

Approved by
Mr L.O. Kachalov
Deputy Head of Retail Private Individuals Directorate,
Head Delivery Channels Division
ZAO Raiffeisenbank
On 30 December, 2011
Effective as of 30 January, 2012

GENERAL TERMS and CONDITIONS of SERVICING BANK ACCOUNTS, DEPOSITS and CONSUMER LOANS of CITIZENRY

CONTENTS

1.	Definitions	2
2.	General Provisions	5
3.	General Terms of Servicing Bank Accounts	8
4.	Placement and Repayment of Fixed-Term Deposits	10
5.	Procedure of, and Times for, Carrying Out Account Transactions	11
6.	Servicing Card Accounts/Bank Accounts	13
7.	Procedure of Extension and Repayment of Loans under Credit-Card Transactions	17
8.	Procedure of Extension and Repayment of Consumer Loans	19
9.	Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service	21
10.	Provision of SMS-services Raiffeisen Mobile SMS-Alerting and SMS-BANK	23
11.	Provision of Services to Clients by the Bank's Call Centre	24

1. Definitions

In these General Terms and Conditions of Servicing Bank Accounts, Deposits and Consumer Loans of Citizenry by ZAO Raiffeisenbank (hereinafter – “the General Terms”) the terms listed shall have the following meaning.

1.1. Authorisation (as used in Section 6 “Servicing Bank Card Accounts”), Section 7 “Procedure of Extension and Repayment of Loans under Credit-Card Transactions” and Section 10 “Provision of SMS-services “Raiffeisen Mobile SMS-Alerting” and “SMS-Bank”) means a permission by the Bank to carry out a Transaction with the Card resulting in the Bank’s obligation to honour the payment documents produced through the use of the Card or its number. In certain cases set by Payment Systems Card Transactions may be carried out without Authorisation (hereinafter – “the Non-authorization transactions”), this does not cancel the Bank’s obligation to honour the payment documents produced through the use of the Card or its number.

1.2. Authorisation (as used in Section 9 “Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service”) means the procedure for certifying the Client’s rights and confirming the Client’s orders to the Bank, which gives rise to the Bank’s obligations to carry out transactions.

1.3. Handwritten Signature Analogue (HSA) means an element of an Electronic Document, which is designed to protect such document against forgery and is unique to such document, and which makes it possible to expressly identify the person who signed the document (authorship confirmation) and to check for any data distortion (confirmation of the Electronic Document’s integrity).

1.4. Client’s Questionnaire means a form containing the list of questions, answers to which are provided by the Client in the instances required by the Bank.

1.5. Bank means Closed Joint Stock Company “Raiffeisenbank”.

1.6. Bank Card means a card issued by the Bank under the Agreement and used for the preparation of payment and other documents due to be paid at the Client’s expense.

1.7. Non-Contact Chip Bank Card / Non-Contact Chip Credit Card / Non-Contact Chip Card means Chip Bank Card / Chip Credit Card / Chip Card of Mastercard International Payment System used for non-contact payment for goods /services¹.

1.8. Blocking of the Card means suspension or termination to use the Bank Card or Credit Card for carrying out transactions (including suspension or termination, leading to Card capturing when an attempt is made to use the same), which can be effected by the Bank on the basis of a notice received from the Client, including Client’s notices mentioned in the General Terms, or at the initiative of the Bank in case of violation by the Client of the procedure for use of the Bank Card or the Credit Card.

1.9. Blocking of the System means suspension or termination of use of Raiffeisen CONNECT System/ELECTRONIC OFFICE System, which can be effected by the Bank on the basis of a notice received from the Client, including Client’s notices mentioned in General Terms, or at the initiative of the Bank in case of violation by the Client of the procedure for use of the Systems.

1.10. Bank account means Client’s current account opened with the Bank for effecting and settlements which do not contravene the Russian Federation law. Debit operations with the Bank account shall be effected only using the Bank Card or its number. The Bank account may not be used for any transactions related to business activities.

1.11. Settlement Currency means a currency of settlements between the Bank and the Payment System. Information on the Settlement Currency is available from the Call Centre of the Bank.

1.12. Statement of Account/Bank account means a document stating Account/Bank account Transactions, including the transactions carried out with the use of both the Main Card and Supplementary Cards.

1.13. Loan Extension Date (as used in Section 7 “Procedure of Extension and Repayment of Loans under Credit-Card Transactions”) means the date on which the Client carries out transactions involving loan facilities.

1.14. Loan Extension Date (as used in Section 8 “Procedure of Extension and Repayment of Consumer Loans”), depending on the Loan issue procedure: means the date of crediting the Loan to the Account or the date of dispensing the Loan in cash through the Bank’s cash desk.

1.15. Agreement means an agreement or agreements for rendering of a relevant banking service (-s) provided for under clause 2.1 of the General Terms.

1.16. Deposit Agreement (for the purposes of Section 4 “Placement and Repayment of Fixed-Term Deposits”) means an agreement of opening a fixed-term deposit.

1.17. Deposit account (for the purposes of Section 4 “Placement and Repayment of Fixed-Term Deposits”) means a fixed-term deposit account.

1.18. Bank account agreement (for the purposes of Section 3 “General Terms of Servicing Bank Accounts”) means an agreement under which a current account is opened for the Client with the Bank.

1.19. Authorised Representative means a person who is authorised to act for and on behalf of the Client pursuant to a power of attorney formally issued by the Client in accordance with the applicable laws of the Russian Federation and either notarised or certified by an authorised officer of the Bank.

1.20. Supplementary Card means the second and further Cards issued to one Account/Bank account. The Supplementary Card may be held either by the Client, who has concluded the Agreement, or by his/her Authorised Representatives. The expiry date of a Supplementary Card may not extend beyond the expiry date of the Main Card.

1.21. Available Balance means a balance of funds available to the Client. For the bank products listed below, the Available Balance shall be calculated as follows:

– **Current (Non-Card) Account Available Balance** means the amount of funds available from time to time to carry out Account Transactions (including honouring the Payment Documents) as determined with regard to the Bank’s terms and conditions of servicing the Account less the amount of transactions blocked on the Account and the fees charged by the Bank to pay for the same.

– **Bankcard Available Balance** means the amount of funds available from time to time to carry out Bankcard Transactions as determined with regard to the Bank’s terms and conditions of servicing the Card Account/Bank Account less the amount of Bankcard Transactions carried out earlier and blocked on the Account/Bank Account. Where the Bankcard Available Balance exceeds the limit of expenses set by the Payment System on the Bank Card of a certain type, the Bankcard Available Balance shall be equivalent to the limit of expenses set by the Payment System on the Bank Card of the relevant type. The Bankcard Available Balance for purposes of cash withdrawal cannot exceed the set Cash Withdrawal Limit.

– **Credit-Card Available Balance** means the total of the Credit Limit and the positive balance of the Account as determined with regard to the terms and conditions of servicing the Account, set forth by the Agreement, less the amount of Credit-Card Transactions carried out earlier and blocked on the Account.

¹ Logo «MasterCard PayPass» on the Card indicates non-contact payment for goods and services.

- **Card Available Balance** means the Bankcard Available Balance and the Credit-Card Available Balance when used jointly.
 - **Available Balance for Standing Orders consummated to the Account** means the available balance of the Account to which a Standing Order is consummated, available at the moment of actual execution of the Standing Order, complying with the contractual terms of the Account servicing, less the sums of transactions blocked at the Account and the Bank's fees for these payments, and in case a Bank Card is issued to this account, as the lower of the sum of Available Balance for Standing Orders consummated to the Account and the Available Balance of Bank Card.
 - **Available Balance for Regular Transfers Consummated to the Deposit Account** means the balance of a fixed-term deposit account less the minimum sum of the deposit unless otherwise provided in the Tariffs of the corresponding fixed-term deposit account.
 - **Available Balance for Regular Transfers** means the Available Balance of Account that may be used for effecting the Regular Transfers consummated to the Account and the Available Balance for the purpose of the Regular Transfers consummated to the Deposit Account, when used jointly.
- 1.22. Grace Period Indebtedness** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means the sum of any Reporting Period Indebtedness (excluding indebtedness arising under cash withdrawal transactions) and the Minimum Repayment Amount, upon full repayment of which on or before the last date of the Payment Period no interest shall accrue.
- 1.23. Reporting Period Indebtedness** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means any indebtedness arising during the Reporting Period.
- 1.24. Previous Periods Indebtedness (On-Demand Indebtedness)** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means any indebtedness that has arisen before the relevant Reporting Period. The Previous Periods Indebtedness shall include the Reporting Period Indebtedness, which has not been repaid in full by the last day of the relevant Payment Period, and any amounts under cash withdrawal transactions.
- 1.25. Current Indebtedness** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means any indebtedness arising during the period of time from the Statement Date of the current month till the current date but no later than the Statement Date of the next month.
- 1.26. Private (Secret) Key** (as used in Section 9 "Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service") means a unique sequence of digits known only to, and generated individually by, its holder through the System, which is designed to generate a handwritten signature analogue in electronic documents.
- 1.27. Credit Card Application** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means an application for the Credit Card issue, which is filed by the Client with the Bank substantially in the form, adopted by the Bank, and contains the Client's offer to enter into a credit card issue and service agreement. The acceptance of such offer by the Bank shall be the opening of the Account by the Bank.
- 1.28. Loan Application** (as used in Section 8 "Procedure of Extension and Repayment of Consumer Loans") means a loan application which is filed by the Client with the Bank substantially in the form, adopted by the Bank, and contains the Client's offer to enter into a Loan Agreement. The acceptance of such offer by the Bank shall be the extension of the Loan to the Client by the Bank.
- 1.29. Call Centre of the Bank** means a subdivision of the Bank, which provides services to the Client upon his/her phone call to the Bank in accordance with Section 11 of these General Terms.
- 1.30. Client** means an individual applying to the Bank for carrying out payment, deposit, loan, foreign exchange and other transactions in compliance with the laws of the Russian Federation, under the Agreements entered into with the Bank.
- 1.31. Loan** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions" and Section 8 "Procedure of Extension and Repayment of Consumer Loans") means funds extended by the Bank to the Client under the Agreement.
- 1.32. Loan Agreement** (as used in Section 8 "Procedure of Extension and Repayment of Consumer Loans") means a loan agreement pursuant to which the Bank undertakes to extend a Consumer Loan to the Client and open an Account to him/her (as and when necessary), whereas the Client undertakes to repay the Loan when due. The Agreement shall be executed by way of signing by the Client of a Loan Application and the acceptance thereof by the Bank by way of extending the Loan to the Client.
- 1.33. Credit Card** means a credit card issued by the Bank under the Agreement and to be used by its holder to carry out transactions, the payments for which shall be made at the expense of the funds provided by the Bank to the Client within the Credit Limit set in accordance with the terms and conditions of the Agreement.
- If used jointly, the Bank Card and the Credit Card shall be referred to as "the Card".
- 1.34. Credit Limit** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means a limit within which a loan may be extended to the Client. The Credit Limit shall be set by the Bank on the basis of the Client's Credit Card Application with regard to the Bank's evaluation of the Client's creditworthiness. The Credit Limit may be increased, decreased, or cancelled at the Bank's sole discretion. The Client shall be notified of the results of consideration of his/her Credit Card Application and the approved Credit Limit by telephone or by sending a message at his/her e-mail address or by an SMS in accordance with the contact details provided by the Client; relevant notices of any changes in the Credit Limit shall be given to the Client by mail, or by sending a message at his/her e-mail address or by an SMS. Any use by the Client of the Credit Card in the event of change of the Credit Limit shall be regarded by the Bank and the Client as the Client's agreement with the change in the Credit Limit. The Credit Limit shall be provided solely for the payment for goods (services), withdrawal of cash, and payment of the Bank's fees contemplated by the Tariffs for the Credit Card, Instant Transfers of funds from the Credit Card to the Card through the Bank ATMs and Raiffeisen CONNECT System, and as well as payment for participation in the insurance program of the Bank (if applicable).
- 1.35. Cash Withdrawal Limit** means the maximum amount of funds available to the Card holder, who wishes to receive cash money, during a certain period of time.
- 1.36. Grace Period** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means a period of time starting from the date of extension of the Loan in the Reporting Period till the last day of the relevant Payment Period. No interest shall be accrued for the use of the Loan during the Grace Period, provided that the Minimum Repayment Amount is paid on time and that the Reporting Period Indebtedness is repaid in full by the last day of the Payment Period. In the event of non-payment (incomplete payment) of the Reporting Period Indebtedness by the last day of the Payment Period, the Bank shall accrue and collect interest starting from the date following the date of extension of the Loan till and including the date on which the relevant indebtedness is repaid in full.
- No Grace Period shall be granted in respect of Instant Transfers of funds from the Credit Card to the Card through the Bank ATMs and Raiffeisen CONNECT System, cash withdrawal transactions and the commissions related thereto.
- 1.37. Minimum Repayment Amount** (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means a mandatory monthly instalment towards repayment of the Total Loan Indebtedness. The Minimum Repayment Amount shall include overdue interest, Credit Limit overlimit, Overdue Indebtedness, accrued interest payable, and 5 percent of the Total Loan Indebtedness as of the Statement Date.
- 1.38. Unauthorized overdraft** - carrying out Account Transactions or Card Transactions on the amount exceeding Available Balance. For example, Unauthorized overdraft may occur as a result of exchange rate difference, carrying out Non-authorization transactions, paying certain fees.
- 1.39. Instant Transfers between Cards (from Credit Card to Card / from Debit Card to Card)** means instant transfers between Cards, opened for different Accounts of one and the same Client, as well as from Card of one and the same Client to Card opened for any other Client with the Bank. Such transfers shall be effected

using Bank Cards valid within 2 years, Credit Cards, as well as Chip Cards² (including Non-Contact Chip Cards) through the Bank's ATMs capable to transfer funds from Card to Card and Raiffeisen CONNECT System.

1.40. Total Loan Indebtedness (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means the amount of the used Credit Limit (including the Previous Periods Indebtedness, Reporting Period Indebtedness, Current Indebtedness, Overdue Indebtedness, and Credit Limit Overlimit), as well as the amount of interest accrued for the use of loan facilities.

1.41. Transaction Day means a period of time, determined by the Bank, during which the Bank shall carry out bank and other transactions (transaction time), recorded as of the calendar date of the respective Transaction Day. The date of acceptance of a Payment Document, submitted to the Bank after the end of the transaction time, shall be the next Transaction Day. The length of the Transaction Day shall be set by the Bank depending on the type of transactions, the channel through which the relevant Payment Document is to be received by the Bank, and the time zone where the Bank's Subdivision, in which an Account has been opened for the Client, is located. The Bank shall set the length of its Transaction Day and inform its Clients of the same. The Bank shall inform its Clients of any changes in the length of its Transaction Day in any manner stated in sub-Clause 2.10 of the General Terms.

1.42. Bank-Card/Credit-Card/Card Transaction means any transaction, resulting from the use of the Card or its number, to pay, book or order goods or services, to withdraw cash, or to carry out Instant Transfers between Cards.

1.43. Account/Bank account Transaction means any transaction on the Client's Account, including any operations of direct debiting of fees and penalties in accordance with the Bank's Tariffs.

1.44. Main Card:

- In case of Card issue for the Account means the first Card issued in the Client's (Account Holder's) name;
- In case of Card issue for the Bank Account means any Bank Card issued in the Client's (Bank Account Holder's) name.

1.45. Public Key (as used in Section 9 "Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service") means a unique sequence of digits corresponding to the Private Key of the Handwritten Signature Analogue (HSA), which is available to, and may be individually generated by, any user of the System through the System and designed to verify, confirm and authenticate an HSA in the Electronic Document.

1.46. Reporting Period (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means a period of time elapsed from the Statement Date in the previous calendar month till the Statement Date in the current calendar month, as well as a period of time from the first Credit-Card Transaction till the first Statement Date.

1.47. Package of Documents (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions" and Section 8 "Procedure of Extension and Repayment of Consumer Loans") means a set of duly executed (filled out and signed) documents which the Client is obliged to provide in accordance with the Bank's requirements.

1.48. Credit Limit Overlimit means the amount of excess of the set Credit Limit.

1.49. PIN (Personal Identification Number) means a code assigned to the Card by the Bank and used for the identification of the Client. PIN is issued to the Client in a sealed envelop at the Subdivision of the Bank, selected by the Client, or handed over to the Client by an authorised representative of the Bank at the time of delivery to the Client³ or may also be produced by the Client individually in Raiffeisen Teleinfo System (for individual types of Cards) or through an electronic POS-terminal of the Bank installed in the Bank Subdivision (if POS-terminal has such technical capability). The PIN production procedure guarantees that PIN can only be known to the Client. The Client may change his/her PIN in the Bank's ATMs which do have such function. When producing / changing PIN the Client may not use a PIN consisting of four identical digits (e.g., 0000 or 1111) or four consecutive digits (e.g., 1234 or 3456).

1.50. PIC (Personal Identification Code) means a unique code assigned by the Bank to the Client and used for identification of the Client in Raiffeisen Teleinfo System. PIC is confidential and known only to the Client. PIC consists of 6 digits.

1.51. Payment System means any of the payment systems: Visa International or MasterCard International.

1.52. Payment Period (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means a period of time set for the payment of the Minimum Repayment Amount. The Payment Period shall be twenty (20) calendar days from the Statement Date. In the event that the last day of the Reporting Period falls on a day-off or non-Business Day, the payment shall be made on the next Business Day.

1.53. Bank Subdivision means a separate or an internal unit of the Bank (branch, subsidiary office, lending and cash services office, operating office, out-of-the-office cash counter, etc.), which provides services to the Clients.

1.54. HSA Authentication (as used in Section 9 "Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service") means positive verification by the System of the Electronic Document sender's ownership of a handwritten signature analogue in such document, and of the integrity of the Electronic Document which has been signed by HSA.

1.55. Positive Balance of Account (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means funds on the Card Account exceeding the set Credit Limit.

1.56. Last Interest Period (as used in Section 8 "Procedure of Extension and Repayment of Consumer Loans") means the period of time from the date of a monthly payment execution immediately preceding the end of the Loan Term.

1.57. Standing Order means the Bank's service for the execution of the Client's order to the Bank to make regular money transfers from the Account (including for purposes of conversion), as well as the relevant order in accordance with a standard form, which is filed with the Bank. The Bank shall execute standing orders in accordance with the terms and conditions, as determined by the Client, with regularity convenient for the Client, in an agreed amount or in the amount of an agreed percentage of the Available Balance of Account or an agreed percentage of the amount received on the Account.

1.58. Consumer Loan (as used in Section 8 "Procedure of Extension and Repayment of Consumer Loans") means an unsecured non-purpose or purpose loan extended to individuals to meet their consumer needs.

1.59. Card Use Regulations mean "Regulations for the use of the Bank Cards of ZAO "Raiffeisenbank" (Bank Card Use Regulations) and Regulations for the use of the Credit Cards of ZAO "Raiffeisenbank" (Credit Card Use Regulations) as jointly mentioned⁴.

1.60. Overdue Indebtedness (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means the Minimum Repayment Amount not paid in full by the last day of the Minimum Repayment Amount's Payment Period.

