

General Terms and Conditions of Coop Bank AS

Terms and definitions

Price list means the price list of services established by the bank together with any annexes thereto.

Client means any natural or legal person who uses, has used or has expressed their wish to use the services of the bank or is related to the use of the services in some other manner (e.g. parties providing collateral).

Client relationship means a legal relationship which arises when a client uses or has used a service provided by the bank or has contacted the bank for the purposes of using a service.

Account means a settlement account opened by the bank for a client under a settlement agreement. Furthermore, any other accounts in which the client has assets (e.g. deposit account).

Agreement means an agreement concluded between the bank and the client in relation to a specific service.

Group of companies of the bank means the bank or a financial company in the group of companies of the bank or the direct or indirect parent company of the bank or a company in the same consolidation group as it.

Financial company in the group of companies of the bank means the bank or its subsidiaries engaged in the provision of financial services. The list of the financial companies in the group of companies of the bank shall be available on its website.

Banking day means a day on which the bank is open for service and which is not Saturday, Sunday, public or national holiday.

Bank means Coop Bank AS.

Party (parties) means the client and bank together.

Main payment services means opening and using an account; payment of cash into and disbursement of cash from the account; payments (including payments initiated from and received in the account, standing orders and electronic invoice fixed payment); payments effected using a bank card (except for a credit card) and in the Internet bank.

Service means a service provided for the client by the bank and/or a service provided through the bank by a third party.

Terms and conditions of service means the standard terms and conditions for a given service provided by the bank, and these are also an integral part of the agreement concluded for every given service.

Website means the bank's website at www.coopbank.ee and any subpages thereof.

General terms and conditions means these general terms and conditions of the bank.

1. General

1.1. Scope of application of the general terms and conditions

1.1.1. The general terms and conditions set out the fundamentals of the client relationships between the bank and the

client; the procedure for the communication between the bank and the client; and the general principles for the conclusion, amendment or termination of agreements and the exercising of rights and the performance of obligations between the bank and the client under the agreements concluded.

1.1.2. The general terms and conditions shall apply to all the client relationships. The general terms and conditions shall apply also to client relationships that have arisen before the general terms and conditions took effect and that are current on the date when they take effect.

1.1.3. In addition to the general terms and conditions, the client relationship shall be regulated by the legislation of the Republic of Estonia, legislation of the European Union, the principles on the processing of client data, the terms and conditions of service, the agreements, the price list, the best banking practice and the principles of good faith and reasonableness.

1.1.4. The general terms and conditions, the principles on the processing of client data, the terms and conditions of service and the price list are available for review on the website or, on a banking day, at customer service areas of the branches of the bank.

1.1.5. In the event of a divergence between the general terms and conditions and the terms and conditions of service, the terms and conditions of service shall be followed. If the general terms and conditions or the terms and conditions of service diverge from the agreement, the terms and conditions specified in the agreement shall be adhered to in the relevant respect.

1.1.6. Communication between the parties shall occur in Estonian or, if so agreed, in some other language agreed between the parties. In the event of any divergences or contradictions between the Estonian and foreign-language texts of the general terms and conditions, the terms and conditions of service or the price list, the relevant Estonian text shall be followed.

1.2. Applicable law and jurisdiction

1.2.1. The client relationships shall be subject to Estonian law.

1.2.2. The client relationships shall be governed by foreign law if this results from legislation or an international treaty or is stipulated in the agreement.

1.2.3. Any dispute between the client and the bank shall be settled in the Harju County Court unless stipulated otherwise in legislation or agreed otherwise between the parties.

1.2.4. Any disputes between the bank and the consumer with a permanent residence in a Member State of the European Union shall be settled court of the domicile consumer.

1.2.5. If, at the time of the conclusion of the agreement, the residence, location, or place of business of either party is in Estonia, yet the client (a natural or a legal person) after the conclusion of the agreement moves to a foreign country to live or transfers its location or place of business there or if, when an action is brought before a court, their residence, location or place of business is not known to the bank, the dispute shall be settled in Estonia at the court of the domicile of branch of the bank where the agreement was concluded.

1.3. Establishment and amendment of the general terms and conditions, the principles on the processing of client data, the terms and conditions of service and the price list

1.3.1. The general terms and conditions, the principles on the processing of client data, the terms and conditions of service and the price list shall be set by the bank.

1.3.2. The bank shall be entitled to unilaterally amend the general terms and conditions, the principles on the processing of client data, the terms and conditions of service and the price list.

1.3.3. The bank shall inform the client about any amendments to the general terms and conditions, the principles on the processing of client data, the terms and conditions of service and the price list by making the amendments available to the client in the customer service areas of the branches of the bank, its website or in some other manner (e.g. by post or in a daily newspaper with national distribution) at least 15 (fifteen) days before the amendments take effect except where a longer mandatory period of advance notification is stipulated under applicable law or the terms and conditions of service.

1.3.4. If the client does not accept the amendments, they shall be entitled to cancel the relevant agreement by providing the bank with relevant written notification within the period of advance notification specified in clause 1.3.3 and by meeting all their obligations under the agreement beforehand.

1.3.5. In justified cases, the bank shall be entitled to amend its price lists without advance notification. The bank shall notify the client about these changes immediately by posting the relevant information at customer service areas of the branches of the bank, on its website and in the Internet bank, and the client shall be entitled to cancel the agreement immediately if they do not accept the changes, performing all their obligations under the agreement beforehand.

1.3.6. If the client does not exercise its right, specified in clauses 1.3.4 and 1.3.5 of the general terms and conditions, to cancel the agreement unilaterally, it shall be considered that they have accepted all the amendments made and that they have no complaints for the bank resulting from the amendments to the general terms and conditions, the principles on the processing of client data, the terms and conditions of service or the price list.

