.4 The Bank does not have the obligation to provide the Client with information that is beneficial for the Client.
- 5.5 **Policy for the prevention of tax evasion**
  - 5.5.1 Parties declare and guarantee that:
    - 5.5.1.1 Each of them as well as their subsidiaries, parent companies, and related persons shall conduct their activities and business relationships in good faith and lawful conduct, observing high standards of ethics. Parties have zero tolerance policy towards corruption, tax fraud, facilitation of tax evasion in any form and any other kind of criminal acts and keep the above-mentioned issues under permanent control.
    - 5.5.1.2 Parties, as well as persons connected to them: members of the senior management, authorized persons, representatives, employees or other staff of their subsidiaries or parent companies shall not participate in any activities, which may facilitate of (direct or indirect) corruption, tax fraud and tax evasion in any form.
    - 5.5.1.3 None of them or their Associated Persons have been found guilty and/or accused in corruption, tax fraud and facilitation of tax evasion cases.
    - 5.5.1.4 A breach of any provision of the above Policy may lead to the termination of both this contract and any previous agreement between the Parties. However, such termination does not relieve the infringing party and/or member of its senior management, authorized person, representative, employee or other staff or associated person, of the liability and the corresponding sanctions, as provided by the legislation (Including potential criminal responsibility). In addition, the Parties confirm that a Party shall not be liable for an action of a member of the senior management, authorized person, other personnel or an associated person and/or associated company, if the person was not acting on behalf and by order of the Party.
    - 5.5.1.5 These representations and warranties shall remain in force until the Parties to this Agreement duly and timely fulfill the provisions of this Agreement and/or all other agreement(s) previously concluded by the Parties, in spite of full or partial termination of such agreement(s).
- 5.6 Any party shall immediately inform the other side of the circumstance(s), which may result in a contradiction and/or violation of these guarantees, as well as the occurrence of any events or circumstances that may endanger due full and due fulfillment of the obligations under the Agreement(s). Depending on the seriousness of violations of the above guarantees, the Bank has the right to demand that the contracting Party provide its statements and records.

## 6 RESPONSIBILITIES OF THE PARTIES

- 6.1 The parties shall be responsible for full and timely compliance with their duties hereunder in accordance with this agreement and the laws of Georgia.

- 6.2 The Bank is responsible to the Client for administering banking transactions accurately and in a timely manner. If the Bank breaches transaction deadlines, it will incur a penalty equal to 0.5% of the transaction value per each banking day overdue, or as envisaged by law.
- 6.3 If the obligation set forth in Paragraph 2.3 hereof is not fulfilled in due time / the Client fails to return the amount that has been wrongly transferred to its account within 5 (five) business days of the Bank's notification thereof, the Client shall pay the Bank a penalty equal to 0.05% of the amount at issue per day of delay, pursuant to Paragraph 2.3 hereof.
- 6.4 Payment of the fine does not release the breaching party from performing the duties stipulated hereunder.
- 6.5 the bank is not responsible:
- 6.5.1 for the failure to perform an instruction (including when international transfers are made by the clients):
    - 6.5.1.1 in the event it is caused by any action and/or fault of receiving and/or intermediary bank indicated by the client in "payment order" or any other document or by any reason beyond the bank's control;
    - 6.5.1.2 Embargo is imposed upon the state, on the territory of which the service bank of the amount recipient (addressee) operates or/and any other restriction is applied, which delays the process of receipt of the amount by the addressee;
    - 6.5.1.3 Correspondence bank (through which the transfer is made) refuses to perform the operation or/and the amount to be transferred is detained/blocked for the purpose of enhancing the illicit income legalization and/or for any other purposes.
  - 6.5.2 for consequences caused:
    - 6.5.2.1 by performing of operations upon the client's instruction
    - 6.5.2.2 by malfunction in the client's or any other person's personal computer, telephone set and/or other equipment or hardware (its separate parts or accessories), as well as by malfunction of a software program;
    - 6.5.2.3 by telecommunications operator, internet provider and/or any other person;
    - 6.5.2.4 by incorrect or incomplete filling in of the order and/or the application by the client;
    - 6.5.2.5 by incorrect or inaccurate information provided by the client to the bank;
    - 6.5.2.6 by non-performance of its obligations hereunder by the client;
    - 6.5.2.7 by non-utilization of its rights granted hereunder by the client;
    - 6.5.2.8 by failure on the part of the client to carry out the recommendations issued by the bank.
- 6.6 The parties are relieved from the responsibility for non-compliance with their duties stipulated by this agreement if it is caused by direct influence of insurmountable obstacles, in particular: flood, earthquake, fire, strike, military actions, blockade, acts or actions of the state bodies, etc (force-majeure circumstances). If force-majeure circumstances arise, the parties shall inform each other immediately about such circumstances. The parties shall postpone execution of their obligation hereunder until the eradication of the respective force-majeure circumstances.

## 7 CLIENT INFORMATION AND BANKING SECRECY

- 7.1 The client declares that at the moment of receipt of its application by the bank as per paragraph 1.2 hereof the information submitted to the bank by the client (including information on its entrepreneurial activity, its status as a taxpayer) is authentic, accurate, complete and exhaustive. The client shall immediately notify the bank of any change in its identification data, contact information, status or entrepreneurial activity.
- 7.1.1 client declared and confirms that:
    - 7.1.1.1 he/she is duly authorized to conclude and execute this contract;
    - 7.1.1.2 is not involved in any court proceedings (as a plaintiff, defendant or a third party) that endangers fulfillment of a customer's obligations, or the customer's property and/or assets;
    - 7.1.1.3 will not refuse to fulfill the obligations provided for by this contract, also will not transfer his/her obligations to a third party. In addition, this provision does not stipulate that the customer/borrower shall personally fulfill the obligations, and does not exclude the bank's right to accept the performance

proposed by a third party and for these purposes, the customer/borrower agrees that the bank provide the third party with information on the current liabilities/duties of the customer/borrower.

- 7.1.1.4 Upon concluding this contract, he/she is not mislead, cheated or exposed to the violence or threat applied against him/her;
- 7.1.1.5 He/she is aware that provision of false and/or incorrect (irrelevant to the truth) to the bank is subject to punishment under the Criminal Code of Georgia and constitutes sufficient grounds for the termination of this contract.
- 7.1.1.6 Anytime before the execution of this Agreement or during the validity period hereof, the Client, its shareholders, management or the members of its executive/supervisory body, as well as the Client's beneficial owner(s) and/or the Parties affiliated therewith (including, for the purposes of this paragraph, any person that, according to the Bank's assessment and inter alia, with regard to the purpose of the sanction(s), may have an influence on the person in question, or his/her/its decision(s), and/or directly or indirectly hold and/or control that person by way of close business, personal or other connections:
  - 7.1.1.6.1 Are/will not be included in the list of the sanctioned persons (hereinafter the List of the Sanctioned Persons) by the United Nations (UN) and/or the European Union and/or the United Kingdom (United Kingdom of Great Britain and Northern Ireland) and/or the USA and/or Georgia and/or any other state and/or international organization (hereinafter jointly and individually referred to as the Authorized Person(s)), and/or is not/will not be subjected to a sanction (for the purposes of this paragraph, a sanction inter alia includes restriction, policy, prohibition, or other requirements set by the Authorized Persons).
  - 7.1.1.6.2 Are not/will not be residents of a state subjected to the Authorized Person(s) comprehensive trade sanctions/restrictions.
  - 7.1.1.6.3 Has not entered/ will not enter into any deal (including, will not support the signing of a deal), whether directly or indirectly, including through third party mediation, with any person and/or association that is/will be included in the Sanction List/is subjected to a sanction and/or is a resident of a state and/or operates on the territory subjected to comprehensive trade sanctions/restrictions.
  - 7.1.1.6.4 Has not entered/ will not enter into any deal (including, will not support the signing of a deal), whether directly or indirectly, including through third party mediation, with regard to the party/property/asset/goods/services subjected to comprehensive and/or targeted and/or sectoral sanctions/restrictions.
- 7.2 The bank shall be under the obligation to keep in confidence the information connected with banking operations and accounts of the client and which became known to the bank as a result of business dealings with the client, except for the cases stipulated by the legislation, or if the information concerns usual banking operations and bringing out of such information does not violate the client's interests (in accordance with Article 863 of Georgian Civil Code). This duty of the bank remains in force after the termination of this agreement.
- 7.3 The bank shall not be responsible for consequence(s) resulting from receipt of information by other party sent by the bank according to contact information supplied to the bank by the client.
- 7.4 For the purposes of improvement of the services the client grants the bank the right to require and receive information regarding the client (including personal data) from Agency of National Register, from the Public Services Development Agency and/or other bodies/person having.
- 7.5 The Client hereby consents authority of JSC TBC Bank:
  - 7.5.1 To transfer any application or the documents related to the transactions affected with the clients (including personal information) to the State archive or commercial organization working in this field for storage, provided that such institution ensures archiving and safe storing of the documents in accordance with the international standards.
  - 7.5.2 If the customer fails to timely and/or duly fulfill the obligations undertaken before the bank, to ensure the management of distressed assets, it shall transfer to the company responsible for the management of distressed assets which is in a contractual relationship with the bank, any information on the Customer,

and any contract concluded with the Customer which, in turn, assumes the obligation to keep confidentiality of the information provided by the bank.

- 7.5.3 Transfer any information/data about the Client and any deal made with the Client, including any information/data about the Client as the Borrower, Surety, Pledgor, Owner of the Mortgaged Item and/or any deal made with (any of) them (including if the Borrower, the Pledgor and the Owner of the Mortgaged Item are different persons) to the Bank's auditors, consultants, advisors, international financial institutions and other individuals or legal persons performing similar functions (hereinafter jointly referred to as the "Contractor"), as necessary / within the scope of responsibility(ies)/terms and conditions of the agreement with the Contractor and/or if requested by the Contractor, inter alia, to enable the Contractor to conduct an audit/assessment/inspection/analysis of the Bank and/or the Bank's clients. The Contractor shall process the information/data/deals for the purposes of the agreement made with the Bank/the Client. The Contractor, on his/her/its part, shall keep the information provided by the Bank confidential;
- 7.5.4 Supply information (including the Customer's personal data) necessary for offering and providing various products and services to the Customer (including those related to insurance, valuation and measurement) to International Insurance Company IRAO JSC (ID 205023856), Insurance Group GPI Holding JSC (ID 204426674), Insurance Company Unison (ID 404393152) and/or the members of TBC Bank Group PLC (#10029943), including TBC Insurance JSC (ID 405042804), TNET LLC (ID 402116474), Marjanishvili 7 LLC (ID 402168998), Space International JSC (ID 402178442) and/or TBC Capital LLC (ID 204929961). The latter, on their part, undertake to keep the information provided by the Bank confidential;
- 7.5.5 To ensure simple, efficient and timely communication with the Client, without requesting an additional consent from the Client, supply any amount of client data (including the Client's personal data / confidential information constituting banking secrecy) without limitation (as required in each specific case) to Georgian Post LLC and/or other courier/postal service provider(s). The latter, on their part, undertake to keep the information provided by the Bank confidential deliver the Bank's mail to the addressee.
- 7.5.6 For the Client's receiving an insurance facility, to transfer to TBC Insurance JSC (cad/code 405042804) any information on the Client (personal data, including the confidential information comprising the bank secrecy) in any amount, without restriction and seeking the Client's further approval, according to the rule established by the law, while TBC Insurance JSC shall be committed to non-disclosure of the information supplied by the Bank.
- 7.6 The Client releases the Bank from the obligation of observance of confidentiality of information, received/ provided on the basis of p.p. 7.4 – 7.5 of this Agreement and refuses to recover the damage, caused by disclosure of the information, described in the above mentioned paragraphs by the Bank or its transfer to the third person(s).
- 7.7 The Parties hereby agree that the Client's consent for processing his/her personal data (including the data retrieved by the Bank from the databases of the Public Service Development Agency, Credit Information Bureau, Revenue Service and other institutions) provided by him/her via various remote banking channels /the means of electronic communication (ATM, fast payment terminals, internet banking, mobile banking, www.tbccredit.ge, the call center, etc.) shall have the same legal force as a hard-copy document signed by the Client.
- 7.8 Supply information (including the Client's/its duly authorized representative's personal data) necessary for the provision of banking/payment services to the Client (including banking/credit offer(s)/ the Client's confirmation of various banking/credit facilities) via Remote Channels/payment tools (ATMs, payment kiosks, etc.) to third parties (including online payment service provider(s)) who perform personal identity verification in compliance with the law of Georgia to facilitate the provision of the aforementioned services and who undertake to keep the information/data supplied by the Bank confidential.
- 7.9 The Client confirms that he/she/it is familiar with the „Privacy Policy“ published on the Bank's website <https://tbcbank.ge/en/privacy-policy>, which covers personal information/confidentiality issues.



- 7.10 The Client represents and warrants that it has read the Bank's Employee Discrimination, Violence and Harassment Policy published on the Bank's web-site (<https://tbcbank.ge/en/employee-protection-policy>), fully agrees thereto and is aware of possible legal consequences of the breach of the Policy under Article 20 hereof.

## **8 VALIDITY OF THE AGREEMENT AND OTHER CONDITIONS**

- 8.1 This agreement shall come into effect upon confirmation by the bank of receipt of the application stipulated in paragraph 1.2 of this agreement and shall continue to be in force indefinitely.
- 8.2 The client may at any moment close its account(s) / discontinue using any or all service(s) provided for hereunder / apply for the revocation/termination of the Agreement by giving the Bank an advance written notice 10 (ten) calendar days prior to the closure of account(s) / discontinuation of using the relevant service / revocation/ termination of the Agreement. In this case, the customer shall, within not later than 5 (five) calendar days after submitting to the Bank a written notification on account closure / termination of the use of the service / revocation/ termination of the Agreement, be obliged to pay to the bank all commission fees and any other payments relating to respective account and/or service. The Client's closure of account(s) and/or termination of an or all service hereunder shall not automatically result in the revocation/termination of this Agreement.
- 8.2.1 The customer shall, before termination of the contract, be obliged to fully transfer the balance(s) available on the account(s) and/or notify the bank of the alternative bank details available at any other commercial bank to which the bank will be able to disburse the balance available on the customer's account. If the customer fails to fulfill the obligations assumed under this paragraph, the bank may: (a) disburse, without any additional approval of the customer, the balance(s) available on the account(s) to any other bank account of the customer the details of which have become known to the bank when delivering the service, or from a public source and/or (b) transfer the balance(s) available on the account(s) to the bank's transit account and/or (c) limit the customer's access to the account(s), using banking services, to refuse to provide the service.
- 8.3 The bank may at any moment:
- 8.3.1 terminate the validity of this agreement subject to delivery of 10 (ten) calendar days advance written notice to that effect to the client;
- 8.3.2 change the conditions, characteristics of and/or fees (in the event of change of established fees by the bank) for services stipulated by this agreement, offer to the client or discontinue providing any and all services provided for hereunder;
- 8.3.3 Close the Client's account if the Client breaches its obligation under the Agreement and/or if there has been zero cash balance in the account and/or no transactions have been carried out by means of the account for 6 (six) consecutive months. (For the purpose of this Agreement, the charging/transfer of the service fee by the Bank does not qualify as a transaction). Customer account(s) will also be closed if the account(s) feature transaction(s)/deal(s), whether successfully completed or initiated, that relate to the purchase/ import/ export/ transportation of goods from/ to / via a sanctioned country; involve goods produced in a sanctioned country and/or the use of any means of transportation (whether by air, water, etc.) registered in a sanctioned country. The Client's account with the Bank will also be closed in other cases envisaged by law. If the account is closed, the amount available in the respective account will be returned to the Client, in which case the provision under 8.2.1 (the Bank's right) will be enforced.
- 8.3.4 Open settlement (current, card, sales or any similar) account and/or checking account for the customer in any currency without latter's additional approval if it turns out that the customer does not have such account and/or there is a necessity of opening it additionally (for the purpose of fulfillment of credit payment/ liabilities, putting/transferring onto deposit account(s) and/or moving/transferring amount(s) from deposit account(s), incoming transfer operations in the currency, different from the currency, existing in the settlement account(s), reflection (incoming transfer) of the relevant currency account(s), etc.). In this case,

this Agreement and/ or any application, signed by the customer to join this agreement shall be deemed as customer's application on opening of the relevant account.