² The Bank shall have the right to change the list of Cards, providing this service.

³ The delivery to the Client is a limited access service. The Client therefore should check with the Bank's Subdivisions whether this can be provided.

⁴ This document establishes regulations for use of Bank Cards and Credit Cards and represents a new version of «Regulations for Use of ZAO Raiffeisenbank Cards» and «Regulations for Use of Credit Cards».

1.61. Interest Period (as used in Section 8 "Procedure of Extension and Repayment of Consumer Loans") means the period for which the interest shall accrue to the Loan, and which equals to 1 (one) month. The interest shall accrue to the Loan based on the actual number of calendar days in a year (365 or 366 days accordingly).

1.62. Business Day means any day on which the Bank Subdivisions provide services to the Clients in accordance with the working schedule of the relevant Subdivision of the Bank.

1.63. Statement Date (as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions") means the date of determination of the indebtedness and the Minimum Repayment Amount by the Bank. In the event that the Statement Date falls on a day-off or non-Business Day, the Minimum Repayment Amount shall be determined on the next Business Day. The Bank shall have the right to notify the Client of the Statement Date at the moment of delivery of the issued Card or the Statement of Account to the Client.

1.64. Payment Document means a document prepared in accordance with a pre-established form and payment details, being necessary and sufficient, either in a hard copy or, to the extent required by rules, as an Electronic Document (an electronic payment document). The Payment Document, accepted from the Client or prepared by the Bank upon the latter's instructions, contains the Client's order to debit funds from the Account and transfer the same to the beneficiary party's account. In instances determined by the General Terms, the Payment Document shall also be understood to mean a document prepared by the Bank in its own name.

1.65. ELECTRONIC OFFICE Specialised Software User Manual (as used in Section 9 "Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service") means a detailed description regulating the procedure of connecting to, and operation of, the Electronic Office system.

1.66. Raiffeisen Teleinfo System means a remote Bank system through which the Client can receive a number of services by telephone in accordance with Section 12 of these General Terms.

1.67. Raiffeisen CONNECT System and ELECTRONIC OFFICE SYSTEM (the **System** or **Systems**, as the case may be) mean the systems for the processing and transmission of Electronic Documents and/or any other electronic data, including hardware, software and organisational interaction between the Bank and the Client for purposes of providing the Client with banking services.

1.68. Bank employee means the Bank's employees as well employees of other companies list whereof is specified by the Bank.

1.69. Agreement means the agreement made between the Bank and the Client's employer as per crediting of the salary (other payments contemplated by the Agreement) to the Client's account.

1.70. Loan Term (as used in Section 8 "Procedure of Extension and Repayment of Consumer Loans") means a period of time for loan disbursement, as set forth by the Loan Agreement.

1.71. Loan Account means an account opened by the Bank to account for the indebtedness under a Credit Card and Consumer Loan extension and repayment transactions.

1.72. Account means any account opened by the Client with the Bank: a current account (including current Card Account) or a fixed-term deposit account. The Account shall be used to carry out cash and non-cash transactions in compliance with the applicable laws of the Russian Federation. The Account may not be used to perform transactions related to entrepreneurial activities.

In relation to the banking services defined hereinbelow, the Account means:

- as used in Section 7 "Procedure of Extension and Repayment of Loans under Credit-Card Transactions": an Account with opened Credit Limit, which is used to account for the transactions under the Credit Card. The Client shall have the right to carry out:
 - transactions within the Credit Limit with the use the Credit Card or the number thereof and with the use of HSA;
 - money transfers within the Positive Balance of his/her Card Account. The transfer shall only be made on the basis of the Client's application, with the Payment Documents, necessary for carrying out the said Card Account Transaction, to be prepared and signed by the Bank;
- as used in Section 9) "Procedure of Extension and Repayment of Consumer Loans": an Account opened with the Bank in the currency of the Loan.

1.73. Tariffs mean documents setting forth the fees charged by the Bank to the Clients, applicable interest rates, penalties (interests, fines), and other information. Special Tariffs (e.g., tariffs applicable to specific transactions/specific categories of Clients/set for separate Subdivisions of the Bank) shall prevail over the generally applicable (standard) Tariffs.

Irrespective of the date of execution of the Agreement between the Bank and the Client, the Tariffs and terms and conditions effective as of the date of the relevant transaction shall be applied, unless otherwise stated in the General Terms, Agreement, Bank Card Use Regulations or Credit Card Use Regulations. The Tariffs shall be an integral part of the Agreements.

In respect of fixed term deposits, the Bank may not unilaterally reduce the term of the Agreement or interest rate and increase or set fees for carrying out transactions, save for the instances established by the federal law.

1.74. Bank Terminals means automated teller machines, electronic terminals, including self-service terminals and POS-terminals installed at the Bank's sub-divisions, imprinters and other devices used for Card Transactions.

1.75. Chip Bank Card / Chip Credit Card / Chip Card means a Bank Card / Credit Card / Card that has an inbuilt chip (microprocessor).

1.76. Electronic Document means the document that contains data in electronic digital form.

1.77. Cash-in ATM means the Bank's ATM with a banknote identification function through which the Client may credit cash to his/her Card Account/Bank Account with the use of the Card without any envelopes.

1.78. Raiffeisen Mobile SMS-Alerting and SMS-Bank (SMS-services and SMS-service respectively) mean the service consisting in transmitting of information in the form of electronic SMS messages by the Bank to the Client's mobile telephone using cellular telephone communications (without any additional mechanisms for ensuring confidentiality).

1.79. 3-D Secure Password (Verified by Visa or MasterCard SecureCode) means a code assigned by the Client to the Card and used for Client identification. The process of generation of the 3-D Secure Password guarantees that this can only be known to the Client. Where goods or services are bought via the Internet (using Verified by Visa or MasterCard SecureCode), the entry of the 3-D Secure Password shall be recognised as being identical to the Client's handwritten signature. The 3-D Secure Password can be assigned and used where appropriate technical capabilities are in place.

2. General Provisions

2.1. These General Terms are applicable to the Accounts, Bank Accounts and special accounts, save for any bank accounts and deposits opened to individuals acting as individual entrepreneurs, as well as to the Credit Cards and Consumer Loans if, under the agreements for the provision of the aforementioned banking services, the relevant service is rendered by the Bank in accordance with the General Terms. These General Terms are also a new version of the General Terms and Conditions of Servicing Current Accounts of Individuals of OAO "Impexbank", which constitute an integral part of agreements for current account service allowing the use of a credit card and entered into with individuals by OAO "Impexbank" (the Bank being its legal successor following reorganisation).

As used in these General Terms, the agreements stated in this sub-Clause 2.1 shall be referred to as the Agreement. The place of the Agreement's performance shall be the location of the Bank or the Bank's branch (operating office) that acted on behalf of the Bank during the execution of the Agreement. These General Terms shall apply to all of the Subdivisions of the Bank. The range of the services as well as the terms and conditions of their provision by the Bank's Subdivisions may vary.

2.2. Opening and servicing current accounts, opening and servicing current accounts allowing to use the Bank Cards, opening and servicing of Bank Accounts, placement of fixed-term deposits, extension and repayment of loans under the Credit-Card Transactions, extension and repayment of the Consumer Loans shall be performed by the Bank under the Current Account Opening and Banking Services Agreement, the Current Account and Bank Card Agreement, the Bank Account Agreement subject to provision of Bank Cards, Fixed-Term Deposit Agreement (Deposit Agreement), the Fixed-Term Deposit (Deposit) Agreement, the Credit Card Extension and Servicing Agreement, the Loan Agreement, as the case may be. In the instances required by the Bank, the Client shall fill out an application in the Bank's standard form (the Application). When concluding the Agreements, which provide for deposit opening (both a fixed-term deposit and a call deposit), no deposit passbook (bankbook) will be issued to the Client.

2.3. The cash funds deposited in the Accounts, Bank Accounts, in deposits, shall be insured subject to the procedure, amounts and conditions set out by the applicable laws of the Russian Federation.

2.4. The Bank shall accept the Client's applications and orders, Payment Documents, justifying (supporting) and other documents only upon presentation by the Client of an original personal identification document. If the Client is represented by an Authorised Representative who may carry out transactions listed in a power of attorney, such representative shall provide to the Bank the originals of a personal identification document, stated in the power of attorney, or another personal identification document and the power of attorney, either notarised or certified by the Bank.

The identification document provided to the Bank by the Client or his/her Authorised Representative shall be verified for authenticity and validity based on outward characteristics and with reasonable thoroughness. The Bank shall not be liable for the consequences of any possible forgery of the personal identification document.

In the event of any changes in the Client's personal identification documents, the Client shall personally deliver to the Bank the original of such a document so that the Bank can make a copy of the personal identification document and place it into the Client's file.

The Bank shall reserve the right (but not be obliged) to take any actions aimed at the verification of the powers and authorities of the Client's Authorised Representative in accordance with the Bank's rules and procedures and to suspend the execution of orders of such Authorised Representative for a period reasonable under the existing circumstances.

The Bank shall have the right to deny opening the Account or carrying out any other bank transactions to the Client (or Authorised Representative) if the Client (or Authorised Representative) fails to provide the Bank with the required personal identification documents or authorisation to carry out the relevant operations.

In the event of any changes in the address of delivery of banking correspondence, the Client shall notify the Bank of such changes in writing. The Bank shall not be liable for non-delivery of any correspondence in the event of any changes in the Client's mailing address if the Client has failed to notify the Bank of the same.

2.5. The Client (Borrower) shall authorise the Bank to obtain any information from the Client's credit history to the extent and pursuant to the procedure and conditions established by the applicable laws of the Russian Federation.

2.6. The Client (Borrower) agrees that the Bank will submit all the information on the Client (Borrower), to the extent and pursuant to the procedure and conditions established by the applicable laws of the Russian Federation, to at least one credit history agency listed in the state register of credit history agencies. The information on the Client (Borrower) shall be submitted to a credit history agency only in respect of the Agreements executed after June 1, 2005. The information on the Client (Borrower) and the loans extended prior to June 1, 2005 shall be submitted to a credit history agency only upon the Client's special Application.

2.7. The Client, whose information (full name, passport details, address) is contained in documents presented to the Bank gives his/her consent to the processing by ZAO "Raiffeisenbank", 17, bldg. 1, Troitskaya St., 129090 Moscow (including obtaining from the Client and/or any third parties) of his/her personal data and acknowledges that by giving such consent he/she is acting voluntarily and to his/her own benefit. The consent is given by the Client for purposes of execution of any agreements with the Bank and their subsequent performance, provision of services by the Bank, participation in actions sponsored by the Bank, surveys, studies (including, but not limited to carrying out surveys, studies using electronic, telephone and cellular communications), making decisions or performing any other acts and actions which give rise to legal consequences for the Client or other parties, provision of information to the Client about the services rendered by the Bank and shall extend to the following data: last name, first name, patronymic, date, month and place of birth, address, marital, social, proprietary status, education, profession, income, and any other information relating to the Client (hereinafter – "the Personal Data"). The Client's Personal Data shall be processed by the Bank in the volume required for achievement of each of the above objectives. The Client hereby acknowledges that this consent shall be valid within the term of storage by the Bank of the Personal Data of the Client, i.e. within seventy five years from their receipt. The Client may revoke his / her consent by giving a notice in writing to that effect to the Bank no later than three (3) months before the moment of revocation of the consent. In the event of revocation of the consent by the Client the Bank shall have the right to refrain from discontinuing the processing of the Personal Data and from destroying the same in cases provided for under the legislation of the Russian Federation, including, if the terms of storage of the Personal Data have not expired. This consent is given to performance of any actions in respect of the Client's Personal Data, which are necessary or advisable to facilitate the attainment of the aforesaid goals, including, without limitation: collection, systematization, accumulation, storage, clarification (update, modification), use, distribution (including transfer), depersonalization, blocking, destruction, cross-border transfer of the Client's Personal Data, image acquisition by way of photography, as well as the performance of any other actions in respect of the Client's Personal Data subject to the provisions of the applicable laws. The Client's Personal Data shall be processed by the Bank with the use of the following key methods (but shall not be limited to them): storage, recording on electronic media and storage thereof, preparation of lists, and marking. The Client hereby agrees and acknowledges that should it become necessary to provide his/her Personal Data to a third party (including non-credit or non-banking organization) in order to attain the aforesaid goals, and, likewise, where any third parties are engaged to provide services to the Client or the Bank delegates any of its functions or authorities to another party (assigns or pledges the rights possessed by the Bank or recovers indebtedness, etc.), the Bank shall have the right to disclose, to the extent required for any of the said actions, any information about the Client personally (including the Client's Personal Data) to such third parties, their agents or other authorized representatives, and to provide any of the above parties with the relevant documents containing such information in accordance with requirements of the legislation. The Client hereby agrees and acknowledges that this consent shall be deemed to have been given to any of the above third parties *mutatis mutandis*, and any such third parties shall have the right to process the Client's Personal Data on the basis of this consent.

2.7.1. Information about the Client, being an object of the Personal Data, shall be stated in the Agreement, Questionnaire and the Client's relevant Application submitted to the Bank during the execution of the Agreement.

2.8. Where the Agreement, General Terms, Card Use Regulations, or the Bank's Tariffs need to be amended, the Bank shall, no later than fourteen (14) calendar days before such amendments come into effect, unless otherwise provided in the General Terms, notify the Client of such amendments in any form expressly provided in sub-Clause 2.10 of the General Terms. In case of necessity to change the annual interest rates for the deposits⁵ the Bank shall notify the Client of the above changes at least one calendar day prior to the effective date.

2.9. Where the Bank does not receive the Client's objections as to the amendments made to the Agreement, General Terms, Tariffs or Card Use Regulations within fourteen (14) calendar days of the date of notification of the Client, the Bank's offer to make such amendments shall be deemed unconditionally accepted by the Client, the Client's consent to such amendments shall be deemed received, and the Agreement, General Terms, Tariffs or Card Use Regulations shall be deemed amended. The receipt, within the period stated above, of the Client's objections by the Bank shall be regarded by the Bank and the Client as the Client's application for termination of the Agreement, unless otherwise stated in these General Terms.

⁵ The annual interest rates for the deposits thus changed shall apply only at the renewal of a deposit and for the newly executed Deposit Agreements.

2.10. Any information shall be delivered to the Client, at the Bank's option:

- by way of placement of relevant information at the Bank's Subdivisions; or
- by way of posting on the Bank's web sites (www.raiffeisen.ru and/or www.connect.raiffeisen.ru); or
- by way of sending written notifications at the addresses, provided by the Client for the delivery of banking correspondence, and/or at the e-mail address or by sending an SMS at the phone numbers, provided by the Client; or
- by sending the relevant information to the company, which has an Agreement with the Bank, if the Client is an employee of such a company.

2.11. Where and as provided for by the applicable laws of the Russian Federation, the Bank shall have the right to exercise, in respect of the Client, controlling and other similar functions assigned to the Bank, including the functions of a currency control agent. By doing so, the bank shall have the right to request from the Client any required documents and written explanations, and the Client undertakes to promptly provide the Bank with any such documents and written explanations related to the transactions being carried out, including the ones which would permit the identification of the Account Transaction for purposes of currency control.

In instances set forth by the laws of the Russian Federation, the Bank shall have the right to inform authorised bodies about the Client's foreign currency transactions either upon their request or by including the information about the Client's Transactions in the Bank's financial statements to be submitted to such authorised bodies.

2.12. The Client hereby authorise the Bank to suspend (reject) carrying out a transaction, which, in the Bank's opinion, does not comply with the applicable laws or internal documents and procedures of the Bank and/or the group of persons that the Bank belongs to, and undertakes to provide the Bank, promptly upon its request, with any documents and information required by the Bank to carry out such a transaction.

2.13. The Clients' foreign currency transactions that are subject to currency control shall be carried out provided that the laws on currency regulation and currency control are complied with, in particular, provided that the Client submits all the required justifying (supporting) documents before carrying out the transaction, at the time of debiting funds in Russian Roubles or foreign currency from the Client's Account (unless otherwise stated by the applicable laws of the Russian Federation or the Bank's internal procedures). The Payment Documents signed by the Handwritten Signature Analogue shall be accompanied by supporting documents to be submitted by the Client to the relevant Subdivision of the Bank for carrying out a foreign currency transaction.

2.14. Using the details provided by the Client in the Questionnaire/Application or other documents submitted to the Bank, the Bank shall have the right to send to:

- the mobile phone number - notifying SMS messages containing information about his or her current or overdue indebtedness as well as any other information related to the services provided to the Client.
- E-mail address – any information concerning the change of Tariffs, Card Use Regulations, General Terms, new products and services, as well as any products and services provided to the Client, other information.

The Bank shall not be liable for any losses incurred as a result of failure by the Client to receive and/or receipt by any person which has no authorization thereto of such SMS message and e-mail.

2.15. Any disputes arising in connection with consumer rights protection shall be considered in accordance with the jurisdiction rules set forth by the RF laws. Other disputes arising in connection with the execution, performance or termination of the Agreement shall be considered by a justice of peace or a federal court of general jurisdiction at the place of the Agreement's performance.

2.16. The Bank shall not be liable for any consequences of carrying out instructions in respect of the Account/Bank Account, which have been given by unauthorised persons where such instructions have been made:

- as a result of forgery (falsification) of payment or other documents (including justifying (supporting) documents, powers of attorney, applications, notices, etc.); or
- as a result of otherwise misleading the Bank's employees in respect of the lawfulness of such instructions; or
- as a result of the use of software, technical and other means (devices, materials) allowing unauthorised persons to prepare, modify, block or destroy electronic data generated by the Payment System, Bank Terminals or Systems.

2.17. The Bank may provide additional services to the Client and/or offer bundles of banking services to the Client pursuant to an agreement between the parties. The Client chooses on its own whether he/she wishes to use separate banking services or a bundle of banking services. The Agreement for provision of a package of banking services shall be terminated if the Bank receives a certificate of the Client's death, and the day of termination hereof shall be the day of submission to the Bank of this certificate.

2.18. In the part not governed by the Agreement, General Terms, Tariffs and Card Use Regulations, the relations between the Bank and the Client shall be governed by the applicable laws of the Russian Federation.

2.19. The Client agrees that for purposes of the Clients' security the Bank may carry out video or electronic monitoring at its premises and determine the procedure of the Client's access to its premises.

2.20. In the event of failure by the Client to perform any of his or her obligations, arising out of the Agreements made by and between the Bank and the Client, and where the relevant information (including the information about the Bank's actions stated in sub-Clause 3.5 of the General Terms) needs to be provided to the Client, the Bank shall have the right to reach the Client by phone, using the information available to the Bank.

2.21. In the event of origination of any indebtedness to the Bank under any of the Client's obligations, arising out of the Agreements, and where the Bank cannot reach the Client by using the contact details it has been provided with, the Client shall authorise the Bank to contact the Client's employer in order to obtain the necessary information.

2.22. Where the Bank does not exercise any of the rights, which it has been granted by the General Terms, the relevant rights shall not cease to exist and the Bank shall have the right to exercise them.