1.3.7. The period of advance notification specified in clause 1.3.3 of the general terms and conditions shall not apply if the change has been due to a reduction in the price of the service; the fact that the other general terms and conditions, the principles on the processing of client data, the terms and conditions of service or agreements have been made more favourable for the client; or the inclusion of new services on the price list.

2. Identification of the client

2.1. Identification

2.1.1. When a client relationship is created, including when an agreement is concluded and a service is provided, the bank shall identify the client or their representative.

2.1.2. The client and their representative shall provide the bank with the information necessary for the identification of their persons and any documents required.

2.1.3. A natural person shall be identified based on identity documents compliant with legislation and accepted by the bank (e.g. passport, identity card,

Estonian driver's licence) and/or other documents required by the bank.

2.1.4. A client that is a legal person shall be identified based on the relevant register extract and/or other documents required by the bank (e.g. certificate of registration, statutes, certificate from a competent authority or the like). Furthermore, the bank shall be entitled to request information about the legal person's founders, owners, governing body members, actual beneficiary and other similar parties. An Estonian legal person that is in the process of being established shall be identified based on the memorandum of association or the establishment decision.

2.1.5. If the client or their representative has been identified by the bank previously, the bank shall decide the need for any additional identification.

2.1.6. Under the agreement, subsequently the client and/or their representative may be identified for the purposes of concluding agreements, submitting requests or applications or providing orders related to the account, and the said documents may be signed, using a means of communication / means of identification accepted by the bank.

2.2. Representation

2.2.1. A natural person may effect transactions in person or through a representative. The legal person shall effect transactions through their representative.

2.2.2. At the request of the bank, a client that is a natural person shall be obliged to effect a transaction in person, whereas a client that is a legal person shall be obliged to effect a transaction through its legal representative.

2.2.3. A document proving the right of representation shall be in a form accepted by the bank and shall be valid only together with an identity document.

2.2.4. The bank shall not accept a document granting the right of representation if it does not indicate the client's intent unambiguously and intelligibly; among other things, it shall unambiguously state the right to effect transactions with oneself or with other parties represented.

2.2.5. The bank shall be entitled to require that a power of attorney proving the right of representation prepared outside the bank should be notarised or certified in an equivalent manner.

2.2.6. The client shall be obliged to inform the bank immediately about the expiry of the right(s) of representation of their representative(s) or about any changes to the right of representation, including the withdrawal, cancellation or declaration of invalidity of a notarised power of attorney, also if the relevant information has been published in the official publication *Ametlikud Teadaanded*.

2.2.7. The bank shall not be liable for transactions effected by a party not having the right of representation or for any consequences resulting therefrom if the client has not performed their obligation to inform the bank as stipulated in clause 2.2.6 in the general terms and conditions.

2.3. Signature

2.3.1. The bank shall accept the handwritten signature of the client or their representative, a digital signature linked to an Estonian identity card and, in instances agreed in the agreement, also any other codes transmitted electronically or orally.

2.3.2. The bank shall be entitled to require the affixation of a signature at the bank or, where this is impossible, the notarisation or equivalent certification of a signature.

2.3.3. The bank shall be entitled but not obliged to accept digital signatures linked to an identity card from a foreign state.

2.4. Requirements for documents

2.4.1. The client shall provide the bank with the original documents or copies thereof that have been notarised or certified in an equivalent manner. Identity documents and powers of attorney proving the right of representation shall be presented in their original form without exception.

2.4.2. The bank shall be entitled to presume that the document provided by the client is authentic, valid and correct.

2.4.3. The bank shall be entitled to require that documents issued abroad should be, as the case may be, legalised or certified with an apostille except where the treaty concluded between the Republic of Estonia and the relevant foreign state stipulates otherwise.

2.4.4. The bank shall accept documents provided in Estonian, Russian or English. In the case of the rest of foreign-language documents, the bank may require the attachment of a translation into Estonian or some other language accepted by the bank. The documents shall be translated by a sworn translator, or the translator's signature shall be notarised.

2.4.5. The bank shall be entitled to make copies of documents submitted by the client or a representative thereof. Furthermore, where possible the bank shall be entitled to retain the original documents presented (except for an identity document).

2.4.6. If the client has provided documents which do not meet the bank's requirements or the authenticity of which is doubted by the bank, the bank shall be entitled to not execute a transaction and to require the provision of additional information or documents.

2.4.7. Any costs due to bringing documents into conformity with the bank's requirements (e.g. costs related to translation) shall be paid by the client.

2.5. Legal succession of the client

2.5.1. The rights and obligations of the client shall pass to another party on the basis of a transaction, a law or other legislation.

2.5.2. If the client wishes to transfer their rights or obligations under the agreement(s) concluded with the bank to a third party (parties), they shall obtain prior written consent from the bank according to the law.

2.5.3. In the event of the death of a client that is a natural person, the bank shall be entitled to require their heirs to provide the documents stipulated in legislation to certify the passing of the client's rights and obligations to the heir(s).

2.5.4. The transformation, merger or division of a client that is a legal person shall be proven by means of the relevant agreement and a register extract or in some other manner stipulated in legislation.

3. Banking secrecy and processing of client data

3.1. The bank shall keep secret indefinitely any information subject to banking secrecy by law. The bank shall be entitled to disclose banking secrecy concerning the client to third parties only with the consent of the client unless the obligation or entitlement to disclose banking secrecy results from legislation.

3.2. The bank shall process client data according to the principles on the processing of client data as established by the bank.

3.3. The principles on the processing of client data shall be an integral part of the general terms and conditions and, thereby, of every client relationship.