- 8.3.5 Block the Client's bank account(s) - restrict active transactions on/from the account(s) (cash payment/withdrawal, transfer to/from the account(s), conversion, etc.) if bank transactions have not been carried out on/from the account(s) for 2 (two) years (for the purpose of this Paragraph, debiting the Client's account(s) for the settlement of the Bank's service fees/payments related to credit facilities does not qualify as a transaction). Furthermore, if the bank account(s) is/are blocked for reasons mentioned herein, the Client will not be entitled to banking product(s)/service(s) (registration, use of the product(s)/service(s), etc.) until it fully performs actions prescribed by the Bank. The Bank may also block the Client's account(s) in other cases envisaged by the laws of Georgia.
- 8.3.6 Block the Client's account(s) – restrict active transactions (inpayments, outpayments, incoming and outgoing transfers, conversions, etc.), inter alia, the Client's access (fully or partially) to the funds in his/her account if the Bank has started the examination envisaged in the Law of Georgia on Facilitating the Prevention of Money Laundering and the Financing of Terrorism and/or the related legal acts, a relevant international sanction has been applied against the Client, as well as if there are legitimate doubts that the funds may have been obtained through illegal means or may be intended for unlawful activities.
- 8.3.7 Based on its unilateral decision, restrict the Client's active operations on its accounts (payments to the account, cash withdrawal, incoming and outgoing transfers, currency conversion, etc., including the Client's access to the cash balance(s) in its account(s) whether completely or partially) and/or close the Client's account(s) and/or terminate this Agreement without prior notice (including regardless of the Notice of Termination period envisaged in this Agreement and applicable hereto) on the grounds of/due to non-compliance of the Client/ the Client's activity with the Bank's unilateral requirements/rules defined/envisaged in the Bank's internal policy/procedure/document.
- 8.4 This agreement may at any time be terminated subject to the parties' agreement or in other cases stipulated by the current legislation.
- 8.5 The bank retains the right to introduce amendments to this agreement through 10 (ten) calendar days advance placement of relevant information on the web-site of the bank at [www.tbcbank.ge](http://www.tbcbank.ge) and/or at the premises of the bank's branches and service centers.
- 8.6 In the event stipulated under paragraph 8.5 hereof the client shall have the right to terminate this agreement at any time within 10 (ten) calendar days from the placement of respective information on the bank's web-site and/or bank's branches and service centers, in accordance with the procedures set forth in paragraph 8.2 hereof.
- 8.7 In the event the client fails to use its right stipulated under paragraph 8.6, the amendments proposed by the bank shall be deemed to be accepted by the client and the agreement amended accordingly. The bank shall have the right to make amendments to this agreement immediately after placement hereof on the web-site in case such an amendment does not worsen the client's condition.
- 8.7.1 The parties agree that if the bank makes changes to the terms of this contract or any additional contract concluded based on the above contract in favor of the customer, the bank shall not be obliged to give a prior notification to the client of the changes.
- 8.8 Various communication channels can be used for sending and delivering any kind of notification, including electronic mail, any digital channel, telephone, post, SMS, MMS, Push Notifications (directly sent to the Client's mobile phone number. A detailed description of Push Notifications (including activation/deactivation) is provided in the Bank's various information channels (including the Bank's website: <https://tbcbank.ge/en/digital-services/sms-banking>), etc. Notifications made via any channel (in any form) shall be legally binding. The Parties can use either or several communication channels jointly.
- 8.8.1 The Parties agree that a written notification shall be delivered to the Party at the address last known to the sender. A notification shall be deemed sent/delivered even if it is returned to the sender because the

addressee is not available at the address indicated by the sender and/or the addressee refuses to accept and/or evades the mail/notification;

- 8.8.2 An SMS, MMS shall be deemed delivered to the Party if a relevant mobile network operator confirms, by means of a relevant message (status delivered), that the SMS, MMS has been sent and/or delivered to a given telephone number;
- 8.8.3 The Parties agree that any electronic notification sent to the email address provided by the Borrower and indicated (a) in this Agreement and/or (b) in any document presented/submitted by the Borrower to the Bank (c) in any public source shall be deemed officially delivered to the Borrower;
- 8.8.4 If a notification is sent to the Party by email, its receipt/delivery to the Party shall be confirmed by an extract from the device and/or a confirmed by an extract from the equipment and or by a confirmation message received by means of the device. The Client agrees that if an electronic notification sent to the email address indicated in sub-paragraph 8.8.1 of this Agreement, provided the receipt (delivery to the Party) is confirmed by an extract from a relevant equipment and/or a confirmation received by means of the equipment.
- 8.8.5 The notification shall be likewise deemed received/delivered if the act of sending/delivery complies with any form and means of information exchange envisaged by law;
- 8.8.6 The Client declares and confirms that they agree to receive information/notifications subject to sending/delivery via SMS texts in the form of Push Notifications. Furthermore, Push Notifications shall have the same legal effect as stipulated in this Agreement for SMS texts;
- 8.8.7 The Client confirms that the Bank has provided them with full information regarding the alternative way (Push Notifications) of receiving the service (the SMS Service) envisaged in Article 13 of the Agreement. Notification of customers by means of push messages/notifications is fully subject to service terms and conditions envisaged in Article 13 of the Agreement. Furthermore, the Client is entitled to choose at their own discretion the channel/source of notification/information (SMS/Push Notifications).
- 8.9 Any issues not directly governed by this agreement shall be settled in accordance with the current legislation of Georgia.
- 8.10 Any dispute and disagreement between the parties are to be resolved by negotiations. In case an agreement between the parties is not reached, such dispute shall be considered in accordance with the paragraphs 8.16-8.21.
- 8.11 The parties hereby agree:
  - 8.11.1 Information placed on the web-site of the bank, the information protected in the bank's database (in computer programs) as well as electronic and printed out copies of those information prepared by the bank and signed by the director of the bank or his/her lawful representative shall have evidentiary purpose and shall confirm the existence of those dealings which are stipulated by the given agreement.
- 8.12 This agreement supersedes any other agreements that may have existed between the parties concerning the subject matter of the present agreement.
- 8.13 In the event any provision hereof is declared or become void, such event shall not affect other provisions of the agreement.
- 8.14 Conditions, tariffs, interest rate of serving the client and bank's recommendations are described in more detail in the sources disseminated by the bank (including booklets, brochures, the web site of the bank, etc.). In case of the discrepancy between the information given in information sources and the contents of the present agreement, the terms of this agreement shall prevail.
- 8.15 Text of this agreement is placed on the bank's web-site <https://tbcbank.ge/en/agreements>. Upon request of the client the signed version of this agreement shall be delivered.
- 8.16 The Parties agree that any disputes arising out of or in relation to this Agreement shall be taken to the court for examination and final resolution if the total value of the subject matter(s) in dispute in a single adjudication between the Borrower and the Bank is less than GEL 7 000 (seven thousand) or the equivalent in foreign currency (based on the official (NBG) exchange rate as of the date of the claim).

- 8.17 If the place of execution of this Agreement or any agreement signed within the scope hereof is eastern or southern Georgia (Shida/Inner Kartli, Kvemo/Lower Kartli, Mtskheta-Mtianeti, Kakheti, Samtskhe-Javakheti, the Temporary Administrative Unit of South Ossetia), the Parties agree that any dispute arising out of or in relation to this Agreement shall be taken to the permanent court of arbitration for consideration and final decision in accordance with the following rule: 1) if the total value of the subject matter(s) in dispute in a single arbitration between the Customer and the Bank is from 7 000 (seven thousand) GEL to 50 000 (fifty thousand) GEL or the equivalent in foreign currency (according to the official (NBG) exchange rate on the date of filing the claim), the dispute shall be discussed by the House of Arbitration LLC (ID 411322359); 2) If the value is above 50 000 (fifty thousand) GEL or the equivalent in foreign currency (according to the official (NBG) exchange rate on the day of filing the claim), the dispute shall be taken to the permanent court of arbitration "Tbilisi Arbitration Institute" (ID 205273005). Furthermore, in the case described herein, under the arbitration agreement, the Parties also agree that the arbitration venue shall be the city of Tbilisi.
- 8.17.1 If this Agreement or any other agreement concluded within the scope hereof has been executed on the territory of western Georgia (the Autonomous Republic of Ajara, Guria, Imereti, Racha-Lechkhumi and Kvemo (Lower) Svaneti, Samegrelo, Zemo (Upper) Svaneti and the Autonomous Republic of Abkhazia), the Parties agree that any dispute arising out of or in relation to this Agreement shall be taken to the permanent court of arbitration, House of Arbitration LLC (ID 411322359) for consideration and final decision if the total value of the subject matter(s) in dispute in a single arbitration between the Customer and the Bank is greater than 7,000 (seven thousand) GEL or the equivalent in foreign currency (according to the official (NBG) exchange rate on the day of filing the claim). Furthermore, in the case described herein, under the arbitration agreement, the Parties also agree that the arbitration venue shall be the city of Kutaisi.
- 8.18 The Parties agree upon and set arbitration rules and procedures in accordance with provisions hereunder (the arbitration clause). Arbitration rules and procedures shall comply with the regulations of the permanent arbitration institution unless this Agreement provides for other arbitration rules and procedures or sets different and/or additional arbitration rules and procedures as compared to those envisaged by the regulation of the permanent arbitration institution. Furthermore, the process of arbitration shall follow the version of the arbitration agency regulations effective as of the date of admission of the claim. The arbitration shall follow the legal norms provided for by the Law of Georgia. The language for arbitral proceedings shall be Georgian, and the dispute must be decided by a sole arbitrator. If the value of the subject matter in dispute does not exceed GEL 30 000 (twenty thousand) or its equivalent in foreign currency based on the NBG official exchange rate on the day of submitting the arbitration claim, the arbitration will be conducted without hearing (a form of arbitration proceeding) in compliance with the regulations of the arbitration institution. Before the commencement of arbitral proceedings or at any stage thereof until the final arbitral award is issued, the Party may file a motion to the permanent arbitration institution or the arbitral tribunal, once appointed, to issue interim measure(s). The interim measures issued by an arbitration institution (or an arbitral tribunal) are binding and enforceable under the Writ of Execution issued by the arbitration tribunal. The Parties agree that the interim measures are binding and do not require the Party to apply to a court for recognition and enforcement thereof. Unless specified by the regulations of the permanent arbitration institution and/or the applicable legislation, decisions on arbitral proceedings relating to the issuance of arbitral award shall be made by the Chair of the permanent arbitration. The arbitral award shall enter into force upon its issuance and may not necessarily include motivation.
- 8.19 If the aforementioned court(s) of arbitration has/have been closed or suspended by the time of filing the arbitration claim, the dispute shall be taken to the court of law for examination and final decision. If agreements made between the Parties provide for different versions of the arbitration clause, in the case of a dispute, the Parties shall be guided by the arbitration clause envisaged in the most recent agreement between them.

8. 20 If a dispute arising out of this Agreement is subject to court jurisdiction on any grounds whatsoever (including based on the agreement between the Parties, a provision hereof, etc.) and will be handled in the court, the Parties agree that pursuant to Paragraph 268.1<sup>1</sup> of the Civil Procedure Code of Georgia, if the Bank wins the claim related to the dispute arising out of this Agreement, the judgement made by the Court of First Instance shall be executed immediately.
- 8.21 The Parties agree that they shall communicate with the court and/or the arbitration institution and/or the arbitrators in writing including by electronic mail (electronically). The Parties agree that any official notification associated with this Agreement, including the revocation, cancellation or termination hereof, as well the granting of an additional term for the fulfilment of liabilities and the Bank's unilateral decision on interest increase, shall be considered carried out if delivered to the party in writing including by electronic mail to the email address indicated in Details of the Parties hereunder or provided by the Client via any channel of communication. The Client agrees that the court or the arbitral tribunal (arbitrator) shall summon the Client and deliver court/arbitration notice, documents related to court or arbitral proceedings and the judgment/ arbitral award in writing including by electronic mail to the email address indicated in Details of the Parties hereunder or provided by the Client via any channel of communication. If a notification is sent to the Party by electronic mail at the email address indicated in Details of the Parties hereunder or provided by the Client via any channel of communication, the receipt thereof (delivery to the Party) shall be confirmed by an extract from the device and/or a confirmation received by means of the device. The Client agrees that the notification sent by email to the electronic mail address indicated in Details of the Parties hereunder or provided by the Client via any channel of communication shall be deemed delivered if the receipt (delivery to the Party) is confirmed by an extract from the equipment and/or a confirmation received by means of the equipment.
- 8.22 In the event the client has any obligations towards the bank, in order to secure observation of such obligations, the bank will transfer into its ownership mortgaged and/or pledged property or effect realization thereof. In the event market value of mortgaged and/or pledged property is less than aggregate amount of secured claim at the moment of transfer of ownership title on mortgaged and/or pledged property to the bank (as to the mortgagee and/or pledgee) or the amount received from realization of mortgaged and/or pledged property does not fully cover the secured claim, the secured obligations shall be deemed satisfied within the amount equal to the market value or the amount received from the realization of mortgaged and/or pledged property, as the case may be.
- 8.23 The rule stipulated in Paragraph 8.20 shall also apply to the enforcement (sale) of mortgaged and pledged property during insolvency proceedings. Namely, if the selling price on the mortgaged and/or pledged property is less than the Bank's claim, after the Bank's claim is satisfied with the proceeds from the sale of the mortgaged/pledged property, it (the Bank's claim) will remain secured and the bank shall be deemed a secured creditor.
- 8.24 The bank shall have the right to request commencement of enforcement proceedings towards any property of the client (towards any object or intangible property owned by the client) regardless whether obligations of the client is secured by mortgage or pledge or not.
- 8.25 The Bank will enforce/sell the mortgaged/pledged property according to rule(s) and procedure(s) envisaged in respective mortgage/pledge agreements (including sale through a specialist, sale based on the writ of execution issued by a notary, direct acquisition of the title/ownership right, etc.)
- 8.26 Unless the customer preliminarily refuses in writing, it shall be deemed that the customer agrees to the participation in the bank's incentive events and to the terms of those events, including the condition that in the case of winning in the incentive event, that information and the customer's personal data will be publicized through the bank's various channels.