2.23. The Client shall pay for the Bank's services, set forth by the Agreement and General Terms, in accordance with the Tariffs (unless otherwise stated in the Agreement). The Bank shall have the right not to provide the services to the Client until such services are paid by the Client.

2.24. Within the framework of advertising campaigns and special offers as well as in any other cases determined by the Bank the latter may cancel collection of the fee (commission) specified in General Terms, Agreement, Tariffs, or may not collect such a fee (commission) within the established period. Terms (period of time), under which (within which) the fee (commission) is not collected shall be determined at the discretion of the Bank and communicated to Clients.

2.25. Information on the true interest cost and the entire loan amount in respect of the Bank's credit products may be given to the Client by a Bank employee by telephone. The Client agrees that the provision of information by telephone is a means that confirms the fact of his or her familiarization with the true interest cost and the total loan amount. In this respect, the Bank will make a record of the telephone conversation, which will make it possible to confirm the fact of familiarization. For purposes of this sub-Clause of the General Terms, the record shall be recognized an analogue of the Client's handwritten signature.

2.26. The Bank shall have the right to offer Clients to participate in voluntary insurance programs. The Client participation in insurance programs is voluntary and non-obligatory; the Client's participation or non-participation in such insurance programs is not a condition for being provided with any banking services, the Client's non-participation in such insurance programs may not serve as grounds for refusal to provide any banking services to him/her. All references in the text of General Terms to the insurance programs offered by the Bank, payment by the Client of a monthly insurance payment, fee for participation in the insurance program, etc. shall be used in case of the Client's voluntary consent to participate in a relevant insurance program of the Bank.

2.27. If in the course of conversion in accordance with General Terms, Agreement, Tariffs, Card Use Regulations at the internal rate of the Bank as of a certain date within a relevant day the internal course of the Bank is changed, the Bank shall establish an applicable rate for conversion.

2.28. The General Terms have been drafted in the Russian and English languages. Should there be any discrepancies between the English and the Russian version, the Russian text shall take precedence.

3. General Terms of Servicing Bank Accounts

3.1. Being governed by the provisions of the applicable laws of the Russian Federation on wardship and guardianship, the Bank shall not open the Accounts to the minors (citizens of minority age who have not attained the age of 14) and citizens who have been acknowledged to be legally incapable or whose legal capacity has been limited.

3.2. The bank shall open accounts upon presentation by the Client of documents required by the applicable laws of the Russian Federation and the documents adopted by the Bank in accordance therewith.

3.3. Any kind of transactions on the current Account may be carried out, if such transactions do not contradict to the applicable laws of the Russian Federation, the Agreement and these General Terms.

3.4. The Client may operate his/her Accounts both himself/herself and through the Authorised Representative.

Depositing cash on the Client's Account through the Bank's cash desk by third parties shall only be allowed, if the relevant third party holds the original power of attorney duly notarised by a notary public or certified by an authorised officer of the Bank, and a personal identification document, unless otherwise stated by the laws of the Russian Federation.

In instances provided for by the applicable laws of the Russian Federation, depositing cash on the Client's Account by a third party may be allowed without a power of attorney, upon presentation of a personal identification document and provision of a 20-digit number of the Client's Account and the full name (first name, patronymic and last name) of the Accountholder.

3.5. The Client does hereby agree that the Bank without any additional consent of the Client may directly debit the following amounts from any of the Client's accounts:

- the Bank's fees payable in accordance with the Tariffs;
- fees payable to third parties under transactions on the Account;
- any interest, penalties, fines, including late payment interest payable by the Client for any overdraft on the account;
- taxes which the Bank is obliged to withhold in accordance with the applicable laws of the Russian Federation;
- postal, telegraph and other communications expenses and costs of the Bank, resulting from the performance of the Client's orders;
- any funds erroneously remitted to the Client's account;
- the Client's indebtedness relating to any obligations under the Agreements concluded by the Bank and the Client, in which case, the Bank may convert funds denominated in a currency other than the currency of the obligation into the currency of the outstanding obligation at the exchange rate of the Bank effective as of the date of such conversion;
- the Client's indebtedness under the Agreements the rights whereunder have been assigned by the Bank to third parties;
- losses caused to the Bank as a result of the breach by the Client of these General Terms and/or the Card Use Regulations;
- other amounts provided for by the applicable laws of the Russian Federation or the Agreements between the Bank and the Client.

The Bank may directly (unconditionally) debit funds from the Client's Account in favour of either itself or any third party in instances provided for by the applicable laws of the Russian Federation or where the Bank assigns its rights under the Agreement to a third party.

3.6. The Bank shall provide a Statement of Account to the Client upon his/her request for the requested period in accordance with the Tariffs, if the Account is not closed as of the date of receipt of such request. Any Statement of Account shall be provided upon presentation of a personal identification document by the Client. Also, the Statements of Account may be provided upon the Client's oral request made in accordance with Section 11 of these General Terms. The Statements of Account may be issued to the Client's Authorised Representatives, provided that they hold powers of attorney, certified by a notary public or the Bank and stating the right to receive Statements of Account, and their original personal identification documents.

3.7. Interest shall accrue at the interest rate (per annum) and with reference to the actual number of days for which the funds have been deposited. The basis of calculation shall be the actual number of days in the calendar year (365 or 366 days, respectively).

3.8. The Bank shall accrue interest to the funds on the Account starting from the day that follows the day of crediting the funds onto the Account and till and including the day of debiting the funds from the Account (the provisions of this sub-Clause shall not apply to the Deposit Agreement for which the procedure of interest accrual and payment is stated in Section 4 of the General Terms).

3.9. The Bank shall accrue interest to the funds on the Account at a rate set forth by the Tariffs currently in force. The interest shall be paid monthly by way of crediting the amount thereof to the aforesaid account (the provisions of this sub-Clause shall not apply to the Deposit Agreement for which the procedure of interest accrual and payment is stated in Section 4 of the General Terms).

3.10. The Bank undertakes to ensure the confidentiality of the Client's data, Available Balance of Account and Account Transactions, unless the Client agrees to receive the said data through open communications channels (email or SMS) and subject to the restrictions defined in respect of the Systems.

3.11. The Client shall notify the Bank by telephone of the receipt of cash from the Account if the amount so received exceeds the amount established by the Tariffs, within the period of time defined in the Tariffs.

3.12. The Bank Account Agreement may be terminated at any time upon a written request of the Client or his/her Authorised Representative, provided that the Client or his/her Authorised Representative arrive to the Bank for that purpose.

3.13. In addition to the events and grounds for termination or refusal to perform the Bank Account Agreement, set forth by the applicable laws of the Russian Federation, the Bank may offer the Client to terminate the Bank Account Agreement in the event of absence of any Transactions on all of the Client's accounts with the Bank during one (1) year. For the situation in question, no account shall be taken of the transactions under which the Bank duly debits the amounts of payments in its own favour, fees that the Bank is entitled to, fines, interests and other similar payments. If no reply is received by the Bank within thirty (30) days of the date of such offer, the Client's consent shall be deemed received by the Bank and the Agreement shall be deemed terminated by the Parties' agreement.

3.14. The Client shall have the right to receive the funds equivalent to the Available Balance of Account, which has been closed pursuant to sub-Clause 3.13 of the General Terms above, within three (3) years from the date of termination of the Agreement. Upon expiry of the above period, such funds shall be credited to the benefit of the Bank.

3.15. In the event of termination of the Bank Account Agreement by the Client, the Bank shall, no later than seven (7) days after receiving the relevant written request from the Client, transfer the funds equivalent to the Available Balance of Account, less the commission fees due to the Bank (pursuant to the Tariffs), to a current account specified by the Client, or shall pay such funds in cash through the Bank's cash desk, unless individual provisions of these General Terms contemplate otherwise.

3.16. The termination of the Bank Account Agreement shall entail the closing of the Client's current account. Upon the termination of the Bank Account Agreement, the Bank shall cease to accept Payment Documents from the Client, and any amounts received to the Account shall be sent back to the payer's bank.

3.17. If the Bank needs to return any fractional amounts from the Account using coins in foreign currency, the Bank may return such fractional amount to the Client in the Russian Federation currency at the Bank's internal exchange rate applicable to such conversion as of the date thereof.

3.18. The Account Transactions shall be carried out within the Available Balance of Account, unless otherwise stated in the General Terms, Agreement or an agreement between the Bank and the Client.

3.19. The Bank shall have the right to prepare the Payment Documents on behalf of the Client on the basis of an application filed by the Client (Authorised Representative), which should contain all the details as may be required for transferring funds.

3.20. The Client undertakes to carry out the Account Transactions in the Bank's Subdivision where the Account has been opened to him or her. Where technical capabilities are in place, certain Account Transactions may be carried out by the Client in other Subdivisions of the Bank. The Client may obtain information about the possibility of carrying out the Account Transactions in the other Subdivision of the Bank from any of the Bank's Subdivisions. In the event that the technical capability to provide the service in the Bank's Subdivision, chosen by the Client, does not exist and the Client wants to receive services in this very Subdivision, the Client undertakes to open the Account in the Bank's Subdivision chosen by him or her. In order to close the Account, the Client undertakes to apply to the Bank's Subdivision where the Account has been opened to him or her.

3.21. The Client may authorise the Bank to effect regular transfers of funds from the Account for the following purposes:

- transfer / conversion of funds within Bank between the Accounts of the same Client;
- repayment of the outstanding amount on a Credit Card;
- balance maintenance of a current account;
- deposit replenishment;
- partial withdrawal of the sum of a deposit without termination of the Deposit Agreement;
- funds transfer from an Account in foreign currency and in Russian rubles.

Possibility to apply for a Standing Order of one of the above types depends on the technical abilities of the software of the Bank Branch where the particular Standing Order is to be executed.

3.22. To so authorise the Bank, the Client shall formally give the Bank a Standing Order to make regular transfers of funds (including for purposes of conversion) to accounts in accordance with the terms and conditions, as determined in the Standing Order.

3.23. The Standing Order shall cease to be effective if:

- the Client files an application for the cancellation of the Standing Order; in this respect, the date of the Standing Order's cancellation by the Client cannot be earlier than the Business/Transaction Day (the cancellation date depends on technical capabilities of the Subdivision in which the Client receives services) following the day of acceptance of the Client's application for the cancellation of the Standing Order by the Bank;
- the term of the Standing Order expires.
- the Bank receives information about the Client's death;
- any Account (one of the Accounts) specified in the Standing Order is closed;
- the Deposit Agreement specified in a Standing Order and executed between the Bank and the Client (applicable to the Standing Orders executed to the Deposit Account) terminates.

3.24. The term of the Standing Order cannot be prolonged. If the Client wishes to prolong the term of the Standing Order, he or she will be required to submit a new Standing Order to the Bank.

3.25. The Client may authorise the Bank to make regular transfers of funds from the Account pursuant to a Standing Order whose terms and conditions as well as the procedure of execution can differ from those provided for by the General Terms, being stated in the Standing Order.

3.27. The Bank shall provide to the Clients, working for the employers who have entered into an Agreement with the Bank the opportunity to receive services in accordance with Tariffs applicable to the Bank Cards and Accounts of payroll clients. In the event that the Client ceases to work for the employer or the Agreement between the Bank and the employer ceases to be effective, the Client shall receive services in accordance with standard Tariffs applicable to the Bank Cards and individuals' Accounts. The Client may familiarize him- or herself with the terms and conditions thereof at any time in the Bank's Subdivisions, on the Bank's web site or through the Bank's Call Centre (sub-Clause 2.8 of the General Terms shall not apply to this situation). In this respect, the Client shall be transferred by the Bank to the aforesaid standard Tariffs no later than fourteen (14) days of receipt by the Bank of the employer's notice of the Client's dismissal or no later than fourteen (14) days of the date that the Agreement between the Bank and the employer ceased to be effective. In the event of absence of remittances of the salaries (other payments contemplated by the Agreement) from the Employer to the Account for more than 3 months, the Bank may send to the employer the enquiry obtaining information as per whether the Client is the employer's employee. In the event of non-receipt from the employer for 14 days from the date of delivery of the enquiry, the Bank may transfer the Client to the standard Tariffs specified above.

3.28. The Bank shall cause the Unauthorised Overdraft to be repaid prior to the repayment of the Client's indebtedness under any loan agreements concluded by the Client and the Bank.

3.29. Where several loans have been extended to the Client by the Bank, which are to be repaid from the same Account, and the Client's funds are insufficient for the performance of his or her obligations under all of the loan agreements concluded with the Bank in full, funds shall be debited by the Bank from the Account towards the Client's obligations with the priority as follows, irrespective of the dates of the loan agreements:

- 1) legal costs and other expenses of the Bank on the recovery of indebtedness;
- 2) penalty (fines, interests) on the consumer loan;
- 3) penalty (fines, interests) on the automobile loan;
- 4) penalty (fines, interests) on the mortgage loan;
- 5) overdue monthly commission fee (where applicable) for the consumer loan;
- 6) overdue monthly commission fee (where applicable) for the automobile loan;
- 7) overdue monthly commission fee (where applicable) for the mortgage loan;
- 8) overdue interest for using the consumer loan;
- 9) overdue interest for using the automobile loan;
- 10) overdue interest for using the mortgage loan;
- 11) overdue principal amount of the consumer loan;
- 12) overdue principal amount of the automobile loan;
- 13) overdue principal amount of the mortgage loan;
- 14) monthly commission fee (where applicable) for the consumer loan;
- 15) monthly commission fee (where applicable) for the automobile loan;
- 16) monthly commission fee (where applicable) for the mortgage loan;
- 17) interest for using the consumer loan;
- 18) interest for using the automobile loan;

- 19) interest for using the mortgage loan;
- 20) principal amount of the consumer loan;
- 21) principal amount of the automobile loan;
- 22) principal amount of the mortgage loan;
- 23) the fee for participation in the insurance program, monthly insurance payment (if applicable)..

3.30. Where several loans of the same type (e.g., two consumer loans) have been extended to the Client by the Bank, which are to be repaid from the same Account, and the Client's funds are insufficient for the performance of his or her obligations under all of the loan agreements concluded with the Bank in full, funds shall be debited by the Bank from the Account towards the Client's obligations with the priority set out in sub-Clause 3.29 of the General Terms. In this respect, where the loans are of the same type, the first to be repaid shall be the indebtedness under the loan agreement that had been concluded at an earlier date. If the loans agreements had been concluded on the same date, the Bank will select the loan to be repaid first at its own discretion.

4. Placement and Repayment of Fixed-Term Deposits

4.1. If as of the date of conclusion of the Deposit Agreement the Client has no current account opened with the Bank in the currency of the deposit, and in order to ensure the provision of the Bank's services to the Client under the Deposit Agreement, the Client undertakes to open a current account in the currency of the deposit in a Subdivision of the same type and in the same region as the Subdivision he has applied to for placing a deposit, no later than the day of conclusion of the Deposit Agreement.

4.2. Where a fixed-term deposit (deposit) is placed, the Bank shall open to the Client Deposit Account. Depending on technical capabilities of the Bank's Subdivision, in which such a Deposit Account is being opened, funds may be transferred from the Deposit Account only on the basis of the Client's application, with the Payment Documents necessary for carrying out the transaction to be prepared and signed by the Bank.

4.3. The Client shall have the right to place an unlimited number of deposits with the Bank.

4.4. Where a fixed-term deposit (deposit) is placed, the funds, in the amount stated by the Deposit Agreement, can enter the deposit by crediting cash to the Deposit account through the Bank's cash desk or by debiting such funds from the Clients' current account in the Bank with their placement to the Deposit Account. The way of placing a fixed-term deposit (deposit) depends on technical capabilities of the Subdivision that the Client has applied to.

4.5. The duration of the term of the deposit shall start from the next day following the day that the funds have entered the deposit in the amount stated by the Deposit Agreement.

4.6. The Client shall deposit the funds no later than the day of signing of the Deposit Agreement, unless otherwise provided for by technical capabilities of the Bank's Subdivision that the Client has applied to. Where the funds have not been credited to the Deposit Account within the specified times, no rights and obligations of the parties, as established by the Deposit Agreement, shall originate.

4.7. The terms and conditions of the relevant deposit can set forth the minimum deposit amount.

4.8. The terms and conditions of the relevant deposit can set forth the possibility to replenish the deposit. If the terms and conditions of the relevant deposit provide for the possibility to replenish the deposit, the deposit shall be replenished by crediting cash to the Deposit Account or by way of a non-cash transfer of additional funds from the Client's and/or third parties' account (or accounts) opened with the Bank or other credit organisations. The ways of deposit replenishment depends on technical capabilities of the Subdivision that the Client has applied to. The replenishment can be implemented either by the Client him/herself or by any third parties. The third parties can replenish deposit only in accordance with the requirements of the applicable laws of the Russian Federation. Depending on technical capabilities of the Subdivision in which the deposit is opened, the replenishment can be implemented no earlier than the next Business Day following the day of the deposit placement/prolongation, unless otherwise stated in the Tariffs.

4.9. The terms and conditions of the relevant deposit can set forth the possibility to partially withdraw the deposit without termination of the Deposit Agreement. If the terms and conditions of the relevant deposit set forth the possibility to partially withdraw the deposit during the term thereof, the deposited funds shall be issued in accordance with the terms and conditions of the Deposit Agreement by either withdrawing cash from the Deposit Account or transferring funds in a non-cash form from the Deposit Account to the Client's and/or third parties' account (accounts) opened with the Bank or other credit organisations. The ways of deposit partial withdrawal depends on technical capabilities of the Subdivision that the Client has applied to. Depending on technical capabilities of the Subdivision in which the deposit is opened, the deposit partial withdrawal without termination of the Deposit Agreement can be implemented no earlier than the next Business Day following the day of the deposit placement/prolongation, unless otherwise stated in the Tariffs.

4.10. Interest shall accrue to the deposit amount with reference to the number of calendar days in a month and in a year, starting from the date following the date of crediting funds to the Deposit Account till and including the date of repayment of the deposit to the Client or, in the event of the deposit withdrawal for any other grounds, till and including the date of such withdrawal.

4.11. In the event that that the date of interest payment, stated by the Deposit Agreement, falls on a month that has no such date, interest shall be paid on the last calendar day of that month.

4.12. In the event that the date of interest payment, stated by the Deposit Agreement, falls on a non-Business Day, interest shall be paid on the next Business Day following the date of interest payment.

4.13. The terms and conditions of the relevant deposit can set forth the possibility to prolong the deposit. If the terms and conditions of the relevant deposit provide for the possibility to prolong the deposit, the Client shall have the right, during the term of such deposit but at least one day before its maturity date, to submit to the Bank an Application for deposit prolongation (in the form adopted by the Bank). The Client shall also have the right, during the term of such deposit but at least one day before its maturity date, to submit to the Bank an Application for cancellation of the prolongation of the deposit (in the form adopted by the Bank). The new Application shall cancel the previous instruction of the Client as to the prolongation/cancellation of the prolongation of the deposit, stated in the Deposit Agreement or in a separate Application of the Client.

