INFORMATION BULLETIN

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Mortgage loans with floating interest rate

Borrower profile	RA resident and non-resident individual
Borrower's age	The borrower's age at the end of the loan maturity term cannot exceed 70 years. In case of availability of a co-borrower, the above-mentioned requirement applies to at least one of the borrowers.
Lending purpose	• acquisition of real estate, including the right to purchase • real estate development • real estate renovation • refinancing of existing mortgage loans[1]
Loan currency	• AMD[2], • USD[3]

[1] The Bank makes all payments related to the mortgage of real estate, cadastral registration if the remaining amount of the refinanced loan is AMD 10,000,000 (equivalent foreign currency) and more, except for cases when the client wishes to register the Bank's security interest in an accelerated manner beyond the standard period provided for by law. In case of additional property/properties, the Bank makes payments related to only one additional property.

[2] Within the framework of the RA Law "On Housing Mortgage Loans" for RA resident individuals, mortgage loans are provided only in AMD. Non-resident individuals who have a co-borrower who is a RA resident individual are also provided with loans only in AMD.

[3]Loans in USD to resident individuals of the Republic of Armenia are provided only for the acquisition, renovation and development of real estate (commercial/public/industrial, etc.) outside the scope of the RA Law "On Housing Mortgage Lending", as well as for the refinancing of an existing mortgage loan provided for the purposes of acquisition, renovation and construction

ATTENTION: FOR LOANS ISSUED IN USD, FOREIGN CURRENCY EXCHANGE RATE CHANGES MAY HAVE AN IMPACT ON LOAN REPAYMENTS.	
Loan term	• for acquisition and development of property - minimum 3 years - maximum 30 years • for renovation - minimum 3 years - maximum 15 years
Loan amount	• for acquisition and development - 3,000,000 – 80,000,000 AMD - 6,000 – 160,000 USD • for renovation - 1,500,000 – 30,000,000 AMD - 3000 – 60,000 USD
Prepayment	• at least 20% • at least 10% - in case of acquisition (right to purchase) of real estate from development companies cooperating with the Bank or • 0%, if other real estate is being pledged with the real estate being purchased
Interest rate type	Floating
Annual nominal interest rate for AMD loans[4]	• For property acqisition: unchanged for the first 3 years - 13.5%, then floating • for renovation and development: fixed for the first 3 years: 14.0%, then floating

	For customers who joined the "Current" bank account tariff plan and will receive their monthly salary or income[5] through accounts opened with the Bank • for property acquisition: 13% fixed for the first 3 years, then floating • for renovation and development: fixed at 13.5% for the first 3 years, then floating
Annual nominal interest rate for loans in USD[6]	• for property acquisition: 10.5% fixed for the first 3 years, then floating • for renovation and development: fixed at 11% for the first 3 years, then floating For customers who joined the "Current" bank accounts tariff plan and will receive their monthly salary or income[5] through accounts opened at the Bank • for property acquisition: 10% fixed for the first 3 years, then floating • for renovation and development: fixed at 1.5% for the first 3 years, then floating
Annual actual interest rate for loans in AMD	• for property acquisition: 13.95-18.71% • for renovation and development: 14.52-23.15%
Annual actual interest rate for loans in USD	• for property acquisition: 10.55-15.55% • for renovation and development: 11.10-19.84%
In case of a an insurance claim for the real estate being acquired or renovated and/or the life insurance claim for the borrower and co-borrowers (if any), the insurance may be provided by the Bank upon the customer's consent, in which case the annual nominal interest rate of the loan increases by 0.17 percentage point for each type of insurance. The Bank ensures the fulfillment of insurance throughout the term of the agreement, except for the first year of the loan term, which is provided by the customer.	

5 In case of receiving a net salary or income of 250,000 AMD or more per month.

6 Regardless of the fixed interest rate, it cannot be less than the current 6-month USD SOFR rate plus 6 percentage point.