- 8.27 If the Client is dissatisfied with the Bank's services, he/she/it can make a complaint orally, in writing or electronically. The Complaint Letter Template is available at the Bank's branches and service centres. Electronic complaints can be submitted using internet bank or on the Bank website [www.tbcbank.ge](http://www.tbcbank.ge). Complaints can also be made via TBC Bank's Call Center +99532 2 272727. Customer complaints will be discussed within maximum one month of complaint receipt date and, as necessary, customer identification. Complaints are handled by the Complaints Management Team of TBC Bank's Customer Support Department. The decision on the complaint will be communicated to the Client in writing and/or by any other means of communication agreed with the Client (telephone, email, digital) and/or in the way in which the complaint was made. The Client can check the details of complaint handling at any branch/service center and/or remote channels.
- 8.28 The Customer represents and warrants that he/she agrees that information (including information under/requested by relevant legal act(s) of the National Bank of Georgia) and/or statement (in the form and on the terms defined by the Bank) on any transaction performed by the Client is obtained by the latter via different remote channels (including Call Centre, internet banking, mobile banking, etc.) hereunder and/or at any Branch and Service Centre of the Bank.
- 8.29 The Client agrees that the Bank is entitled to make a unilateral decision at its own discretion regarding provision of services to the Client / execution of a deal related to bank/credit products based on the Power of Attorney (POA) presented/submitted to the Bank. If the POA presented/submitted to the Bank does not comply with the requirements/rules set by the Bank (unilaterally) and described in its internal policy/instructions/process/document, the Bank is not obliged to explain to the Client the reason for refusing services / executing deals related to bank/credit products based on the POA.
- 8.30 Pursuant to the Law of Georgia on Payment Systems and Payment Services, customers are entitled to lodge a dispute against the Bank with the NBG Dispute Resolution Commission (hereinafter the "Commission") within the term envisaged by the Law of Georgia/this Agreement, if the Bank has not satisfied their claim or has satisfied it partially (and/or has not responded to their complaint). The customer right to dispute hereunder arises if the value of the subject matter of the dispute does not exceed 50 000 GEL (or the equivalent in foreign currency, as of the date on which the disputed activity took place or the customer lodged a complaint). Furthermore, customers are entitled to apply to the court directly, without first applying to the Commission. A dispute can be submitted to the Commission no later than 6 (six) months from the date on which it was filed with the Bank. The Committee will discuss the dispute envisaged herein free of charge. The Commission will start its activities on 1 December 2023. The Commission Regulations (including the rules and procedure for lodging a dispute) are provided in NBG Council's Resolution #2 of 26 July 2023 ("NBG Dispute Resolution Commission Regulations").
- 8.31 If the statement/representation made pursuant to Paragraph 7.1.1.6 of this Agreement is found untrue and the Client's activity qualifies as a breach/evasion of sanction and/or according to the Bank's assessment, the aforementioned fact exposes the Client, its shareholders, management or the members of its executive/supervisory body, as well as the Client's beneficial owner(s) and/or person(s) affiliated with the Client to a sanction risk and/or has resulted in sanctioning any of the aforementioned persons, along with actions stipulated herein, the Bank will be authorized to act pursuant to the sanctions imposed by the Authorized Person(s) mentioned in Paragraph 7.1.1.6.1 hereof and take any and all measures set and/or required by the Authorized Person(s) and/or Entities/Bodies, inter alia, prevent the Client from using/disposing of and managing any funds/assets.

## 9 INTERNET BANKING

### **9.1 Description of Services**

- 9.1.1 Internet Banking provides Clients with an opportunity to apply for the following services within the scope set by the Bank through the Bank's website <https://www.tbconline.ge>, without visiting the Bank's premises:

- 9.1.1.1. Obtain banking information;
- 9.1.1.2. Register for various banking services;
- 9.1.1.3. Perform various banking transactions within respective limits;
- 9.1.1.4. Apply for various banking facilities (including credit facilities, whether a new one or any part/tranche of the existing credit facility)/ apply for banking deal(s) (including those related to credit facilities) (submit an application to the Bank).
- 9.1.1.5. Apply for the revision and/or cancellation of registered services/facilities (including credit facilities) / amendment of banking deal(s) (including those related to credit facilities) and/or termination of banking deal(s) (including those related to credit facilities);
- 9.1.1.6. Receive information about various banking facilities (including credit facilities) offered by the Bank and if the Client wishes so, accept/confirm the acceptance of the offered banking facility (including a credit facility) / conclude banking deal(s) (including those related to credit facilities).
- 9.1.2 The Client can use internet banking to perform various banking transactions and/or activities (including, acceptance/confirmation of the acceptance of a new credit facility and/or any part/tranche of the existing one) as well as conclude banking deal(s) (including those related to credit facilities) in line with rules, requirements, terms and conditions set forth in this Agreement as well as those effective at the Bank at the time of performing the transaction/activity).
- 9.1.3 The Client shall apply for internet banking by filing a respective application as described in Paragraph 1.2 hereof. To sign up for internet banking, reset the password and/or perform other actions related to internet banking, the Client can contact the Bank (or the Bank can contact the Client for the same purpose) via other means of communication (Remote Channel(s)) as specified by the Bank.
- 9.1.4 Lost/forgotten user names and/or passwords can be recovered in accordance with Paragraph 9.1.3 herein.
- 9.1.5 To enable the Client to accept (confirm the acceptance of) a banking facility (including a credit facility, whether a new one or any part/tranche of the existing credit facility) / conclude banking deal(s) (including those related to a credit facility) via internet banking, the Bank has the right to introduce at its own discretion tools/measures (requirements/rules), including those aimed at client identification and unless these measures/requirements/rules are complied with, the Client will not be able to accept (confirm the acceptance of) the offered banking facility (including a credit facility, whether a new one or any part/tranche of the existing credit facility) / conclude banking deal(s) (including those related to credit facilities).

## **9.2 Client Identification**

- 9.2.1 When the Client logs on Internet Banking, it is identified by means of its username and password (hereinafter referred to as "Identification Data"). The Client will not be able to receive information about/ view its bank account(s), perform banking transactions or register for service(s) unless it enters its Identification Data in the login screen.
- 9.2.2 To ensure the security of the Client's information and transactions, the Bank shall have the right to put in place additional client identification measures/tools, and for some banking transactions, require codes generated by special devices transferred by the Bank to the Client's possession (Digipass token, etc.) and/or other codes. If the mentioned devices and/or codes generated by these devices and/or other codes become available to a third party by reason of the Client, the Bank shall not be held responsible for the ensuing consequence(s).
- 9.2.3 The Bank and the Client shall keep the identification data confidential. If the identification data become available to a third party by reason of the Client, the Bank shall not be held responsible for the ensuing consequence(s).

- 9.2.4 In the event of loss of the Identification Data, the Client shall immediately inform the Bank thereof (in any form stipulated by the present Agreement) to ensure the receipt of new Identification Data.
- 9.2.5 Based on the Client's notification on the loss of the Identification Data, the Bank shall ensure the suspension of the Internet Banking services in the Client's accounts until receiving new instructions from the Client.
- 9.2.6 If the Client's account(s) are managed by using several signatures (facsimiles) at a time, the Client's transaction shall be performed via Internet Banking only if it is electronically confirmed (authorized) by all the signatories. If despite the existence of several signatories, any of them is authorized to independently perform the transactions, the latter shall be performed if electronically confirmed (authorized) by one of the signatories.
- 9.2.7 In the event of the Client's opening a new account with the Bank, Internet Banking services will be provided automatically through the use of the existing Identification Data.
- 9.2.8 The Client preliminarily declares that he/she will register as the user of the services only after studying in details the terms and conditions of relevant services; the expression of his/her will for the registration by using the Identification Data mentioned in Article 9.2.1 of this Agreement will be deemed the Client's acceptance of all the conditions of the services for which he/she will be registered through the website.
- 9.2.9 The Client acknowledges and confirms that any notification/instruction (including a payment order), any statement/ requirement/ confirmation (including those related to opening/closing an account and/or prepayment of a credit, cancellation and/or revision of a registered service/facility (including a credit facility), acceptance (confirmation of the acceptance) of a banking facility offered by the Bank (including a credit facility, whether a new one or any part/tranche of the existing credit facility), revision of client data and any other statement/ request/ confirmation) submitted by the Client to the Bank via internet banking, or any deal (including those related to credit facilities) concluded by and between the Bank and the Client via internet banking has the same legal force as a printed copy of a document composed in writing that bears the signature of (is certified by) a person duly authorized to use the account..
- 9.2.10 Through the Internet Banking contact, the Client authorises the Bank to:
- 9.2.10.1 make the banking information available to the Client;
- 9.2.10.2 perform banking transactions and/or actions within Internet Banking services upon the Client's order.
- 9.2.11 If the Bank requires, the Client shall submit to the Bank a signed physical copy of a deal/transaction concluded/ confirmed through internet banking (including a deal related to credit facilities) in a form/in a way acceptable to the Bank.

**9.3 The Client shall undertake to:**

- 9.3.1 Use only a modern version of the Internet browser, which uses at least 128 (One hundred and twenty eight) bit data encrypting engine for ensuring the access to Internet Banking;
- 9.3.2 Secure the information, the Identification Data and the equipment ("DigiPass Token", "DigiPass Nano, etc.), installed software modules/applications, as well as all types of codes related to the equipment, installed software modules/applications necessary for using the Internet Banking and delivered to him/her by the Bank, and shall prevent a third party's disposal thereof;
- 9.3.3 Change the password upon entering the Internet Banking for the first time and keep it confidential;
- 9.3.4 Frequently change the password, not to disclose to a third party the password, code and/or the identification code of the device transferred/delivered to him/her by the Bank ("DigiPass Token", "DigiPass Nano", etc.), of the installed software modules/applications, not to store this data in the memory of a computer or other devices (for example, mobile phone), to prevent a third party's access to and disposal of the devices transferred by the Bank and/or the codes created (generated) by the devices transferred to him/her by the Bank and/or other codes;
- 9.3.5 Make sure before the use of Internet Banking that the address recorded in the address field of the website coincides with the one indicated in Article 9.1.1 hereof and to verify the authenticity thereof against the safety certificate;



- 9.3.6 Immediately inform the Bank with regard to the loss, or disclosure of (including the detection of the disposal by a third party) of a password, any of the codes or equipment;
- 9.3.7 Not trust the notifications received to the e-mail address, whose authors request the provision/update of the personal and/or banking data on behalf of the Bank.
- 9.3.8 Pay the service fee in a timely manner.

**9.4 The Client is authorized to:**

- 9.4.1 Register several entities as Internet Banking users who will be authorized to fully or partly receive the service hereunder;
- 9.4.2 Refuse to use the Internet Banking service according to the rule hereunder;

**9.5 The Bank is authorised to:**

- 9.5.1 To make the information about the Client's accounts available to him/her through Internet Banking;
- 9.5.3 To perform banking transactions within Internet Banking services upon the Client's order;
- 9.5.3 To unilaterally set restrictions on any active transaction of the Client (transfers, conversions) and threshold validation parameters for such transactions (the maximum amount of a single transfer, the maximum amount of funds transferred totally in a certain period of time, the maximum number of transfers, confirmation of a customer's transaction by another customer, etc.) for the purpose of risk mitigation.
- 9.5.4 For customer security purposes, block/suspend access to the Client's internet banking account as well as provision of any services to the Client through internet banking if the Bank suspects that the Client's internet banking account is being accessed/used by an unauthorized person.
- 9.6. The Bank bears no responsibility for any consequence(s) if notifications/transaction details, any piece of information or documents containing the information sent by the Bank to the Client via internet banking are accessed by a third party.
- 9.7. The Bank bears no responsibility for any consequence(s) of accepting notifications/transaction details, any piece of information or documents containing the information sent by a third party to the Bank from the Client's internet banking account, as well as for the consequence(s) of its (the Bank's) subsequent actions or inactivity.
- 9.8. The Client hereby agrees that all of the Client's requests (instructions) placed via his/her/its internet banking account for obtaining banking information, registration for services, editing his/her/its registered data (including contact details) or performing transactions, as well as any deal concluded via internet banking and/or any communication/ activities performed for this purpose will be stored in the Bank's electronic database and have evidential power (i.e. can be used as evidence) in the event of a dispute. The Parties agree that such records shall be deemed the Bank's property.

## **10 AUTOMATIC TRANSFERS**

**10.1 Description of the service**

- 10.1.1 Automatic transfer/payment service implies a transfer by the bank of the funds from the Client's account under paragraphs 10.2.1; 10.2.2 hereof without obtaining further consent of the Client, on the basis of the fixed amount indicated by the Client in its application or the information provided by the Client's creditor to the Bank regarding the Client's liability.
- 10.1.2 The parties agree that the electronic payment order created (generated) by the Bank and confirmed by the Client for the purposes of automatic transfer/payment services shall have the same legal effect as the printed out document signed by the person authorized to manage the account.
- 10.1.3 The bank shall carry out the automatic transfer services in accordance with requirements and conditions stipulated in this agreement, the application on registration for automatic transfer service and the sources disseminated by the bank.

- 10.1.4 For the purposes of obtaining automatic transfer services the client shall apply to the bank with the application as per paragraph 1.2 of this agreement.
- 10.2 The client is under obligation:
- 10.2.1 to indicate one or more of its accounts in the application form on registration for automatic transfer services (one of them mandatorily being a GEL account);
- 10.2.2 to register its foreign currency account as an auxiliary account in the event automatic transfer services are used for payment of funds determined in foreign currency (in its equivalent in national currency);
- 10.2.3 to always maintain a balance for automatic transfer services on its account(s) indicated in the application;
- 10.2.4 to pay commission fees in accordance with the current tariffs existing at the bank at the time of transfer.
- 10.3 The client shall have the right:
- 10.3.1 to be informed on automatic transfers effected on its accounts through the services indicated in the sources of the bank;
- 10.3.2 to make relevant amendments to the data provided in the initial application on registration for automatic transfer services;
- 10.3.3 to discontinue using of automatic transfer services in the form stipulated in this agreement.
- 10.4 The bank shall be under obligation:
- 10.4.1 to provide the client with automatic transfer/payment by observing the terms hereof, relevant application for automatic transfer service registration and of the information material disseminated by the Bank.
- 10.4.2 to inform the client (through SMS service) on performed transfers.
- 10.5 The bank shall have the right:
- 10.5.1 to refuse performance of automatic transfer (payment) in the Client's account(s) in the event of insufficient funds (insufficient for paying off the liability) in the client's account(s); Automatic transfer/payment shall be performed if the amount due is fully available in the account (account indicated in the application for automatic transfer service registration).
- 10.5.2 to refuse performance of automatic transfer (payment) in the cases under the effective legislation of Georgia or in case there is a liability before the Bank. Automatic transfer/payment shall not be performed if seizure or other restriction preventing the transfer of the funds from the account applies to the account indicated in the application for automatic transfer service registration.
- 10.5.3 to determine the rules of notification of the client on performance of transfer or unilateral termination or partial termination of automatic transfer services without informing the client thereupon in the event of inability to perform any of automatic transfer services for the client related or any other reason, through sources disseminated by the bank (including booklets, brochures, the web site of the bank, etc.).
- 10.6. Automatic transfer/payment shall be performed if the liability does not exceed the maximum limit of the liability indicated in the application for automatic transfer service registration. If the liability exceeds the maximum limit of the liability, payment will not be performed.
- 10.7. If the amount necessary for the automatic transfer is deposited in the Client's account on the last day of payment of the liability set by the Service Provider Company and as a consequence, the paid amount is posted late to the Service Provider Company's database, the Bank shall not be held responsible for the sanctions imposed by the Service Provider Company on the Client.
- 10.8. If during the automatic payment service validity term, the liability is paid through other channel (different from the one hereunder or under the relevant application for automatic transfer service registration), including directly at the Service Provider Company and the information on the payment of the liability is not posted to the Service Provider Company database in a timely manner, the Bank shall still perform the automatic payment of the liability on the basis of the information supplied from the relevant database of the Service Provider Company and in such a case the Bank is /shall not be held responsible for the refund of the amount paid in excess.

- 10.9. The Bank is authorized to cancel/terminate automatic transfer/payment service if automatic payment cannot be performed continuously, throughout the validity term of the automatic payments, during 90 calendar days in a row by the reason of the Client (e.g. due to lack of sufficient funds in the account).
- 10.10. The Bank is authorized to cancel/terminate automatic transfer/payment service without obtaining further consent of the Client, if the service between the Service Provider Company and the Client is terminated/cancelled and the Bank is informed thereof by the Client and/or the Service Provider Company.
- 10.11. The Client is authorized to refuse the Bank at any time (via the Bank's branch, Call Centre and/or internet banking account) on receiving the automatic transfer/payment service and cancel the order given to the Bank under the application for automatic transfer service registration.