If, at the time of conclusion of the Deposit Agreement, the Client chooses the prolongation of the deposit with the capitalisation of interest, then thereafter, when filing an Application for deposit prolongation, the Client may only choose its prolongation with the capitalisation of interest.

If, at the time of conclusion of the Deposit Agreement, the Client chooses the prolongation of the deposit without the capitalisation of interest, then thereafter, when filing an Application for deposit prolongation, the Client may only choose its prolongation without the capitalisation of interest.

In the event of deposit prolongation in accordance with the terms and conditions of the Deposit Agreement or an application for deposit prolongation, the deposit shall be prolonged by the Bank on the date following the deposit maturity date, for the same term and at an interest rate effective as of the date of such prolongation.

In certain instances arising out of technical specifics of operation of the Bank's Subdivision in which the deposit is opened, the prolongation of the deposit shall be implemented by way of transferring the deposit amount (with the capitalisation of interest, where applicable) originally to the Client's current account in the Bank⁶ and

⁶ As used in this sub-Clause 4.13, the current account shall be understood to mean a current account opened with the Bank in a currency of the deposit, to which the Bank pays interest during the term of the deposit (where this is stated in the Deposit Agreement) and transfers the deposit amount and the interest accrued thereon in making the repayment of the deposit.

subsequently to the Client's Deposit Account.

In the above situation, prolongation cannot be implemented, if:

- the Client's current account in the Bank is closed; or
- the Client's current account in the Bank (the Client's funds on the account) are under attachment upon request of authorised government bodies (officers); or
- enforcement (settlement) documents, related to the Client, are submitted to the Bank for the recovery of funds, which have not been performed yet pursuant to such documents.

In this instance the Deposit Agreement shall be deemed terminated.

4.14. If the terms and conditions of the relevant deposit do not provide for its prolongation, on the maturity date, unless otherwise stated in the Deposit Agreement, or on the date that the deposit and the interest accrued thereon are demanded by the Client in full, the Bank shall repay the Client the amount of the deposit, together with the interest accrued thereon, by way of transferring the funds to the Client's current account opened with the Bank.

4.15. In the event that on the deposit maturity date the Bank ceases to open deposits of this type, the Bank shall have the right not to prolong a deposit, whose terms and conditions provide for prolongation, and to repay the amount of the deposit, together with the accrued interest, by way of transferring the funds to the Client's current account. In this case, the Deposit Agreement shall be deemed terminated from the date of such repayment.

If the Bank does not perform the above acts, and where there is the Client's order for the prolongation stated in the Deposit Agreement or in a separate Application of the Client, the Deposit Agreement shall be deemed prolonged in accordance with the procedure and the terms and conditions set forth in sub-Clause 4.13 of the General Terms.

5. Procedure of, and Times for, Carrying Out Account Transactions

5.1. The Bank shall provide the Client with information on the Client's payment details in any of the Bank's Subdivisions and in case the Client contacts the Bank's Call Centre in accordance with Section 11 of the General Terms.

5.2. The Client can receive information on the Bank's payment details in any of the Bank's Subdivisions, in the Internet, and by way of contacting the Bank's Call Centre in accordance with Section 11 of the General Terms.

5.3. The Client shall hereby authorise the Bank to reject or suspend a relevant Account Transaction in the event that the Bank classifies it as a suspicious one, until the Client's provides the required supporting documents. The Client shall authorise the Bank to refuse, after a preliminary warning, to accept from the Client his or her orders to carry out Account Transactions, signed by the Client's handwritten signature analogue, in case any indications of a suspicious operation are identified. In such an instance, the Client undertakes to submit, upon the Bank's request, duly executed Payment Documents in a hard copy.

5.4. In the event that the currency of an Account Transaction being carried out differs from the currency of the Account, the amount of the Account Transaction shall be converted into the currency of the Account at the exchange rate of the Bank effective as of the date of carrying out the Account Transaction by the Bank, unless otherwise stated by the provisions of these General Terms and/or Tariffs.

5.5. The Bank shall not be liable for untimely crediting funds to the Account, which took place through the fault of other banks taking part in effecting the payment, as well as for the Client's expenses arising from the payment details (instructions) provided by the Client and/or third parties, including the fees payable to other banks (credit organisations) taking part in effecting the payment.

5.6. The Bank shall credit funds to the Account on the date no later than the next Transaction Day following the date of receipt of the relevant Payment Document if such Payment Document contains correct payment details and complies with the applicable laws of the Russian Federation.

5.7. The Bank shall have the right not to credit funds in the event that their crediting to the Account is impossible because of insufficiency, inaccuracy or incorrectness of the payment details stated in the Payment Document. An investigation of the transaction for crediting funds to the Account for the above reasons cannot exceed:

- five (5) Business Days in case of a transaction in Russian Roubles; and
- twelve (12) calendar days in case of a transaction in a foreign currency.

5.8. The funds credited in a non-cash form / deposited in cash to the Account shall be included in the Card Available Balance no later than the next Transaction Day from the day of crediting the funds to the Account. The exception shall be crediting funds through the Bank's Cash-in ATM and POS-terminal installed at the Bank's Sub-division, as well as crediting funds in a non-cash form by Instant Transfers between Cards. In this case the Bank shall include funds in the Card Available Balance "in real time". The Client may use the contributed/transferred amount, included in the Card Available Balance, only to carry out transactions on the Card until the funds are credited to the Account.

5.9. The funds deposited in cash through the Bank's Cash-in ATM and POS-terminal installed at the Bank's Sub-division and funds credited in a non-cash form by Instant Transfers between Cards shall be recorded on the Account no later than the next Transaction Day from the day of contribution/transfer.

5.10. The Bank shall have the right to return funds to the sender's bank:

- if following the investigation, there are grounds for the funds to be returned to the sender's bank;
- upon the expiry of the times for the investigation of a crediting transaction, if the investigation does not result in crediting the funds to the Account; or
- if the funds received are equal to or less than the fee charged by the Bank for carrying out the Account Transaction.

5.11. The Bank shall credit the funds returned from the beneficiary bank in the manner and within the times stated in sub-Clause 5.6 of this Section. If the currency of the Account Transaction differs from the currency of the Account, the Bank shall credit the Account at the exchange rate of the Bank effective as of the date of carrying out a transaction for debiting the Account, unless otherwise stated in specific provisions of these General Terms or Tariffs.

5.12. The Bank shall debit funds from the Account in accordance with the priority established by the applicable laws of the Russian Federation, and pursuant to:

5.12.1. the Payment Document.

5.12.2. Decision of the court and other authorised government bodies.

5.12.3. In other instances provided for by the General Terms, Agreement, and the applicable laws of the Russian Federation.

5.13. The Bank shall honour the Client's Payment Documents no later than the next Transaction Day following the day of acceptance of a duly executed Payment Document by the Bank.

The Bank shall be entitled to delay the actualization of a Settlement document for the period of not more than 3 Business Days or for the term set forth in a written request of the Bank being a currency control agent in the following cases:

- at the request of the Client which, for the execution of a currency operation shall submit to the Bank the supporting documents or additional information;
- at the request of the Bank on the necessity for the Client to submit the supporting (evidencing) documents for execution of a currency operation or execution of the currency control documents specified by the legislation of the Russian Federation;
- in case of necessity for the Bank to fulfill additional analysis of the supporting documents for the purpose of fulfillment of the currency control agent's functions by the

Bank.

- 5.14.** The Bank shall not be liable for the delay in honouring the Payment Document, including the one prepared in accordance with the application on behalf of the Client (Authorised Representative), if the Account cannot be debited within the times, stated in sub-Clause 5.13 of this Section, because of an error made by the Client/third parties in specifying the payment details.
- 5.15.** In the event that the Account has been debited on the grounds, stated in sub-Clauses 5.12.2, 5.12.3 of this Section, the responsibility for the reasonableness of such debiting shall be borne by the claimant.
- 5.16.** The Bank shall accept Payment Documents from the Client (Authorised Representative) for honouring the same to the extent of the Account Available Balance to be determined as of the moment of acceptance of the Payment Document. The Bank shall honour the Payment Documents, accepted from the Client (Authorised Representative), to the extent of the Account Available Balance as of the moment that the Payment Document is actually honoured.
- 5.17.** The Client shall ensure that the funds on the Account are disbursed within the Account Available Balance with regard to the need to timely perform the Client's obligations to the Bank under the existing agreements, unless otherwise stated by the General Terms. Where the disbursement of the funds on the Account gives rise to indebtedness on the Account (including the indebtedness arising from an exchange rate difference or bank fees debited from the Account), the Client shall repay such indebtedness (overspending) to the Bank and pay interest on the relevant amount to the extent and within the times set forth by the Tariffs.
- 5.18.** In order to ensure the performance by the Bank or the Client of their obligations under agreements executed by the Bank and the Client, the Account/Card Available Balance shall be determined with regard to such obligations as of the moment of the calculation of the Account/Card Available Balance. The Client shall confirm his/her consent to cash withdrawal from the Account only to the extent of the Account/Card Available Balance with regard to the amounts of the obligations not performed by the Client.
- 5.19.** The Bank shall have the right not to accept the Client's orders on the transfer of the Account funds or cash withdrawal from the Account to the extent of the Client's non-performed obligations during fourteen (14) calendar days in case of the Bank Cards Visa Electron or Maestro and forty (40) calendar days in case of other Cards, if:
- the Bank Card has been returned to the Bank, starting from the date of return;
 - the Card's period of validity has expired, starting from the first day of the month following the last month of the Card's period of validity;
 - the Card Account has been closed, starting from the date of the Client's application for the closing of the Card Account (termination of the Agreement).
- In this respect, in the event of origination of indebtedness on the Account, the Bank shall have the right to demand that such indebtedness be repaid, in accordance with sub-Clause 5.17 of the General Terms, before the closing of the Account.
- 5.20.** Where several Payment Documents of the Client are to be honoured on the same Transaction Day, these shall be honoured within the times set by the Bank for honouring a Payment Document of the relevant type. The times for honouring by the Bank of the Client's Payment Documents, which are to be honoured within the same times, shall be dependent on the channel through which such Payment Documents come to the Bank.
- 5.21.** Where the Client states an intermediary bank in the Payment Document, Standing Order the Bank shall honour such Payment Document in accordance with the Client's orders. In the event that proper honouring of this Payment Document, Standing Order is impossible due to the absence/interruption of correspondent relations between the beneficiary bank and the intermediary bank and/or in the event of change of the payment details of the intermediary bank, as well as due to financial standing of the intermediary bank the Bank shall have the right to honour the Payment Document, Standing Order by selecting an intermediary bank on its own and using the accepted referral databases. If the Client does not specify an intermediary bank in the Payment Document, Standing Order the Bank shall select such a bank on its own using available reference data bases. The Bank shall bear no responsibility if it selects an intermediary bank on its own to honour the Payment Document, Standing Order.
- 5.22.** The Bank shall have the right to return the Client's Payment Document at any stage without honouring, in the event that:
- any errors and discrepancies, which took place in the course of its preparation, are identified;
 - the document authorising its holder to operate the Account is recognised doubtful;
 - the Client fails to submit justifying (supporting) documents required for carrying out currency transactions, where this is required by the laws of the Russian Federation;
 - the Account Available Balance is insufficient to honour the Payment Document as of the moment of its honouring by the Bank;
 - an Account Transaction cannot be carried out either because the Account has been closed or the funds thereon are under attachment;
 - a transaction to be carried out is non-compliant with the applicable laws of the Russian Federation.
- 5.23.** The first transaction under a Standing Order cannot be carried out on the date being earlier than the Transaction day following the day of acceptance of the Standing Order by the Bank, unless otherwise stated in the General Terms.
The date of the execution of the first transaction under the Standing Order for the purpose of replenishment / partial withdrawal of the sum of deposit in the Bank may not be earlier than the Transaction day following the day of acceptance of a deposit / renewal of the deposit, unless otherwise provided in the Tariffs for the deposits of the corresponding deposit.
- 5.24.** In the event of cash depositing by the Client/ non-cash transfer to the Standing Order's respective Account on the day of carrying out of the Standing Order, such funds shall not be accounted for in the Available Balance for the purpose of Standing Orders.
- 5.25.** Where the date of the transfer of funds in accordance with the Standing Order falls on a non-Transaction Day, the next payment under the Standing Order shall be effected by the Bank no later than the next Transaction Day after the date (event) stated by the Client in the Standing Order. If the date (event), stated by the Client in the Standing Order, falls on a day that the respective month does not have, the transfer of funds from the Account under such Standing Order shall be made by the Bank on the last Transaction Day of the month.
- 5.26.** Where the date of execution of the Standing Order for the purpose of replenishment / partial withdrawal of the sum of the deposit coincides with the date of prolongation of the deposit, then the Standing Order shall be executed not later than on the following Transaction Day, at the same time it is mandatory to fulfill the conditions stated in the Standing Order and the General Terms.
- 5.27.** In case in accordance with the terms specified in the Standing Order the Bank executes the Standing Order on the following day after the any receipt of the funds at the Standing Order's respective Account, then the latter shall be fulfilled upon any crediting to the Account to which the Standing Order is executed except for the following:
- crediting of loan amount received from a Bank;
 - crediting of the amount of interest accrued to the balance of the Account (if applicable);
 - crediting of the funds incorrectly written-off from the Account earlier.
- 5.28.** If several Standing Orders of the Client have to be executed on the same day, then the sequence of the execution of the Standing Orders shall be defined by the Bank independently.
- 5.29.** If on the day of the Standing Order execution there are no sufficient funds on the Client's Account from which the transfer / conversion is to be executed, then the Bank shall not execute this Standing Order. The exception is the Standing Orders executed for repayment of debt at the Credit Card, for which the sum of transfer equals to the Minimum payment under the Credit Card, of the Grace Period Indebtedness or Total Loan Indebtedness. For such Standing Orders, in case the balance of the Account is not sufficient to execute completely such orders, the Bank shall perform partial payment in the amount of the Available Balance for the purpose of Standing Orders executed for the Account. In case of failure to execute the Standing Order, the following transfer of funds shall be fulfilled in accordance with the procedure of identification of the transfer date specified in the Standing Order.
- 5.30.** The Standing Order shall not be fulfilled by the Bank, if the sum of transfer calculated in accordance with the terms specified in the Standing Order is less than the minimum sum of transfer under the Standing Orders as specified in the Tariffs (if applicable).

5.31. When transferring funds between the Client's Accounts opened in the different currencies or if the transfer currency in accordance with the Standing order is different from the currency of the Account, the Bank shall convert the funds at the Bank's internal rate effective as of the date of the Standing Order execution.

5.32. The Bank reserves the right not to carry out the Client's Standing Order in the event that the Bank receives documents stating that the funds on the Account are under attachment (attachment of Account).

5.33. Where a Card has been issued to the Account, the Bank reserves the right to block the amount of a transaction under the Standing Order, provided that such an amount is available for payments with the use of the Bank Card as of the moment of carrying out the Standing Order.

5.34. The specifics of carrying out the Standing Orders, stated in Section 3.25 of the General Terms, may be provided for by the Standing Order.

5.35. In the event of any change of the details of the accounts opened with the Bank which accounts are specified in the Standing Order by virtue of the requirements of the RF law, including regulatory acts of the Bank of Russia, measures implemented in order to optimize Bank's sub-divisions, other reasons, the Client shall order the Bank to comply with the Standing Order in accordance with the changed details of the accounts.

5.36. The Client shall repay Unauthorised overdraft in reasonable time period starting from the date of its occurrence. The Client shall authorise the Bank to have Unauthorised overdraft repaid by directly debiting without additional consent of the Client the relevant amount from the Account as soon as any moneys are received thereon, as well as from the Client's other Accounts and Bank Accounts.

6. Servicing Card Accounts/Bank Accounts

6.1. Terms of Account/Bank Account

6.1.1. The provisions of this Section shall apply to Accounts for which accounts Bank Cards and Credit Cards are issued, and Bank Accounts for which only Bank Cards are issued, unless otherwise stated in this Section, other provisions of the General Terms, Card Use Regulations or Agreement.

6.1.2. The Bank shall carry out Account/Bank Account Transactions and Card Transactions in accordance with the applicable laws of the Russian Federation, the regulations of the Central Bank of Russia, and the Agreement.

6.1.3. In case cash is withdrawn / funds are credited to the Account and other operations are made through an automatic teller machine, as well as payments are made through an electronic terminal, the Bank shall consider PIN as the Client's Handwritten Signature Analogue. In case goods, works and services are paid for in payment terminals of trade / service outlets (or other entities through which the Card Transaction is carried out), accepting Non-Contact Chip Cards, the Bank shall consider use (application to reading surface) of Non-Contact Chip Card as proper and sufficient identification of the Client and confirmation of the right to carry out the Card Transaction.

6.1.4. The Account/Bank Account shall be debited (credited), as a result of the use of the Card or its number in the Payment Systems or the Bank Terminals, on the basis of electronic data transferred from the Payment System or the Bank Terminals. The said electronic data shall be recognised by the Bank and the Client as an order to operate the funds on the Client's account/Bank Account, given by a duly authorised person.

6.1.5. Where the Card Transaction currency differs from the Account/Bank Account Currency, the Card Transaction amount shall be converted into the Account/Bank Account Currency as follows:

- where the Card Transaction currency differs from the Russian Federation roubles, USA dollars or Euros, the Payment System will convert the Card Transaction amount into the Settlement Currency at a rate set by the Payment System, including a commission fee payable for carrying out such transactions in accordance with the Tariffs being in effect as of the Transaction date.
- where the Settlement Currency differs from the Account/Bank Account Currency, the Bank will subsequently make the conversion into the Account/Bank Account Currency at the Bank's internal exchange rate prevailing on the day of carrying out the Account Transaction by the Bank;
- in any other cases, the Bank will make the conversion into the Account/Bank Account Currency at the Bank's internal exchange rate prevailing on the day of carrying out the Account/Bank Account Transaction by the Bank.

6.1.6. When a Card Transaction is carried out, the trade/service outlet (or other entity through which the Card Transaction is carried out), if fitted with appropriate technical facilities, may convert the Card Transaction amount into RF Rubles or any other currency with the use of an exchange rate set by the bank or financial institution through which the Card Transaction is carried out. Where the Account/Bank Account Currency differs from the currency into which the conversion has been made, the Bank will subsequently make the conversion into the Account/Bank Account Currency at the Bank's internal exchange rate prevailing on the day of carrying out the Account/Bank Account Transaction by the Bank. In this case, the provisions of sub-Clause 6.1.5 of the General Terms shall not apply.

6.1.7. The Card Transactions shall be carried out by the Client to the extent of the Card Available Balance. Before carrying out each of the Card Transactions, the Client shall, on its own, obtain information on the change in his or her Card Available Balance and carry out Card Transactions only to the extent of the Card Available Balance.

6.1.8. The annual fee for servicing the Bank Card with a validity period of two (2) years and the Chip Bank Card shall be charged by the Bank at the moment of issue of the Bank Card in accordance with the Tariffs, effective as of the moment that the relevant application was filed with the Bank by the Client, and thereafter in the last month of each year of service for the next year of service in accordance with the Tariffs effective as of that moment.

