INFORMATION BULLETIN

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Terms and conditions in the bulletin
may have been changed
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INECOBANK CJSC CONSUMER CREDITS REFINANCING

Loan type	Unsecured consumer credits provided through the www.sprintonline.am platform
Loan purpose	Refinancing of consumer credits provided by banks and credit organizations of the Republic of Armenia, provision of consumer credits
Borrower profile	RA resident individuals of 18-70 years of age
Loan currency	AMD
Annual nominal interest rate*	14%-21%[1]
Annual actual interest rate	14.97-23.13%
Loan amount/ loan limit*	100,000–18,000,000
Loan maturity	60 months
One0time loan issuance fee	0 AMD

[1] Special offer is valid though 30.07.2025 to 31.07.2026.

Loan issuance method	Cahsless
Loan withdrawal fee	N/A
Early loan repayment	The loan can be repaid early at any time, in which case no penalties or other fees are charged
Repayment	Annuity (monthly payment of interest and principal)
Repayment of overdue obligations	A penalty in amount of **0.13%**[2] of the outstanding amount is calculated for each overdue day

* The maximum loan amount/limit and the annual nominal interest rate are determined according to the customer's credit rating.

Note

1. ATTENTION: THE INTEREST RATE OF THE LOAN MAY BE CHANGED BY THE BANK. The Bank has the right to change the loan interest rate at any time, depending on the conditions of the financial market, as well as changes in the interest rates of the funds attracted by the Bank or placed in the market. The interest rate may also be revised if objective grounds for changing the annual loan interest rate arise in the financial market. In such a case, the Bank is obliged to notify the borrower in advance, within the period stipulated by the contract (at least 15 days in advance) and in the prescribed manner, about the change in the interest rate, after which the new interest rate shall be applied from the date specified in the notification. If the customer does not agree to the change in the interest rate, they have the right to unilaterally and prematurely terminate the agreement by repaying the full principal amount of the loan, along with any accrued interest and applicable fees. Regardless of the tariff amount set by the Bank, the loan interest rate may not exceed twice the base rate established by the Central Bank of Armenia.
2. Any amount deposited into the account shall, by default, be applied by the Bank toward the repayment of amounts due under the Loan Agreement, including but not limited to commissions, penalties, interest, and the principal loan amount outstanding at the time of deposit. The Bank has the right to make such repayments in a different sequence.
3. ATTENTION: LOAN INTERESTS ARE CALCULATED BASED ON THE NOMINAL INTEREST RATE, WHEREAS THE ANNUAL PERCENTAGE RATE INDICATES HOW MUCH THE LOAN WOULD COST IN CASE OF PAYING INTERESTS AND OTHER FEES UNDER THE SPECIFIED TIMELINE AND

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[2] The specified interest rate is subject to change in case of a change in the bank base rate set by the Central Bank of Armenia.

TERM. SEE THE ANNUAL ACTUAL INTEREST RATE CALCULATION PROCEDURE IN THE FILE LINKED TO THE SECTION "ANNUAL ACTUAL INTEREST RATE CALCULATION GUIDE” on the Bank’s website (inecobank.am).

4. The interest rate is applied to the decreasing balance of the loan based on the calculation of 360 days per year.
5. **WARNING:** IN THE EVENT OF NON-REPAYMENT OF THE LOAN PRINCIPAL AND INTEREST WITHIN THE STIPULATED TIME, THE PLEDGED PROPERTY AND/OR CASH FUNDS MAY BE CONFISCATED IN ACCORDANCE WITH APPLICABLE LAWS. ADDITIONALLY, THE CUSTOMER'S INFORMATION SHALL BE SUBMITTED TO THE CREDIT BUREAU WITHIN THREE (3) WORKING DAYS, WHERE THEIR CREDIT HISTORY WILL BE RECORDED. THE CUSTOMER HAS THE RIGHT TO OBTAIN THEIR CREDIT HISTORY FROM THE CREDIT BUREAU ONCE PER YEAR FREE OF CHARGE.
6. **ATTENTION**: A POOR CREDIT HISTORY MAY ADVERSELY AFFECT THE CUSTOMER’S ABILITY TO OBTAIN LOANS IN THE FUTURE. IN THE EVENT THE CUSTOMER FAILS TO FULFILL THEIR OBLIGATIONS, AND THE COLLATERAL IS INSUFFICIENT TO FULLY COVER THE OUTSTANDING LIABILITIES, THE REMAINING OBLIGATIONS MAY BE SATISFIED THROUGH THE USE OF THE CUSTOMER’S OTHER ASSETS.
7. Criteria for loan approval
   - Stable income source,
   - positive or neutral credit history,
   - reliable and complete documents.
8. Criteria for loan rejection
   - insufficient income for loan repayment,
   - submission of unreliable data by the customer,
   - poor credit history,
   - risk area of the customer’s income source.
9. Decision-making on loan approval and notice to the customer-immediately.
10. Loan disbursement period: within up to ***5*** minutes after the decision on loan approval and submission of the loan disbursement application.
11. When applying for refinancing of loan through the www.sprintonline.am platform, the customer can get acquainted with the list of their loans to be refinanced offered by the Bank at the moment, the maximum loan limit approved for Refinancing and the validity of the limit. The customer has the opportunity to choose the loans that they want the Bank to refinance from the list of loans to be refinanced by the Bank. The Bank may at any time terminate and/or revise the customer's available limit and/or validity term.
12. Partial refinancing for the amount of refinanced loans is not applicable.