## **11 TELEPHONE BANKING SERVICE**

### **11.1 Service description**

- 11.1.1 Telephone banking is a service that enables the customer to receive the following services determined by the Bank over the means of telephone communication without the need to visit the Bank:
- 11.1.1.1 Receive banking information;
- 11.1.1.2 Become registered for the purposes of using different banking services and make changes to the registered data.
- 11.1.1.3 Representing the application about receiving back the sum withheld in ATM.
- 11.1.2 Telephone banking services cover all accounts of the customer. In case if the customer does not wish to receive telephone banking services with respect to any of his account he must notify the Bank about such wish in writing or in any other form provided by in this Agreement.
- 11.1.3 In order to receive telephone banking services the customer should submit the application to the Bank in accordance with paragraph 1.2 of this agreement.

### **11.2 Identification of the Customer**

- 11.2.1 The Bank will use pre-defined questions/procedures for customer identification purposes or, for the efficient provision of services and for the purposes indicated in paragraph 11.3.4, voice authentication will be applied, provided the Client consents thereto. Customer identification is to be performed before providing the telephone service as well as before any other banking services / customer registration for various Bank products (electronic services). Without the identification procedure, Customer will not be able to receive the telephone service described in sub-paragraph 11.1.1 of the present Agreement (except for the case considered under sub-paragraph 11.3.3 hereof). During each telephone conversation with the Bank (each time the Customer receives telephone services), the Client will undergo identification procedure/give correct answers to questions pre-defined by the Bank or undergo voice authentication.
- 11.2.2 The bank shall have the right to refuse rendering of the telephone service to the person who is not willing to go through or will fail the identification procedure.
- 11.2.3 If the Bank's respective representative suspects that the inquiry or transaction is being attempted by a third party (a party other than the Customer), the Bank has the right to refuse to follow the telephone instruction/ refuse to provide the service.

### **11.3 Customer Statements, Orders and Consents**

- 11.3.1 After contacting the Bank through the telephone and when relevant identification procedures are completed the customer orders and entitles the Bank to do the following:
- 11.3.1.1 Provide the information with respect to his accounts.
- 11.3.2 The Client agrees that any and all communication between the Bank and the Client and any and all telephone conversations between the Parties (including the Client's requests/applications for banking information or for using/subscribing to any banking product/service, editing his/her data registered with the Bank, the Client's statements regarding the receipt of a product (including a credit facility) and/or

performing a transaction/operation, etc.) will be recorded in the database and in case of a dispute, such records/recordings shall have an evidential value (can be used as evidence). Phone call recordings shall be deemed to be the Bank's property since they are created and retained according to the rules and for the term defined by the Bank. If requested by the Client, the Bank has the obligation to give the Client access to these data or, if a relevant basis exists, transfer the data to the Client within 10 (ten) business days of receiving the Client's request..

- 11.3.3 The Bank shall ensure the security of the Client's voice print and use it solely for purposes agreed with the Client in advance. The Client's voice print will be created after he/she undergoes a complex identity verification procedure. The Client may require the Bank at any time to replace/delete/destroy his/her voice print unless the Law of Georgia prescribes otherwise.
- 11.3.4 The processing of the Client's voice sample is aimed at ensuring a high standard of client security and the maximum protection of property and confidential information by using up-to-date and secure technology. For maximum security, the Client's voice print is encrypted and the access thereto is limited.
- 11.3.5 The Parties agree that a transaction performed through voice authentication (if any) shall have the same legal force as a paper document bearing a signature.

## 12 VISA/MACTERCARD BUSINESS CARDS

### 12.1 Description of the service

- 12.1.1 Business card service implies for performing of banking operation on the client's card account(s) by the client's or any person entitled by him in a written form (hereinafter the "cardholder") through VISA or MasterCard business card (hereinafter the "card") issued by the bank.
- 12.1.2 On the basis of this agreement the client is entitled to receive one or several cards, whereas a particular type of each such card shall be determined by an executed application for each particular card, constituting an integral part of this agreement.
- 12.1.3 While the card is issued the client's mobile number shall automatically be registered at the bank's SMS service (terms and conditions on using the SMS service is provided in the sources disseminated by the bank). The client has the right to refuse using the stated service making relevant indication in the application form.
- 12.1.4 Rules for using the card are set forth in details on the web-sites of "Visa" and "MasterCard" international payment systems ([https://www.visa.com.ge/ka\\_GE/support/consumer/visa-rules.html](https://www.visa.com.ge/ka_GE/support/consumer/visa-rules.html); <https://www.mastercard.us/en-us/business/overview/support/rules.html>).
- 12.1.5 Card owner is the person, in whose name the card is issued (he may be the customer himself or any person entitled by him). Card owner is identified through the first name, surname indicated on the surface of the card, through the signature sample printed on it and secret personal identification code (pin-code). The business plastic card also contains the name of the customer.
- 12.1.6 The validity of the card is determined by the validity term appearing thereupon. The card shall expire on the last day of the month shown on the card.
- 12.1.7 For using the card, the customer is obliged to pay the service fee to the bank under the rates fixed by the bank.
- 12.1.8 Customer is authorized to have several card accounts and make use of a single card related to one card account only (for the purposes of this paragraph the card account is considered to be the combination of all accounts with common

### 12.2 Procedures related to the card

- 12.2.1 For each type of card the relevant bank account(s) shall be open at the bank.

- 12.2.2 Customer/card owner is authorized to use the available amount at his/her card account with the deduction of the card service fees and minimum balance. In case if the amount is overspent, the customer/card owner will be obliged to pay the commission fees related to such overspending.
- 12.2.2.1 When the limit is overdrawn ("overdraft" – the Customer's/Cardholder's use of funds in excess of the limit agreed between the Bank and the Customer/Cardholder), including when the automatic overdraft stipulated herein and/or an unauthorized overdraft occurs, the Bank will notify the Customer/Cardholder thereof via an SMS text. The Bank will not be responsible for the Customer's/Cardholder's failure to receive information sent/to be sent by the Bank to the Customer/Cardholder or for any consequence(s) of third party access to the information if information delivery is prevented by the fault of the Customer/Cardholder and/or the Customer/Cardholder has changed his/her contact information/data (mobile number, address, email, etc.) and has not reported it to the Bank.
- 12.2.3 For risk reducing purposes further restrictions may be imposed on using of card and card account by way of establishing additional limits by the bank.
- 12.2.4 Application to make additional card is signed by the person entitled by the customer from the one side and by the person in whose name the card is to be issued from the other (card owner).
- 12.2.5 The Bank is authorized to link different currency accounts to a single plastic card or different cards to a single bank account. Currency priority is defined by the Client. Information about balance/balances in the account/accounts is indicated in the priority currency at the commercial exchange rate set by the Bank on the given date.
- 12.2.6 The client shall file a relevant application, pay minimum balance amount and the amount corresponding the annual service fee for the card as determined by the bank for the purposes of obtaining the card.
- 12.2.7 After the amount(amounts) under subparagraph 12.2.6 hereof is/are transferred to the card account, within the period determined by the Bank, the latter will prepare and hand over to a client or a card holder the card and the PIN – Code together with relevant documents and / or information materials.
- 12.2.8 In case the client or the cardholder fails to collect the card within 90 (ninety) days from the date of issuance thereof, the bank will have the right to destroy such card and:
- 12.2.8.1 Commissions paid by the client shall not be returned to him/her;
- 12.2.8.2 The minimum balance and other amounts standing on the card shall be returned to the client as determined by the rule outlined in the subparagraph 12.4.6.1 of this agreement.
- 12.2.8.3 The banking plan and all respective terms and conditions will be cancelled automatically.
- 12.2.9 In case when the representative entitled by the account owner (customer) and the card owner is not the same person:
- 12.2.9.1 The Account owner (customer) is authorized to independently receive a new card, request change of priorities related to the currencies thereto, open card account(s), cancel the card, block/unblock the card account, receive the card detained by the ATM, Changing card Pin code (the customer shall present the relevant application to the Bank.);
- 12.2.9.2 The Cardholder can perform the following actions on his/her own: accept the payment card prepared for him/her, have the payment card blocked and unblocked (only if blocked due to incorrect PIN), retrieve/accept the payment card if it has been retained by an ATM (only if retained due to lack of attention on the part of the Cardholder or due to ATM malfunction), reset the PIN code (the Client must submit a relevant application to the Bank) and apply for resetting currency priority;
- 12.2.9.3 Request to make a new card for the card owner is to be submitted jointly by both the representative entitled by the account owner (customer) and the card owner.

12.3 Funds Standing to the Card Account, Unsanctioned Overdraft

- 12.3.1 The minimum balance in the amount to be frozen on the card account for the validity term of the card. The minimum balance is determined according to the type of card, to the terms and conditions established by the bank on the basis of VISA and MasterCard international payment system's recommendations. In case of spending over minimum balance as a result of any banking operation, the client shall immediately transfer funds to the card account compensating the overspent minimum balance.
- 12.3.2 The funds standing to the credit of the card account can be used within the limits determined by the bank; any use of the minimum balance is permitted only upon cancellation of all card linked to the account in accordance with the procedures established by the bank.
- 12.3.3 If funds on a card are disposed (either through cash or non-cash payments) in a currency different from that of a card account, funds shall be debited from a card-holder's account by conversion. Within the Bank's Distribution Network conversion shall be carried out at the commercial rate set by the Bank at time of the transaction and outside the Distribution Network - at the rate set by Visa or MasterCard. For the purposes of this Agreement, the Bank's Distribution Network means TBC Bank JSC and its Partner Banks (refer to the web-site: <https://tbcbank.ge/en/terms-and-fees> for the list of the Partner Banks). Relevant examples are provided at: <https://tbcbank.ge/en/accounts>.
- 12.3.4 Unsanctioned Overdraft is a negative balance created on the client's card account without the bank's authorization.
- 12.3.5 The client shall repay the amount corresponding to overcharge or unsanctioned overdraft up to the minimum balance immediately upon occurrence of the same.
- 12.3.6 In case of an unauthorized overdraft, the Bank may charge the Customer and if so, the Customer shall pay the Bank interest on an unauthorized overdraft at an annual rate effective at the Bank as of the date on which the unauthorized overdraft occurs, calculated on the basis of a 365 (three hundred and sixty five)-day year. The upper limit for the interest rate on an unauthorized overdraft shall be 48% per annum, accruable from the date on which it occurs until the actual date on which it is paid off.
- 12.3.7 If the card is linked to several different currency accounts and a credit/overdraft limit is allowed on any of them, funds paid/transferred to any other account linked to the card will be converted (at the commercial exchange rate set by the bank as of the transaction date) and the credit/overdraft limit / the unarranged overdraft will be settled. Furthermore, to settle the credit/overdraft limit / the unarranged overdraft occurred in any of the account(s), the Bank is entitled to draw the required amount by direct debit (without the Client's further consent) from the Client's any other account with the Bank (according to the rule under paragraph 3.2.3 hereof).
- 12.3.8 After the Client has performed transaction by the card on ATM, POS, E-commerce and the Bank terminal, the Bank shall block the amount equivalent of the performed transaction volume. If the conversion is required in the blocking process, the Bank-established Fixed Commercial Exchange Rate of the Day shall be applied. The exchange rates determined by VISA and MasterCard shall be additionally applied for operations performed outside of the network if the currency differs from GEL/USD/EUR/GBP. The transactions carried out via VISA card/MasterCard are posted in the client's account after a certain period of time. The information on the transactions carried out by the Client can be obtained through various remote channels of the Bank.
- 12.3.9 If the amount of the payment order executed by the client using the payment card exceeds the balance in the currency account corresponding to the currency indicated in the payment order (or there is a zero balance in the account), the amount under the payment order shall be deducted fully from the account (if any) opened in the currency corresponding to the currency of the payment order (transaction). If the card transaction blocking amount corresponds to the transaction amount, prior to debiting, the amount needed for performing the transaction shall be collected from a corresponding currency account according to the priority of the account currencies. Conversion between different currency accounts shall be carried out at the commercial rate set by the Bank at the time of payment. Relevant examples

are provided at: <https://tbcbank.ge/en/accounts>. If the card transaction blocking amount does not correspond to the transaction amount, when performing the transaction there will be a negative balance in the corresponding currency account in the insufficient part of the amount, which shall be covered from the first priority currency account, but if there is no sufficient balance in this priority currency account, the negative balance shall be covered from the next preferred (priority) currency account. Conversion between different currency accounts shall be carried out at the commercial rate set by the Bank at the time of payment. Relevant examples are provided at: <https://tbcbank.ge/en/accounts>.

#### 12.4 Suspension and Cancellation of the Card and the Card Account

- 12.4.1 The card shall be suspended upon request of the client or the cardholder, in case of the loss or theft of the card. The cardholder or the client shall promptly notify the bank on the loss of the card in writing or by calling the bank at: +99532 272727. The bank shall then suspend the card (block the card) in accordance with the options given below at the request of the cardholder or the client:
  - 12.4.1.1 Local stop list provides blocking of the card up to 1 (one) banking day insofar only the authorized transactions are concerned;
  - 12.4.1.2 International stop list provides full blocking (unauthorized transactions) of the card up to 14 (fourteen) banking days.
  - 12.4.1.3 For the purposes of this contract, the "stop-list" shall be an international or local list of the cards for which performance of transactions is limited and to which a special regime of services applies.
  - 12.4.1.4 For the purposes of this Agreement, "authorization" ("authorized transaction") means confirmation of a transaction by a PIN code and/or by the security code indicated on the back of the card and/or by the 3D security code and/or by the combination of these details and/or by any other mechanism determined by the Bank that is transferred directly to the Customer/Card holder and the confidentiality/secure maintenance of which shall be the responsibility of the Customer/Card holder;
  - 12.4.1.5 For the purposes of this Agreement, "unauthorized transaction" means a transaction which has not been performed with the permission of the Customer/Card holder (is not authorized)/which has been performed by the Customer's/Card holder's intentional breach and/or gross negligence of the terms/requirements hereunder with regard to the holding/use/security and confidentiality of the card and/or by the Customer's/Card holder's or a third party's performance of a fraudulent action/transaction. For the unauthorized transaction named/identified by the Customer/Card holder (including an unauthorized cross-border payment operation/transaction) to be considered as authorized, the Customer/Card holder is liable to present to the Bank sufficient evidences for the confirmation thereof after the study/analysis of which the Bank will be able to establish the status of the authorized transaction. In other cases (including, in the case of the Customer's/Card holder's default on the presentation and/or the presentation by the breach of the terms (if any) hereunder of sufficient evidences to the Bank), the transaction shall be deemed unauthorized.
- 12.4.2 In case of breach of the terms of this agreement or of using the card by the cardholder and/or the client the bank shall have the right to suspend or block the card(s) at any time.
- 12.4.3 Within the validity period as shown on the card the client shall indemnify the bank against any loss occurred for any unauthorized operation performed with the blocked card solely unless listing thereof in an international stop list.
- 12.4.4 The cardholder and/or the client may object to any transaction from the blocked card in the event of listing thereof in an international stop list.
- 12.4.5 The cardholder shall be responsible for paying the fee for stop listing.
- 12.4.6 Bank is entitled to close card account when:
  - 12.4.6.1 Under the written application of the card owner or after 30 (thirty) days from expiry of validity of the card, if the card owner does not present the written application for extension of the card validity during the mentioned period. In such cases, the card account will be considered to be closed and the amounts will be refunded to the card owner within no later than 30 (thirty) days from transfer of all the cards

(including the additional card(s)) to the bank and only after the outstanding debt is fully repaid to the bank

12.4.6.2 Upon termination of the agreement between the bank and VISA or MasterCard. In such case the bank shall notify the cardholder of such event within 5 (five) banking days.