In case within the scope of a Loan Agreement a Bank Card has been issued for a Client without charging of annual fee for servicing the Bank Card, then upon the termination of the Loan Agreement, starting from the following year of services the annual fee shall be charged annually in the last month of each year of services in compliance with the Tariffs effective as of that moment.

6.1.9. The Bank Cards, issued for a period of two (2) years, and the Chip Bank Cards shall be re-issued by the Bank automatically, without the Client's application, for the next period of validity.

No Bank Cards with a validity period of two (2) years and the Chip Bank Cards shall be re-issued if the balance of the Account as of the 6th day of the last month of the Bank Card's period of validity (for the Bank Cards issued as part of payroll programs by the Subdivisions, located in the city of Moscow and the region of Moscow: as of the 16th day of the last month of the Bank Card's period of validity) is less than the annual fee for servicing the Bank Card in the next period, or if the Bank has ceased to issue Bank Cards of that type. This provision shall not apply if the fee for the annual service of the Bank Card is payable by the Client's employer.

The Client shall be obliged to collect the Bank Card, which has been re-issued automatically, from the Bank within two (2) months from the date of expiry of the previous card, in which case the newly issued Bank Card shall have the previous PIN code which may be altered by the Client in accordance with sub-Clause 1.49 of the General Terms.

6.1.10. The annual fees for servicing the Bank Card with a validity period of one (1) year (except for the Chip Bank Card) shall be charged at the moment of issue/re-issue of the Bank Card for a new period in accordance with the Tariffs effective as of the moment of issue/re-issue of the Bank Card for the new period of validity.

6.1.11. The annual fees for servicing the Bank Card with a validity period of three (3) years (save for the Chip Bank Cards), shall be charged at the moment of issue/re-issue of the Bank Card for a new period in accordance with the Tariffs effective as of the moment of issue/re-issue of the Bank Card for the new period of validity and further in the last month of each servicing year for the subsequent servicing year in accordance with the Tariffs effective at that time.

6.1.12. Bank Cards issued by the Bank with a validity period of 1 and 3 years (save for the Chip Bank Cards) shall not be automatically re-issued. To get such Bank Cards

re-issued, the Client needs to apply to the relevant Subdivision of the Bank.

The re-issued Bank Card will be given to the Client in the Bank's Subdivision determined by the Client when he or she applied for the re-issue of the Bank Card. The Client undertakes to collect the Bank Card, which has been re-issued for a new period, from the Bank within two (2) months from the moment of his or her request for its re-issue. The fee for such a re-issue (if any) of the Bank Card shall be charged at the moment of the re-issue in accordance with the Tariffs then effective.

6.1.13. The Client may personally apply to the Bank Subdivision that issued the Bank Card or through the Call Centre (the latter applies only for Bank Cards with a validity period of two (2) years and the Chip Bank Cards) to get the Bank Card of the same type re-issued for the same validity term (e.g., when plastic needs to be replaced, to change the PIN code, if the Bank Card is lost or stolen). The Bank Card of the same type shall be reissued for the same period under the condition of the availability of funds at the Account equal to the commission fee for the Bank Card reissue (if applicable), as stated by the Tariffs then efficient. The Bank may reissue a Bank Card, which shall expire not later than in 3 months, for the new validity period under the condition of the availability of funds at the Account equal to the fee for the Bank Card reissue (if applicable) and annual commission fee for the Bank Card maintenance, as stated by the Tariffs then efficient, and in case the Client has not notified the Bank of the refusal from the Bank Card maintenance for the next year, in accordance with the procedure set forth in cl.6.1.15 of the General Terms.

If the Bank Card valid for 2 years, as well as a Chip Bank Card, has been reissued for the same period / new period (subject to conditions of Bank Card re-issue for a new period set forth in this clause) before January 16, 2012, then further on annual fee for the Bank Card servicing shall be charged annually on the month corresponding to the month of the Bank Card reissue in accordance with then effective Tariffs.

If the Bank Card valid for 2 years, as well as a Chip Bank Card, has been reissued for same period / new period (subject to conditions of Bank Card re-issue for a new period set forth in this clause) before January 16, 2012, then further on annual fee for the Bank Card servicing shall be charged in accordance with cl.6.1.8 of the General Terms.

The re-issued Bank Card will be given to the Client in the Bank Subdivision, determined by the Client when he or she applied for the re-issue of the Bank Card, within the times stated in sub-Clause 6.5.1 of the General Terms. The Client undertakes to collect the new Bank Card from the Bank within two (2) months from the moment of his or her request for its re-issue.

6.1.14. Upon expiry of the above period during which the Client should have collected the Bank Card, the Bank shall destroy the Bank Card that has not been collected. In this case, the annual fee for servicing the Bank Card shall not be refundable.

If the Bank has ceased to issue certain types of Bank Cards, the Bank may, if so requested by the Client, issue to him/her the Bank Card of a different type, for which the Client should apply to the relevant Subdivision of the Bank.

6.1.15. If the Client wishes to refuse the Bank Card service in the next year (including automatic re-issue of the Bank Card for a new period of validity in accordance with sub-Clause 6.1.8 of the General Terms), he or she shall give the Bank a written notice to this effect no later than the 5th day of the last month of the current year of the Bank Card service. The annual fee for servicing the Bank Card shall be charged for each complete and incomplete year

6.1.16. The Bank shall not be liable for the Client's inability to use the Card in any circumstances out of the Bank's control, or if any suppliers of goods (services) refuse to honour the Card, or if any errors occur as a result of actions/omissions by any third parties.

6.1.17. The Card may be captured by an automated teller machine, on the basis of the Bank's order, if:

- the Card has been blocked by the Bank or subject to the Client's request;
- the permitted number of wrong PIN entering attempts has been exceeded;
- the Card has been left by the cardholder in the magnetic strip reading device;
- a failure of the automated teller machine's hardware or software has occurred.

6.1.18. The Card shall be returned to the Bank:

- upon termination of the Agreement, together with filing an application to terminate the Agreement (close the Account), unless otherwise stated by the Bank;
- upon expiry of the Card, unless otherwise required by the Bank;
- if the Client finds the Card of the loss of which he/she has notified the Bank earlier;
- at the time of application by the Client to the Bank on disagreement with a Card Transaction (according to sec. 6.7.1. of the General Conditions), if at the time of effecting the challenged Card Transaction the Card was not lost / stolen, and at the time of submission of such application of the Client the Card was blocked;
- upon demand of the Bank, if any information on probable or actual unlawful operations involving the Card has come to the attention of the Bank;
- upon re-issue of the Card of the same type for the previous period (unless the Card is re-issued instead of a lost or stolen one).
- if the type of the Card is changed.

6.1.19. Upon termination of this Agreement, the balance on the Account, net of any of the Client's obligations arising from carrying out Card Transactions, fees payable to the Bank in accordance with the Tariffs and the Client's other indebtedness to the Bank, shall be transferred in accordance with the payment details specified by the Client or paid out in cash through the Bank's cash desk subject to cl.5.19 of the General Terms.

Upon termination of the Agreement the balance of the funds on the Bank Account less the amounts of all the Client's liabilities resulting from effecting Bank Card Transactions, Bank's commission fees according to the tariffs, other Client's liability to the Bank shall be remitted subject to the details specified by the Client within 40 days after the receipt of the relevant application from the Client.

6.1.20. The Card is the property of the Bank and may be withdrawn by the Bank without any obligation on the part of the Bank to explain such withdrawal or shall be returned to the Bank immediately upon request of the latter.

6.1.21. The Bank may impose restrictions on (limits of) amounts of cash that may be withdrawn from the Account with the use of the Card.

6.1.22. In case the Client fulfills the requirements of the authorized state bodies (officials), due to which the Client's Bank Card has been earlier blocked (see clauses 7 and 8 cl. 6.7.1 of the General Terms), the latter may be reissued for the same period with the simultaneous charging of the fee for the Bank Card reissue in accordance with the effective Tariffs, the Bank Card may also be reissued for a new period with the simultaneous charging of the annual fee for the Bank Card servicing. For the reissue under the terms of this clause the Client has to apply to the Bank personally.

6.2. Depositing Cash on the Account / Bank Account through the Bank's Automated Teller Machines (ATMs)

6.2.1. The Bank shall authorise the Client to deposit funds in cash on his or her Card Account /Bank Account through the Bank's ATMs which are technically capable of accepting cash. The Bank shall credit cash deposited by the Client to the Client's Account /Bank Account provided that the Client complies with the provisions of the General Terms.

6.2.2. The Client shall have the right to deposit cash in Russian Roubles, United States Dollars, and Euros. Depositing coins shall be prohibited.

6.2.3. For purposes of depositing cash, the identification of the Client shall be performed by the Bank automatically, on the basis of the Client's Card and PIN code.

6.2.4. At the moment of depositing cash, the Client shall follow the instructions displayed on the ATM's screen.

6.2.5. Upon completion of the cash depositing transaction, the ATM shall print out a slip listing the details of the transaction. This slip should be kept within a year from the time of the transaction. The Client's signature on the slip is not required.

6.2.6. The Client's Authorised Representative holding a Supplementary Card may credit cash to the Account/Bank Account through ATMs.

6.3. Instant Transfers between Cards

- 6.3.1.** As soon as technically available the Bank shall entitle the Client to perform Instant Transfers between Cards..
- 6.3.2.** Instant Transfers between Cards shall be performed in Russian rubles, US dollars and Euro.
- 6.3.3.** The Client, the payer, shall be entitled to make Instant Transfers between Cards within the scope of the Card Available Balance from which the funds shall be transferred.
- 6.3.4.** When transferring funds to the Card the Bank shall be guided only by the 16-digit number of the Card specified by the Client, the payer. In case the funds are transferred to the Card in the currency different from the currency of the Account to which the Card is issued the Bank shall convert the funds without the Client's additional instructions based on the Bank's internal rate as of the date when the Bank executes the Card Transaction.
- 6.3.5.** The Bank reserves the right to refuse executing transaction of Instant Transfers between Cards in case of such transaction incompliance with the requirements of the effective legislation of the Russian Federation.
- 6.3.6.** The Bank reserves the right to implement the limitations (restrictions) on the amounts of Instant Transfers between Cards.
- 6.3.7.** The amount of Instant Transfers between Cards upon the completion of such transaction shall immediately become unavailable to the Client and shall be excluded from the Card Available Balance of the payer.
- 6.3.8.** The funds credited through Instant Transfers between Cards shall be included into the Card Available Balance "in real time mode".
- 6.3.9.** During the Instant Transfers between Cards through the Bank ATMs the Client shall be identified by the Bank automatically based on the Client's Card and PIN-code.
During the Instant Transfers between Cards through the Raiffeisen CONNECT System the Client shall be identified automatically based on the login and password.
- 6.3.10.** During the funds transfer the Client shall follow the instructions on the screen of the ATM / Raiffeisen CONNECT System.
- 6.3.11.** Upon the completion of the Instant Transfers between Cards the ATM shall issue for the Client the receipt containing the information on this transaction of funds transfer from Card to Card. The Client shall be obliged to keep the receipt for one year from the moment of the transaction execution. No Client's signature on the receipt is required.
- 6.3.12.** The operations of the Instant Transfers between Cards authorized by the Client may not be cancelled.
- 6.3.13.** The Instant Transfers between Cards through the Bank's ATM may be executed by an Attorney in whose name Supplementary Card is issued.
- 6.4. Specifics of Bank account Servicing**
- 6.4.1.** The Bank shall not open the Bank accounts to the minors and citizens who have been acknowledged to be legally incapable or whose legal capacity has been limited.
- 6.4.2.** The Bank shall open Bank accounts upon presentation by the Client of documents required by the applicable laws of the Russian Federation and the documents adopted by the Bank in accordance therewith.
- 6.4.3.** The Client may operate his/her Bank accounts both himself/herself and through the Authorized Representative.
- 6.4.4.** The Bank authorizes the Client to carry out debit transactions with the Bank Account at the Bank's sub-division where a Bank account was opened to the Client:
a) Via the Bank's cash office. In this case the depositing cash to the Client's Bank Account is allowed:
– personally by the Client;
– by the Authorized Representative in whose name the Supplementary Card has been issued;
– by a third party subject to original power of attorney certified by a notary public or by the Bank's authorized officer, and subject to showing of the identity document, unless otherwise follows from the Russian Federation law;
– In cases contemplated by the Russian Federation law depositing of cash to the Client's Bank Account is allowed without showing of power of attorney, subject to producing the identity document and to specifying the Client's Bank Account number, last name, first name and the patronymic of the Bank Account holder in full;
b) Via Bank terminals;
c) By cashless transfer of the monies from the Client's Account opened at the same Sub-division of the Bank and in the same currency as the Bank Account.
- 6.4.5.** At the time crediting of the monies remitted by cashless transfer to the Bank Account, the Bank shall be only guided by the 16-digit number of the Bank Card specified by the payer. If any money in Russian currency is credited by cashless transfer to a foreign currency Bank Account, the Bank shall convert such money without any additional instructions from the Client at the Bank's exchange rate prevailing on the date of crediting of the money.
- 6.4.6.** The money credited by cashless transfer / deposited in cash into the Bank Account, shall be included in the Bank Card Available Balance in the on-line mode.
- 6.4.7.** The Bank shall issue a Bank Statement to the Client at his/her request for the required period of time in accordance with the Tariffs, provided that on the date of acceptance of such request by the Bank the Bank Account is not closed. The Bank Statement for the Bank Account shall be issued subject provision of the identity document by the Client. The Bank Statements for the Bank Account may also be issued to the Authorized Representative subject to availability of the power of attorney which should be certified by the notary or executed at the Bank, which power of attorney shall contemplate the right for receiving the Bank Statement for the Bank Account and the original identity document of the Authorized Representative.
- 6.4.8.** The Agreement under which the Bank Account was opened for the Client at the Bank may be terminated subject to a written application from the Client or his/her Authorized Representative provided that the Client contacts the Bank personally or via its Authorized Representative.
- 6.4.9.** Termination of the Agreement shall entail the closing of the Client's Bank Account. After the termination of the Agreement the Bank shall cease to accept Payment Documents from the Client for execution, and any amounts credited to the closed Bank Account shall be returned to the payer's bank.
- 6.4.10.** In order to close the Bank Account, the Client shall contact the Bank's Subdivision where a Bank Account was opened to him/her.
- 6.4.11.** In addition to the cases and conditions for termination or refusal to perform under the Agreement stipulated by the current Russian Federation law, the Agreement may be terminated in accordance with sec. 3.1.4. of the General terms.
- 6.5. Obligations of the Bank**
- 6.5.1.** To issue a Card to the Client no later than twenty-one (21) calendar Days upon the execution of the Agreement or submission of an application for the re-issue by way of personally applying to the Bank's Subdivision.
- 6.5.2.** To block the Card in the event that:
– the Bank has been notified in writing to do so by way of applying to the Bank's Subdivision or orally in accordance with Section 11 of the General Terms;
– the Bank has been notified by the Client as provided for by sub-Clause 6.6.5 of the General Terms;

– the Bank has been notified by the Payment System of the loss of the Card.

6.5.3. To consider the Client's claims regarding the transactions in dispute and to reply within ninety (90) Business Days from the date of submission by the Client of the relevant application in writing.

6.5.4. To investigate on the basis of the Client's written application. In this respect, the Bank shall have the right to request the Client to provide any documents and explanations required to carry out such investigation.

6.6. Obligations of the Client

6.6.1. To sign the Card immediately after the receipt thereof.

6.6.2. To keep in secret the PIN, 3-D Secure Password and Card number and not to transfer the Card or its number to any third parties (save for any suppliers of goods or services) as well in cases of Instant Transfers between Cards). The use of the Card by a third party shall be deemed by the Bank a gross violation of the Agreement and may cause unilateral termination of the Agreement by the Bank.

6.6.3. To observe the Card Use Regulations. The Client shall be provided with the said Card Use Regulations concurrently with the receipt of the Card. The text of the Card Use Regulations is also available at the Bank's Subdivisions and on the Bank's web site.

6.6.4. To repay indebtedness, including the one that has originated for the reasons, stated in sub-Clause 6.1.8, including the amounts charged by the Bank in accordance with the Tariffs, in the manner and within the times set forth by General Terms.

6.6.5. To promptly notify the Bank if the Card is lost or stolen or there are any suspicions that the Card has been lost or stolen or the risk of unauthorised use of the Card or its number has originated, and to remain responsible for all the transactions with the use of the Card carried out before the Bank is so notified.

6.6.6. If a Card earlier declared as lost (or stolen) is found, do not use the Card but notify the Bank accordingly without delay and return the Card to the Bank within seven (7) Business Days.

6.6.7. To familiarise the holders of Supplementary Cards with the General Terms, Card Use Regulations and Tariffs. Any expenses made with the use of the Supplementary Cards shall be paid from the Client's Accounts/Bank accounts.

6.6.8. When receiving and using the Card the Client shall observe the following procedure:

- to prevent overdue indebtedness on Accounts / Bank Accounts and any other indebtedness to the Bank, including the indebtedness on Minimal Payment, and also through the fault of third parties responsible to pay commissions to the Bank;
- to observe all terms and conditions of the Agreement, General Terms, Tariffs and Card Use Regulations;
- to provide the Bank with reliable information regarding conclusion and performance of the Agreement and issue and use of the Card. The Client does hereby confirm and guarantee reliability of information previously provided to the Bank for conclusion of the Agreement and issue of the Card;
- to properly perform all its obligations to the Bank, to timely pay and secure payment of all commissions provided for under the Tariffs of the Bank;
- to prevent illegal, fraudulent operations with, compromising of Cards;
- to timely respond to messages and applications of the Bank regarding performance by the Client of its obligations to the Bank sent as per the contact details communicated by the Client to the Bank (telephone, e-mail, etc.);
- to maintain on Accounts / Bank Accounts, for which the Card (Cards) is issued a balance of funds securing lack of indebtedness;
- to submit on demand of and within the term established by the Bank documents confirming operations carried out by the Client on Accounts / Bank Accounts, for which the Card (Cards) is issued, in cases established under the legislation of the Russian Federation, as well as in cases when it is required for adjustment of carried out operations and / or securing safety of the Client's funds;
- not to carry out on Accounts / Bank Accounts, for which the Card (Cards) is issued any operations disturbing behaviour of the above accounts.

6.7. Rights of the Bank

6.7.1. The Bank shall have the right to block the Card:

- 6.7.1.1. in cases of violation by the Client of the procedure for use of the Card set forth in the Card Use Regulations and in clause **Ошибка! Источник ссылки не найден.** of the General Terms;
- 6.7.1.2. on the basis of a Card Blocking notice received from the Client:

- a) submitted to the Bank in writing through application to the Bank Subdivision or orally in accordance with Section 11 of the General Terms or Section 12 of the General Terms;
- b) specified in clause **Ошибка! Источник ссылки не найден.** of these General Terms.

6.7.2. The Bank shall have the right to refuse to issue the Card, re-issue the Card with the same period of validity or re-issue the Card with a new period of validity without explaining the reasons.

6.7.3. The Bank shall have the right to reject the authorisation if the amount of the relevant Card Transaction exceeds the Card Available Balance or the Bank has reasons to consider such Card Transaction illegal or fraudulent.

