“FAST BANK CJSC

RULES FOR DIGITAL BANKING SERVICES”

These rules regulate the legal relationship between «FAST Bank» CJSC and the Customer regarding the use of banking services in the digital environment.

USED TERMS AND DEFINITIONS

1.1. **Bank:** «FAST Bank» CJSC, banking license No. 87, registration No. 88.

1.2. **Customer:** A natural person, sole proprietor or legal entity using banking services.

1.3. **Party:** The Bank or the Customer.

1.4. **Parties:** Jointly, the Bank and the Customers.

1.5. **Digital Environment:** A remote banking service delivery system provided through FAST Bank’s web platform and the “FirstBank Mobile” application.

1.6. **“FAST Bank” Web Platform:** A remote banking service delivery system accessible via the website https://online.fastbank.am/, which enables access to banking services from any location in the world using any device equipped with a compatible web browser (e.g., Windows Internet Explorer, Google Chrome, etc.).

1.7. **“FastBank Mobile” Application:** A mobile application downloaded from the “Play Market” and “App Store” online stores, which enables access to banking services and through which mobile banking operations are carried out.

1.8. **Mobile Banking:** Software that, with Internet access, enables the Customer to manage their bank account from anywhere in the world through the “FastBank Mobile” application.

1.9. **Electronic Document:** A document generated in electronic form through the Digital Environment and authenticated with an electronic digital signature.

1.10. **Electronic Digital Signature:** An analogue of the Customer’s handwritten signature, generated by entering the Username and Password to access the Digital Environment and/or by entering a one-time verification code to authenticate an electronic document submitted to the Bank. Any Electronic Document, including an instruction, transmitted to the Bank after the Customer has accessed the Digital Environment using their Username and Password shall be deemed to have been authenticated with an electronic digital signature.

1.11. **Username:** The telephone number or email address designated by the Customer during the registration in the Digital Environment.

1.12. **Password:** A combination of letters, numbers, and/or symbols created by the Customer for accessing the Digital Environment.

1.13. **One-Time Verification Code:** A one-time code generated for the purpose of executing transactions within the Digital Environment.

1.14. **Bank Account:** A bank, deposit, or card account opened with the Bank in the Customer’s name.

1.15. **Tariffs:** A document approved by the Bank’s authorized body(ies) establishing the fees charged for the services offered by the Bank, as published on the Bank’s website.

1.16. **Website:** The Bank’s official website: **https://www.fastbank.am/.**

2. REGISTRATION PROCEDURE FOR THE “FASTBANK MOBILE” APPLICATION

2.1. For Natural Persons:

2.1.1. The Bank enables the Customer to perform transactions through the “FastBank Mobile” application. In order to be serviced via the mobile application, the Customer shall register in the application by performing the following actions:

1) entering a phone number and confirming it by means of a verification code received via SMS;
2) providing consent for the processing of personal data;
3) scanning the identity document and verifying the document number;

4) biometric identification (face capture);
5) entering the residential address;
6) confirming the email address by means of a verification code received to the email address;
7) creating a password in accordance with the criteria set by the Bank at the time of its creation.

2.1.2. After registration, for each subsequent login to the Mobile Application, the Customer shall enter the username and password, as well as their PIN code, and the electronic system shall automatically verify the username and password. The Customer's access may also be performed via biometric authentication (fingerprint or facial recognition), if the Customer has enabled biometric authentication.

2.2. For Legal Entities and Sole Proprietors:

2.2.1. To register legal entities or sole proprietors in the Mobile Application, the director or an authorized representative of the legal entity, or the sole proprietor, shall open an account with the Bank and complete the steps set out in Clause 2.1 of this document. Thereafter, the Customer shall inform the Bank officer servicing them so that the relevant settings can be provided.

2.2.2. After completing the configuration, the company's director or the sole proprietor shall log in to the Mobile Application and perform the following actions:

1) Navigate from the Home page to the Menu page,
2) Press Switch account,
3) Select the account of the legal entity/sole entrepreneur.

2.2.3. Instructions/applications submitted by the Customer through the "FastBank Mobile" application, as well as documents exchanged between the Customer and the Bank, shall have the same legal force as duly signed paper documents.

2.2.4. The director of a legal entity / sole proprietor shall be entitled to grant third parties full and/or partial authority to manage the company's accounts and perform other actions available in the Digital Environment at the time, by submitting the relevant power of attorney to the Bank in writing in advance.

3. INSTRUCTIONS SUBMITTED BY THE CUSTOMERS

3.1. All the instructions of the Customer shall be submitted to the Bank by a duly authorized person.

3.2. All instructions of the Customer that are clearly valid and submitted to the Bank through the Digital Environment shall be deemed by the Bank as duly submitted instructions.