4. Conclusion of the agreement

4.1. The bank's relations with the client shall be governed and the agreement shall be concluded in writing, in a form reproducible in writing or electronically, unless the mandatory form of the agreement is specified by legislation.

4.2. Upon concluding an agreement, the client shall be obliged to provide truthful, complete and accurate information about themselves and provide any documents required by the bank. In the course of the performance of the agreement, the bank shall be entitled to request information and documents from the client to check and update the information provided, and the client shall be obliged to present these.

4.3. Given the freedom of contract, the bank shall be entitled to decide with whom to conclude an agreement and with whom not to conclude an agreement. In the public interest and in the clients' interest, the bank shall be entitled to limit the pool of persons with whom it enters a contractual relationship.

4.4. The bank shall consider a refusal to conclude an agreement (including a refusal to conclude an agreement for the main payment service) comprehensively, taking into account the circumstances of every individual case, and make a decision reasonably. The bank shall not have to state grounds for its refusal to conclude an agreement unless stipulated otherwise by law.

4.5. The bank shall be entitled to refuse to conclude an agreement, including agreement for the main payment service, with a party, in particular if the party or a party related to them:

4.5.1 at the request of the bank or a company in the group of companies of the bank to do so, has not presented, for their identification or the performance by the bank of other due diligence procedures under legislation, the required information and/or documents or has refused to update them, or the documents provided are incorrect or incomplete or do not meet the bank's requirements or have features of forgery;

4.5.2. Deliberately or due to gross negligence, has provided the bank or a financial company in the group of companies of the bank with incorrect or incomplete information or refuse to provide information;

4.5.3. Does not meet the requirements set out in the legislation governing activities to combat money laundering and terrorist financing;

4.5.4. When requested to do so, has not provided the bank or a financial company in the group of companies of the bank with sufficient information or documents to certify the legal origin of their funds, or there is suspicion of money laundering or terrorist financing in relation to it for some other reason;

4.5.5. In the bank's opinion, does not correspond to the bank's risk appetite either by itself or via a cooperation partner in accordance with the provisions of clause 13.2.9. of the General Terms and Conditions;

4.5.6. Operates without the registration or activity licence required by law;

4.5.7. Is late or has been late repeatedly in the performance of their obligation towards the bank or a financial company in

the group of companies of the bank;

4.5.8 Through its act or omission, has caused loss or damage or the actual risk of loss or damage for the bank or a financial company in the group of companies of the bank;

4.5.9. Is or has been a politically exposed person (e.g. a person holding a high public position, their family member or close collaborator) in a country where the level of combating money laundering, corruption and terrorist financing is insufficient;

4.5.10. Based on information from a recognised and reliable source (e.g. public authorities, international organisations, mass media), is or has been involved in criminal activity, money laundering or terrorist financing or also international sanctions or other national transaction restrictions (e.g. European Union or United States sanctions);

4.5.11. is or has been involved in the traditional sources of income for organised crime, including but not limited to the smuggling of goods subject to excise duty or of narcotic substances, illegal trafficking in weapons or human beings, pimping and unlicensed international electronic money remittances;

4.5.12. In the assessment of the bank, is related to a person, field of activity or territory in relation to which international sanctions or other national transaction restrictions have been introduced.

4.6. In addition to what has been specified in clause 4.5., the bank shall be entitled to refuse to conclude an agreement also for other reasons, including where there is some legal obstacle, such as a limitation of active legal capacity, absence of the right of representation or uncertainty as to these rights, a person's incapacity to exercise their will (temporary disturbance of mental function, influence of psychotropic, narcotic or other substances that affect regular and reasonable behaviour) or where the bank comes to doubt a person's free will in providing an order.

4.7. For the purposes of the general terms and conditions, a related natural person shall be:

4.7.1. A person known by the bank to be an authorised representative for another natural and/or legal person;

4.7.2. legal persons where the person is a member of the supervisory board, management board or other governing body;

4.7.3. legal persons in which the person holds 10% or more of shares, publicly traded shares or votes.

4.8. For the purposes of the general terms and conditions, a related legal person is a legal person in which 10% or more of shares, publicly traded shares or votes are held directly or indirectly by that person or whose authorised person, management board, supervisory board or other governing body member or procurator holder is a person wishing to conclude an agreement.

4.9. The prerequisite for the conclusion of an agreement for the main payment service shall be the conclusion of a settlement agreement; the client shall not be obliged to conclude any other additional agreements.

4.10. The bank may refuse to conclude an agreement for the main payment service with a party which, in the assessment of the bank, has no justified link with Estonia, or if there are circumstances specified in clauses 4.5. and 4.6.

5. Information exchange between the bank and the client

5.1. Provision of information by the bank

5.1.1. The bank shall provide the client with information at the customer service areas of its branches, on its website, via the mass media or in some other manner agreed.

5.1.2. Personal notifications shall be transmitted by the bank to the client by post or using some other means of communication (e.g. e-mail or short message service) or via the bank's electronic channel (Internet bank). The bank shall select the information channel according to the content of the notification to be transmitted in order to ensure that the relevant information reaches the client in the best and most reasonable manner. If the client has notified the bank of their e-mail address and/or has access to the Internet bank, the bank shall be entitled to send all messages (including declarations of intent) to the client at its option by e-mail or by publication in the Internet bank, unless legislation stipulates otherwise.

5.1.3. If the client has notified their contact details (e.g. postal or e-mail address or telephone or fax number) to the bank, in so doing it shall have also provided their consent for the bank to provide them with information about changes to the general terms and conditions, the terms and conditions of service or the price list, information from the group of companies of the bank or information (including advertising) from third parties that are partners of the bank, using the above means/channels of communication.