13. BEFORE CONCLUDING A LOAN AGREEMENT THE BANK PROVIDES AN INDIVIDUAL SHEET, ACCORDING TO THE “RULES OF BUSINESS CONDUCT OF FINANCIAL INSTITUTIONS” REGULATION 8/05 APPROVED BY THE BOARD OF THE CENTRAL BANK OF ARMENIA, WHICH CONTAINS THE INDIVIDUAL TERMS OF THE LOAN PROVIDED TO THE CUSTOMER.
14. For the purpose of customer due diligence defined by the RA Law "On Combating Money Laundering and Terrorism Financing", the Bank may request additional documents or other information from the Customer based on the "Know Your Customer" principle, as well as during oral communication it may ask additional questions to the Customer.
15. According to the agreement signed with the USA based on the Foreign Account Tax Compliance Act (FATCA), the Bank may collect additional information to determine whether the Customer is a US taxpayer or not.
16. Commissions subject to VAT taxation are also VAT-inclusive.
17. You can get acquainted with the full terms and conditions of consumer loan on the official website of Inecobank CJSC at www.inecobank.am

Way of communication with the Bank

YOU HAVE THE RIGHT TO COMMUNICATE WITH INECOBANK CJSC IN A WAY YOU PREFER, BY POST OR ELECTRONICALLY. TO GET INFORMATION ELECTRONICALLY IS THE MOST CONVENIENT WAY. IT IS AVAILABLE 24/7, HAS NO RISK OF PAPER INFORMATION LOSS AND ENSURES CONFIDENTIALITY

Issuance of account statements and bank references

Service	**Tariff**
Issuing account statement in the Bank	Free of charge
Issuing account statement by post (monthly)	• Within the RA territory – free of charge • Out of the RA territory - 2,000 AMD + postal delivery costs

Issuing account statement via E-mail	Free of charge
Issuing a duplicate of account statement[3]	• Aged up to 1 year- 1,000 AMD • Aged more than 1 year - 3,000 AMD
Time period of issuance of statement	• At the Customer's request, the Bank is obliged to provide the Customer with the latter's Account Statement within ***five*** days, charging the fees set by the Tariffs for issuance of the Account Statement.
Issuance of references and information (aged up to 3 years)	On bank account and the copy of SWIFT message- 3000 AMD
	On transaction details (including via express money transfer systems[4]- 3,000 AMD
	On loans and their collaterals[5] - 5,000 AMD[6]
	Reference on compliance of Mortgage loan and Mortgage loan software for the purpose of Income tax refund – Free of charge
	Issuance of references and information of other type and/or age[7]- 10,000 AMD
Time-frame of issuance of bank reference	Within maximum 5 working days

[3] This clause shall not apply to statements/information provided within the framework of mortgage lending, as in accordance with the requirements of the RA Law "On Housing Mortgage Lending", the Bank is obliged to provide customers with statements/information 4 times a year, free of charge.
[4] For information of more than 10 transactions, the tariff set for references of "Other type" is applied.
[5] In case of information on 2 or more contracts, the tariff set for references of "Other type" is applied.
[6] Tariffs of agreement are regulated according to lending tariffs.
[7] The tariffs set out in this clause do not apply to the provision of bank references on overdue loans: a commission fee of 10% of the amount of the obligation, but not less than 100,000 (one hundred thousand) AMD, may be charged for this service.

At the Customer's request, the Bank is obliged to provide the Customer with the latter's Account Statement within ***five*** days, charging the fees set by the Tariffs for issuance of the Account Statement.