IN CASE OF A FLOATING INTEREST RATE, THE ANNUAL NOMINAL INTEREST RATE OF THE LOAN IS REVISED BY THE BANK NO MORE THAN 2 TIMES A YEAR. THE MAXIMUM THRESHOLD FOR INCREASE/DECREASE OF THE ANNUAL NOMINAL INTEREST RATE IS DEFINED AS • FOR LOANS IN AMD +/- 1,5 PERCENTAGE POINT • FOR LOAN IN USD +/- 1 PERCENTAGE POINT	
THE ANNUAL ACTUAL INTEREST RATE FOR MORTGAGE LOANS IN USD WAS CALCULATED BASED ON THE AVERAGE EXCHANGE RATE PUBLISHED BY THE CBA ON 25/02/2022. THE ANNUAL ACTUAL INTEREST RATE MAY CHANGE DEPENDING ON THE CHANGE IN THE EXCHANGE RATE PUBLISHED ON THE OFFICIAL CBA WEBSITE.	
Amounts payable to the Bank for lending	1. Account opening fee according to the relevant bank account tariff plan 2. Account withdrawal fee For loans in AMD • Prepayment amount 0% • Loan amount · For acquisition 0% · For renovation and development- according to the relevant bank account tariff plan For loans in USD • Prepayment amount 0% • Loan amount 3% 3. Additional one-time account service fee (charged at the time of loan disbursement) • 0.5% of loan amount, but not less than 60 000 AMD
Early loan repayment	Early repayment of mortgage loans provided within the framework of the RA Law on Housing Mortgage Lending at any time during the contractual year may be carried out in the amount of the loan principal provided for in the repayment schedule for that contractual year. A contractual

	year is considered to be each 12-month period following the date of signing the loan agreement, in case of exceeding the specified amount • a penalty of up to 0.6 percent of the loan amount repaid early, if the early repayment occurs during the first year of the contract • a penalty of up to 0.4 percent of the loan amount repaid early, if the early repayment occurs during the second year of the contract, • a penalty of up to 0.2 percent of the loan amount repaid early, if the early repayment occurs during the third year of the contract
	In case of mortgage loans provided outside the scope of the RA Law on Housing Mortgage Lending (for real estate of commercial/public/industrial, etc. significance), a penalty of up to 5% of the amount repaid early may be applied
Repayment of overdue obligations	A penalty of 0.13[7] percent is calculated for each overdue day, starting from the first day of delay.
Fees for services provided by third parties for lending	Property appraisal fee • 15.000-25.000 AMD Unified statement • Up to 10.000 AMD Notarization fees • 15.000-40.000 AMD Fee for registration of property ownership right to property • 45,000 AMD Fee for the state registration of collateral • Up to 45.000 AMD

[7] 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.

	Decleration/consent available in notary packages • Consent of the spouse if married - 8.000 AMD • If not married – Affidavit of a single status - 1.500 AMD Property insurance fee[8] • 0.15%-0.2% of the loan amount Accident insurance fee[8] 0.15%-0.21% of the loan amount
Commission for consents provided by the bank	10,000 AMD
CHARGES FOR SERVICES PROVIDED BY THIRD PARTIES REGARDLESS OF THE RATES SPECIFIED IN THESE TERMS BY THE BANK MAY BE CHANGED BY THIRD PARTIES. OWNERSHIP REGISTRATION AND UNIFIED STATEMENT FEES ARE NOT INCLUDED IN THE CALCULATION OF THE ANNUAL ACTUAL INTEREST RATE, AS THEY ARE SUBJECT TO PAYMENT BY THE CUSTOMER REGARDLESS OF WHETHER THE PAYMENT FOR THE PROPERTY IS MADE BY CREDIT OR WITHOUT A CREDIT.	
Security/collateral	• real estate being acquired, constructed, renovated/reconstructed and/or other real estate (in accordance with the requirements set forth by the Legislation) • collateral assignment of rights[9]
LTV ratio	For acquisition and development AMD- 80%[10], USD-70% For renovation 70%[11]

[8] Applicable if the fulfillment and renewal of the insurance is provided by the Client.
[9] Only in case of acquisition (right to purchase) of real estate from development companies cooperating with the Bank.
[10] In case of purchasing real estate (right to purchase) from development companies cooperating with the bank, the maximum LTV ratio can be set up to 90%.
[11] If the Bank has or provides a mortgage loan for the purpose of acquisition or construction secured by the same property, up to 80%.

	In case of real estate acquisition, the LTV ratio is calculated based on the lowest of the property market and purchase values , and in case of real estate pledged as additional collateral for construction, renovation - the market value of the property[12]
Insurance	Property and accident insurance may be required in amount of the loan balance.
Guarantee	Guarantees of family members, other individuals or legal entities may be required
IN THE EVENT OF THE BORROWER'S FAILURE TO FULFILL HIS/HER OBLIGATIONS, THE GUARANTOR WILL BE OBLIGED TO PAY INSTEAD OF THE BORROWER, AS WELL AS THE GUARANTOR'S CREDIT HISTORY WILL WORSEN AND IT IS POSSIBLE THAT THE GUARANTOR WILL BE DEPRIVED OF HIS/HER OWN PROPERTY.	
Disbursement	Lump sum or in installments, non-cash
Repayment	• annuity (equal monthly payments of principal and interest) • differentiated (equal-principal payment and monthly repayment of interest)
Loan approval/rejection term	Within 2-5 business days after submission of the required documents, after which the client is notified within 1 business day
Loan disbursement term	Within 7-10 business days after submitting the required documents and approval of the proposal by the Borrower/Guarantor.
Interest calculation procedure	The interest rate is applied to the decreasing balance of the loan, based on a 365-day year
Comission for loan terms revision	20,000 AMD
Floating interest rate calculation and revision terms and procedure	The floating interest rate is equal to the sum of the reference interest rate and the fixed component. Reference rate Key indicators