12.4.7 The bank shall monitor the transactions performed with the card by way of special software supply – monitoring module, meaning that the bank shall have the right to temporarily suspend the validity of the card if it suspects of any unlawful/unauthorized transaction. The client is entitled to refuse of monitoring on its card for the defined time period by filing special application to that effect.

## **12.5 Rights and Obligations of the Parties**

12.5.1 Both the client and the cardholder are under obligation:

12.5.1.1 The integrity of the envelope that contains the PIN – code shall be examined once it is delivered.

12.5.1.2 to keep any documents related to the transaction made using the card for 6 (six) months from the date of such transaction and present those to the bank upon request.

12.5.1.3 In case of an unrecognized card operation (transaction) and/or a correction request on a card operation (transaction), apply to the Bank in writing no later than 13 (thirteen) months from the date of the unrecognized operation (transaction / debiting of the account by the transaction amount / the date of the incorrectly executed transaction (“an incorrectly executed transaction” is defined in line with the Georgian law) (transaction/debiting of an account by the transaction amount) unless the Customer/Cardholder missed the chargeback period envisaged hereunder for objective reason(s)/beyond the Customer’s/Cardholder’s control, and not due to an unreasonable delay (the burden of proof lies with the Customer/Cardholder). Despite the Customer’s/Cardholder’s missing/breaching of the chargeback period, the Bank will spare no efforts to assist the Customer/Cardholder in refunding the amount of the unrecognized or incorrectly executed transaction. The Customer shall pay the additional chargeback fee set by VISA and Mastercard. The Bank will review the chargeback claim/ dispute filed by the Customer and make a decision within 15 (fifteen) business days of the date on which the claim was filed. If the complaint cannot be reviewed/a relevant decision cannot be taken within the mentioned term due to reasons beyond the Bank’s control, the Bank will account for the delay in review/ decision-making / will inform the Customer regarding the extension of the decision period, which should not exceed 35 (thirty-five) business days from the date on which the claim was received. Customer complaints are reviewed according to the following procedure: twice a week, the Bank makes a list of customers 1) who have filed a claim with the Bank over a disputed card transaction / nonrecognition/a transaction error; 18-21 calendar days have elapsed from the Bank’s acceptance of customer claims and no refund within the card security limit has followed; 2) whose claims have been sent for review to international payment systems but the review has not been completed. Furthermore, the Bank has no obligation to refund the disputed transaction amount if the Bank has a reasonable doubt about the Customer’s/Cardholder’s fraudulent action or breach of Customer/Cardholder obligations hereunder related to the card/card transaction either intentionally or due to gross negligence.

12.5.1.3.1 If unauthorized cross-border payment operations (transactions) performed via a card is/are not accepted, apply to the Bank in writing within 75 (seventy five) days of the performance of the operation (transaction/debiting of an account by the operation amount) unless the time limit hereunder is breached by the Customer/Card holder by objective reason(s)/beyond the Customer’s/Card holder’s control, and not due to unreasonable delay (the burden of proof lies with the Customer/Card holder). For the purposes of this paragraph, a cross-border payment operation is an operation that is performed by using the card instrument (plastic card) issued in Georgia and the receiver’s provider (acquirer) is a foreign payment service provider. The amount of the claimed operation is subject to compensation by the Bank only if the complaint is filed to the Bank within the term hereunder or a third party’s fraudulent action is obvious and/or the case communicated by the Customer/Card holder is similar by its substance and/or circumstances to the case/cases reviewed



by the Bank within the last 180 days within the frames of which the Customers/Card holders will be compensated the amount of unauthorized operation.

- 12.5.1.4 The card or the PIN code shall not be given or disclosed to the third parties;
- 12.5.1.5 to reimburse to the bank any expenses in connection with any additional card services provided by VISA or MasterCard, if any;
- 12.5.1.6 compensate the Bank for the damage related to the unauthorized payment operation that is caused by the Customer's/Card holder's fraudulent action and/or the Customer's/Card holder's intentional breach and/or gross negligence of the terms/requirements hereunder with regard to the holding/use/security and confidentiality of the card.
- 12.5.2 The bank shall have the right:
  - 12.5.2.1 Ensure that the merchant/service provider (including a casino, betting shop, etc.) processes payments above the minimum balance (if any) within 30 (thirty) days of the execution of the card transaction, and ensure that the respective amount is cleared/settled to the card account no later than the following banking day after the completion of the processing of the card transaction.
  - 12.5.2.2 To block the card and/or card account (stop the operations) in case if the bank has the doubts, that non-sanctioned or illegal operations are and/or have been performed through the card or at the card account;
- 12.5.3 The bank is not responsible:
  - 12.5.3.1 for any disputes between the cardholder and/or the client and vendors.
  - 12.5.3.2 for unauthorized use of the card due to the fault of the cardholder and/or the client, including during the suspension period of the monitoring over the card upon the cardholders' and/or the client's request.
  - 12.5.3.3 For the transactions performed using the lost/stolen card, unless the Card holder has timely blocked the lost/stolen card, or for the transactions performed by a third party, if they are authorized or for unauthorized transactions (in line with Paragraph 12.4.1.5 hereof).
- 12.5.4 In case of collection order or arrest is placed on any of the accounts of the customer/card owner, the credit limit or/and overdraft allowed at the customer's/card owner's account is considered to be automatically cancelled. In case of fulfillment or cancellation (revoking) of the collection order or lifting (revoking) the arrest, the bank will be entitled to unilaterally restore the credit limit and/or overdraft.
- 12.5.5 Validity of paragraph 12.5.4 of the Agreement is applicable to all types of plastic cards including VISA and Mastercard plastic cards and to any other plastic card, as well as to any credit facility related to any plastic card.
- 12.5.6 The Customer/Card holder is entitled to request the Bank the compensation for the authorized payment operation (transaction) initiated by the receiver (a person in whose favour the payment operation (transaction) is performed), if during the authorization of the payment operation (transaction) the exact amount of the transaction was not specified or the amount of the transaction exceeds the amount that could have been reasonably expected by the Customer/Card holder given the previous spending characteristics and/or relevant circumstances of the transaction (the burden of proof lies with the Customer/Card holder). If the transaction amount exceeds the amount that could have been reasonably expected by the Customer/Card holder given the previous spending characteristics and/or relevant circumstances of the transaction, though the mentioned circumstances are resulting from the currency exchange, the Customer/Card holder is not entitled to require of the Bank the compensation of the transaction amount hereunder if the currency exchange rate was earlier agreed between the Customer/Card holder and the Bank/the Customer's/Card holder's payment service provider.
- 12.5.7 In the cases under paragraph 12.5.6 hereof, the Customer/Card holder is entitled to request the Bank the compensation within 8 (eight) weeks from the debiting of the payment account(s).
- 12.5.8 The Customer/Card holder is not entitled to request the compensation under paragraph 12.5.6 hereof if the Customer/Card holder gave his/her consent to the Bank/the Customer's/Card holder's payment service provider to the performance of the payment operation and/or the information on the future

payment operation (if any) is supplied to the Customer/Card holder in the form/according to the procedure agreed between the Parties or is otherwise made available by the Bank or the receiver of the payment operation (transaction) amount 2 (two) weeks before the due date of the payment obligation in the form/according to the procedure agreed between the Parties.

### 13 SHORT MESSAGE SERVICES (SMS SERVICES)

#### 13.1 Description of the service

- 13.1.1 The SMS banking is a remote banking service allowing a client to: obtain information about his/her operations performed on the client's bank accounts; request and obtain the necessary banking information, or carry out banking operations using the mobile phone number specified in the application submitted to the Bank, based on confirmation via SMS code sent to the mobile phone number specified in the application/by confirming the document published at the link supplied to the Client by the Bank via SMS, in accordance with the limits and rules defined by the Bank, receive information about various bank products (including credit product(s) offered by the Bank/ applied for by the Client and if he/she agrees, confirm the acceptance of the offered bank product (including a credit product) (in accordance with the rules/standards effective at the Bank), and likewise, confirm his/her personal data/any information (including, the change in his/her personal data available at the Bank/any information).
- 13.1.2 SMS service means receiving of banking information defined by the Bank by sending a special SMS to the designated number by the mobile phone number specified in the application submitted to the bank.
- 13.1.3 Customer will receive services automatically if he/she possesses any bank account and/or makes use of at least one banking product
- 13.1.4 The SMS service is regulated under provisions of this agreement, including exceptions stipulated under this Article 13.
- 13.1.5 This Article 13 shall apply to all existing and future accounts of the client with the bank.
- 13.1.6 The Client is aware that it will not be able to receive transactional (related to card as well as non-card transactions) and promotional messages from the Bank at its foreign telephone number (a number not issued by a mobile network operator registered in Georgia), with the exception of the mandatory notifications (a envisaged by law). To be able to receive the aforementioned message, the Client shall apply to the Bank in order to have its foreign telephone number registered with the Bank replaced with a number issued by a mobile network operator registered in Georgia. The replacement/editing will be done according to the procedure applicable at the Bank.

#### 13.2 Rights and Obligations of the Parties

- 13.2.1 The client shall be under obligation:
  - 13.2.1.1 to send SMS to the cell phone number of the bank according to terms and conditions disseminated by the bank in its sources;
  - 13.2.1.2 not to permit disposal of its cell phone and/or SIM card by third parties;
  - 13.2.1.3 in case of change and/or loss of its cell phone and/or SIM card and/or cell number to inform promptly the bank through the telephone hot line (using the number +99532 2272727), in writing or by internet banking accordingly.
- 13.2.2 The bank shall be under obligation:
  - 13.2.2.1 In furtherance of the client's notification (verbal (through the phone), written or through internet banking) on change of cell number or loss of the cell phone and/or SIM card, to ensure suspension of SMS service until receipt of new instructions from the client. If the application is submitted by the client to the bank verbally (by telephone), the client identification shall take place using the questions (of personal character, as well related to the client's products/operations) determined by the bank in advance.
- 13.2.3 The bank shall have the right:

- 13.2.3.1 to refuse carrying out the client's instruction in the event of incorrect (in breach of this agreement or provisions stipulated in sources disseminated by the bank) notification sent to the bank;
- 13.2.3.2 to send to the client advertising messages;
- 13.2.3.3 to send to the client messages on credit amounts (loan, overdraft, credit limit and/or other credit products), payment date, liabilities and/or effected automatic transfers (the bank shall not be under obligation to send the above notifications and in any event, regardless whether the client has received the above notification or not, it is under obligation to pay on time the credit (loan, overdraft, credit limit and/or other credit products) as well as other related payables (interest, fines, commissions, etc.).
- 13.3 The Parties agree that confirmation of banking operations by Client via SMS code sent to the mobile phone number specified in Client's application and/or SMS confirmation (the Client's acceptance of an agreement/ document available at the link provided via SMS) of various bank products (including credit product(s) offered by the Bank/ applied for by the Client/of his/her personal data available at the Bank/any information (including, the change in his/her personal data available at the Bank/any information) has an equal legal effect of a written document, which is printed on paper and signed by the client. Therefore, the parties agree, that confirmation of banking operations by Client via SMS code and/or SMS confirmation (the Client's acceptance of an agreement/ document available at the link provided via SMS) of various bank products (including credit product(s) offered by the Bank/ applied for by the Client/of his/her personal data available at the Bank/any information (including, the change in his/her personal data available at the Bank/any information) cannot be a prerequisite to the dispute between the parties.
- 13.4 After performance of banking operation by Client confirmed via SMS code, Client has the right to require the Bank to transfer the printed copy of the information on banking operation(s) (payment order) performed by Client. having an equal legal effect of bank operation(s) performed by the Client
- 13.5 The bank guarantees reliable protection of the electronic banking document (payment order) confirmed by the Client via SMS code.

## 14 DEPOSIT SERVICES

- 14.1 **Description of the service**
  - 14.1.1 Deposit service implies opening of a deposit account upon the client's (hereinafter the "depositor") application and accrual of interest on the funds standing to the credit of such deposit account.
  - 14.1.2 The depositor is entitled to term and demand deposit as well as its modified services.
- 14.2 **Calculation of Interest on the Deposits**
  - 14.2.1 The interest shall accrue to the deposit to be calculated be calculated on 365 days in a year basis in accordance with each particular deposit agreement executed by the parties and sources disseminated by the bank (including booklets, brochures, the web site of the bank, etc.).
  - 14.2.2 The interest shall accrue to the funds held on the deposit account commencing with the next working day after the date of crediting the funds.
- 14.3 **Obligations and Rights of the bank**
  - 14.3.1 The bank is under obligation:
    - 14.3.1.1 to accept funds and pay the interest accrued thereon in accordance with the terms and conditions of this agreement;
    - 14.3.1.2 upon the expiration of the term of the deposit or in no later than 7 (seven) calendar days from the depositor's request (according to the type of the deposit), to pay to the depositor all the funds standing to the deposit account, including the accrued interest, such payment to be performed in the same currency as the funds held in the deposit account.
  - 14.3.2 The bank shall have the right:
    - 14.3.2.1 to use, freely, on its own behalf and in its sole discretion, the funds standing to the credit of the deposit account;

- 14.3.2.2 to withhold and transfer to the state budget profit tax payments (if any) on the amounts payable to the depositor in accordance with the applicable rules, in the amount and within the periods as determined by the laws of Georgia.
- 14.3.2.3 in case there exists a matured obligation of the depositor towards the bank arising by operation of law or of any agreement with the bank, to cover such obligations from the depositor's any deposit account and/or to terminate the term deposit agreement without further consent or authorization of the depositor.
- 14.3.2.4 To open a client's operational account (current, card, realization or others similar) without his/her additional consent and/or a demand deposit account in any currency in the case, if it occurs that the client has no such account and/or additional opening of such account is needed (in this case, this agreement and/or any application signed by the client, by which the client joins this agreement, will be considered as the client's application for opening of an operational account (current, card, realization or others similar) and/or a demand deposit account);
- 14.3.2.5 The amount that has been deposited or credited to the client's operational account (current, card, realization, etc.) and/or demand deposit account on purpose of deposit opening on the account and/or adding funds to the deposit, to be transferred automatically (without the depositor's additional consent) to the depositor's and/or any person's deposit account that is referred in the deposit/transfer document;
- 14.3.2.6 The amount that has been received by transfer of sums to the demand deposit account of the client (in the cases when the deposit account number is indicated in the transfer documents) shall be initially transferred to the current account (settlement or demand deposit account) of the client and then to the deposit account of the client, as determined by the paragraph 3.2 of this agreement.

#### **14.4 Special Provisions on Term Deposits**

- 14.4.1 In the event of the term deposit the interest shall accrue to the balance maintained on the deposit account.
- 14.4.2 Accrued interest on the term deposit shall be paid to the account indicated by the depositor in advance, on monthly basis or upon expiry of the term of deposit in accordance with the agreement executed by and between the depositor and the bank
- 14.4.3 In the event the depositor chooses to receive accrued interest on monthly basis, the accrued interest shall be credited to the client's account on each date of the month when the deposit was opened.
- 14.4.4 In the event the funds indicated by the depositor in the application are not deposited within 1 (one) week from the submission thereof, the agreement between the bank and the depositor shall automatically be terminated.
- 14.4.5 In the event of premature withdrawal of the funds from the deposit, the bank shall recalculate the interest accrued to the funds at the interest rate that is lower as compared to the standard interest rate.
- 14.4.6 In the event of premature withdrawal of the funds from the deposit as per paragraph 14.4.5 above, the depositor shall pay to the bank a breaking fee, which shall equal to the funds representing the difference between sums to be accrued under standard terms and recalculated as per paragraph 14.4.5.
- 14.4.7 After the expiration of the deposit, it will renew (be prolonged) automatically by the term indicated in the Deposit Agreement if the Parties so agree. In case of automatic prolongation, the opening date of every new deposit will coincide with the expiration date of the previous deposit, while the accrued interest (after the income tax, if applicable) will be capitalized or credited to Deposit Holder's another account if the Deposit Holder wishes so. In case of automatic prolongation, the new deposit will have the same terms as the previous deposit of the same type. The terms set out herein will not apply to deposit agreement(s) if automatic prolongation issues described herein are regulated by the deposit agreement(s).
- 14.4.8 The Bank has the right to notify the Deposit Holder about the expiration of the Deposit by SMS or otherwise as envisaged in the Agreement. The notification will be sent to the Deposit Holder's mobile phone number indicated in the Deposit Holder's Application submitted to the Bank at opening the

Deposit. The Client shall inform the Bank if they change the mobile phone number. Otherwise, the Bank does shall not be held responsible for the consequences.