Your Financial Directory

"YOUR FINANCIAL DIRECTORY" www.fininfo.am, IS AN ELECTRONIC SEARCH AND COMPARISON SYSTEM FOR SERVICES OFFERED TO CUSTOMERS TO FACILITATE THE SELECTION OF THE MOST EFFECTIVE OPTION FOR YOU.

Banking services provision through remote control systems

1. The Bank offers Ineco Online, Ineco Mobile and other Systems opportunity to use banking services via the Internet, telephone call or SMS and other means of communication, as well as to receive information without visiting the Bank. The Systems are modern and convenient tools that allow you to view Accounts transactions, submit payment orders, receive information, exchange currency, make payments, submit and receive (accept) applications, requests, offers, sign contracts and other transactions as well as carry out financial and other transactions made available by the Bank in the given System. The types of Systems, the terms and conditions and the rules of their use are published on the Website or other sites made for use of the relevant System, in the software and mobile applications and may change from time to time.
2. The Systems are available for Customers with relevant accounts in the Bank. Providing the Customer with a device, username, password to use the relevant System, as well as otherwise giving the Customer access to the System, means that a System Provision Agreement has been concluded between the Customer and the Bank in accordance with the General terms. The Genaral terms, Tariffs, guidelines for the use of the relevant System, the rules and terms of use of the Bank's websites, mobile applications and other software, as well as other documents regulating the Customer-Bank relations make an integral part of the Agreement.
3. The Parties shall agree that by input of the username, passwords or other messages required to access the System, the Bank performs the necessary and sufficient identification of the Customer, which is a basis for providing banking services to the Customer through the Systems.
4. The Parties shall agree that the password used by the Customer to log in to the System after Customer identification has legal force equivalent to the original signature on a paper document. After logging in to the System by the Customer, all applications, contracts and other electronic documents

submitted to the Bank through the System are considered signed by the Customer. Exchange of information through INECO ONLINE System is equivalent to exchange of information personally inside the Bank.

5. For the confirmation of certain types of transactions, Digital signing may be used, which means the confirmation of the transaction by the Customer using a digital signature. Moreover, Digital signing may be used if all the conditions necessary for signing with a digital signature are met. A maximum period is set for the application of Digital signing.
6. Customer service through the systems is performed only if the Customer (Customer's representative) has the necessary software and hardware to use the relevant System. Moreover, the Bank provides services to the Customer through remote control systems exclusively using software and hardware acceptable to the Bank. When using the systems, fees charged to operators and other persons providing Internet, electronic and other telecommunications services may apply, for which the Bank shall not be responsible.
7. The Customer is obliged to strictly keep the confidentiality of the password to access the System and other identifying data and to take the necessary precautions to exclude the possibility of unauthorized access to the System by other parties while using the Systems. The Bank shall not be liable for any damages caused by the Customer as a result of their disclosure to third parties.
8. To enable the use of INECO ONLINE, Bank-Client, and other Systems, the Bank may provide the Customer with software, security keys, chips, tokens, or other devices necessary for accessing the System. These devices remain the property of the Bank and must be used in accordance with the procedures established by the Bank. In the event of loss or damage to any such device, the Customer is obligated to immediately notify the Bank. The Bank has the right to demand the immediate return or replacement of the provided devices, and may also establish specific rules and conditions governing their use.
9. On behalf of the Legal entity (including a legal entity branch, representative office and other separate unit), institution or private entrepreneur customers, the System may be operated by one or more users authorized on their behalf. The Customer shall be liable for compensation for any damage caused to the Bank or third parties as a result of operations performed by the Users. The Bank shall not be liable for any damage caused to the Customer or third parties as a result of operations performed by the Users. The Customer undertakes to independently settle and indemnify the Bank from any claims that have arisen from the Users during the operation of the System.
10. The Systems are subject to use strictly in accordance with their targeted purpose. The Customer is obliged to maintain all intellectual property rights related to the use of the Systems software and not allow the decoding, modification, reproduction and distribution of the protected part of the System software.
11. The Bank uses modern, reliable means to ensure the security of data transmission through the Systems. Nevertheless, the Customer uses the Systems at its own risk and the Bank shall not be liable for any disruptions or loss of data related to the use of the Systems, as well as for the disclosure of Customer data resulting from the use of the Systems and any other losses and damages of Customers.