6.7.4. The Bank shall have the right without additional consent of the Client to directly debit funds from:

- the Client's Account in accordance with sub-Clause 3.5 of the General Terms.
- The Bank Account for the amount of the overdraft allowed by the Client (Authorized Representative) on the Bank Account, as well as of the amount of the losses inflicted on the Bank as a result of non-compliance with the General Terms or Card Use Regulations, the amount of Unauthorized Overdraft in the case contemplated by sec. 5.31 of the General Terms. In this case, in the event of insufficiency of funds, the debiting shall be effected from his/her other Bank Account or any his/her Accounts with the Bank.

6.8. Rights of the Client

6.8.1. In event of the Client's disagreement with any amounts debited from (or credited to) the Account/Bank Account, the Client shall have the right to challenge the disputable Card/Account Transactions before the 20th day of the month following the month when the respective disputable amounts were debited (credited). Non-submission of any written objections before the said deadline shall operate as the Client's approval of the Card/Account /Bank Account Transactions and the amounts debited (credited) to/from the/Bank Account.

6.8.2. The Client shall have the right to open up to five (5) Supplementary Bank Cards and up to two (2) Supplementary Credit Cards attached to one Account/Bank Account. The procedure of issue of the Supplementary Cards shall be determined by the Bank. Any transactions carried out under the Supplementary Cards shall be deemed to have been carried out by the Client him- or herself.

6.9. The Client does hereby notifies the Bank of the necessity to Block the Card (Cards) and charges the Bank to Block the Card (Cards) in the following cases:

- receipt by the Bank of information about the Client's death;
- delivery of the Card (Cards) to regional Subdivisions of the Bank;
- pledge by the Client of the property to the Bank;
- restructuring of loan agreements entered into between the Client and the Bank;

- attachment (and any other restrictions provided for under the law) on demand of authorized government bodies (officers) of the Client's funds placed on Accounts / Bank Accounts, for which the Card (Cards) is issued;
- submission to the Bank of enforcement (settlement) documents for recovery of funds from the Client;
- receipt by the Bank of information on probable or actual illegal operations in connection with the Card;
- receipt by the Bank from the Client of the notice specified in clause 6.6.5 of the General Terms;
- receipt by the Bank from the Payment System of a Card loss notice.

6.10. Additional Terms of the Cards Issued as Part of the Bank's Joint Co-Brand Projects

6.10.1. These Additional Terms shall apply in the event that the Bank is a party to a joint co-brand project (loyalty program) of the Bank and a company (being the owner of the loyalty program) with which the Bank has executed a Co-Brand Card Issue and Service Agreement

6.10.2. In connection with the Client's participation in the joint co-brand project (loyalty program), the latter will instruct the Bank to provide the company, with which the Bank has executed the Co-Brand Card Issue and Service Agreement, with the following information:

6.10.2.1. Details for the Client's registration in the joint co-brand project (loyalty program):

- the Client's personal details: first name, patronymic and last name, date of birth, mailing address, office, home and mobile phone numbers, and e-mail address;
- the number of the loyalty program to be determined by the loyalty program;
- the Client's answers to the questions of the loyalty program, provided in the Client's Application (Questionnaire) submitted to the Bank for the issue of the Co-Brand Card;
- information on the Client's willingness to receive information on the loyalty program in the form of SMS and e-mail messages;
- the Co-Brand Card's number assigned as part of the loyalty program;
- other information in accordance with the terms and conditions of the loyalty program.

6.9.2.2 Information on Co-Brand Card Transactions in making payments for goods (services).

6.10.3. As used in sub-Clause 6.9.2.2 of the General Terms, the payments made with the use of the Bank Terminals and Raiffeisen CONNECT System shall also be recognised as payment for goods (work, services). The payment for goods (work, services) shall not include:

- cash withdrawal through automated teller machines and cash desks of the Bank and other banks;
- transfer of funds as part of the service VISA Money Transfer;
- instant funds transfer from Card to Card through the Bank's ATMs and the Raiffeisen CONNECT System.

6.10.4. The terms and conditions of the Client's participation in the joint co-brand project (loyalty program) are posted on the web site of the loyalty program whose address is provided by the relevant section of the Bank's web site.

7. Procedure of Extension and Repayment of Loans under Credit-Card Transactions

7.1. Extension of Loans

7.1.1. Upon consideration of the package of documents (including the Application) required by the Bank to make a decision to issue a Credit Card in accordance with the requested Credit Limit, the Bank shall determine whether the Client complies with the Bank's internal creditworthiness criteria which are set by the Bank at its sole discretion and which may be changed by the Bank from time to time. If, in the Bank's opinion, the Client complies with Bank's internal requirements, the Bank shall enter into an Agreement with the Client and set the Statement Date.

7.1.2. If the Bank receives objections provided for in sub-Clause 2.9 of the General Terms, the Bank shall suspend the Credit Card service from the moment such objections are received by the Bank.

7.1.3. The loan shall be extended in the currency of the account to which the Credit Limit is set.

7.1.4. The Loan shall be extended by the Bank following the receipt by the latter of the Payment Document, presented in respect of the Client's Account, or electronic data generated by the Payment System or the Bank Terminals (as used in this Section 7, such Payment Document and electronic data shall be referred to as "the Payment Documents") if the total amount of funds on the Client's Account is not sufficient:

- to honour the above Payment Documents;
- to pay a fee to the Bank for honouring the same;
- the fee for participation in the insurance program (if applicable);
- to pay other fees in accordance with the Bank's Tariffs.

7.1.5. In this respect, the Loan shall be deemed extended to the Client in the amount of the difference between the total of the Payment Document value and the Bank's fee for its execution, as stated in the Tariffs for the Credit Card, the fee for participation in the insurance program (if applicable), other commissions in accordance with the Tariffs of the Bank, and the aggregate funds on the Client's Account as of the date of submission of such Payment Document to the Bank, writing off commissions, the fee for participation in the insurance program (if applicable).

7.1.6. The Bank shall provide to its Clients, being the employees of the Bank's corporate clients and the Bank employees, the opportunity to receive services in accordance with the Tariffs applicable to the Credit Cards and Accounts opened to the employees of the Bank's corporate clients and the Bank employees, respectively.

In the event of termination of employment relations between an employee of a company, being the Bank's corporate client, and the company, being the Bank's corporate client, or between the Bank's employee and its employer, the Client shall receive services in accordance with standard Tariffs applicable to the Credit Cards and individuals' Accounts. The Client may familiarise him- or herself with the terms and conditions thereof at any time in the Bank's Subdivisions, on the Bank's web site or through the Bank's Call Centre (sub-Clause 2.8 of the General Terms shall not apply to this situation). In this respect, the Client shall be transferred by the Bank to the aforesaid standard Tariffs no later than fourteen (14) days of receipt by the Bank of the information on the termination of employment relations between the employee of the company, being the Bank's corporate client, and the company, being the Bank's corporate client, or between the Bank's employee and its employer.

7.1.7. The annual Credit Card servicing fee shall be charged in accordance with the Bank's Tariffs which are effective on the date of execution of the Agreement, on the date of debiting of the amount of the first Account Transaction from the Account (unless other order of charging of the annual Credit Card servicing fee is stated by the Tariffs effective as of the date of execution of the Agreement).

For the second and each subsequent year of service, the annual Credit Card servicing fee shall be charged on the last calendar Day of the month following the anniversary of debiting of the annual fee for the previous year from the Account, irrespective of whether the Client used the Credit Card during that period or not (unless other order of charging of the annual Credit Card servicing fee for the second and each subsequent year of service is stated by the Tariffs effective as of the date of execution of the Agreement).

If the last calendar day of the month falls on a Saturday, Sunday or a public holiday, the annual Credit Card servicing fee shall be debited on the first day of the following month, unless it falls on a Saturday, Sunday or a public holiday. If the Client intends to refuse to use the Credit Card next year, he/she shall notify the Bank in writing no later than the 20th day of the last month of the current year of service (inclusive) of the blocking of the Credit Card and closing of the account. The annual fee shall be charged for each complete and incomplete year.

7.1.8. The Client undertakes to collect the issued Credit Card:

7.1.8.1. Within two (2) months from the date of the Agreement. Upon expiry of the above period of time, the Bank shall destroy the Credit Card that has not been collected, after which the Agreement shall be terminated and the Client shall instruct the Bank to close the Account opened in accordance with the Agreement.

7.1.8.2. Within two (2) months:

- from expiry of the previously issued Credit Card if the Credit Card is re-issued by the Bank on its initiative;
- from the moment of submission of an Application for the Credit Card re-issue if the Credit Card is re-issued upon the Client's request.

Upon expiry of the above period of time, the Bank shall destroy the Credit Card that has not been collected. The Client shall be obliged to personally apply to the Bank's Subdivision to repay any indebtedness within the times, set by the Bank, and to file an Application, in a form set by the Bank, for the closing of the Account and termination of the Agreement. If no such Application is filed with the Bank, the Account may be closed in accordance with sub-Clause 3.13 of these General Terms.

7.1.9. Prior to the expiry of the earlier issued Credit Card, the Bank may, at its own discretion, automatically re-issue the Credit Card for a new period. If this is the case, the re-issued Credit Card shall be delivered to the Bank Subdivision, in which the Client receives services, and the Client will be notified accordingly by an email or SMS delivered to him/her as per the contact details provided by the Client in his/her Application for the Credit Card issue. If a Credit Card is re-issued automatically, it shall have the previous PIN code which may be changed by the Client in accordance with sub-Clause 1.49 of the General Terms.

The Client may apply personally to the Bank Branch in which the Credit Card has been issued or to the Call Centre to re-issue the Credit Card (e.g., if it is necessary to replace the plastic, change the PIN code or the Credit Card has been lost or stolen or he/she wants the Credit Card to be re-issued for a new period) of the same type. Where the Credit Card is re-issued upon the Client's request, a new PIN code shall be assigned to the Card. The Credit Card of the same type shall be reissued for the same period where there is Credit Card Available Balance equal to the fee for the Credit Card reissue (if applicable), as stated in the Tariffs effective as of the date of the Agreement. The Bank may reissue a Credit Card for the new period under the condition that the Credit Card shall expire not later than in 3 months, where there is Credit Card Available Balance equal to the commission fee for the Credit Card reissue (if applicable) and the annual fee for Credit Card servicing, as stated in the Tariffs effective as of the date of the Agreement, and in case the Client has not notified the Bank of the refusal from the Credit Card maintenance for the next year, as stated in cl. 7.1.7 of the General Terms. If the Credit Card is reissued in compliance with this clause for the new period, the annual fee for the Credit Card servicing shall be charged in accordance with the cl. 7.1.7 of the General Terms.

If the Bank ceases to issue certain types of Credit Cards, the Bank may, if so requested by the Client, issue to him/her the Credit Card of a different type, for which the Client should file an application for the card re-issue either by personally applying to the relevant Subdivision of the Bank or through the Raiffeisen CONNECT System (provided that the Client has access to the Raiffeisen CONNECT System).

7.1.10. As a security of fulfilment of the Client's obligations, the Bank shall have the right to retain funds on the Account; refrain from carrying out the Client's orders during forty (40) calendar days, starting from either of the dates: return of the Credit Card to the Bank or filing of an application for the closing of the Credit Card Account (termination of the Agreement) or expiry of the Credit Card; and use such funds as a set-off while making final settlements with the Client.

7.1.11. The Bank shall permit cash withdrawal to the extent of a daily Cash Withdrawal Limit and a monthly Cash Withdrawal Limit in accordance with the Tariffs effective as of the date of such withdrawal. The daily Cash Withdrawal Limit shall be limited to one full day (24 hours), the monthly Cash Withdrawal Limit shall be limited to the Reporting Period.

7.2. Accrual of Interest for Using Loan Facilities

7.2.1. Interest for using the Loan facilities shall accrue in the currency of the Loan starting from the date following the date of the Loan extension till and including the date of full repayment of the Loan indebtedness.

7.2.2. Interest shall accrue on a daily basis for the actual period of using the Loan facilities in accordance with the Bank's Tariffs effective as of the Agreement date, with the exceptions as follows:

- the cases described in sub-Clause 7.1.6 of the General Terms;
- where the Client changes the Credit Card schedule of tariffs. In this case, interest shall accrue on a daily basis for the actual period of using the Loan facilities in accordance with the Bank's rates under the Tariffs effective as of the moment of such a change.

7.2.3. The rules of interest accrual shall apply subject to the terms and conditions of the Grace Period.

7.2.4. If the Client overdraws the set Credit Limit (including an overdraft resulting from the debiting of banking fees from the Account), the Bank shall accrue interest on the overdraft of the Credit Limit at a rate established by the Bank's Tariffs in connection with the Client's failure to comply with the Credit Limit set in accordance with sub-Clause 1.34 of the General Terms.

7.3. Repayment of Loan Indebtedness

7.3.1. All funds incoming to the Client's account shall be directly debited by the Bank without additional consent of the Client towards the Total Loan Indebtedness (if any) with the priority as follows:

- 1) Legal costs and other Bank's expenses related to enforcement of debt enforcement;
- 2) Overdue interest;
- 3) Credit Limit overlimit;
- 4) Overdue Indebtedness;
- 5) Interest accrued and payable;
- 6) Five percent (5%) of the Previous Periods Indebtedness (demand indebtedness);
- 7) Five percent (5%) of the Grace Period Indebtedness;
- 8) Grace Period Indebtedness;
- 9) Previous Periods Indebtedness (demand indebtedness);
- 10) Current Indebtedness.

In this respect, the Client shall pay, on a monthly basis, the Minimum Repayment Amount no later than the last day of the relevant Payment Period but no earlier than the relevant Statement Date.

7.3.2. The Minimum Repayment Amount, subject to absence of any legal costs and other Bank's expenses related to debt enforcement, overdue interest, Credit Limit overlimit and Overdue Indebtedness, shall be, first, applied towards any interest payable for using the Loan facilities, and the remaining portion thereof used to repay the principal of the Loan in accordance with sub-Clause 7.3.1 of the General Terms. In this respect, the Credit Card Available Balance shall be increased by the amount of the principal so repaid.

7.3.3. Where the Total Loan Indebtedness as of the current month's Statement Date, except for legal expenses and any Bank's costs related to debt enforcement is equal to or less than USD 20.00 (or EUR 20.00 or 600.00 Russian Federation roubles), the Minimum Repayment Amount shall be equal to the Total Loan Indebtedness.

7.3.4. If the Client fails to pay the Minimum Repayment Amount within the period set by these General Terms, the Bank shall have the right to block the Credit Card and/or claim immediate repayment of the Total Loan Indebtedness as well as any legal expenses and any Bank's costs related to debt enforcement (if applicable).

7.3.5. The funds remaining after full repayment of the Total Loan Indebtedness shall increase the Credit Card Available Balance.

7.3.6. No interest shall accrue on the amount of the positive balance of the Account.

7.4. Liability of the Parties

7.4.1. For failure to make the Minimum Repayment Amount on time, a penalty shall be charged to the Client in accordance with the Bank's Tariffs. The penalty shall be paid out of the available Credit Limit. If the available balance of the Credit Limit is not sufficient to pay the penalty in full, the Bank may collect the payment by way of extension of a loan to the Client in excess of the set Credit Limit.

7.4.2. In the event of failure by the Client to perform his or her obligations under the Agreement, Card Use Regulations, these General Terms and other documents made by and between the Bank and the Client, the Client shall grant to the Bank the right without additional consent of the Client to directly debit any of the Client's Accounts (irrespective of the currency of such Accounts). The Client further agrees to authorise the Bank to convert the funds, available on the Accounts in any currency, into the currency of the payment obligations, which the Client has failed to perform, at the exchange rate of the Bank effective as of the date of such conversion.

7.4.3. Where any grounds, provided for by the RF current laws, are in place, the Bank shall have the right to demand full prepayment of the Total Loan Indebtedness. The Client shall be obliged to prepay the Total Loan Indebtedness in full within thirty (30) calendar days from the date of the demand. If the Client meets the Bank's demand, the Agreement shall be deemed terminated by the parties' agreement. If the Client fails to meet the Bank's demand, provided for by this sub-Clause, the Bank shall have the right to recover the outstanding amount through legal proceedings.

7.5. Obtaining a Monthly Statement of the Credit Card Account:

7.5.1. The Statement of the Credit Card Account shall include the Minimum Repayment Amount and the deadlines for payment of the same, the set Statement Date, information on Account / Credit-Card Transactions, and other optional details. The Statement of the Credit Card Account shall be formed on a monthly basis at 23:59 Moscow time on the day preceding the Statement Date.

7.5.2. The Statement of the Credit Card Account shall be sent to the Client by e-mail as specified in the Agreement, except as otherwise provided by the Agreement or unless the Client requested the Bank to change the way that he or she obtains the Statement of the Credit Card Account.

7.5.3. The Bank shall not be liable for the Client's non-receipt of the Statement of the Credit Card Account for reasons beyond the Bank's control.

8. Procedure of Extension and Repayment of Consumer Loans

8.1. Procedure of Loan Extension

8.1.1. Upon consideration of the Package of Documents, the Bank shall determine whether the Client complies with the borrower's creditworthiness criteria set by the Bank. If, in the Bank's opinion, the Client complies with the borrower's creditworthiness criteria set by the Bank, the Bank shall enter into a Loan Agreement with the Client and extend a Loan to him or her subject to the terms of the Loan approved by the Bank.

The Loan terms and conditions, as regards the interest rate applicable to the Loan, minimum/maximum amount of the Loan, minimum/maximum period of the Loan, loan service fee⁷ (if, in accordance with the terms and conditions stated in the Loan Application, the Client shall pay such a fee), minimum partial prepayment amount, other terms and conditions of the financing shall be determined in accordance with the Tariffs effective as of the date of submission of the Client's Questionnaire to the Bank without additional consent of the Client, unless otherwise stated in the General Terms.

The amount of penalty to be paid is determined in accordance with the Tariffs effective as of the date of penalty accrual if in accordance with these Tariffs the amount of penalty is less than that set in the Tariffs effective as of the date of submission of the Client's Questionnaire. In other cases the amount of penalty is determined in accordance with the Tariffs effective as of the date of submission of the Client's Questionnaire.

8.1.2. The Loan shall be extended to the Client in a non-cash form by crediting the entire Loan amount to the Account, one-time payment for participation in life, accident and illness insurance program for Bank borrowers on consumer lending (hereinafter – "the Insurance program") (where applicable) to be directly debited from the Account in full on the date of the Loan extension, or by dispensing cash and one-time payment for participation in the Insurance program (where applicable), to the Client through the Bank's cash desk, or in any other way, provided for by the applicable laws of the Russian Federation, in compliance with the procedure of extending loans in foreign currency, set by the regulatory documents of the Russian Federation. The procedure of loan extension shall be determined by the Client in the Questionnaire and cannot be changed in the future.