**14.5 Special conditions on Demand Deposits**

- 14.5.1 In case of saving deposit the interest shall accrue on the balance existing on deposit account at the end of operation day.
- 14.5.2 In case of “my safe” deposit interest shall accrue on the least balance existing on the deposit account commencing from the first day of calendar month until (inclusive) the last day of the same month.
- 14.5.3 Accrued interest on the demand deposit (meaning the saving and the “my safe” deposits) shall be credited to the indicated account of the depositor’s on the monthly basis, on the last day of each calendar month. In the event the last day of the calendar month is a holiday, the accrued interest shall be credited on the following working day.
- 14.5.4 The depositor can freely, without any restrictions deposit onto the demand deposit account and/or withdraw/transfer the funds therefrom (within the depositor’s account).
- 14.5.5 The Bank may unilaterally revise the interest accrual method applied to the call deposit and/or the amount of interest, of which the Bank shall notify the deposit holder via SMS 2 (two) months before the change takes effect

**15 GENERAL CONDITIONS OF CREDIT PRODUCTS**

- 15.1 Based on this agreement, client is entitled to use various credit products.
- 15.2 General provisions of the credit product are defined by this article, while specific conditions are defined and regulated by the agreement on the corresponding credit product concluded by the Parties. As a rule, other types of credit products are issued on the basis of the agreement concluded between the Bank and the client on credit product services, which does not eliminate the possibility to issue any credit product directly on the basis of this Agreement.
  - 15.2.1 This Agreement, as well as individual credit facility agreements, authorizes but does not oblige the Bank to disburse a credit (in full or any part thereof) or provide the Client with a credit service.
  - 15.2.2 For the disbursement of credit facility/ies (including individual tranches), the Customer must satisfy respective condition(s) precedent / requirement(s) (if any) (whether or not these condition(s) precedent / requirement(s) are directly set out in any given credit facility agreement) and the Parties and/or their representatives must come to an additional agreement, at least orally.
  - 15.2.3 Considering events mentioned in Subparagraphs 15.2.1 and 15.2.2 of the Agreement, the Bank, at its own discretion, may not disburse credit product(s) / suspend any tranche thereof without explaining the reason to the Client (even if the Parties have concluded a particular credit facility agreement).
- 15.3 In order to receive credit product, client must apply to the Bank with application (it is possible to receive some products by submitting application via electronic communications – telephone, internet, e-mail, etc.). Bank shall review the client’s application and make a decision on issuance or non-issuance of the credit product (Bank is not obliged to state the reason for non-issuance).
  - 15.3.1 Client may, at any time, make a request through any remote channel/means of electronic communication of the Bank for receiving a copy of credit product agreements (including a copy of agreement on credit products obtained through remote channels) signed between the client and the bank and visit the Bank's branch / service center for taking the copy
- 15.4 Upon receipt of the credit product, client (debtor) will be obliged to repay it and to pay the interest profit in accordance with the provisions agreed with the Bank.
  - 15.4.1 Interest is accrued to the Client’s outstanding liability towards the Bank and is calculated according to the actual days of use of the facility based on a 365 day calendar.

- 15.5 Monetary obligations of the client are secured as a rule by the amounts accumulated on his account (accounts).
- 15.6 If the client does not have settlement (current) account, application for issuing the credit product will be at the same time considered as the application to open the settlement (current) account and such account will be opened for the client prior to issuing the credit product.
- 15.7 In order to cover the credit product by the client/card holder with the amount transferred to the bank or with the existing amount on the account of card holder/client, first of all, insurance premium will be covered with the aforementioned amount, afterwards the penalties will be covered for delaying the payment term (if applicable), afterwards interest profit will be covered and finally, the basic amount of credit will be subject to coverage. Client is entitling the Bank to:
- 15.7.1 Amend the rule prescribed by Paragraph 15.7 of this Agreement;
- 15.8 If monthly payment of amount is delayed, the client/card holder will be obliged to pay the penalty to the Bank for delay, which might comprise of fixed penalty and daily penalty, the amounts of which are determined according to the tariffs established by the Bank during the moment of delay.
- 15.9 Credit product will not accrue late payment interest if the day of deposit (transfer) of amounts coincides with the non-banking day. In such case, the Client shall deposit (pay) the payable sum to the relevant account on the following banking day.
- 15.10 In order to obtain the credit product, if within the timeframe agreed with the Bank, the client/card holder does not cover the credit obtained from the Bank, deposited interest, penalty (if applicable), insurance premium or does not pay on time any commission fee defined by the Bank, the Bank shall be entitled:
- 15.10.1 To secure its demand by arresting bank accounts and/or selling any assets of the client/card holder (this right does not limit the right of the Bank arisen on the basis of paragraph 3.2 of this Article) irrespective of whether the customer's obligation (bank's request) is secured with the right in rem (mortgage, pledge). Besides, the bank is authorized, at its discretion, to execute in the first place a writ/payment of the asset and intangible property of the Customer, which is not the object of a security of the Customer's liabilities.
- 15.10.2 To demand from the client/card holder any time to conclude pledge or mortgage agreement in order to cover the debts originated by using the credit limit (In this case, client/card holder will be obliged to conclude relevant agreement with the Bank within no later than 5 (five) working days from the receipt of the request by the Bank, according to which the client/card holder shall secure the property to be received by the Bank by mortgage or pledge, the amount of which must not be less than the total sum of used credit product, deposited interest and the penalty. The client/card holder shall register the rights of the Bank in relevant registry. Expenses associated with the conclusion of the agreement (agreements) and the registration of rights, originated from the Agreement, in the registry will be carried by the client/card holder);
- 15.10.3 To request the transfer of pledge and/or mortgage object and after the transfer, to alienate the pledge and/or mortgage object by direct selling or other rules prescribed by the Civil Code and after covering the necessary expenses for realization, to use the received amount to cover the credit. If the amount received as a result of selling pledge and/or mortgage object does not fully cover the debtor's debt, the Bank is authorized to direct enforcement on any property of the client/debtor.
- 15.11 In case of delay of payment of monthly amount, interest profit, penalty or insurance premium by the client/debtor, also in case of improper and untimely fulfillment (violation) of any pre-condition, additional condition, requirement of the Bank towards the client and/or any obligation undertaken by the client or in case of other significant basis, the Bank shall be authorized to terminate independently the credit relation and/or relevant agreement and/or demand from the client/debtor to return the credit product in addition to other due fees (interest profit, penalty and other).
- 15.12 To apply for early repayment and/or early termination of a bank credit (loan), credit line, overdraft, credit limit and any credit facility (hereinafter referred to as the "Credit" for the purposes of Paragraphs 15.12-15.17) under any agreement with the Client/the Borrower (including full or partial prepayment and/or refinancing of the credit), the Client/the Borrower shall submit to the Bank a respective application in writing (whether as a hardcopy or electronically). The Bank will satisfy the Client's/the Borrower's

application on the day it is received (provided there are sufficient funds in the Client's/the Borrower's account(s)), or on the following banking day if the Client's/the Borrower's application was filed during non-banking hours. Despite the aforementioned, the Bank may satisfy the Client's/the Borrower's application within 5 (five) calendar days of receipt due to various (including, technical) reasons and/or for the need to establish some facts. From the date of receipt of the Client's/the Borrower's application, including in the absence of sufficient funds in the Client's/the Borrower's account(s), until full or partial prepayment of the loan, the credit will not accrue interest. Furthermore, in cases stipulated by the law, when prepaying fully or partially on a credit (in excess of 2 000 000 GEL or its equivalent in foreign currency) the Client/the Borrower may submit a respective application to the Bank 14 (fourteen) calendar days prior to the planned date of prepayment, in which case the Bank has the right to continue interest accrual on the credit until the credit is fully or partially prepaid.

- 15.13 In case of prepayment of the part of the loan, the bank shall be authorized to unilaterally change the payment schedule (draft a new schedule), in which case, the Client/borrower shall pay off the loan according to the new schedule of the bank. The new schedule shall be drawn up one of the following principle: 1) the payable amount (principal amount (remainder of the credit) will be equally distributed over the remaining period until the loan is fully repaid ; or 2) the period, remaining till full repayment of the credit will be reduced and the amount, payable in periodicity, envisaged by the schedule will remain unchanged.
- 15.14 In case of presenting application to cover the credit in advance to the Bank, client/debtor shall be obliged to present the Bank with any information/document, which directly or indirectly provides opportunity to establish the fact of credit refinancing or rejects the fact of credit refinancing.
- 15.15 In case, if the relevant credit conditions foresee the commission fee for refinancing and the Bank shall have a doubt, that the refinancing is taking place, the Bank shall be authorized after receiving the application of the client/debtor regarding the advance payment of the credit, to request the client additionally to present any information/document related with credit refinancing within no later than 2 (two) banking days from the date of the request.
- 15.16 Credit refinancing shall include advance payment (prior to the agreed term) directly and/or indirectly, independently and/or with the help of other person (persons) of the credit obtained from TBC Bank with the amount issued by any financial institution directly and/or indirectly, independently and/or with the help of other person (persons).
- 15.17 Parties agree, that:
  - 15.17.1 Bank is not obliged to prove the fact of refinancing and it has a right, upon receipt of information on credit re-financing by any information sources, to make a decision on imposing relevant commission fee and/or penalty on the client/debtor, meaning that burden of proof related with the non-existence of the refinancing fact is upon the client/debtor;
  - 15.17.2 Amount of advance payment and re-financing commission fee and/or penalty is determined by the agreement (agreements) concluded with the client/debtor;
  - 15.17.3 In case, if client/debtor proves the non-existence of refinancing fact by applying to court, Bank will be obliged to return only the deducted commission fee and/or penalty, and the client/debtor refuses to compensate the damage caused by the Bank activities (by violating the obligations undertaken with this Agreement);
  - 15.17.4 In case of an early settlement/closure of a bank credit/credit liability(ies) for any reasons whatsoever (including early repayment of a bank loan / credit liability(ies)), loan approval/disbursement fee (whether paid or outstanding) is not subject to reduction/adjustment/refund (unless directly envisaged by law).
- 15.18 In case, if the Bank demands insurance policy (with conditions set by the bank) by the client to use credit product, client/card holder will be obliged:
  - 15.18.1 Take out insurance with an insurance company approved by the Bank, at rates/terms set by this company;
  - 15.18.2 To implement the insurance in accordance with the conditions requested by the Bank.
  - 15.18.3 To ensure the naming of Bank as the only beneficiary in the insurance policy.

- 15.18.4 If the term of the insurance policy is less the term of this Agreement/ additional agreement(s), submit to the Bank a renewed insurance policy not later than within 14 (fourteen) calendar days before the date of expiry of the existing insurance policy.
- 15.18.5 Pay the insurance premium and/or other related fees in the amount charged by the insurance company approved by the Bank. The payment of the insurance premium and/or other related fees is a mandatory payment related to the bank facility (including, a credit facility) and without the payment (or without undertaking the payment) thereof, the bank facility (including, a credit facility) will not be issued. The amount of the insurance premium and/or other related fees shall be set forth in a respective agreement and/or the insurance policy
- 15.19 In case, if the client/card holder does not pay insurance premium/insurance fee in accordance with the rule and timeframe prescribed by this Agreement/additional agreement(s) and/or the insurance policy, the debt shall be considered delayed.
- 15.20 In case of essential worsening of the insurance conditions or increase of insurance tariffs, client/card holder shall have a right to express the intention in writing to annul the requirement of obligatory insurance. Bank shall make a decision independently regarding the annulment of the requirement of obligatory insurance by applying its own credit principles and rules.
- 15.21 Client/card holder agrees, that the Bank shall deduct monthly insurance premium for the benefit of the insurer (insurance company) from any account of the client/card holder in accordance with the rules envisaged by paragraph 3.2 of this Agreement.
- 15.22 The client grants the bank an unconditional right to provide the guarantor(s) and/or any persons, whose property acts as the security for client's liabilities with the information on the client's liabilities with the bank and upon request, provide them with copy(s) of the corresponding agreements between the Bank and the client (including the bank loan agreement).
- 15.23 TBC Bank JSC (address: 7 Marjanishvili street, Tbilisi) will collect/process all credit/non-credit and other relevant information about the Client that involves data supply and retrieval to/from CIB in compliance with procedures and terms envisaged by the Georgian legislation. Data described herein are processed for assessing the Client's creditworthiness and will be accessible to creditor(s) and data receiver(s)/provider(s) connected to CIB, in compliance with rules envisaged by the Georgian legislation. At the request of the Client, the Data Processor is obliged to correct, update, complete, block, delete or destroy the data if they are incomplete, inaccurate, outdated, or were collected and processed unlawfully
- 15.24 Bank has a right to request and receive any personal information about the client held by third party (parties) or administrative bodies in order to make a decision on issuing the credit and/or to ensure the fulfillment of undertaken obligations by the client towards the Bank (including credit repayment).
- 15.25 If the client violates obligations undertaken by any agreement with the Bank or this will be necessary due to business reputation of the Bank and/or protection of legal interests, Bank shall have a right to transfer to the court/arbitration/National Enforcement Bureau and/or use the information about client, as well as any document signed by the client.
- 15.26 Bank is authorized:
- 15.26.1 Draw an amount from any of the Client's accounts by direct debit, without the Client's further consent in order to settle any of his/her liabilities before the Bank anytime after such a liability arises (the Client's account(s) in the same currency as the Client's liability will be debited on a priority basis to settle the liability). If the currency of the liability is different from the currency of the Client's account, the equivalent amount is established based on the Bank's exchange rate at the moment of drawing. Besides, the Client acknowledges that the Bank is not obliged to draw funds from the Client's account(s) by direct debit in order to settle any of his/her liabilities.
- 15.26.2 Without further consent of the client, to transfer the service fee for the National Agency of Public Registry, Service Agency of the Ministry of Internal Affairs and/or other type of fee for other administrative body and/or other type of fee related with issuance of credit (including insurance premium) from any account of the client to the account of the relevant person;



- 15.26.3 To deduct relevant amount from any account of the client without further consent of the client in order to pay the amount to the person, from whom the client will purchase the thing or receive service with the help of issued credit, and to convert the amount into national currency, to deposit the amount in GEL account of the client and to transfer the amount to the account of the relevant person.
- 15.26.4 If any scheduled payment (for any credit product) under any additional agreement executed based on this Agreement goes 7 (seven) days overdue, notify thereof the person(s) indicated in the Client's Credit Application (family members, referees, contact persons, etc.). Furthermore, the Bank is entitled to contact the person(s) (family members, referees, contact persons, etc.) indicated in the Client's Credit Application (including if the product has been closed or cancelled) and/or the persons who have made payments/transfers to the Client's account(s), for the sole purpose of establishing the Client's whereabouts/contact information, to which the Client agrees in advance.
- 15.26.4.1 If the amount payable on any credit facility goes overdue, for establishing the location/contact details of the person acting in a representative capacity for the Client, the Bank is entitled to share with a third party the mentioned person's photo/image stored at the Bank.
- 15.26.5 To secure the Client's obligation(s) under any Additional Agreement (any credit facility) executed within the scope of this Agreement, block in the Client's bank account(s) the amount of funds equal to a scheduled payment on any given credit facility (restrict the availability of the amount) at any time on the due date under the Repayment Schedule. Furthermore, the Bank reserves the right for the purpose set out herein, to block the overdue amount(s) in the Borrower's Co-Borrower's and/or the Client's Surety's account(s) as soon as the payment on a credit facility(ies) goes overdue.
- 15.27 The Client agrees in advance to carry out any activities related to the replacement of the insurer, to terminate or renew the existing insurance relations/agreement if required so by the Bank.
- 15.28 If the insurance premium payable by the Client (the insured) is overdue, the Client authorizes the Bank (the beneficiary) to ensure on its own the payment of the outstanding insurance premium to the insurer, at its own discretion, though no later than within 90 (ninety) days.
- 15.29 If the Bank If the Bank pays the insurer an outstanding insurance premium (on behalf of the Client) in compliance with Paragraph 15.28, the Bank is authorized to claim from the Client (the insured) the full amount of insurance premium paid by the bank to the insurer.
- 15.30 The insurance shall be deemed terminated/suspended (at the Bank's discretion) if the insurance premium payable by the client (the insured) is 90 (ninety) days overdue. Despite the aforementioned, the Bank (the beneficiary) is authorized to update the insurance (unilaterally resume the insurance terms) in case the client's liability before the bank is fully settled. However, the insurance claims for the cases occurring during the overdue period shall not be compensated.
- 15.31 If the Client has to service several liabilities at a time (pay several credit payments on the same date), on each such occasion (each time before it makes such payments), the Client can file an application to any branch/service centre of the Bank and request a permission to pay the liabilities in a preferred order. If the Client does not exercise this right, the Bank will deduct the payments in the following order: first, it will deduct credit card/overdraft payment(s), then unsecured credit payment(s) and last - secured credit payment(s). Furthermore, in each case, the Bank reserves the right to revise unilaterally the order of payments to be charged.