5.1.4. Personal notifications transmitted to the client shall be deemed to have been received by the client and the notification obligation of the bank shall be deemed to have been performed once 3 (three) calendar days have passed since the issuing of the notification to the bank or at the address of a client known to a financial company in the group of companies of the bank or to a party entitled to receive the notification on their behalf. Notification transmitted via an electronic channel (e.g. Internet bank, SMS, e-mail) shall be considered to have been received by the client and the bank's notification obligation shall be considered to have been performed on the day of the transmission of the notification.

5.1.5. Information transmitted from the bank to the client about transactions and/or news, newsletters or the like transmitted by the bank do not constitute advice or offers to effect any transaction except where the information transmitted by the bank contains relevant explicit information.

5.2. Provision of information by the client

5.2.1. The client shall provide the bank with information on paper, electronically (e.g. via the Internet bank or e-mail) or in some other agreed manner.

5.2.2. The client shall be obliged to inform the bank immediately about any circumstances or information relevant in the relations between the bank and the client and/or affecting or possibly affecting the client relationships and/or that have changed compared to what has been set out in the agreement and/or the previously provided documents, including the following:

5.2.2.1. Any changes to the client's name, address, telephone or fax number or other contact details;

5.2.2.2. Changes to the data on the identity document of the client or their representative(s) and/or the loss or theft of the identity document or other means of identification or loss of the client's possession thereof against the will of the client;

5.2.2.3. Changes of the client's representative(s) or the limits of their powers;

5.2.2.4. The filing of a bankruptcy petition in relation to the client, the initiation of bankruptcy proceedings or a judicial decision in bankruptcy proceedings;

5.2.2.5. The initiation of proceedings for the transformation, merger, division, administration or liquidation of a client that is a legal person;

5.2.2.6. Any other information that the client has to notify to the bank under the agreement.

5.2.3. The client shall be obliged to provide the information specified in clause 5.2.2 in a separate specifically and unambiguously intelligible request. The bank shall not be obliged to interpret the application and/or requests submitted by the client and ascertain whether the client has also provided the information specified in clause 5.2.2.

5.2.4. The client's notification obligation specified in clause 5.2.2 shall also apply when the changes that have occurred have been registered in a public register or published via mass media (e.g. the official publication *Ametlikud Teadaanded*) or in some other manner.

5.2.5. If the client has not met the notification obligation addressed in clauses 5.2.2 and 5.2.4, the bank shall presume the existing information to be correct and shall not be liable for any loss or damage incurred by the client and/or third parties due to a failure to perform the notification obligation.

5.2.6. Unless otherwise agreed, any addresses, telephone or fax numbers or any other contact details provided by the client to the bank shall be considered to have been provided also to a financial company in the group of companies of the bank, and vice versa. Accordingly, the bank and a financial company in the group of companies of the bank shall be entitled, after new contact details have been used, to use for the transmission of information the ones provided by the client last.

5.2.7. The client shall be entitled to receive information about their account balance, transactions effected and other details related to their account:

5.2.7.1. Via electronic channels (e.g. Internet bank);

5.2.7.2. By request, at customer service areas of the branches of the bank;

5.2.7.3. By means of account statements provided periodically as agreed with the bank.

5.2.8. The client shall be obliged to immediately check the information in any notification, including an account statement, received from the bank and present their objections to the bank immediately after receiving the notification.

5.2.9. If the client has not received notifications and/or account statements periodically issued for the client by the bank, the client shall inform the bank immediately but not later than within 10 (ten) calendar days from the date when the notification and/or bank statement issued under the agreement or some additional arrangement should have reached the client.

5.2.10. The bank shall document all the transactions effected on the client's account and preserve this information according to the provisions in legislation.

6. Client's orders and execution thereof

6.1. To use the service, the client shall provide the bank with their order in writing or in some other manner agreed with the bank. If a mandatory form for the

provision of an order is stipulated under the terms and conditions of service or legislation, the client shall provide the bank with an order in the relevant form.

6.2. The party providing an order shall prove to the bank their right to provide the order in an acceptable manner (e.g. present an identity document, power of attorney, oral or electronic code).

6.3. When providing every order, the client shall be obliged to ensure that:

6.3.1. Their account has a sufficient amount of the currency needed for the execution of the order provided to the bank. If there is not a sufficient amount of the relevant currency in the account, the bank shall be entitled to not execute the order provided by the client. If, however, the bank executes the client's order, this execution of the order shall not be considered the provision of an overdraft facility or any other similar transaction, and the client shall be obliged to immediately transfer into the account the funds that should have been in the account for the execution of the order;

6.3.2. In the relevant instances, there are available the necessary consents, including court approvals;

6.3.3. Their order is consistent with the applicable legislation, the terms and conditions of the agreement and the other relevant requirements, customs or practices.

6.4. The bank shall accept for execution only those orders of the client which have been correctly and duly prepared, which can be understood and executed unambiguously and which express the clear intent of the client. Any uncertainties, ambiguities, mistakes or transmission errors in an order shall be the responsibility of the client.

6.5. The bank shall be entitled to presume that the content of an order provided to it is consistent with the client's intent. If the bank comes to suspect that a person wishing to use a service is not entitled to do so or if an order provided by a client is unclear, and the client has not provided additional information or additional documents at the request of the bank, the bank may refuse to provide the service. In this case, the bank shall not be liable for any loss or damage that may have been caused by its refusal to provide the service.

6.6. The bank shall be entitled to record any orders transmitted via means of communication or any other operations effected for the use of services. If necessary, the bank shall be entitled to use these recordings to prove orders provided by the client or any other operations.

6.7. Unless otherwise agreed, the client or their representative shall affix their signature on a written order as a handwritten signature. If necessary, the bank shall be entitled to require the affixation of a signature at the bank or, where this is impossible, its notarisation.