8.2. Payment of Interest and Repayment of the Loan

8.2.1. Interest for using the Loan shall be accrued by the Bank in the currency of the Loan on a monthly basis, starting from the day following the Loan Extension Date till and including the Loan period ending date, on the outstanding balance of the Loan (loan indebtedness) to be repaid, being accounted for by the Bank on the Client's loan account (as of the beginning of the Transaction Day), at an interest rate stated in the Loan Application with reference to the actual number of days of the Interest Period **8**.

8.2.2. In case the last day of the Interest Period is a non-Business Day, the funds shall be written-off on the first Business Day following the date of the monthly payment which shall be excluded from the calculation when charging interest in the following Interest Period. Depending on the technical capabilities of the Bank Branch in which the Loan has been issued, if the last day of the Last Interest Period is a non-Business Day, the day when the Last Interest Period ends shall be deemed both the previous Business Day and the next Business Day.

8.2.3. The Client shall repay the Loan and pay interest accrued for using the Loan, the loan service fee (where applicable), and monthly insurance payments (where applicable) by monthly annuity repayments, starting from the date of the first payment, stated in the Loan Application, in the following manner:

8.2.3.1 Monthly repayments shall be made on a particular day of each month, as determined in the Loan Application (Payment Date), by monthly direct debiting by the Bank without additional consent of the Client of the relevant amount in the currency of the Loan from the Account. If the Payment Date is a non-Business Day, the amount of the monthly payment shall be debited on the first Business Day following the Payment Date. The amount of monthly insurance payment (if applicable) may be debited on the first Business Day following the date of debiting the next monthly payment.

8.2.3.2 The amounts in currencies other than the currency of the Loan, received by the Bank in any manner towards the Client's obligations, shall release the Client from its obligations to the Bank only to a certain extent. The extent of performance of the Client's obligations shall be limited to the amount, credited to the Account after the conversion by the Bank of the amounts, received in currencies other than the currency of the Loan, into the currency of the Loan at the exchange rate of the Bank applicable to such conversion as of the date thereof. If the amounts in currencies other than the currency of the Loan, received by the Bank as a result of the conversion described above, are not sufficient to discharge the Client's obligations to the Bank in the currency of the Loan, the Client shall reimburse the shortfall in full on short notice from the Bank.

8.2.3.3 All monthly annuity repayments towards the Loan as well as the payment of accrued interest (save for the last payment) shall be made by the Client on or before the Repayment Date as a Monthly Repayment determined according to the formula set out below:

⁷ Earlier this fee was referred to as the "account maintenance fee", and then the fee was renamed into the "loan service fee" and shall be payable on and subject to the terms and conditions of the Loan Agreement.

⁸ In case of the Loan Agreements, which were executed on the basis of the Package of Documents submitted by the Client before 23.02.2009 (including that date) to the Bank's Subdivisions "B" (the list of Subdivisions "B" is available on the Bank's web site at <http://www.raiffeisen.ru/retail/branch/>), the Bank shall charge interest for using the Loan *through* the day on which the Loan is actually repaid. This provision shall apply to all such Loan Agreements from the moment of their execution. This note will also be applicable to the interest accrual provisions set out in sub-Clauses 8.4.1 and 8.8.2 of the General Terms.

Monthly Repayment Amount	= OLA X	IR	+ LSF (where applicable) + MIP (if applicable) ⁹
		$1 - (1 + \text{IR})^{-\text{(Number of months)}}$	

where: OLA – Outstanding Loan Amount as of the calculation date (in the currency of the Loan); IR – monthly interest rate equal to 1/12 of the annual interest rate determined in the Loan Agreement (as a percentage per annum); Number of months is the number of full Interest Periods remaining until the end of the Loan period; LSF is the amount of the loan service fee determined in the Loan Agreement; and MIP is the amount of the monthly insurance payment specified in the Loan Application. The amount of the monthly repayment shall be recalculated in accordance with the above formula if the Client performs part of his/her obligations under the Loan Agreement ahead of schedule in accordance with sub-Clause 8.2.4. of the General Terms.

8.2.3.4 The final repayment under the Loan shall include the outstanding amount of the Loan, accrued interest, loan service fee (where applicable), and monthly insurance payments (where applicable). Interest shall be payable on the outstanding amount of the Loan for the actual number of days of using the Loan, starting from and including the date following the last day of the second-to last full Interest Period till and including the Loan period ending date.

8.2.3.5 If no delay in the performance of obligations takes place, a monthly repayment amount shall, first, be applied towards the payment of the loan service fee (where applicable) and interest accrued in the current Interest Period, with the remaining funds applied towards the Loan and monthly insurance payment (where applicable).

8.2.3.6 In case of insufficiency of the Client's funds for the performance of his or her obligations under the Loan Agreement in full, to fulfill the Client's obligations to the Bank the funds will be directed in the following priority:

- 1) legal costs and other expenses of the Bank on the recovery of indebtedness;
- 2) penalty (fines, interests);
- 3) overdue monthly commission fee (where applicable);
- 4) overdue interest for using the Loan;
- 5) overdue principal amount of the loan;
- 6) monthly commission fee (where applicable);
- 7) interest for using the Loan;
- 8) principal amount of the loan;
- 9) the fee for participation in the insurance program, monthly insurance payment (if applicable).

8.2.4 The Client may perform all or part of his/her obligations under the Loan Agreement ahead of schedule in the manner set out below, unless otherwise stated in the Agreement made by and between:

8.2.4.1 The Client shall serve on the Bank a written statement of obligation of his/her intention to prepay the Loan stating therein the amount and date of the early repayment thereof no later than ten (10) calendar days before the intended date of the early repayment of the Loan, except for the cases when the complete early repayment of the Loan is performed out of the funds of the new Loan provided to the Client by the Bank.

8.2.4.2 The amount of a partial early repayment, stated by the Client, may not be less than the minimum early repayment amount as determined by the Tariffs. The amount of the partial early repayment shall not include the monthly repayment amount and overdue indebtedness amount plus penalty amount (if any).

8.2.4.3 If the Client prepays the Loan in full, the interest for using the Loan as well the loan service fee (where applicable), accrued before the date of such early repayment, shall be payable in full on the date of the full discharge of the obligation.

8.2.4.4 After the Client prepays the Loan in part, the amount of the monthly payment shall be recalculated in accordance with the formula set out in sub-Clause 8.2.3.2 of the General Terms, provided that the Loan Period remains unchanged.

8.2.4.5 In case of insufficiency of the funds for full or partial repayment of the loan respectively (depending on whether the Client planned to repay the indebtedness fully or in part), no early Loan repayment shall occur.

8.2.5 If the Client fails to perform his/her obligations to repay the Loan and pay interest for using the Loan, the Bank shall reserve the right to the Client a notice in writing of his/her obligations to repay the indebtedness to the Bank.

8.3 Grounds for Loan Acceleration

8.3.3 The Client shall prepay the Loan on demand of the Bank, pay the interest for using the Loan and fully discharge his/her other pecuniary obligations under the Loan Agreement upon occurrence of any of the Loan acceleration events provided for by the RF current laws without additional consent of the Client;

8.3.4 The fact of occurrence of a Loan acceleration event shall be ascertained by the Bank. The grounds for the Loan acceleration shall be deemed to have occurred on the calendar day following the date on which the Bank gives a relevant notice in writing to the Client.

8.3.5 Upon occurrence of any of the Loan acceleration events set forth in sub-Clause 8.3.3 of the General Terms, the Bank shall first satisfy its claims by directly debiting the Client's funds from Accounts opened with the Bank.

8.3.6 In the event of insufficiency of funds on the Accounts, the Bank shall, at its sole discretion, use any remedies compliant with the applicable laws of the Russian Federation.

8.4 Obligations of the Client

8.4.1 To repay in full all funds, received under the Loan Agreement, and pay all interest accrued by the Bank, the loan service fees (where applicable) and monthly insurance payments (where applicable) for the entire period of actually using the Loan during the Loan period, starting from the Loan Extension Date, and any other payments payable by the Client to the Bank under the Loan Agreement.

8.4.2 To repay the Loan and pay the interest accrued by the Bank, the loan service fee (where applicable) and monthly insurance payments (where applicable) by making monthly annuity repayments, as stated in sub-Clause 8.2 of the General Terms.

8.4.3 To prepay the Loan, pay the interest accrued for using the Loan and make any other payments payable by the Client to the Bank under the Loan Agreement no later than thirty (30) calendar days from the date that a written demand was made by the Bank for the prepayment of the Loan by the Client on the grounds stated in Clause 8.3 of the General Terms.

8.4.4 To familiarize him- or herself with the terms and conditions of the Loan Agreement, including the General Terms, Card Use Regulations, Tariffs, the Loan Application, etc., comply with and duly perform the same.

8.4.5 To notify the Bank of any changes of his/her residence or details of personal identification documents, change of employment (profession, position), any changes of name, as well as of any circumstances that may affect the performance of the obligations under the Loan Agreement (by telegram or by registered mail with confirmation

⁹ Hereinafter in this Section – for Loan Agreements entered into before 30/01/2012, in case of voluntary consent of the Client to participation in the insurance program MIP is taken into account when MIP amount is determined.

receipt) within ten (10) calendar days of the occurrence of the said circumstances.

8.4.6 To notify the Bank in writing in advance of any temporary (in excess of one month) absence of the Client in at least one of the constituent entities of the Russian Federation, where the Bank has a Subdivision, or of any other circumstances lasting longer than one month as a result of which the Client will be unable to perform the obligations under the Loan Agreement himself/herself.

8.4.7 To reimburse the Bank for any costs, actually incurred by the Bank or any persons engaged by the Bank in connection with the enforcement of the Loan and the recovery of interest and other amounts payable by the Client under the Loan Agreement, as well as to reimburse the Bank for any expenses relating to the enforcement of the indebtedness and/or any of the Bank's rights under any collateral agreements, executed as a security of the performance by the Client of his/her obligations under the Loan Agreement. If the Client fails to reimburse any such costs voluntarily, the relevant amounts shall be directly debited from any of the Client's Accounts opened with the Bank without additional consent of the Client.

8.4.8 The Client shall not have the right to set off any counter claims of the same kind in respect of any amounts, payable to the Bank under the Loan Agreement, as well as to make any other withholdings from the said amounts, unless the Client is obliged to make such withholdings in accordance with the requirements of the applicable laws of the Russian Federation.

8.5 Obligations of the Bank

8.5.1 To extend the Loan to the Client in accordance with the terms and conditions of the Loan Agreement.

8.6 Rights of the Client

8.6.1 To prepay the Loan in full or in part in accordance with sub-Clause 8.2 of the General Terms.

8.7 Rights of the Bank

8.7.1 To demand the accelerated performance of the obligations under the Loan Agreement by giving a written demand of prepayment of the Loan and payment of the interest accrued for using the Loan and any other amounts payable by the Client to the Bank under the Loan Agreement upon the occurrence of loan acceleration events in accordance with sub-Clause 8.3 of the General Terms.

8.7.2 To assign to any other party, pledge or otherwise dispose of any of its rights under the Loan Agreement. The Bank may disclose any information about the Client and the Loan Agreement to any party to which it may assign its rights under the Loan Agreement.

8.8 Liability of the Parties

8.8.1 The Client shall be liable for any failure to perform or improper performance of his or her obligations under the Loan Agreement to the extent of all his/her income and all his/her property.

8.8.2 In the event of any delay in making a Monthly Payment or failure to make a Monthly Payment fully or partially, or untimely repayment of the Client's other indebtedness under the Agreement, the Client shall pay a late charge in the amount and manner stated in the Tariffs. Starting from the date of accrual of the late charge, the Bank shall not accrue the interest for using the Loan on the overdue indebtedness amount that the late charge is accrued on, and the Client shall not pay such interest.

8.9 Miscellaneous

8.9.1 The Loan Agreement provision governing the relations between the Client and the Bank in respect of extension of the Loan shall be effective from the date the Loan Agreement comes into effect until the Client discharges his/her obligations relevant to the Loan extension in full. If it is impossible to explicitly determine the effectiveness period in respect of any of the provisions of the Loan Agreement, the relevant provision of the Loan Agreement shall be deemed to be effective.

8.9.2 The Bank and the Client mutually undertake to keep confidential any financial or other information received from each other. The disclosure of any such information to third parties shall be subject to a written consent of the other party or shall be allowed in the instances provided for by the applicable laws of the Russian Federation. This provision shall not extend to the relations arising as a result of assignment by the Bank of its rights under the Loan Agreement, or claiming the indebtedness under the Loan Agreement involving third parties.

8.9.3 The liability for improper performance of sub-Clause 8.9.2 of the General Terms may not exceed the amount of the real damage in any case.

8.9.4 The Client hereby agrees that if he/she duly performs his/her obligations under the Loan Agreement, the Bank may issue to the Client a Credit Card and set the Credit Limit in respect of the Account without his/her application. Any such Credit Card shall be issued and used in accordance with the General Terms, Credit Card Use regulations and Tariffs (in the part not at variance with this sub-Clause). Such Credit Card shall be delivered to the Client in any manner chosen by the Bank. By effecting the Credit Card Transactions, the Client agrees with the set Credit Limit and the extension of the credit and undertakes to perform its obligations relating to the repayment of indebtedness under the Credit Card in a proper manner.

9 Raiffeisen CONNECT and ELECTRONIC OFFICE Terms of Service

9.1 General Provisions

9.1.1 The Client may be granted access to the services of the Raiffeisen CONNECT (short name of the system - R CONNECT) or ELECTRONIC OFFICE systems in the manner stated in this Clause 9. The choice of a particular System shall depend on the System supported by the Bank's Subdivision in which the Client receives services.

The provisions of this Section shall govern the procedure of the provision by the Bank of information to the Client on the Client's Accounts with the Bank through the Raiffeisen CONNECT or ELECTRONIC OFFICE systems, the Client's rights and obligations in respect of the use of, and access to, the System and services provided by the Bank, and establish the procedure and the terms and conditions of System operation.

9.1.2 The provisions of this Section shall constitute an integral part of the Agreement on the Use of Electronic Document and the Recognition of Electronic Digital Signatures in the Raiffeisen CONNECT System and the Agreement on Exchange of Electronic Documents Certified by a Handwritten Signature Analogue in the ELECTRONIC OFFICE System.

9.1.3 The Systems shall provide information services relating to the Account through open channels of communication. To ensure the security of data transmission, a standard SSL Protocol shall be used.

9.1.4 The Systems shall ensure the generation of Electronic Documents and their transmission to the Bank. The Electronic Document shall be certified by an HSA produced through the generation and verification of HSA based on the document's contents and a pair of keys – a private (secret) key for signature generation and a public key for signature verification, and shall have the following characteristics:

- HSA may only be reproduced by one person who possesses the private (secret) key and the relevant software required to generate and manage the keys and create the HAS;
- The HSA authenticity may be certified;

- HSA is unique to the only, particular document.
- 9.1.5 The HSA generation method used by the Systems complies with the Payment Systems' standards.
- 9.1.6 The Bank reserves the right:
 - to decline access to the System for the Client (or Authorized Representative);
 - to suspend fulfilment of the Client's orders received through the Systems, before receiving written instruction from the Client to implement the same;
 - to change the set of services provided to the Client via the Systems;
 - to suspend the operation of the relevant Systems both with or without prior notification of the Client;
 - to initiate the change of the Client's keys if they keys are used for more than 1 year;
 - to set limits for the amounts of the transactions effected through the System.
- 9.1.7 Upon receipt of access to the System services the Client shall observe the following procedure:
 - to prevent overdue indebtedness on Accounts / Bank Accounts and any other indebtedness to the Bank;
 - to observe all terms and conditions of the Agreement, General Terms, Tariffs, Agreement on Use of Electronic Documents and recognition of the Handwritten Signature Analogue in Raiffeisen CONNECT / Agreement on Exchange of Electronic Documents, certified by HAS in the ELECTRONIC OFFICE System;
 - to properly perform all its obligations to the Bank, to timely pay and secure payment of all commissions provided for under the Tariffs of the Bank;
 - to prevent illegal, fraudulent operations with Cards;
 - to timely respond to messages and applications of the Bank regarding performance by the Client of its obligations to the Bank sent as per the contact details communicated by the Client to the Bank (telephone, e-mail, etc);
 - to submit on demand of and within the term established by the Bank documents confirming operations carried out by the Client through the Systems on Accounts / Bank Accounts, in cases established under the legislation of the Russian Federation, as well as in cases when it is required for adjustment of carried out operations and / or securing safety of the Client's funds;
 - not to carry out on Accounts / Bank Accounts any operations disturbing behaviour of the above accounts.
- 9.1.8 The Client does hereby notify the Bank of the necessity to Block the Systems and Charge the Bank to Block the Systems in the following cases:
 - receipt by the Bank of information about the Client's death;
 - lack of access to the Systems for more than 6 months from the moment of the Client's first access to the System's services;
 - cancelation of all Agreements between the Bank and the Client;
 - implementation by the Bank of the rights specified in clause 9.1.6 of the General Terms;
 - attachment (and any other restrictions provided for under the law) on demand of authorized government bodies (officers) of the Client's funds placed on Accounts / Bank Accounts, for which the Card (Cards) is issued;
 - submission to the Bank of enforcement (settlement) documents for recovery of funds from the Client.
- 9.1.9 The Bank shall have the right to block the Systems:
 - in cases of violation by the Client of the procedure for use of the Systems set forth in clause 9.1 of the General Terms and in Agreement on Use of Electronic Documents and recognition of the Handwritten Signature Analogue in Raiffeisen CONNECT / Agreement on Exchange of Electronic Documents, certified by HAS in the ELECTRONIC OFFICE System;
 - on the basis of the System Blocking notice received from the Client, including the Client's notices specified in clause 9.1.8 of the General Terms.
- 9.1.10 The Bank shall Block the Systems at the initiative of the Client on the basis of the System Blocking notice received from the Client upon application of the Client to the Subdivision of the Bank personally or to the Call Center in accordance with Section 11 of the General Terms within 2 hours after receipt by the Bank of the notice from the Client.

9.2 Client Registration in and Operation of the Raiffeisen CONNECT System

- 9.2.1 To gain access to the services provided by the System, the Client shall apply in writing for registration at any of the Bank's Subdivisions either personally, or through his/her Authorised Representative.
- 9.2.2 The Client shall receive unique identification codes to use the System:
 - user name (login) for registration;
 - a sealed PIN-envelope containing a password and PIN2 code, which is required in order to access the procedure of creating of electronic keys.
 The information contained in the sealed envelope shall be confidential and known to the Client alone.
 The login and password will ensure access to the System's information services, while PIN2 code is necessary for access to the key generation procedure.
- 9.2.3 The unique identification codes to access the System shall be valid no more than sixty (60) days from the date they are given to the Client or his/her Authorised Representative, with PIN2 code being valid no more than three (3) days from the moment of the first use of PIN2.
 Upon expiry of the above periods, if the Client fails to use the access to the System, the access shall be automatically blocked by the Bank.
 To resume operation of the System the Client will have to obtain new access to the System by personally applying to the Bank's Subdivision or temporary identifiers for access to the System through Raiffeisen Teleinfo System in accordance with Section 11 of the General Terms.
- 9.2.4 As the Client logs into the System for the first time, he/she must change his/her user name (login) and password that he/she has received from the Bank on the "Settings" menu of the System. Thereafter, the Client may change his/her user name (login) and password that he/she has set, on the "Settings" menu of the System. The System requires the Client to change the user name (login) and password once in one hundred and eighty (180) days. This period may be changed by the Bank unilaterally upon the prior notice given to the Client in any of the ways stated in sub-Clause 2.10 of these General Terms.
- 9.2.5 The Client shall be granted access to active Account (card) Transactions after performing the key generation procedure and execution of the Agreement on the Use of Electronic Document and the Recognition of Electronic Digital Signatures in the Raiffeisen CONNECT System with the Bank through the System.
- 9.2.6 PIN2 code, which shall be used by the Client in order to enter the keys generation procedure, is required for the Client to access the electronic key generation procedure, downloading and installation of the client software (Web-based Java Applet) required to generate public and private keys, exchange public keys with the Bank, create the Client's HSA to the Client's instructions, and verify the Bank's HSA.