[12] Another value may also be used as a basis if, in the opinion of the loan approval authority, the above-mentioned values used as a basis for calculating the LTV ratio do not fully reflect the real value of the collateral.

	• Rounding the average index of the last 6 months of the yield curve to maturity of RA 6-month state coupon bonds with an accuracy of one (1) decimal place for loans issued in AMD. Published by the CBA on https://www.cba.am/am/SitePages/fmofinancialmarkets.aspx • Rounding the average index of the last 6 months of the daily SOFR interest rate with an accuracy of one (1) decimal place for loans issued in USD. The SOFR interest rate is determined based on data published by the Federal Reserve Bank of New York, which can be accessed at https://www.newyorkfed.org/markets/reference-rates/sofr Secondary indicators • The interbank repo rate set by the Central Bank of Armenia for loans issued in AMD. Published by the CBA of RA on the website https://www.cba.am • The EFFR (Effective Federal Funds Rate) indicator set by the Federal Reserve Bank of New York, which is published on the website https://www.newyorkfed.org/markets/reference-rates/effr Fixed component Determined by subtracting from the fixed interest rate the yield curve index of the 6-month maturity of the RA government coupon bonds in force as of the date of the loan approval/rejection decision for loans in AMD, the 6-month USD SOFR rate for loans in USD, and the yield curve index of all bonds of the central governments of the Eurozone with a maturity of 6 months for loans in EUR Interest rate revision The interest rate is subject to mandatory revision, if the difference between the Reference rate[13] calculated for the given period and the current Reference rate is 0.5 percentage points and more. The Bank has the specified obligation of changing rates in case of both positive and negative

[13] During the first revision of the floating interest rate, the difference between the fixed component of the loan and the fixed interest rate is taken as the basis instead of the current Reference Rate.

	deviation. In case of a change in the reference rate up to 0.5 percentage points inclusive, the loan interest rate is not revised. The floating interest rate is revised by the Bank twice a year: on February 15 and August 15. In case the specified days are non-working, it will be revised on the next working day, based on the average for the last 6 months of the above-mentioned indicators, which make the basis for calculating the floating interest rate. In case of revision, the new interest rate shall come into force on the 1st of the second month following the month of revision.

Other provisions

1. At least 7 days before concluding the loan agreement, the Bank provides the client with a proposal to sign a loan agreement and a draft loan agreement. The loan agreement proposal is valid for 7 business days from the day following the day it is handed over to the client.
2. 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.
3. ATTENTION: LOAN INTERESTS ARE CALCULATED BASED ON THE NOMINAL INTEREST RATE, WHILE THE ANNUAL INTEREST RATE SHOWS HOW MUCH WILL THE LOAN COST IN CASE OF PAYING INTERESTS AND OTHER FEES IN TIME AND AMOUNT SPECIFIED. ANNUAL ACTUAL INTEREST RATE CALCULATION PROCEDURE IS POSTED ON THE INECOBANK OFFICIAL WEBSITE (www.inecobank.am), at page "ANNUAL ACTUAL INTEREST RATE CALCULATION GUIDE.
4. WARNING: IN CASE OF NON-REPAYMENT OF INTEREST AND PRINCIPAL OF THE LOAN AMOUNT IN TIME, THE PLEDGED PROPERTY AND/OR CASH FUNDS MAY BE CONFISCATED AS STIPULATED BY THE LAW AND THE CUSTOMER INFORMATION WILL BE SENT TO THE CREDIT BUREAU

WITHIN 3 WORKING DAYS WHERE THE CUSTOMER'S CREDIT HISTORY IS FORMED. THE CUSTOMER HAS RIGHT TO ACQURE HIS/HER CREDIT HISTORY FROM THE CREDIT BUREAU ONCE A YEAR FREE OF CHARGE.

5. ATTENTION: POOR CREDIT HISTORY MAY HINDER THE CUSTOMER IN GETTING A LOAN IN THE FUTURE. IF THE CUSTOMER FAILS TO FULFILLL THE LIABILITIES, AND IN CASE THE COLLATERAL IS NOT SUFFICIENT WHEN PAYING THE LIABILITIES AT THE EXPENSE OF THE COLLATERAL, THE LIABILITIES MAY BE REPAID AT THE EXPENSE OF OTHER PROPERTY OF THE CUSTOMER.