6.8. Exceptionally, the bank shall be entitled to deviate from an order provided by the client if the bank has reason to presume based on the circumstances that the client would approve its action.

6.9. If the bank doubts the legality of the order provided, it shall be entitled to require the client to provide additional information and/or documents in the manner and form accepted by the bank before it executes the order. Any costs related the provision of additional information and/or documents shall be paid by the client, who shall not be able to require from the bank the reimbursement thereof or the reimbursement of any costs that may be incurred when the execution of an order is delayed.

6.10. Upon receiving an order from the client, the bank shall be entitled to require from the client documented certification

of the legal origin of the funds or other assets used to effect the transaction and documents in proof thereof. The bank shall not be obliged to execute an order before receiving the relevant confirmation or documents.

6.11. If the bank has provided the client with a time limit for the removal of a circumstance(s) preventing the execution of an order, and the client has not removed the said circumstances within this time limit, the order shall be deemed cancelled. The bank shall be entitled to cancel an order also immediately if, in the assessment of the bank, the client will be unable, within a reasonable period, to remove the circumstances related to the suspension of the execution of the order.

6.12. The bank shall be entitled to not accept or to not execute an order if, in the assessment of the bank, the client's behaviour when providing the order is in appropriate or if there is reason to believe that the client is acting under the influence of alcoholic, psychotropic, narcotic or other substances that affect regular and reasonable behaviour or if the bank comes to doubt their active legal capacity or capacity to exercise their will and/or their free will in providing the bank with the order.

6.13. The bank shall be entitled to not execute an order related to another country (e.g. currency of a foreign state, payee in a foreign state) or apply restrictions or additional checks to an order if this required by the correspondent bank, an agency in the relevant state or the bank itself or also if the payment is directly or indirectly related to a party subject to sanctions or restrictions by a foreign state.

6.14. If the client provides the bank with multiple orders for execution, the bank shall execute these in the chronological order of their provision, unless stipulated otherwise by legislation or the terms and conditions of service.

6.15. The order provided to the bank shall be valid until the due execution of the order or until the order is considered by the bank to have been cancelled.

6.16. As a rule, the client shall not be entitled to withdraw an order provided to the bank and accepted by the bank for execution. If, however, based on a relevant application of the client the bank cancels an order accepted for execution, the client shall indemnify the bank for any costs and loss or damage incurred in relation to having begun to execute the order and/or having cancelled the order. The bank shall be entitled to refuse at its discretion to cancel an order accepted for execution.

6.17. The client shall be obliged to count and check any amounts to be paid into an account in cash before payment and any amounts disbursed immediately on receiving them and present any complaints on the spot. The bank shall not be obliged to consider any subsequent complaints.

6.18. If funds or other assets have been transferred into the client's account by mistake, the client shall notify the bank thereof immediately after the discovery of the erroneous transfer. The bank shall be entitled to deduct any funds or assets transferred into the client's account by mistake from the account by means of a corrective transfer.

7. Restrictions on the disposal of the account and on the use of the service

7.1. Blocking of the card

7.1.1. Blocking is an activity as a result of which, on the initiative of the client or the bank, the client's right to effect all or some transactions or other operations has been suspended.

7.1.2. The bank shall block the account or service based on

the client's order transmitted in writing or in some other manner agreed between the bank and the client.

7.1.3. When an oral order to block is provided, the bank shall be entitled to ask the party providing the order more detailed questions based on the information previously provided to the bank by the client, in order to verify the person's identity. If the bank has doubts about the identity of the person, the bank shall be entitled to not block the account or service. In this case, the bank shall not be liable for any loss or damage due to a failure to block the account or service (unless legislation stipulates otherwise).

7.1.4. The bank shall be entitled to block the account or service in the following instances:

7.1.4.1. The client's account does not have the funds to settle the claims that the bank or a financial company in the group of companies of the bank has against the client;

7.1.4.2. The client does not provide, in the bank's opinion, the bank with sufficient documents or information to perform the bank's due diligence procedures under legislation, or the bank, in spite of its efforts to do so, has been unable to check, within a reasonable time period, the information or documents used to identify the client or perform other due diligence procedures;

7.1.4.3. The client or the client's representative does not provide the documents required by the bank for the ascertainment of the right of representation;

7.1.4.4. The bank has been provided with contradictory information about a person(s) having the right of representation or documents the veracity of which the bank has reason to doubt;

7.1.4.5. The bank suspects the client of money laundering or terrorist financing or some other crime (e.g. fraud) or the facilitation thereof;

7.1.4.6. The bank suspects that the assets in the client's account(s) have been obtained as a result of crime, or there have become known facts resulting in a need to ascertain the legal origin of the client's funds or assets;

7.1.4.7. The bank suspects that the client or related person or the order initiated is related to a person, field of activity or territory subject to international sanctions or other national transaction restrictions (e.g. sanctions of the European Union or the United States);

7.1.4.8. The company mediating the service (e.g. correspondent bank, International card organisation or other settlement system administrator) has introduced restrictions on the relevant country, territory, field of activity, currency, service, transaction or person;

7.1.4.9. The bank learns the fact that the funds or assets in the client's account(s) has (have) been transferred into the client's account(s) by mistake;

7.1.4.10. The limited nature of the active legal capacity of the client or their representative has become apparent or reasonable doubt has arisen as to their capacity to exercise will or actual intent;

7.1.4.11. The bank learns the fact that a client who is a legal person has been removed from the register;

7.1.4.12. The bank learns the fact that a client who is a natural person has died;

7.1.4.13. The account has been frozen in full or in part;

7.1.4.14. The right to block results from the agreement or the terms and conditions of service;

7.1.4.15. In the assessment of the bank, blocking is necessary in order to prevent loss or damage for the bank, client and/or a third party.