12. The Systems are provided on terms and conditions effective at the time of access to them and allow the use of the operations actually available at that time. The Customer is aware that depending on the rules and technical capabilities of the Payment Systems some information on Card and other accounts, as well as on other operations may be reflected or updated in the System in the future. The list of services offered to Customers and certain opportunities may be limited depending on the capabilities of the Customer's computer or other technical means, the quality of connection, the technical maintenance services performed by the Bank and other factors. The Bank may increase or decrease the scope of its Operations through the Systems, as well as suspend or terminate the System's access (including dissolution of the System Provision Agreement) for maintenance work or other reasons.
13. The Bank may inform about the results of studying the Customer's applications through the Systems, as well as of other Customer transactions electronically, including by posting information on the relevant web pages or mobile applications, by e-mail, SMS sent to the mobile phone, via Push Notifications and in other ways. Data on transactions through the System are stored on the Bank's servers and are considered as evidence for the settlement of disputed issues.
14. The Bank is entitled to set limits for the operations carried out through the System, as well as to carry out additional verification of the Customer's identity while fulfilling the Customer's recommendations and instructions, requiring additional voice or other confirmation. The Bank may suspend or terminate the Customer's access to the System in case of non-payment of fees defined by Tariffs or other documents, violation of the requirements of these General terms, as well as in case of suspicion about the Customer's identity.
15. Dissolution of the System Provision Agreement shall not lead to the change or termination of other contractual relations between the Bank and the Customer unless otherwise agreed in writing.
16. The Bank has the right to make certain banking services provided through the Remote-Control System available only in one of the Remote-Control Systems - “Ineco Online” or “Ineco Mobile”. The Bank also has the right to make the Remote-Control System available to the Customer with certain restrictions.
17. The Bank has the right to prohibit and/or restrict access to the Remote - Control System in certain countries.
18. The Customer does not have the right to use the Remote-Control System automatically or through the use of any other type of software. In case of violation of this clause by the Customer or in case of suspicion of violation of this clause by the Customer, the Bank has the right to limit and/or terminate the operation of the Customer's remote-control system and/or the execution of certain transactions through the Remote-Control System.
19. The Customer is obliged to use the Remote-Control System password only in the Bank's Remote Control ("Ineco Online" and/or "Ineco Mobile") system and/or in other systems offered by the Bank, about which the Customer is duly informed by the Bank, and not to use it on any other website or application. In case of violation of this clause by the Customer or suspicion of violation of this clause by the Customer at the Bank, the Bank has the right to limit and/or terminate the operation of the Customer's remote-control system and/or the execution of certain transactions through the Remote Control System. In case of using their personal data of the Remote-Control System (*login, password, etc.*) in any domain on the Internet, the

Customer is obliged to independently check and verify the belonging of the relevant domain to the Bank and bears the risk of all negative consequences arising from failure to check it.

20. In case the Bank suspects any fraud or illegal activity by the Customer, the Bank has the right to suspend and/or terminate the provision of all or some banking services to the Customer and close the Customer's accounts with the Bank.

The nature of credit history and credit score and directions for their improvement

Credit history

Credit history is the information on the obligations undertaken by the Customer. Credit history may have impact on credit decision-making and includes information aged at least ***5*** years. Credit history includes the following:

- Information on the amount of obligations assumed by the customer, the annual interest, the balance of obligations, the property pledged for them.
- History of payments for obligations assumed by the customer, including delays in payments from the established schedule.
- Guarantees to other persons.
- Information on obligations of related parties of the customer.

The customer is entitled to get informed about his/her credit history by performing the actions indicated on the websites https://www.abcfinance.am, Frequently Asked Questions – ACRA (acra.am) or www.acra.am

When identifying errors and shortcomings in the credit history, the customers may inform the credit bureau to clarify and correct them or they may directly contact the financial institution that has submitted the information to the credit bureau.

Credit score

A credit score is the creditworthness assessment formed on the basis of information collected on the customer's obligations, which indicates the risk of loan recovery by the specified customer in a certain period of time.

The Bank uses its own scoring system to assess the creditworthiness of customers in the field of retail lending.
The score calculation is based on the following groups of factors:

- Credit history of the customer (delays in payments decrease the score)
- Information on the customer's employment and income (the latter's absence decreases the score)
- Other social and behavioral factors of the customer (have both positive and negative impact on the score, depending on the type of factor and on how they are expressed).

Directions to improve the credit history and score

To improve the credit history and score, customers should do the following:

- make payments for their assumed obligations according to the schedule
- avoid credit overload and new unsubstantiated loan applications
- avoid providing guarantees to unreliable third parties.