## 16 CREDIT LIMIT

- 16.1 Granting the credit limit on the card account shall be deemed as granting the client the right to use the credit sources within the established limits.
- 16.2 In order to obtain the credit limit the cardholder shall petition to the bank with the relevant application. The cardholder shall indicate in the application the maximum amount of credit limit the cardholder wishes to obtain; credit limit currency; term for return of utilized credit limit; interest rate (in accordance with the rate established by the bank) and other information.

- 16.3 Upon receipt of application from the card owner the bank shall study the possibility of allowing the credit limit and in case the positive decision is made the bank authorizes the card owner to use the credit limit allowed at his/her card account as per the conditions established by the bank, about which the card owner shall be properly notified through any forms provided by this agreement. At the same time, the customer shall be obliged to contact the call center of the bank (at the telephone number +99532 2272727) within 3 (three) business days after the date of submitting the application to the bank to make inquiries about the credit limit allowed at his/her card account.
- 16.4 The cardholder shall pay to the bank interest for the utilized credit line. The annual interest rate shall be determined in accordance with established tariffs for use of credit line being in effect at the time of utilization of such, based on 365 (three hundred and sixty five) in a year calculation method. The interest on utilized sum shall accrue from the date it occurred until the date of full repayment thereof.
- 16.5 After the moment of utilizing the credit limit or its part, the card owner becomes obliged to pay the monthly due payment amounts to the bank. The monthly due payment amount, usually, comprises: insurance premiums amount, the utilized credit limit part and the interest profit credited for the utilized credit limit
- 16.6 The monthly due payment amount should be paid according to the paragraph 16.3 of this agreement, in the time periods specified in the information sent by the bank to the client for.
- 16.7 The bank shall have the right:
- 16.7.1 In the event of material change of circumstance upon which the bank has permitted the credit line or/and breach of cardholder's obligations hereunder and/or force-majeure at any time, without the prior consent of the cardholder to unilaterally suspend and/or cancel validity of the card or cancel/reduce credit line and/or to request the cardholder repayment of utilized amount together with the accrued interest and fines within no later than 14 (fourteen) calendar days from so informing the cardholder.
- 16.7.2 On its initiative and without the prior notification to the cardholder to allow credit line on the cardholder's card account, increase the existing credit line or the validity term thereof. The cardholder declared the consent on the above right of the bank by signing the relevant application.
- 16.8 The cardholder shall pay the commission for granting the credit line, increasing the existing credit line, increasing the validity term of existing credit line or the information related thereto in accordance with the relevant tariffs determined by the bank.

## 17 PAYROLL PROJECT

### 17.1 Description of the service

- 17.1.1 The payroll project service implies the transfer of funds upon the client's request from its current account to the accounts of the client's employees (hereinafter the "employees") through the special system – payroll program module (hereinafter the "module").
- 17.1.2 The client may, at its discretion pay its employees' commissions for card issuance and withdrawal of funds from the accounts.
- 17.1.3 The payment operations performed by the bank from the client's account through its payroll program module are carried out by way of special program agreed in advance between the parties (compact disc, internet banking, EXCEL file).
- 17.1.4 Upon the client's wish the bank shall convert funds transferred on the employees' accounts (transfer from GEL account to foreign currency account) with the established exchange rate.
- 17.1.5 In order to establish relations with the bank regarding the payroll offer and the module, the client shall act independently or via the person appointed by him/her, for whom the representative powers shall be concluded by the Bank in the form offered to the client
- 17.1.6 For the purposes of obtaining the module services the client shall petition to the bank with the application as per paragraph 1.2 of this agreement.
- 17.1.7 When taking advantage of the payroll offer, if the funds (salary) are not transferred from the client's account to the employee's account during 6 (six) months (if there is not turnover), the employee shall

lose all advantages which applied within the framework of the payroll offer. Additionally, in case if during the validity of payroll offer, the funds (salary) are not transferred from the client's account to the employees' accounts during 6 (six) months, together with termination of the discounted fees/privileges for the employees the client shall stop taking advantage of the service which it received under the payroll offer and all other discounts which the client benefited from within the framework of the aforementioned service shall be terminated

17.2 The client shall be under obligation:

- 17.2.1 to submit to the bank information regarding the funds subject to transfer to the employees' accounts by way of device containing an electronic information in the form of electronic file pre-agreed by the parties;
- 17.2.2 in the event the client wishes to transfer salaries of the employees' accounts, to submit to the bank payment order with the aggregate amount of salaries to be transfer on the employee's accounts as well as employees registry (list) printed out from the electronic file as per paragraph 17.2.1 stating the employees account numbers, amounts and currencies in which the bank shall convert the salaries transferred to the employees accounts according to the exchange rate of the bank.
- 17.2.3 to inform immediately the bank in writing on termination of employment relation with the relevant employee;
- 17.2.4 to pay in full the bank service commissions of cards procured for the employees within the payroll program (before expiry of the card's validity term), in the event the client refuses to use services provided in this Article and/or this agreement within one year from commencement of using payroll program module services;
- 17.2.5 to pay to the bank withdrawal fees of the funds from employees cards procured within the terms of payroll project, in the event it is indicated in application on payroll program module.
- 17.2.6 Submit to the bank the copies of the employees' personal identification documents (ID cards, or passports) and the copies of taxpayer's certificates (if any), the conformity of which to the original documents shall be certified by signature of the client's authorized representative;
- 17.2.7 Timely provide the client's employees with the complete, accurate, understandable and necessary-for-decision-making information on the bank services and products, which will not incite the employees (customers) to make such decisions that they wouldn't make under the condition of holding accurate and complete information;
- 17.2.8 Provide the client's employees with the information on currency risk when the employees' (customers') revenues are not hedged against exchange rate changes. Furthermore, in case of foreign currency deposit placement/credit receipt, provide the employees (customers) with the information on the products under similar conditions in the national currency;
- 17.2.9 Before signing the agreement, introduce each employee (customer) to the financial costs set forth in the agreement and after obtaining explicit consent, enter into the agreement therewith;
- 17.2.10 Receive from the bank and give the client's employees the plastic cards with PIN codes, internet banking codes in sealed envelopes and other documents, also ensure that the holders sign the plastic cards.

17.3 The bank shall be under obligation:

- 17.3.1 Transfer the funds to the Employees' accounts no later than the following banking day from receiving the instruction described in Article 17.2.2.
- 17.4 By signing the present agreement, the client and the bank agree that for due performance of the obligations determined in article 17.2.6-17.2.10 of the agreement, representative of the bank in relations with the client's employees will be the client or by signing salary project involvement application, the client's employee nominated (appointed) by the client who will directly perform the actions given in article 17.2.6-17.2.10 on behalf of the bank. Client or the person appointed by it shall be obliged to:
- 17.4.1 Personally make (create) copies of the documentation confirming identity of the employed persons and attest the compliance of those copies with the original in accordance with the rule established by the

regulation (“Approval of the client identification and verification rule by the accountable persons”) approved by the Head of the Financial Monitoring Service of Georgia and by the Law of Georgia “On facilitating the prevention of money laundering and financing of terrorism”;

- 17.4.2 to be present personally during signing of application on participation in payroll program by the employees and upon request of the bank confirm thereto (or to any other person nominated by the bank) immediately in writing or in any other form requested by the bank that a person indicated in the relevant application has indeed in personnel performed the signature.
- 17.4.3 to submit to the bank certified copies of employees’ personal identification documents in no later than 5 (five) calendar days after such certification.
- 17.4.4 Receive from the bank and give the client’s employees the plastic cards with PIN codes, internet banking codes in sealed envelopes and other documents, also ensure that the holders sign the plastic cards;
- 17.4.5 Perform the duties set forth in paragraphs 17.2.6 – 17.2.10 of this agreement in good faith, fully and properly.
- 17.5 If the client involves a new employee in the payroll program, the client shall be deemed the bank representative again having the limited powers under paragraphs 17.2.6 – 17.2.10 of this agreement; and the person nominated (appointed) in compliance with paragraph 17.4 of this agreement shall perform the duties set forth in paragraphs 17.2.6 – 17.2.10 of this agreement in terms of a new employee of the client

## **18 ENCASHMENT**

### **18.1 Service description**

- 18.1.1 The encashment services consider transportation (encashment) of the client-owned cash and valuables on the client’s demand.
- 18.1.2 General provisions of the encashment services are defined by this article, while specific conditions are defined and regulated by the agreement on the corresponding encashment services concluded by the Parties
- 18.1.3 In order to use the encashment services, the client has to submit an application to the bank according to the paragraph 1.2 of this agreement.

### **18.2 The client is obliged:**

- 18.2.1 To open an operational (current) account in the bank, if using the encashment services;
- 18.2.2 To inform the bank about the need of the encashment services in writing in 24 (twenty-four) hours in advance;
- 18.2.3 Strictly follow the conditions, described in the paragraph 18.1.2 of this agreement;
- 18.2.4 Meet the bank’s cash office committee claims regarding the cash amount/quantity of the valuables and/or suitability of the bank notes;
- 18.2.5 Timely deliver the cash/valuables to the bank representative and sign the relevant documents after check-counting the cash/valuables;
- 18.2.6 Maintain the schedule confidentiality of the cash/valuables delivery and transporting away by the bank;
- 18.2.7 Properly check the document certifying the representative's authority;
- 18.2.8 Provide an isolated parking with a free, illuminated entrance, usually on the ground floor;
- 18.2.9 To hand the cash/valuables over to the bank only in sealed bags;
- 18.2.10 Timely pay the service fees (commission charge) to the bank;
- 18.2.11 If damaged foreign currency notes are found among the cash, handed over to the bank for the encashment, to pay the bank a commission charge for accepting the damaged foreign currency notes, based on the rates existing for the moment, when the bank has received the damaged notes;
- 18.2.12 Maintain confidentiality of the text of this agreement and information relating to it (this obligation shall remain in force even after termination of this agreement).

### **18.3 The client is entitled:**

- 18.3.1 After informing the bank previously, attend the final check-count of the cash/valuables in the bank or at other destination. If the client is not attended during the final check-count of the cash/valuables, and during such check-count a shortfall of the cash/valuables will occur, the client responsibility for the incorrect information falls on the client, the cash/valuables actually registered by the committee will be credited to the client's account, and a certificate will be issued regarding the shortfall of the cash/valuables.
- 18.4 The bank is obliged:
- 18.4.1 To provide qualitative encashment services to the client;
- 18.4.2 To ensure integrity of the sealed bag upon their receipt from the client.
- 18.5 The Bank shall be entitled to:
- 18.5.1 Refuse services (encashment) on the client in the case if a damaged seal is revealed on the bag, or/and in the case if the location of the building (the facility), considered for the encashment, is not acceptable for the bank.

## **19 Nominee Account**

- 19.1 Description of the service
- 19.1.1 The Service considers opening of the Aggregated nominee account or Segregated nominee account (hereinafter the Nominee Account) for the Client (hereinafter the Owner of the Account) by the Bank on the basis of the application of the Client and in accordance with the Georgian legislation. The Nominal Owner's account will be opened only in the form of current account.
- 19.1.2 Only the financial means of the owner of the account can be allocated or transferred from the Nominee Account, which is owned and disposed by such person in accordance with the Georgian legislation, and separated from its personal financial means.
- 19.1.3 In case of such request from the Bank occurs, a person with the ownership right over the Nominee Account is obliged to submit to the Bank information regarding its client (clients) and/or regarding their beneficial owners.
- 19.1.4 The Nominee Owner shall be held responsible for the content and purpose of the operations carried out on the Nominee Account.
- 19.1.5 It is not permissible to dispose the amount located on the Nominee Account on the basis of the assignment represented directly by the Client of the Nominee Owner of the Account.
- 19.1.6 The Nominee Account can be transferred (registered) on other person's name on the basis of decision made by the authorized person as determined by Georgian Legislation.
- 19.1.7 Standard tariffs set by the Bank for the current accounts apply to the Nominee Account.