 After the key generation procedure is successfully completed, PIN2 code shall be valid no more than three (3) days but no more than sixty (60) days from the moment of receiving PIN2. As and when necessary, it can be used for another key generation during that period.
- 9.2.7 The client software has been certified by an international certificate confirming its ownership by the Bank.
- 9.2.8 The public and private keys shall be generated on the Client's computer. To protect the Client's Private (Secret) key, the Client shall use a password ("password to keys") known only to him or her.
 After re-generation of the keys, the previous keys shall cease to be valid, a new public key shall be transferred to the Bank, and a new Agreement on the Use of Electronic Document and the Recognition of Electronic Digital Signatures in the Raiffeisen CONNECT System shall be executed. The valid pair of keys for the Client shall be the latest generated one.
 New keys can be generated whenever the Client wishes, provided that the valid PIN2 code is available.
 Receipt of new identifiers for use of the System (user name, password and PIN2 code) shall invalidate the existing pair of keys.
- 9.2.9 The public keys shall be exchanged with the System automatically. The Client's public key shall be kept in the System's database. The Client's private key shall be kept on the Client's electronic data carrier.

9.2.10 Having generated the digital electronic keys for access to active transactions, the System can make a query to activate them. To activate the digital electronic keys, the Client should apply to the Bank's Call Centre in accordance with Clause 11 of the General Terms. The electronic digital keys shall be activated within three (3) Business Days of the date of the Client's application.

9.2.11 Access to the System services shall be blocked (the System use shall be suspended or terminated) by the Bank, on the Client's initiative, upon an application from the Client who should either personally apply to the Bank's Subdivision or to the Call Centre in accordance with Clause 11 of the General Terms within 2 hours after receiving the Client's application.

9.2.12 The Bank shall reserve the right:

- Decline access to the System for the Client (or Authorized Representative);
- suspend fulfilment of the Client's orders received through the Systems, before receiving written instruction from the Client to implement the same;
- change the set of services provided to the Client via the Systems;
- suspend the operation of the relevant Systems both with or without prior notification of the Client;
- initiate the change of the Client's keys if they keys are used for more than 1 year;
- set limits for the amounts of the transactions effected through the System;
- block the Client's (or Authorized Representative) access to the System services:
 - if no access to the Systems has been made for more than 6 months from the moment of the Clients first access to the System's services;
 - if the Client has any Overdue Indebtedness to the Bank;
 - if the Client does not comply with the terms and conditions of the Agreement, General Terms, and Tariffs;
 - if the Bank has any information on probable or actual illegal operations;
 - if the Bank has any information on the death of the Client;
 - if all the agreements between the Bank and the Client are terminated;
 - if the Bank receives documents stating that the funds on the Account are under attachment (attachment of Account) or the Account funds are subject to enforcement;
 - if any attempts of carrying out fraudulent transactions are identified;
 - on its own initiative without explaining the reasons.

9.3 Procedure of the Client Registration in and Operation of the Electronic Office System

9.3.1 The procedure of registration in and operation of the ELECTRONIC OFFICE System is set out in the ELECTRONIC OFFICE Specialised Software User Manual available on the Bank's website (www.raiffeisen.ru) and in an agreement to be made with the Client.

9.4 Liability of the Parties

9.4.1 For unauthorised access to the information stored in the Systems, the Client shall be held liable in accordance with the applicable laws of the Russian Federation.

9.4.2 For the creation, use or distribution of viral software in the Systems, the Client shall be held liable in accordance with the applicable laws of the Russian Federation.

9.4.3 The Client shall keep confidential and not provide to any third parties (including employees and representatives of the Bank) the identification codes for the use of the System (user name (login), password and PIN2 for Raiffeisen CONNECT system) as well as password to the secret keys (for ELECTRONIC OFFICE system). The Bank shall not be liable for any consequences of any use of the Client's unique identification codes, above passwords and secret keys access password by any third parties.

9.4.4 In view of the specifics of data transmission through open channels of communication, the Bank shall not be liable for any losses incurred as a result of the Client's failure to receive any data mentioned above and/or the receipt thereof by an unauthorised person.

10 Provision of SMS-services Raiffeisen Mobile SMS-Alerting and SMS-BANK

10.1 General Provisions

10.1.1 The Client may connect SMS-Service Raiffeisen Mobile SMS-Alerting or SMS-BANK in the manner set forth in this Section, unless contemplated otherwise by any other documents executed by the Client for connecting the SMS-Service. The choice of a particular SMA-service shall be determined by the technical capabilities of the Subdivision of the Bank where the Client receives services.

SMS service is available for certain types of Bankcards and Credit Cards. The relevant information about the possibility of connecting to SMS-service and functional thereof depending on the Card type can be obtained by the Client at any Subdivision of the Bank.

10.1.2 The telephone numbers used by the Bank for sending the alerts and receiving incoming requests are posted on the Bank's web site. The Bank may change such service telephone numbers unilaterally.

10.1.3 Connection to and disconnection from the SMS-service, as well as any change of the number of a mobile telephone receiving SMS Alerts may be performed on the Client's instruction given to the Bank in accordance with cl. 10.2.1 and 10.3.1 of the General Terms depending on the SMS-service to be connected. The instructions given by the Client shall be executed no later than the Business Day following the day of giving the relevant instruction. Such instruction shall contain information specified by the Bank and necessary to execute the instructions given by the Client.

10.1.4 SMS-service shall be paid for in accordance with the Bank's Tariffs. All the money towards payments for SMS-service shall be directly debited by the Bank from the Client's Card Account/Bank Account without additional consent of the Client. The payment shall be made in respect of each Card connected to SMS-Service in accordance with the Bank's Tariffs. The SMS requests shall be paid for according to the tariffs of a cellular operator that services the relevant telephone number of the Client.

10.1.5 The Bank shall have the right to disconnect the Client from SMS-service if the Client has specified a wrong mobile phone number during subscription to the SMS-service, or in the event of the Client's failure to perform or improper performance of the obligation set forth in cl.10.1.3 of the General Terms.

10.1.6 The Bank shall not be liable for any losses incurred by the Client if the latter has specified a wrong mobile phone number during subscription to the SMS-service, or in the event of the Client's failure to perform or improper performance of any other obligations set forth in this Section.

10.1.7 If the Card is re-issued, the new Card may be connected to SMS-service provided that such SMS-service is available in respect of the new Card (subject to cl. 10.1.1 of the General Terms).

10.1.8 In view of the specifics of data transmission through open channels of communication, the Client, who has subscribed to SMS-service, shall assume the risks related to the possibility that the information being transmitted can be received by third parties.

10.2 Procedure for the provision of SMS-service Raiffeisen Mobile SMS-Alerting

10.2.1 Client's instruction to connect him/her to the SMS-service and change of the mobile telephone number may be communicated orally by telephone in accordance with the provisions of Section 11, through Raiffeisen Teleinfo System in accordance with rules set forth in Section 12, in writing at the Bank's Subdivision where the Client receives services or through Raiffeisen CONNECT System.

Client's instruction to disconnect him/her from the SMS-service and for changing the number of a mobile telephone may be passed in writing at the Bank Subdivision where the Client receives services.

The bank shall also have the right to set additional channels for providing by the Client the above said instructions.

10.2.2 To give an instruction through Raiffeisen CONNECT System, the Client shall identify him- or herself and, then, on the SMS Alert page, specify the required information, i.e., the number of the mobile phone receiving SMS Alerts, and the numbers of Cards in respect of which the Client wishes to receive SMS Alerts.

10.2.3 When sending SMS requests, the Client shall use the formats of requests described on www.raiffeisen.ru. The Bank shall only process the SMS requests received from numbers to which the Raiffeisen Mobile SMS Service has been connected in respect of the relevant Card. The Bank shall have the right to ignore SMS requests delivered in a format other than the formats described on www.raiffeisen.ru.

10.2.4 If in accordance with the Bank Tariffs SMS – service is payable, then payment of this service shall be made for each complete and incomplete month. No fee shall be charged for the first two (2) months of SMS-service, if the Client has subscribed to this service for the first time. If no transactions are carried out by the Client on the Card or the Card during any month, no SMS-service fee shall be charged. If Raiffeisen SMS-service is connected and disconnected during one month, the service shall be paid for in accordance with the Bank's Tariffs.

10.3 The procedure for the provision of SMS-BANK Service

10.3.1 Client's instruction to connect him/her to the SMS-service "SMS-BANK" and change of the mobile telephone number may be communicated in writing at the Sub-division of the Bank where the Client receives services.

11 Provision of Services to Clients by the Bank's Call Centre

11.1 Subject to the provisions of this Section 11, the Bank undertakes to provide to the Client, based on the latter's oral instructions given by telephone to the Bank's Call Centre, the following services¹⁰:

11.1.1 provision of general information on the Bank, bank product for individuals and services offered by the Bank, terms and conditions of opening and operation of Accounts and Deposits, use of the Cards and Payment Systems, Raiffeisen CONNECT and ELECTRONIC OFFICE Systems, and exchange rates of the Bank which were effective during seven (7) calendar days before calling to the Bank's Call Centre;

11.1.2 provision of information regarding the location and time of operation of the Bank's automatic teller machines, and also about face-value of the banknotes are available in ATM specified by the Client;

11.1.3 registration for a meeting with the Bank's representative for purposes of filing documents for a mortgage loan;

11.1.4 provision of the Clients with information on the terms and conditions of obligatory pension insurance and voluntary pension insurance schemes offered by nongovernmental pensions funds which cooperate with the Bank;

11.1.5 consultations on the purchase of investment units of mutual funds managed by managing companies which cooperate with the Bank;

11.1.6 acceptance of orders for reservation of individual safe deposit boxes;

11.1.7 preliminary order for the withdrawal or change of cash and/or travel cheques, issue of the originals and copies of vehicles' passports, and other certificates prepared by the Bank;

11.1.8 provision, by telephone, of information on the Account/Card Available Balance and on the ten (10) most recent Account/Card Transactions;

11.1.9 acceptance of the Clients' oral requests for the provision of one-time Statements of Account. The Bank's Call Centre provides one-time Statements by email only in respect of current accounts and call accounts;

11.1.10 provision to the Client, by facsimile or e-mail, of information on the Bank's payment details and number (numbers) of the Account (Accounts) opened with the Bank for the Client;

11.1.11 provision of consultancy support in case of occurrence of any matters in dispute during the use of the Card or where the Card is captured by an automated teller machine;

11.1.12 provision of information to the Client that the Card has been prepared and can be collected from the Bank's Subdivision, including a Card captured by an automated teller machine;

11.1.13 acceptance of the Clients' oral requests for the re-issue of a Bank Card (issued by the Bank with a period of validity of two (2) years and the Chip Bank Card) / Credit Card (except for the reissue related to the client's name change), to be thereby replaced by a Bank Card / Credit Card of the same type with the previous period of validity, and in case not more than 3 months are left until the expiration of the Bank Card / Credit Card validity period it shall be replaced by the Bank Card / Credit Card of the same type with the new validity period;

11.1.14 blocking of the Cards and release of blocked Card. For releasing a blocked Bankcard the Client may also apply to the Bank's Subdivision;

11.1.15 performance of the procedure for urgent cash dispensing if the Bankcard is lost abroad;

11.1.16 connection to Raiffeisen MOBILE SMS-Alerting Service depending on the Card type. Information on the terms and conditions of Card connection depending on its type is available in any of the Bank's Subdivisions;

11.1.17 provision of information to the Client on the decisions made in respect of the Client's applications for Loan extension (auto loan, Consumer Loan, and Credit Card);

11.1.18 filling an application for the Credit Card issue;

11.1.19 provision of information on the Cards issued by the Bank as part of the Bank's joint co-brand projects;

11.1.20 provision of information on the amounts of the Credit-Card Available Balance, Total Loan Indebtedness, Grace Period Indebtedness, Minimum Repayment Amount, Previous Periods Indebtedness (On-Demand Indebtedness), accrued interest, Overdue Indebtedness, overdue interest, and Credit Limit Overlimit;

11.1.21 activation of electronic digital keys to active transactions in Raiffeisen CONNECT System (where applicable, for more details please see sub-Clause 9.2.10 of the General Terms);

11.1.22 acceptance of oral requests for blocking access to Raiffeisen CONNECT System;

¹⁰ If services may be rendered through the Call Center and through Raiffeisen Teleinfo System the Bank may provide the service selecting the service channel at its own discretion - either through the Call Center or through Raiffeisen Teleinfo System.

- 11.1.23 acceptance of the Client's oral requests for changing the way (channel) of delivery of statements of the Credit Card;
- 11.1.24 acceptance of the Client's oral requests for changing his or her personal details (save for the Client's first name, patronymic and last name, date and place of his/her birth, details of his or personal identification document, and the Client's registration address, marital status).
- 11.2 Where the Client applies to the Call Centre for the services, listed in sub-Clauses 11.1.8 -11.1.16, 11.1.17 (as part of a Consumer Loan and a Credit Card) and sec. 11.1.20 - 11.1.24, the Bank shall identify the Client with the use of the password. When the Client turns to the Bank's Call Center for services listed in cl.11.1.14, 11.1.16 and 11.1.24, apart from the password the Bank may request from the Client additional personal information required for identification of his/her personality.
- 11.3 The Client and the Bank shall use as a password the code word, specified by the Client at the time of opening of the Account. As a password the Supplementary Card holder and the Bank shall use the code work specified by the Client or Supplementary Card holder at the time of the opening of the Supplementary Card.
- 11.4 The Bank may also require the password where it contacts the Client by telephone if it needs to provide to the Client the information on the Card or Account (in such instance the Client shall have the right to refuse to give the password and call the Client back him- or herself or personally apply to the Bank's Subdivision).
- 11.5 The Client and the Bank undertake to keep the password secret and do not give it to any third parties.
- 11.6 The person who gives oral instructions to the Bank by telephone and provides the correct password shall be recognised as a Client. The Bank shall not be liable for the consequences of any use of the password by third parties. In cases contemplated by cl. 11.1.2 of the general terms, in case of provision of any incorrect additional information requested by the Bank, the Bank may (but is not obliged to) refuse to provide services of the Bank's Call Center to the requesting person. In this case the Client may obtain the required service by turning to the Bank's Subdivision. In case the Bank has a certificate confirming the Client's death the Bank may refuse to provide to a person applied relevant services of the Bank's Call Centre.
- 11.7 The Bank may make a telephone call to the Client's contact number for additional confirmation of the Client's oral requests for the provision of services by the Bank's Call Centre.
- 11.8 The information requested by the Client pursuant to the provisions of this Section may be provided by the Bank orally by telephone, by fax or e-mail (based on technical capabilities). The Bank shall not be liable for any possible unauthorised receipt of such information by any third parties for reasons beyond the Bank's control.
- 11.9 As the Client applies by telephone for the provision of the services, listed in this Section, the date, time and fact of identification of the Client with the use of the password, as well as the contents of the Client's oral instruction shall be recorded by any means at the option of the Bank. The Bank shall have the right to keep an audio recording of the telephone conversation with the Client and use the same for resolving matters in dispute as a proof.
- 11.10 Where the Client applies to the Bank's Call Centre, he/she shall understand that this will be communication through ordinary telephone lines without any additional means to ensure the confidentiality of conversations. In this connection, the Client shall assume the risks related to the possibility that the information being transmitted can be received by third parties.

12 Provision of Services to Clients through Raiffeisen Teleinfo System

- 12.1 The Client may receive access to Raiffeisen Teleinfo System in accordance with the procedure established in this Section. The possibility to have access to Raiffeisen Teleinfo System is dependant on technical facilities of the Bank's Subdivision servicing the Client. Banking services can be provided through Raiffeisen Teleinfo System in respect of certain types of Bank and Credit Cards, information on which the Client may receive in any Subdivision of the Bank or on the site of the Bank in Internet (www.raiffeisen.ru).
- 12.2 To receive services in Raiffeisen Teleinfo System the Client may use both stationary and mobile telephone sets with a tone dialing mode.
- 12.3 To receive access to Raiffeisen Teleinfo System the Client must have a valid Card and apply to the Bank's Call Center and then follow voice prompt messages selecting necessary services by additional dialing.
- 12.4 For use Raiffeisen Teleinfo System the Bank assigns to the Client a unique PIC. For assignment of PIC the Bank identifies the Client using a password as well as additional personal information required for identification of the Client. The Client and the Bank use as a password a code word specified by the Client when opening the Account.
- 12.5 In accordance with rules of this Section the Bank is obliged to render the Client in Raiffeisen Teleinfo System the following automatic services¹¹:
- 12.5.1 provision of information on exchange rates of the Bank being in effects at the moment of the Client's application to Raiffeisen Teleinfo System, methods of replenishment of the Account / Card;
- 12.5.2 provision of information on the Card Available Balance as well as information on 3 last Card Transactions (except for placement of cash through «Cash-in» automated teller machine of the Bank and POS – terminal installed in the Subdivision of the Bank);
- 12.5.3 provision of information on amount of the Grace Period Indebtedness, Minimum Payment, Total Loan Indebtedness;
- 12.5.4 Card Blocking;
- 12.5.5 provision of information on conditions for connection of «SMS-notice Raiffeisen MOBILE» service depending on the Card type, as well as connection of this service;
- 12.5.6 change of PIC;
- 12.5.7 production of PIN to Credit Card of MasterCard International Payment System;
- 12.5.8 restoration of access to Raiffeisen CONNECT System (provision of the Client with temporary identifiers for use Raiffeisen CONNECT System).
- 12.6 When the Client applies to Raiffeisen Teleinfo System for the services specified in clauses 12.5.2, 12.5.3, 12.5.5 (in particular, connection of «SMS-notice Raiffeisen MOBILE» service) the Bank identifies the Client using PIC and the last 4 digits of the Card, and the Bank considers the Client's operations using PICas a confirmation certified by the Client's Handwritten Signature Analogue.
- 12.7 The Client and the Bank shall maintain secrecy of PIC not disclosing it to any third parties.

¹¹ If services may be rendered through the Call Center and through Raiffeisen Teleinfo System the Bank may provide the service selecting the service channel at its own discretion - either through the Call Center or through Raiffeisen Teleinfo System.