

**INFORMATION BULLETIN**

Published on 07.03.2025  
 Terms and conditions specified in the bulletin  
 may have been changed  
 Tel.: (+374 10) 510 510,  
[www.inecobank.am](http://www.inecobank.am)

**"1 CLICK" CONSUMER LOAN**

<b>Loan type</b>	Unsecured consumer loan/credit limit provided through InecoOnline/InecoMobile systems and/or <a href="http://www.sprintonline.am">www.sprintonline.am</a> platform
<b>Borrower's profile</b>	RA resident individuals of 21 to 70 years of age
<b>Loan currency</b>	AMD
<b>Annual nominal interest rate*</b>	19%-21.7%
<b>Annual actual interest rate</b>	20.74-23.99%
<b>Loan amount/limit*</b>	100,000–10,000,000*
<b>Maturity term</b>	<ul style="list-style-type: none"> <li>• For loans issued through InecoOnline/inecoMobile systems – 24,36,48,60 months</li> <li>• For loans issued through <a href="http://www.sprintonline.am">www.sprintonline.am</a> platform – 48, 60 months</li> </ul>
<b>Loan issuance</b>	cashless
<b>Loan amount withdrawal fee</b>	<b>0%</b>

<b>Early loan repayment</b>	The loan may be repaid early at any time, in this case there will be no penalties or other fees
<b>Repayment method</b>	Annuity (monthly principal and interest payment)
<b>Repayment of overdue obligations</b>	A penalty of <b>0.13%<sup>1</sup></b> of the outstanding amount is calculated for each overdue day

\*The maximum amount of loan/credit limit and annual nominal interest rate shall be determined according to the customer's creditworthiness assessment.

### Notice

- 1. ATTENTION: THE LOAN INTEREST RATE MAY BE CHANGED BY THE BANK.** If the customer does not agree to the interest rate change, they have the right to early and unilaterally dissolve the contract, by repaying the principal amount of the loan in full and paying the calculated interest and other fees. Regardless of the amount of the tariff set by the Bank, the loan (borrowing) interest rate may not exceed twice the bank base rate set by the Central Bank of Armenia.
- 2.** Any amount credited to the account is as a rule directed by the Bank to the repayment of amounts payable to the Bank under the Loan Agreement, including commissions, penalties, interests and Loan amount available at the time of crediting. The Bank is entitled to make the repayment defined by this Clause in another sequence.
- 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 IN THE AMOUNT SPECIFIED. ANNUAL ACTUAL INTEREST RATE CALCULATION PROCEDURE IS POSTED ON THE INECOBANK OFFICIAL WEBSITE ([www.inecobank.am](http://www.inecobank.am)), at page "ANNUAL ACTUAL INTEREST RATE CALCULATION GUIDE".**
- 4.** The interest rate is applied to the decreasing balance of the loan, based on the calculation of 365 days per year.
- 5. 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 ACQUIRE HIS/HER CREDIT HISTORY FROM THE CREDIT BUREAU ONCE A YEAR FREE OF CHARGE.

<sup>1</sup> The specified interest rate is subject to change in case of a change in the bank base rate set by the Central Bank of Armeni.