3.2.1. If the Bank has reasonable grounds to suspect that the Customer's instruction has not been given by an authorized person, or that the Customer has violated the security rules for using the Digital Environment, the Bank shall be entitled to refuse, suspend, or postpone the execution of the relevant instruction, notifying the Customer thereof within the shortest possible time.

3.3. The Customer shall be responsible for the authenticity and completeness of the submitted instructions and shall ensure that each instruction reflects their true and final intention.

3.4. The Bank shall not be liable for failure to execute the Customer's instruction if it is received at a time and under circumstances making its execution impossible.

3.5. The fact that the Customer's instruction is being processed by the Bank does not imply that the instruction has been or will be executed. An instruction shall be deemed executed only upon the Customer's receipt of confirmation from the Bank regarding its execution.

3.6. The Bank undertakes to execute the relevant transactions on the Customer's accounts based on the instructions received from the Customer, according to the Bank's operating day schedule.

3.7. The Bank may inform the Customer of the results of reviewing instructions/applications submitted in the Digital Environment, as well as of other transactions, electronically, including by posting information on relevant pages of the Digital Environment or in the Mobile Application, via email, short messages sent to the Customer's mobile phone number (SMS), push notifications from the Mobile Application, and other means. Data on transactions performed in the Digital Environment shall be stored on the Bank's servers and shall constitute evidence for dispute resolution.

4. RIGHTS AND OBLIGATIONS OF THE PARTIES

4.1. The Customer shall have the right to:

4.1.1. Request the Bank to block access to the Digital Environment.

4.2. The Customer shall be obliged to:

4.2.1. To ensure that the submitted instructions comply with the requirements set forth in Section 3 of these Rules.

4.2.2. To immediately notify the Bank of any unauthorized access or attempted access to the Digital Environment by persons without appropriate authorization, and/or of any unauthorized transaction or attempted transaction in the Digital Environment.

4.2.3. To pay the Bank the fees for services provided and transactions performed through the Digital Environment, in the amounts specified in the Tariffs.

4.2.4. To compensate the Bank for all costs, losses, and damages incurred as a result of the Customer's failure to perform or improper performance of its contractual obligations, or as a result of the Bank's execution of any instruction received from the Customer in the Digital Environment.

4.2.5. To ensure the confidentiality of the Username, Password, and one-time verification code in the Digital Environment and to take measures to prevent their disclosure to third parties. In order to avoid unauthorized copying, not to use them on insecure computers. The Customer shall be responsible for the safekeeping of the Username, Password, and verification codes, as well as for the transactions performed via the Mobile Application and any potential adverse consequences arising therefrom.

4.2.6. In cases where other persons use the same computer, to ensure that no possibility arises for copying the web page.

4.2.7. To cease using the Bank's services in the Digital Environment and immediately notify the Bank thereof if:

1) there are suspicions of disclosure or sharing of the password, or the password has been disclosed or shared;

2) there has been a change in the composition of persons authorized by the Customer who were granted the right to perform actions in the Digital Environment on behalf of the Customer.

ATTENTION: The Customer's fulfilment of the obligation provided for in this clause shall not, in itself, be considered as a transfer of the risk of unauthorized use of the Digital Environment to the Bank.

4.2.8. The Customer shall be obliged to provide the Bank with complete information necessary for contacting the Customer. The Customer declares that the **email address and telephone number** provided to the Bank **are controlled by him and that they can be effectively used to contact the Customer.** The Bank shall not be liable for the disclosure of bank secrecy information as a result of sending information through the contact details provided by the Customer.

4.3. The Bank shall have the right to:

4.3.1. In the event of technical failures or other obstructing circumstances, to unilaterally suspend the transmission of electronic documents or other information for an indefinite period, notifying the Customer thereof.

ATTENTION: In the cases provided for under this clause, the Bank shall not be liable for any damages caused to the Customer.

4.3.2. To offer the Customer new services in the Digital Environment,

4.3.3. To unilaterally make amendments and additions to these Rules, notifying the Customer in accordance with the established procedure at least 7 days prior to their entry into force.

4.3.4. For the purposes of preventing money laundering and terrorist financing, as well as for other security considerations provided for by the legislation of the Republic of Armenia, to refuse or suspend the execution of instructions submitted by the Customer through the Digital Environment:

a. whose validity and/or legality is not evident, or to impose other restrictions on the Customer's use of the Digital Environment,

b. if there are reasonable grounds to suspect that the electronic document was not issued by the Customer, or that the Customer has not complied with the security rules established by the terms of use of the Digital Environment, or with the requirements of the legislation of the Republic of Armenia, or with the requirements of the Bank's internal legal acts.

4.3.5. To terminate, at any time, the provision of services to the Customer through the Digital Environment and the execution of instructions,

b. if there are grounds to believe that the Digital Environment is being used for any unlawful purpose,

c. there has been unauthorized disclosure of the Customer's username and password,

d. at the Bank's discretion, without any compensation, in case of service disruption of the Digital Environment, software updates or replacements, as well as during scheduled maintenance work.