7.1.5. The bank shall unblock the account or service, which it has initiated the blocking of, once the circumstance based on which it was blocked has been removed. A block imposed on a fixed-term basis shall be lifted by the bank when the time limit lapses, or the bank shall extend the time limit of the block as needed.

7.1.6. An account or service blocked at the client's initiative shall be unblocked by the bank on the basis of an order from the client.

7.1.7. The bank shall not be liable for any loss or damage resulting from the account or service being blocked.

7.2. Freezing of the account

7.2.1. The bank shall freeze the account at a third party's request only in instances and according to the procedure stipulated by law.

7.2.2. The bank shall release the frozen account based on a decision by the body that has issued a decision to freeze, a regulation or order or based on a final judicial decision.

7.3. Succession

7.3.1. Payment orders valid as at the time of the receipt of notification about the client's death shall not be effected by the bank if the due date for executing them is in the future.

7.3.2. Disbursements from the account of a dead client shall be made by the bank based on a certificate of the right of succession and/or the right of ownership or based on other documents under legislation, including the legislation of a foreign state, or a final judicial decision.

7.3.3. The bank shall be entitled to make disbursements to members of the immediate family of a deceased client in relation to funeral costs in the amounts set and based on the documents required by the bank.

7.3.4. After all the disbursements have been made, the bank shall close the account and any other agreements related to the account (e.g. Internet bank agreement).

7.4. Maintenance and development works on information systems

7.4.1. The bank shall be entitled to perform scheduled maintenance or development of its information system. Where possible, the above works shall be performed at night.

7.4.2. Where extraordinary circumstances become apparent, the bank shall be entitled to carry out extraordinary maintenance or development works at a time of its choice, in order to prevent major loss or damage.

7.4.3. During the performance of maintenance or development works, the performance of the bank's obligations towards the client under the agreement shall be suspended in part or in full. The bank shall not be obliged to indemnify the client for any potential loss or damage resulting from its failure to perform its obligations under the agreement for the above reason.

8. Interest

8.1. The bank shall calculate interest based on the rate set for the given service on the price list or agreed in the agreement.

8.2. If the interest rate and the bases for calculation have not been agreed in the agreement, the bank shall be entitled to change the interest rate unilaterally by notifying the client thereof as agreed.

8.3. Interest shall be calculated and disbursed or debited according to the terms and conditions of service.

8.4. If legislation provides for the obligation to pay income tax on interest, the bank shall withhold income tax on any amount subject to disbursement on the bases and according to the procedure stipulated in legislation. At the client's request, the bank shall issue a certificate concerning income tax withheld on an amount of interest.

9. Service fees and debts and the withholding thereof

9.1. The bank shall be entitled to charge and the client shall be obliged to pay for a service provided the fee stipulated on the price list and/or in the agreement.

9.2. The bank and the client may agree on service prices that are different from those on the price list.

9.3. In addition to what is set out on the price list and/or agreed separately in the agreement, the client shall pay the bank's costs resulting from any operations effected in the client's interests (e.g. postal or telephone costs, costs related to background screening of the client necessary for the continuation of the client relationship or related to updating their information or the like) and any costs related to the agreement (e.g. costs of collateralisation or insurance, notaries' fees or the like).

9.4. For a service not indicated on the price list, the client shall pay according to the actual costs of the bank, in relation to which the client shall be entitled to require the provision of a copy of the relevant bill of costs.

9.5. The client shall be obliged to keep enough funds in their account for the bank to be able to withhold from the account all service fees or any other amounts or debts payable.

9.6. If there are not enough funds in the client's account related to the service to pay a service fee or any other amount payable (including debts), the bank shall be entitled to withhold the relevant amounts from any other account held by the client at the bank. The bank shall withhold amounts payable in the currency in which they have been incurred. In the absence of the relevant currency, the bank shall be entitled to convert the necessary amount from another currency in the client's account based on the exchange rate for the relevant currency in effect at the bank on the date of the withholding.

9.7. The bank shall be entitled to first withhold from the client's account any amounts payable to the bank that have become due. The bank shall also have the above right if, after these amounts have become due but before they have been withheld, the client or a third party has presented a different order, unless legislation stipulates otherwise.

9.8. If the client has outstanding obligations under multiple agreements concluded with the bank, the bank shall determine the obligation to be offset against the amounts withheld from the client's account.

9.9. In the case of a payment service, a client that is a natural person shall pay regular service fees under the agreement solely until the expiry of the agreement. The bank shall return any service fee prepayments of to a client that is a natural person proportionately, based on the expenses actually incurred in order to provide the service by the time of the termination of the agreement. Any service fee paid for the date on which the agreement expires shall not be refunded by the bank. The bank shall also not refund any prepayments to a client that is a legal person.

9.10. Information about service fees specified on the price list or in the agreement, other amounts or debts withheld shall be available to the client on the account statement.

10. Delays

10.1. Unless agreed otherwise between the bank and the client, in the event of a delay in the execution of an order the bank shall pay late interest at the interest rate stipulated by law on the overdue amount for the period of delay.

10.2. The bank shall not pay any late interest for its failure to execute an order if the order has been contradictory or incorrectly prepared by the client or if the client has not provided the additional information and/or documents required by the bank within the time limit required by the bank or if the order has not met any other requirements established by the bank or legislation.

10.3. The client shall pay the bank late interest at the rate stipulated in the agreement, in the terms and conditions of service or on the price list.

11. Liability

11.1. The client and the bank shall perform their obligations in good faith, reasonably, in compliance with the due diligence requirements and in observation of the customs and practices.