- 6. ATTENTION:** A POOR CREDIT HISTORY MAY NEGATIVELY IMPACT THE CUSTOMER'S ABILITY TO OBTAIN LOANS IN THE FUTURE. IF THE CUSTOMER FAILS TO MEET THEIR OBLIGATIONS, AND THE COLLATERAL PROVIDED IS INSUFFICIENT TO COVER THE OUTSTANDING LIABILITIES, THE REMAINING DEBT MAY BE RECOVERED THROUGH THE CUSTOMER'S OTHER ASSETS.
- 7. Criteria for loan approval**
  - a stable source of income,
  - good or no credit history,
  - reliable and complete documents.
- 8. Criteria for loan rejection**
  - insufficient income for loan repayment,
  - provision of unreliable data by the customer,
  - bad credit history,
  - Risk area of the customer's income source.
- 9. Loan/credit approval and notice to the customer – immediately.**
- 10. Loan disbursement period-** up to 5 minutes after the loan approval decision and submission of a loan application.
- 11.** When applying for a loan limit via the [www.sprintonline.am](http://www.sprintonline.am) platform, the customer can view the currently available limit and its validity period. Within this framework, the customer may submit a loan application for an amount up to the maximum offered limit. The Bank reserves the right to suspend and/or revise the available limit and/or its validity period at any time.
- 12.** 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.
- 13.** 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 need be).
- 14.** 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.
- 15.** Commissions subject to VAT taxation, are VAT-inclusive.
- 16.** Get acquainted with the complete terms and conditions of consumer loan/credit line on the official website of Inecobank CJSC at [www.inecobank.am](http://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
<b>Issuance of account statement in the Bank</b>	Free of charge
<b>Issuance of account statement by Post (monthly)</b>	<ul style="list-style-type: none"> <li>In the RA territory- free of charge</li> <li>Outside the RA territory - 2,000 AMD + postal delivery costs</li> </ul>
<b>Issuance of account statement via E-mail</b>	Free of charge
<b>Issuance of account statement duplicate</b>	<ul style="list-style-type: none"> <li>up to 1 year old- 1,000 AMD</li> <li>more than 1 year old- 3,000 AMD</li> </ul>
<b>Time period for issuance of statement</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Issuance of references and information (up to 3 years old)</b>	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) <sup>2</sup> - 3,000 AMD
	On loans and their collaterals <sup>3</sup> - 5,000 AMD <sup>4</sup>
	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- 10,000 AMD

<sup>2</sup> For information on more than 10 transactions, the tariff set for "Other type" references is applied.

<sup>3</sup> In case of including information on 2 or more contracts, the tariff set for "Other type" references is applied.

<sup>4</sup> Tariffs for consents are regulated according to lending tariffs.

**Time period for issuance of reference**

Within a maximum of 5 working days

**Your financial directory**

"YOUR FINANCIAL DIRECTORY" [WWW.FININFO.AM](http://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 established 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 General 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 System Provision Agreement.
3. The Bank's identification of the Customer through the input of a username, password, or other required credentials to access the System shall be deemed sufficient, and be a basis for the provision of banking services via the System.
4. The password used by the Customer to log into the System, following successful identification, holds the same legal validity as the Customer's handwritten signature on a paper document. Once logged in, all applications, contracts, and other electronic documents submitted to the Bank via the System shall be deemed duly signed by the Customer. Furthermore, the exchange of information through the INECO ONLINE System shall be considered equivalent to an in-person exchange of information at 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 enable the use of InecoOnline, InecoMobile, 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.
7. The Bank uses modern and reliable means to ensure the security of data transmission through the Systems. However, the Customer uses the Systems at their own risk. The Bank shall not be held liable for any disruptions, data loss, or disclosure of Customer information resulting from the use of the Systems, nor for any other losses or damages incurred by the Customer in connection with such use.
8. The Systems are provided under the terms and conditions effective at the time they become available and support only the operations that are actually accessible at that moment. The Customer acknowledges that, due to the rules and technical capabilities of the Payment Systems, certain information related to Cards and other accounts, or other operations may be displayed or updated in the System at a later time. The range of services and available functionalities may be limited due to the Customer's technical equipment, the quality of their internet connection, ongoing technical maintenance performed by the Bank, and other external factors. The Bank may expand or restrict the scope of operations available through the Systems and may suspend or terminate access to the System (including termination of the System Provision Agreement) for maintenance 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 has the right to set limits for the operations carried out through the System, as well as to carry out enhanced 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 essence of credit history and credit score and ways to improve them

### ***Credit history***

Credit history is information about the obligations undertaken by the Customer. Credit history may have impact on decision-making for loan approval and includes information aged at least 5 years.

Credit history includes:

- information on the amount of obligations assumed by the customer, the annual interest rate, the outstanding 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 given to other persons
- Information on obligations of related parties of the customer.

The customer can get acquainted with their credit history at <https://www.abcfinance.am> , FAQ -ACRA ([acra.am](http://acra.am)) and [www.acra.am](http://www.acra.am)  
In case of identifying errors and shortcomings in the credit history, customers for the purpose of their clarification and correction can inform the credit bureau or directly contact the financial institution that has transferred the information to the credit bureau.

### ***Credit score***

A credit score is an assessment formed on the basis of information collected on the customer's obligations, which indicates the risk of recovery of the loan by the given 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 occupation 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)

### ***Ways to improve the credit history and score***

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

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