4.3.6. To send all types of notifications under these **Rules** through the **Digital Environment** or via the email address registered with the Bank, which shall be deemed proper notification duly sent by the Bank to the Customer.

4.4. The Bank shall be obliged to:

4.4.1. To take all the necessary measures to ensure the uninterrupted operation of the Digital Environment,

4.4.2. Upon the Customer's registration in the Digital Environment in compliance with these Rules, to provide the Customer with access to banking services,

4.4.3. To execute instructions received from the Customer through the Digital Environment, signed with an electronic digital signature, in compliance with these Rules.

5. TECHNICAL SECURITY RULES

5.1. The Customer undertakes to comply with the security rules and to follow any reasonable security-related instructions issued by the Bank;

5.2. The Customer undertakes to immediately notify the Bank of any unauthorized access or attempted access to the Digital Environment by persons without appropriate authorization and/or of any transaction or attempted transaction via the Digital Environment, as well as to refrain from any action that may compromise the security of the Digital Environment;

5.3. The Customer shall not disclose to any third parties the username and password used to access the Digital Environment, the one-time code generated by a security device protected by a code provided by the Bank (if applicable), or verification codes sent via SMS to the telephone number or to the email address;

5.4. The Customer shall be obliged to never disclose passwords and codes to third parties, and in the event of receiving such a request, to immediately notify the Bank thereof;

5.5. To avoid passwords that can be easily guessed by others (e.g., personal data or simple numerical combinations), not to store passwords and codes in any computer program that may automatically save them, and to ensure that no one is observing the Customer when accessing the Digital Environment;

5.6. After completing work in the Digital Environment, to log out of the system by clicking the "Exit" button and close the browser (e.g., Windows Internet Explorer or any other), and to periodically change passwords.

5.7. If the Customer has reasonable grounds to suspect that passwords or codes have become known, in whole or in part, to third parties, the Customer shall immediately change the passwords or temporarily suspend transactions in the Digital Environment until the necessary protective measures have been taken.

5.8. The Customer hereby authorizes and instructs the Bank to take all the necessary actions, in the Customer's best interests or of a non-material nature (including the correction of arithmetic errors, typographical mistakes, and other clerical errors), without obtaining the Customer's additional consent or signature, in connection with the Customer's personal data.

6. RESPONSIBILITY

6.1. The Bank is not liable to the Customer for any loss or damage arising from the use of the Service in violation of these rules and/or the Technical Security Rules, regardless of whether the Bank is aware of the risk of such loss or damage or not. The Bank shall not be liable to the Customer for any loss or damage arising from the Customer's use of the Digital Environment in violation of these Rules and/or the Technical Security Rules, regardless of whether the Bank was aware of the possibility or risk of such loss or damage.

6.2. The Bank shall not be liable to the Customer for any loss or damage arising from the Bank's refusal to execute, suspension of the execution of, or imposition of other restrictions on the Customer's instructions submitted through the Digital Environment, where such actions are taken for the purposes of preventing money laundering and terrorist financing or for other security considerations required under the legislation of the Republic of Armenia.

6.3. The Bank shall not be liable to the Customer for any loss or damage arising from transactions carried out, or instructions submitted to and executed by the Bank, where the Customer has failed to comply with the security and confidentiality requirements set forth in these Rules, nor for any loss or damage resulting from the Bank's refusal to execute incorrect or improperly completed instructions and/or applications.

6.4. The Customer shall be liable to the Bank for all costs, losses, and damages incurred as a result of the Customer's failure to perform or improper performance of its contractual obligations, or as a consequence of the Bank's execution of any instruction received from the Customer through the Digital Environment.

7. OTHER PROVISIONS

7.1. These Rules and Terms shall be deemed accepted by the Customer upon electronic acceptance by selecting the "I Agree" checkbox and clicking the "Confirm" button.

7.2. These Rules and Terms are available at the Bank's premises, on the Website, and within the Digital Environment, and may be amended by the Bank from time to time at its sole discretion.

7.3. The exchange of information through the Digital Environment shall have the same legal effect as the exchange of information in person at the Bank's premises.

7.4. The Bank may publish translations of these Rules in foreign languages. In the event of any discrepancy between the translations and the Armenian version, the Armenian version shall prevail.

7.5. The Digital Environment is provided under the conditions applicable at the time of its access, enabling the use of the transactions actually available at that time. The Customer acknowledges that, depending on the technical capabilities, certain information regarding accounts and other transactions may be reflected or updated in the Digital Environment at a later stage. The list of services offered to Customers and certain functionalities may be limited depending on the capabilities of the Customer's computer or other technical devices, the quality of communication, technical maintenance works carried out by the Bank, and other factors.

7.6. The Bank may expand or reduce the scope of transactions available in the Digital Environment, as well as terminate or suspend access to the Digital Environment.