11.2. For their failure to perform their obligations duly or at all, the parties shall be liable if there is culpability.

11.3. The parties shall not be liable for not performing their obligations due to the action of force majeure (e.g. war, unrest, forces of nature), public authorities (e.g. the state, local government, Bank of Estonia) or some other circumstance beyond the parties' control (e.g. bomb threat, strike, moratorium, general failure of computer systems, failure of communications lines or electricity supply interruption), which the obliged party cannot have influenced and which it cannot have been reasonably expected to prevent.

11.4. The bank shall not be liable for any loss or damage caused by changes in currency or securities rates or by any other investment risks.

11.5. The bank shall not be liable for any consequential loss or damage incurred by the client (e.g. loss of income).

11.6. The bank shall not be liable for any loss or damage incurred by the client or a third party by the client's failure to perform their notification obligation specified in clause 5.2.2 of the general terms and conditions.

11.7. The bank shall not be liable for any loss or damage caused by the bank's ignorance of a legal person's lack of passive legal capacity or a natural person's lack of active legal capacity or capacity to exercise their will.

11.8. The bank shall not be liable for services provided by third parties through the bank.

11.9. The bank shall not be liable for any damage caused by the bank's ignorance of any international sanctions or other limits to transactions from other countries imposed on the client (e.g. the European Union or United States sanctions).

12. Prevention of money laundering and terrorism financing

12.1. In implementing measures to combat money laundering and terrorist financing, the bank shall be guided by a risk-based approach and shall select a suitable measure. When selecting a measure, the bank shall be guided by the nature of the transaction and an assessment of how great the risk might be that the client or a third party related to the transac-

tion is or may become involved in money laundering or terrorist financing.

12.2. The bank shall have an overview of its clients, any parties related to them and the activity (including economic activity) of clients and the origin of their assets ("know your customer" principle). For compliance with the above, the bank shall implement the measures introduced in the Republic of Estonia and also internationally in relation to money laundering, terrorist financing and tax avoidance as well as measures to apply international sanctions.

12.3. To combat money laundering and terrorist financing, the bank shall be entitled and obliged to:

12.3.1. Regularly check the information based on which the client and their representative are identified;

12.3.2. Identify the client or the client's representative again if the bank comes to doubt the veracity of the information received during the initial identification;

12.3.3. At the time of the conclusion or during the term of an agreement, request from the client or their representative additional documents or information to ascertain, among other things, the client's nationality, tax residency, place of residence or establishment, field of activity, main business and/or contractual partners, turnover, actual beneficiary (beneficiaries), structure of ownership and control, proportions of cash or cashless transactions, frequency of transactions or information about the client's account(s) at other financial institutions;

12.3.4. Request from the client or their representative additional documents or information in order to ascertain the sources and origin of the funds or other assets used in the transactions, also require from the client the documents underlying a transaction (e.g. sales, lease or supply agreements; documents related to the shipment of goods, invoices or the like) or information or documents about the counterparty of a transaction, its actual beneficiary and/or some other person involved in the transaction;

12.3.5. Monitor the services used by the client;

12.3.6. In the event of doubt, not accept for execution an order which has no note or for which an insufficient note has been provided;

12.3.7. Introduce temporary or permanent restrictions on the use of services or delay the execution of an order provided by or for the benefit of the client.

12.4. The client shall be obliged to meet the requirements of the bank specified in clause 12.3 and provide all the required documents.

12.5. The bank shall be entitled to refuse to effect a transaction or return any amounts received for crediting the client's account to the remitter if the client has not provided the information and/or documents specified by the bank in clause 12.3 or if, based on the information and/or documents provided, the bank has come to suspect that money laundering or terrorist financing may be involved.

13. Cancellation of the agreement

13.1. The bank shall be entitled to cancel the agreement extraordinarily without any advance notification if the client materially breaches its obligation under the agreement or if another event occurs that serves as a good reason for the bank to cancel the agreement.

13.2. In particular, a material breach of an obligation under the agreement or another good reason is at issue if:

13.2.1. the client or a related legal person has breached an

obligation strict compliance with which is a prerequisite for the persistence of the interest of the bank in continuing the performance of the agreement. This obligation shall include, for example:

13.2.1.1. Provision of the group of companies of the bank with truthful, complete and accurate information during identification;

13.2.1.2. Notification of any changes to the information contained in all the agreements and/or documents provided to the group of companies of the bank;

13.2.1.3. Provision, at the bank's request, of sufficient and correct information and documents about their person, activities (including transactions, ownership relations, contractual partners and the contents of their economic activity), the beneficiary and the origin of their money or other assets. Information and documents are considered sufficient if they allow the bank to answer the questions that have arisen in the course of applying the bank's due diligence procedures under legislation and duly apply the bank's due diligence procedures under legislation;

13.2.1.4. Provision of accurate information about their economic situation, where this information is necessary and important for the bank or a financial company in the group of companies of the bank to make a crediting decision or perform other operations;

13.2.1.5. The obligation to notify the bank about any deterioration in the economic situation of the client or any other circumstance that may prevent the client from duly performing its obligations towards the bank or a financial company in the group of companies of the bank.

13.2.2. When requested to do so by the bank, the client has not provided sufficient information or documents about their person, activities (incl. transactions, ownership relations, contractual partners and the contents of their economic activity), the beneficiary and the origin of their money or other assets.