6. List of documents required for issuing a loan:

Before the loan approval, to fill out the application

- Buyer and/or Mortgagee

✓ Identity document of Borrower/Buyer and PPS number (non-required if available in public databases (software verification), if not available, a reference on non-existence of PPS number,

✓ In case of being married or divorced, the spouse's Identity document, Personal public service number (PSN) (non-required if available in public databases (software verification) and a court decision if divorced in court,

✓ Certificate of Marriage (if married), Certificate of Divorce (if divorced) or Certificate of Death (if widowed) (if the property was acquired after marriage or before divorce),

✓ Preliminary valuation of real estate (in case of right to purchase of real estate and collateral assignment of rights, upon request),

✓ reference from the buyer's workplace with proof of income (on a letterhead, round stamp, signature of the company's director and chief accountant); in case of availability of a business, legal and financial documents,

✓ estimate in case of a renovation,

✓ in case of construction: estimate, planning, construction permit

✓ other documents, if necessary.

- Seller (individual)

✓ Identity document of the seller(s) (birth certificates, if there are underages) and Personal public service number (PSN) ((non-required if available in public databases (software verification), if not available, a reference on non-existence of PPS number,

✓ In case of being married or divorced, the spouse's Identity document, Personal public service number (PSN) (non-required if available in public databases (software verification) and a court decision if divorced in court,

✓ Certificate of Marriage (if married), Certificate of Divorce (if divorced) or Certificate of Death (if widowed) (if the property was acquired after marriage or before divorce),

- ✓ A copy of the ownership certificate of the real estate on sale and the bases proving the ownership (e.g., purchase and sale agreement, inheritance, municipality/city hall decision, etc.),
- ✓ Other documents if needed.

- Seller (legal entity)

- ✓ Charter (with all amendments),
- ✓ Identity documents of managers and shareholders, PPS number (not required if available in the Public Database (software verification),
- ✓ Decision of the seller's competent authority regarding the sale (if necessary),
- ✓ Reference on the account number in another bank (in case of no account in the Bank),
- ✓ Other documents if needed.

After loan approval

- ✓ Unified statement on restrictions on pledged property
- ✓ Insurance (upon request of the Bank),
- ✓ Certificate of no (zero) tax liabilities on real estate property tax (except for the right to purchase real estate and the collateral assignment of rights),
- ✓ Final valuation report (excluding real estate purchase rights and collateral assignment of rights),
- ✓ Floor plan (in case of right to purchase real estate and collateral assignment of rights),
- ✓ Characteristics of the interior decoration of apartments (in case of the right to purchase real estate and the collateral assignment of rights),
- ✓ Other documents if necessary.

7. Criteria for loan approval:

- sustainable income source,
- savings,
- positive or zero credit history,
- compliance of the collateral with the criteria acceptable to the Bank,
- reliable and complete documents.

8. Critera for loan rejection:

- insufficient income for loan repayment,

- risk area of the client's income source,
- the buyer and seller of the real estate are members of the same family,
- poor credit history,
- submission of unreliable data by the client.

9. 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 consumer (if there is such a request).
10. 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.
11. The loan is provided in the Bank's branches and in the Central Office.
12. Loan and collateral agreements must be notarized. Property ownership right, the mortgage right and other property rights are subject to state registration.
13. The valuation of mortgaged real estate is carried out exclusively by independent companies cooperating with the Bank.
14. Insurance of mortgaged real estate is carried out exclusively by insurance companies cooperating with the Bank.
15. Get acquainted with the complete terms of Mortgage loans with floating interest rate on the official website of Inecobank CJSC at www.inecobank.am

16. Find the list of developers cooperating with the Bank on the official website of Inecobank CJSC: www.inecobank.am

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 references

Service	Tariff
Issuance of account statement in the Bank	Free of charge

Issuance of account statement by Post (monthly)	• Within the RA territory – Free of charge • Outside the RA territory- 2,000 AMD + postal delivery cost
Issuance of account statement via E-mail	Free of charge
Issuance of account statement duplicate[14]	• Aged up to 1 year- 1,000 AMD • Aged more than 1 year- 3,000 AMD
Time period for issuance of statement	• At the customer's request, the Bank is obliged to provide the Customer with an Account Statement on customer's Account within a five-day period, charging the fees set by the Tariffs for issuance of the Account Statement.
Issuance of references and information (aged up to 3 years)	Issuing reference on bank account and a copy of the SWIFT message - 3000 AMD
	On transaction details (including those made through fast money transfer systems)[15] - 3,000 AMD
	On loans and their collaterals[16] - 5,000 AMD[17]
	Reference on Mortgage Loan and Mortgage Loan Software Compliance for Income Tax Refund - free of charge
	Issuing references and information of other type and/or age[18]- 10,000 AMD
Time period for issuance of reference	Within a maximum of 5 working days.