## **20 Provisions for Credit relations and/or Termination of the Agreement**

- 20.1 Bank is entitled to terminate its relations with the customer and/or the validity of any, several or all additional agreements and/or require the customer to refund the principle, interest and surcharge (if such exists) in case any of these circumstances are taking place:
- 20.1.1 Customer breaks any obligation either under this agreement, any additional contract signed on the basis of this agreement or any document signed with the bank;
- 20.1.2 The Client breaches his/her payment liability under the Schedule attached to any Additional Agreement executed within the scope of this Agreement. Furthermore, in the case of the Seasonal Schedule, which does not envisage monthly payments but "seasonal payments" due on the date(s) (during a year) agreed between the Client and the Bank, the Bank will have the right to exercise any of the measures set out in Paragraph 20.1, if the Client breaches any of his/her liabilities under the Seasonal Schedule (by being late even once on his/her scheduled payment) and fails to settle the overdue payment withing an additional two weeks' notice;

- 20.1.3 Any prerequisite, additional condition and/or the claim of the bank made to the customer is not fulfilled (violated);
- 20.1.4 Customer undertakes any commitment without prior written consent of the bank;
- 20.1.5 Customer makes use of credit product received under any additional agreement inappropriately (violates its purpose of use);
- 20.1.6 Customer's capital reduces significantly;
- 20.1.7 Significant changes take place in the property of the customer without prior written consent of the bank;
- 20.1.8 Significant changes of the customer, his/her surety, founders of any party and/or guarantor of any contract signed for securing this agreement, as well as changes in management or executive/supervisory board take place without prior written consent of the bank;
- 20.1.9 Significant part of customer's assets (twenty percent or more) is alienated without prior written consent of the bank;
- 20.1.10 Property and/or financial conditions of the customer, his/her surety or any party and/or guarantor of any contract signed for securing this agreement is deteriorated or the risks that such circumstances will be occurred are becoming real;
- 20.1.11 Any party to the contract signed for securing this agreement, or its successor, violates any provision of the corresponding agreement;
- 20.1.12 Collateral(s) of this agreement are destroyed, damaged and/or depreciated for which the bank shall not become liable;
- 20.1.13 Enforcement procedures are commenced against the customer;
- 20.1.14 Any banking account or property (any item or nonmaterial property) of the customer is arrested or any action is made towards the property of the customer to enforce the claim, decision and/or tax liabilities;
- 20.1.15 Any rights, obligations and/or limitations (including tax lien/mortgage, arrest, and etc.) are enacted against any property of the customer being encumbered with security interest or mortgage for the purpose of securing this agreement, and/or any item and/or nonmaterial property of the customer;
- 20.1.16 The Client, his/her Surety, any Party to any agreement securing this Agreement and/or the Guarantor thereof faces the threat of bankruptcy/liquidation, the bankruptcy proceedings have been started at the court and/or any of the Parties mentioned herein have made a windup decision on their own;
- 20.1.17 Any authorized entity deprives customer of any asset or its significant part, or performs nationalization of such an asset and/or if any other form of expropriation is taking place;
- 20.1.18 Any application and/or information submitted to the bank by the customer turns out to be significantly wrong or incorrect (untrue);
- 20.1.19 Customer commits any action which aims at misleading the bank;
- 20.1.20 Any circumstances that may call into question the fulfillment of any obligation(s) of the customer, his/her surety, or the party to any contract signed for securing this agreement, or timely payments by the customer.
- 20.1.21 The Client breaches the Bank's Employee Discrimination, Violence and Harassment Policy (<https://tbcbank.ge/en/employee-protection-policy>).
- 20.2 The customer shall be obliged to notify the bank immediately whenever any of the circumstances listed in the subparagraph 20.1.1-20.1.20 is taking place;
- 20.3 In cases described in the paragraph 20.1 of this agreement (regardless of whether any of the circumstances listed in the paragraph 20.1 of this agreement is taking places due to customer's fault) the customer shall be obliged to return immediately (or within the period defined by the bank) the principle amount to the bank together with the interest accrued, surcharge (if such exists) and fulfill all financial commitments taken before the bank;
- 20.4 Whenever any of the circumstances described in the paragraph 20.1 of this agreement are occurred the bank shall be entitled to place customer under strict monitoring regime without customer's subsequent consent (without notice), which means that the bank is fully authorized to send its representative to the customer (any of premises belonging to the customer) in order to collect the whole or the part of the amount payable

to the bank directly from the customer (including cash register) through monitoring customer's actual revenues;

- 20.5 In cases described in the paragraph 20.4 of this agreement the customer shall be obliged to secure immediate access for the bank representative to examine mortgaged item and collateral and/or any of customer's assets (property) and/or study customer's financial status, which shall not exclude the possibility of application of any other rights granted to the bank under this agreement and/or the legislation.

## **21. Mobile Banking**

### **21.1. Description of services**

- 21.1.1. Mobile banking envisages the provision of services mentioned below via an application (hereinafter the „Application“) installed on his/her mobile phone or via a mobile version of internet banking accessed from the web browser on his/her mobile phone, without visiting the bank physically. Via mobile banking, the Client will be able to:
- 21.1.1.1. Receive banking information;
- 21.1.1.2. Register for various banking services and edit the registered data;
- 21.1.1.3. Perform various banking transactions within set limits;
- 21.1.1.4. Receive information about various banking facilities (including credit facilities) offered by the Bank to the Client and if the Client wishes so, accept/confirm the acceptance of the offered banking facility (including a credit facility) / conclude a banking deal (including those related to a credit facility).
- 21.1.2. To use mobile banking, the Client shall download and activate on his/her mobile phone a special application (hereinafter the „Application“) from the website (or from another application) indicated in the Bank's information materials or log in to the mobile version of internet banking from the web browser on his/her mobile phone.
- 21.1.3. Mobile banking services are subject to provisions of this Agreement, with exceptions mentioned herein.
- 21.1.4. Terms and conditions set forth in Article 21 hereof apply to all of the Client's bank accounts, without exception.
- 21.1.5. The Client can use mobile banking to perform various banking transactions and/or actions, including acceptance (confirmation of the acceptance) of a credit facility and/or conclude banking deal(s) (including those related to a credit facility) in line with rules, requirements, terms and conditions set forth in this Agreement as well as those effective at the Bank at the time of performing the transaction/activity.
- 21.1.6. To enable the Client to accept (confirm the acceptance of) a banking facility / conclude banking deal(s) (including those related to a credit facility) via mobile banking, the Bank has the right to introduce at its own discretion tools/measures (requirements/rules) and unless these measures/requirements/rules are complied with, the Client will not be able to accept (confirm the acceptance of) the offered banking facility / conclude banking deal(s) (including those related to credit facilities).

### **21.2. Client Identification**

- 21.2.1. The Client shall register for mobile banking by using his/her internet banking username and password.
- 21.2.2. Upon the first use of his/her internet banking password for accessing the mobile banking application, he/she shall create a new mobile banking password (hereinafter the „Password“).
- 21.2.3. The Client shall keep confidential the password she/she has created and shall not disclose it to a third party.
- 21.2.4. Before giving his/her mobile phone to a third party, the Client shall first delete the Application downloaded into it.
- 21.2.5. If the password has been disclosed to/accessed by a third party or the mobile phone has been lost, the Client shall forthwith report the disclosure/loss to the Bank.

- 21.2.6. If the Client's password has been disclosed to/accessed by a third party due to lack of prudence on the part of the Client, the Bank shall bear no responsibility for any consequences thereof.
- 21.2.7. The Bank shall suspend mobile banking services for the Client if the Client reports the disclosure of his/her username and password or the loss of his/her mobile phone either orally (via telephone) or in writing or via internet banking, until the Bank receives a new notification from the Client. If the Client chooses to notify the Bank orally (via telephone), client identity verification is conducted by means of interview questions prepared by the Bank in advance (personal questions as well as those relating to the Client's facilities/transactions).
- 21.2.8. To open a new bank account via mobile banking, the Client shall use his/her internet banking username and password. In this case, the Bank and the Client do not need to conclude a new agreement as the terms and conditions hereof will apply to the new bank account.
- 21.3. **The Client's statements, instructions and consents**
- 21.3.1. The Client declares in advance that he/she/it will register for respective online services only after having read carefully the terms and conditions thereof and that his/her/its willingness to sign up/register for a service via the Application by using his/her/its (the Client's) internet banking user name and password shall be deemed his/her/its (the Client's) acceptance of the terms and conditions of the service for which the Client has signed up/registered.
- 21.3.2. The Client hereby agrees that all of the Client's requests (instructions) submitted via mobile banking for obtaining banking information, registration for services, editing his/her/its registered data (including contact details) or performing transactions as well as any deal concluded via mobile banking and/or any communication/ activities performed for this purpose will be stored in the Bank's electronic database and have evidential power (i.e. can be used as evidence) in the event of a dispute. The Parties agree that such records shall be deemed the Bank's property.
- 21.3.3. The Client acknowledges and confirms that any notification/instruction (including a payment order), any statement/ requirement/ confirmation (including those related to opening/closing an account and/or prepayment of a credit, cancellation and/or revision of a registered service/facility, acceptance (confirmation of acceptance) of a banking facility offered by the Bank (including a credit facility), revision of client data and any other statement/ request/ confirmation) submitted by the Client to the Bank via mobile banking, or any deal(s) (including those related to credit facilities) concluded by and between the Bank and the Client via mobile banking has the same legal force as a printed copy of a document composed in writing that bears the signature of (is certified by) a person duly authorized to use the account.
- 21.3.4. The Bank bears no responsibility for any consequence(s) if notifications/transaction details, any piece of information or documents containing the information sent by the Bank to the Client via mobile banking are accessed by a third party.
- 21.3.5. The Bank bears no responsibility for any consequence(s) of accepting notifications/transaction details, any piece of information or documents containing the information sent by a third party to the Bank from the Client's mobile banking account, as well as for the consequence(s) of its (the Bank's) subsequent actions or inactivity.
- 21.3.6. If the Bank requires, the Client shall submit to the Bank a signed physical copy of a deal/transaction concluded/ confirmed via mobile banking (including those related to credit facilities) in a form/in a way acceptable to the Bank.

## **22. Electronic signature:**

### **22.1. Electronic Signature:**

- 22.1.1. Electronic Signature means the execution of a signature (including of a qualified or advanced electronic signature) electronically (including through the electronic signature platform – signify) by a Client (a



person authorized to manage and represent or an attorney) for the purpose of performing the banking transaction(s) defined by the Bank under the Georgian law and in line with the standards and the procedure applicable at the Bank and/or for certifying credit and/or deposit products-related and/or other relevant deals/agreements/documents defined by the Bank.

22.1.2. For the purpose of performing the banking transactions and/or certifying/signing credit and/or deposit products-related and/or other deals/agreements/documents defined by the Bank, the signature (including a qualified or advanced electronic signature) executed by the Client (a person authorized to manage and represent or an attorney) electronically (including through the electronic signature platform – *signify*), pursuant to the Georgian law and this Agreement concluded between the Parties, shall carry the same/equal legal effect as a written/tangible document and a handwritten signature.

22.1.3. The Parties agree that the documents/deals/agreements executed and signed electronically (including, through the electronic signature platform – *signify*), carry the same/equal legal effect as a tangible document and a document/deal/agreement certified by the Client's handwritten signature. Consequently, the issue of electronic execution/signing of a document/deal/agreement may not serve as the basis for a dispute.

22.1.4. After the performance of the banking transaction/electronic execution/signing of credit/deposit products-related deals/agreements, the Client is entitled to request the Bank the transfer of the printed copy of the document of electronically executed banking transaction(s)/deals/agreements.

22.2. The Client gives its consent that:

22.2.1 the Bank uses the personal data of the person authorized to manage and represent the Client, including, his/her first and last names, personal number, electronic mail address and mobile phone number registered at the Bank for the electronic signature purposes.

22.2.2 In the case of the Attorney's electronic execution/signing of a deal/agreement/document with the Bank on behalf of the Client (the Principal) under a relevant Power of Attorney, the Bank uses the personal data of the Attorney, including, his/her first and last names, personal number, electronic mail address and mobile phone number registered at the Bank.

22.2.3 The Bank / NGT Rocket Solution LLC (ID 405432580, hereinafter "NGT") shall process the Client's personal data using the electronic signature platform *Signify* for rendering services/executing an electronic qualified/advanced signature. The Bank may, inter alia, transfer the Client's personal data to NGT for the purpose(s) envisaged hereunder. The Client is aware that he/she can withdraw/revoke his/her consent to processing his/her personal data at any time by submitting an application for withdrawal/revocation through internet banking / mobile banking and/or in the branch. If the client withdraws/revokes his/her consent, the use of the qualified/advanced electronic signature, inter alia, via the electronic signature platform *Signify*, will be discontinued

22.3 The Client (the Principal) acknowledges that the Attorney's any action taken, deal/agreement/document executed/signed with the Bank on behalf of the Client (the Principal) under a relevant Power of Attorney leads to legal consequences for the Client (the Principal), including the deal/agreement/document signed electronically by the Attorney on behalf of the Client (the Principal) leads to legal consequences for the Client (the Principal).

22.4 The Bank is not held responsible for the consequence(s) of other person's receiving the notification or the documents containing any other information sent by the Bank by using the Client's (the Principal's) contact details, including the electronic mail address, mobile telephone number, updated at/supplied to

the Bank by the Client/the person authorized to manage and represent the Client or the Attorney under a relevant Power of Attorney, on behalf of the Client (the Principal).

22.5. The Bank is not held responsible for other person's use of the Client's (the Principal's) contact details updated at/supplied to the Bank by the Client/the person authorized to manage and represent the Client or the Attorney under a relevant Power of Attorney, on behalf of the Client (the Principal), including for other person's action taken via the Client's mobile telephone number or for the consequence(s) of the Bank's receiving the notification or the documents containing any other information sent by other person from the Client's electronic mail address and consequently, of the Bank's taking/refraining from an action.

### **23. Right to Withdraw from Contract/Agreement (Revoke Acceptance of a Product/Service)**

23.1. This Article defines the rules/terms and conditions for the customer's right to withdrawal (hereinafter the "Right to Withdraw from Contract/Agreement" or "the Right to Withdraw") in relation to banking product(s) and/or service(s), the terms and conditions of which were agreed between the Bank and the Client / the Agreement was executed via remote communication channel(s) (hereinafter the "Remote Banking Product/Service").

23.2. The Client may exercise the Right to Withdraw from Contract/Agreement without providing a justification for withdrawal within 14 (fourteen) calendar days of receiving the Banking Product/Service. After the mentioned period has passed, the Client is no more entitled to revoke acceptance of remote banking product/service based on the Right to Withdraw.

23.3. To exercise the Right to Withdraw, the Client must apply to the Bank with a relevant application/notification, which must necessarily indicate the Banking Product/Service, in regard to which the Client intends to exercise their Right to Withdraw. The Client can submit the application/notification in a physical form (in writing, in any TBC Bank branch/service center) as well as remotely (via the Bank's remote service channels: the Call Center (+99532 2 272727), internet bank, mobile bank).

23.4. If the Client exercises the Right to Withdraw from Contract/Agreement, the Bank is entitled to impose on the Client, and if so, the Client must pay, service cost(s) / any charges the Bank has actually taken for the provision of the Remote Banking Product/Service before the Client's exercise of the Right to Withdraw (except for the payments to a third-party recipient (an administrative body, notary public, etc.)), prorated for the period during which the Remote Banking Product/Service was provided.

23.5. The Client shall return to the Bank the funds/asset(s) transferred/ handed over to them for use under the Remote Banking Product/Service Agreement within 30 (thirty) calendar days of submitting their withdrawal application/notification.

23.6. The Bank shall fully refund all of the Client's payments charged for the Remote Banking Product/Service (except for the cost(s) envisaged in Paragraph 23.4) within 30 (thirty) calendar days of the Client's submission of the withdrawal application/notification. Furthermore, if the Client fulfils their liability mentioned in Paragraph 23.5 on the last day of the term indicated in the same Paragraph, thus creating the risk of default for the Bank with respect to the Bank's liability described herein (Paragraph 23.6), in view of the objective circumstances unrelated to the Bank, the latter will be entitled to satisfy its liability described herein after the expiration of the aforementioned period (within a reasonable period).

23.7. After the liabilities envisaged in Paragraphs 23.5 and 23.6 are completely and appropriately satisfied, the use of the Remote Banking Product/Service shall be deemed terminated.

23.8. The Bank is entitled to require from the Client, and if so, the Client shall provide within a reasonable period of time, any information/document related to the use of the Remote Banking Product/Service, in regard to which the Client intends to exercise/has exercised the Right to Withdraw.

23.9. The Right to Withdraw Clause stipulated in this Agreement does not apply to credit agreements on specific financial products (credits including overdrafts and credit cards with the total value under 1 000 000 or the equivalent in another currency).

23.10. The Right to Withdraw from Contract/Agreement does not apply to banking products/services related to:

- Currency exchange;
- Money market instruments;
- Outstanding bonds;
- Investment fund's rights offering
- Futures including equivalent instruments settled in cash;
- Forward Rate Agreements (FRAs);
- Interest rate, currency and equity swaps;
- Buying and selling options on any instrument mentioned herein, including equivalent instruments settled in cash, as well as currency and interest rate swaps;
- Documentary operations (LCs, documentary collections, BGs, acceptances, etc.);
- Escrow accounts;
- Factoring;
- Contracts fulfilled by both Parties based on the customer's clear and unequivocal claim before the date the customer exercises the Right to Withdraw;
- Deposit agreements.