13.2.3. The client has submitted the bank false information or documents, incl. created a misleading impression of their person or activities to the bank, the bank considers the client's activities ostensible (i.e. the client who is a legal person is not engaged in any substantive economic activity) or unclear, the client makes transactions that do not correspond to what is declared to the bank, the client makes unusual transactions that are without clear economic purpose or that deviate from their usual activities or the usual activities of a client who is comparable to them;

13.2.4. The bank suspects the client or a related person in money laundering or terrorist financing for another reason;

13.2.5. The bank suspects the client or a related person of being a front or a front company;

13.2.6. International sanctions or other national restrictions have been introduced in relation to the client or a related person (incl. sanctions under European Union or United States legislation);

13.2.7. The bank suspects that the client is in breach of an international sanction or some other national transaction restriction (including sanctions under European Union or United States legislation);

13.2.8. The change of the client's direct or indirect owner or beneficiary is not acceptable to the bank;

13.2.9. The client, persons related to the client, the client's cooperation partners and/or activities do not correspond to the bank's risk appetite in the opinion of the bank. Above all, the client does not correspond to the bank's risk appetite if they have no justified connection to Estonia (e.g. a place of residence, a registered office or activities in Estonia), but also

if the bank cannot exclude the ostensibility of the client's activities, the bank is of the opinion that the client operates, either itself or via a cooperation partner, in a field that is in high risk of money laundering and terrorist financing (e.g. arms trade, adult entertainment, foreign online casinos), the client is, either on their own or via a cooperation partner, connected to a territory in high risk of money laundering and terrorist financing (e.g. countries that do not apply sufficient measures against money laundering and terrorist financing and conflict areas), the client's account is used as a transit account or the client's transactions or the origin of their assets are connected to a virtual currency (cryptocurrency);

13.2.10. The client operates without a registration or an activity licence required by law;

13.2.11. The circumstances specified in clauses 4.5.9 and 4.5.10 of the general terms and conditions become known about the client or a related person or the client has no justified connection to Estonia (e.g. a place of residence, a registered office or activities in Estonia) as set forth in clause 4.10;

13.2.12. The act or omission of the client has caused loss or damage or the actual risk of loss or damage for the bank or a financial company in the group of companies of the bank;

13.2.13. Deliberately or due to gross negligence, the client has failed to perform its obligation under a settlement agreement or some other agreement concluded with the bank or some other financial company in the group;

13.2.14. The client has failed to perform an obligation under an agreement concluded with the group of companies of the bank, and the said fact provides the bank with reasonable grounds to presume that the client is not going to perform their obligations under the agreement (e.g. the client has run into debts repeatedly) also going forward;

13.2.15. There has occurred an event which, in the reasoned opinion of the bank, may prevent the client from duly performing their obligations under the agreement or will have a material adverse effect on the client's business activities or financial situation (e.g. bankruptcy or liquidation proceedings in relation to the client);

13.2.16. There is some other compelling reason, especially if the continuation of the agreement is prevented by some legal obstacle, such as the limited nature of active legal capacity, inconsistencies or absence of the rights of representation;

13.2.17. The termination of the agreement is required by the supervisory authority in Estonia (e.g. Financial Supervision Authority) or in a foreign state or some other competent authority;

13.2.18. the termination of the agreement is required by the international settlement system administrator (e.g. International card organisation), a correspondent bank of the bank or some other bank;

13.2.19. The client shall not be considered a compliant person on the basis of any rules whatsoever on tax information exchange;

13.2.20. The bank becomes aware of the fact that the client who is a legal person has been removed from the register;

13.2.21. The bank becomes aware of the fact that the client who is a natural person has died;

13.3. Before the extraordinary cancellation of an agreement, the bank shall consider thoroughly all the facts and make a decision reasonably.

13.4. Upon extraordinary cancellation of the agreement due to failure to apply the due diligence measures under legislation, the bank shall transfer the client's assets only to an ac-

count that is opened in a credit institution entered in the Estonian commercial register or a branch of a foreign credit institution or in a credit institution that is registered or the place of business of which is in a European Economic Area state or a state where requirements equal to those of the directive (EU) 2015/849 of the European Parliament and of the Council apply. In the event of a situation described in this clause, the bank may transfer assets to an account other than the client's only in the cases and according to the procedure set forth by law.

13.5. The client shall be entitled to cancel an agreement at any time by notifying the bank thereof at least 1 (one) month in advance unless agreed otherwise in the relevant agreement.

13.6. The bank shall be entitled to cancel an agreement of indefinite duration at any time by notifying the client thereof at least 2 (two) months in advance unless agreed otherwise in the relevant agreement.

14. Settlement of disputes

14.1. Every effort shall be made to resolve any differences between the parties by means of negotiations immediately on emergence of differences.

14.2. If differences cannot be settled on the spot immediately, a complaint shall be submitted in writing or in some other manner (e.g. via the Internet bank).

14.3. The complaint shall set out the facts and documents based on which the complaint is being presented. If the document underlying the complaint is not freely available to the bank, the relevant document or a copy thereof shall be attached to the complaint.

14.4. The bank shall respond to the client's complaint not later than within 15 (fifteen) calendar days from receiving the complaint. If a response to the complaint cannot be provided within the above period due to its complexity or the need to establish additional facts, the bank shall notify the party that has submitted the complaint about the situation that has emerged and, furthermore, advise the time limit within which a response to the complaint is going to be provided.

14.5. Failing agreement between the parties, the client shall be entitled to contact a national supervisory authority (Financial Supervision Authority, Estonian Consumer Protection Board) or file a claim in court in order to resolve the dispute and/or obtain an additional independent assessment.

14.6. For the protection of their rights, the consumer may appeal to the Consumer Disputes Committee. Detailed information is available from the website at <http://www.tarbijakaitseamet.ee/et/tarbijavaidluste-komisjon>.

14.7. Supervision over the bank shall be performed by the Estonian Financial Supervision Authority, address Sakala 4, 15030 Tallinn, Tel 668 0500, Fax 668 0501, e-mail: info@fi.ee, website www.fi.ee).