[14] 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.
[15] For information on more than 10 transactions, the tariff set for "Other types" of references shall apply.
[16] In case of including information on 2 or more contracts, the tariff set for "Other type" references shall apply.
[17] Consent rates are regulated in accordance with lending tariffs.
[18] The tariffs set out in this clause do not apply to the provision of 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.

Your financial directory

“YOUR FINANCIAL DIRECTORY” WWW.FININFO.AM, IS AN ELECTRONIC SEARCH AND COMPARISON SYSTEM FOR SERVICES OFFERED TO INDIVIDUALS AND WILL EASE THE CHOICE 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. 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.

6. To use INECO ONLINE and other Systems the Bank may provide software, security keys, chip, tokens and other devices to ensure access to the System. These devices are the property of the Bank and are subject to use in accordance with the procedure established by the Bank. In case of loss or damage of the device, the Customer must immediately inform the Bank. The Bank may demand the immediate return of the devices provided to the Customer, their replacement, as well as may establish special rules and terms for their use.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. Inecobank CJSC is supervised by the Central Bank of Armenia.

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

Credit score

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 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.

The Bank's partner insurance companies

Name	Address	Tel.	Webpage
"INGO ARMENIA" Insurance Closed Joint-Stock Company (CJSC)	Armenia, 0010, Yerevan Hanrapetutyan St., 51, 53, Areas 47, 48, 50	(+37410) 59 21 21	info@ingoarmenia.am http://www.ingoarmenia.am
"NAIRI INSURANCE" Insurance Closed Joint-Stock Company (CJSC)	Armenia, 0010, Yerevan Vazgen Sargsyan St., 10 Building, Area 110 (in Piazza Grande)	(+ 374 60) 50 00 60	nairi@nairi-insurance.am http://www.nairi-insurance.am
"RESO" Insurance Closed Joint-Stock Company (CJSC)	Armenia, 0014, Yerevan, Komitas ave. build. 62, 93-93/1	(+ 374 60) 27 57 57	info@reso.am http://www.reso.am

"SIL INSURANCE" Insurance Closed Joint-Stock Company (CJSC)	3 Aram str., Yerevan, RA	(+ 374 60) 54 00 00 (+374 10) 58-00-00	info@silinsurance.am http://www.silinsurance.am
"ROSGOSSTRAKH-ARMENIA" Insurance Closed Joint-Stock Company (CJSC)	1 Northern ave., (4th floor, Nord B/C), Yerevan, RA	(+37410) 50 07 70	http://www.rgs.am
"EFES" Insurance Closed Joint-Stock Company (CJSC)	35/1 Hr. Kochar str., 0003, Yerevan, RA	(+37410) 700 800	https://www.efes.am

The Bank's partner independent appraisal companies

Name	Address	Tel.	Webpage
"OLIVER GROUP" LLC	Armenia, 0001, Yerevan Tumanyan St., 8 Building 215-216 rooms	(+374 10) 54 27 40 (+374 10) 54 27 50 (+374 10) 54 27 60 (+374 10) 54 27 70 (+374 91) 54 27 50 (+374 77) 54 27 50 (+374 55) 54 27 50	info@olivergroup.am http://www.olivergroup.am
"COST CONSULT" LLC	RA, 0010, Yerevan, Khanjyan str., build. 13/2	(+374 10) 54 48 82 (+374 91) 47 19 25	info@cost.am cost@consultant.com http://www.cost.am
"AMINTAS GROUP" Co. Ltd	Armenia, Yerevan Artsakhi ave., 23/6 Building,	(+374 10) 43 22 76 (+374 96) 43 22 76	amintasgroup@mail.ru

	pavilion 50 /neighboring Tun Depo/		
"VM-RP" LLC	Armenia, 0010, Yerevan Vardanants St. Blind Alley, 8 Building	(+374 10) 58 87 97 (+374 99) 58 87 97	vm-rp@mail.ru http://www.vm-rp.am
"UPTIME" LLC	Armenia, 0002, Yerevan Yekmalyan St., 6 Building 3rd floor (“Business Pale” building)	(+374 60) 53 53 71 (+374 98) 53 53 14 (+374 94) 71 37 10	-