

Converse Bank CJSC (hereinafter referred to as the Bank) offers legal entities or individual entrepreneurs engaged in trade and service activities the provision of services for accepting payment cards as a means of payment at points of sale (hereinafter referred to as POS), including online, under the following terms and conditions:

**Fees charged by the Bank for the provision of service equipment and for cashless transactions, as well as minimum turnover thresholds.**

**For POS<sup>1</sup> and cash register-POS<sup>2</sup> terminals: for legal entities and individual entrepreneurs included in the list of persons with a Merchant Category Code (MCC) defined under Clause 1 of Decision No. 27-N of the Board of the Central Bank of the Republic of Armenia dated 09.02.2026, and having an annual turnover of up to AMD 150 million.**

<b>Fee for provision of a cash register-POS terminal, or a penalty for termination of the service within the first two years.<sup>3</sup></b>		AMD 50,000
Transaction fee <sup>4</sup>	Transactions made with ArCa cards	0.5%
	Transactions made with local Visa and Mastercard cards	0.9%
	Transactions made with local UnionPay cards	2.0%
	Transactions made with foreign Visa, Mastercard, and UnionPay cards	2.7%
Monthly service fee <sup>6</sup>	POS operating in Yerevan	AMD 4,600
	POS operating in cities of the regions of the Republic of Armenia	AMD 3,000
	POS operating in rural areas of the Republic of Armenia	AMD 1,000

**For V-POS<sup>5</sup>, C-POS<sup>6</sup>, and C-PAY<sup>7</sup> and for POS and cash register-POS terminals of legal entities and individual entrepreneurs not listed above.**

Transaction fee <sup>8</sup>	Transactions made with ArCa cards		1.5%
	Transactions made with local Visa and Mastercard cards		2.3%
	Transactions made with local UnionPay cards		2.0%
	Transactions made with foreign Visa, Mastercard, and UnionPay cards		3%
Provision, maintenance, and termination fees <sup>8</sup>	If the monthly turnover carried out via a cash register-POS terminal is up to AMD 100,000	Provision fee	AMD 50,000
		Monthly service fee (including taxes)	AMD 1,000
	If the monthly turnover carried out via a cash register-POS terminal is AMD 300,000	Monthly service fee (including taxes)	AMD 3,000
		Penalty for termination of the service within the first two years	AMD 50,000
	If the monthly turnover carried out via a POS terminal (separate device + cash register or a standalone device provided by the Bank) is up to AMD 600,000, monthly service fee (including taxes) is applied.		AMD 6,000
For separate cooperations, if the monthly turnover carried out via a POS terminal (standalone device) provided by the Bank is up to AMD 2,000,000, monthly service fee (including taxes) is applied.		Up to AMD 20,000 <sup>3</sup>	

**The terms mentioned in the bulletin may be changed.**

**You can contact the Bank for additional information.**

**"Converse Bank" CJSC is supervised by the Central Bank of Armenia.**

If, at the time of termination of cooperation via a cash register-POS terminal, a turnover of AMD 5,000,000 is not achieved, a penalty (including taxes) is charged.	AMD 50,000
<b>Minimum non-reducible balance<sup>5, 9</sup></b>	up to AMD 150,000
<b>Registration of a new point of sale<sup>3</sup></b>	AMD 4,000
<b>Fee for opening and maintaining a dedicated terminal account</b>	AMD 0
<b>Cash withdrawal from the terminal dedicated account<sup>10</sup></b>	0%
<b>Change of legal entity details</b>	AMD 2,000
<b>Change of legal entity</b>	AMD 2,000
<b>Urgent registration of terminals<sup>11</sup></b>	AMD 6,000

#### Notes

<sup>1</sup> Equipment owned by banks and installed by banks at point of sales for the purpose of accepting card payments.

<sup>2</sup> Software installed in a new-generation cash register belonging to the organization for the purpose of accepting card payments.

<sup>3</sup> Applied based on transaction volume, nature and specifics of activity, and terms of cooperation.

<sup>4</sup> For POS and cash register-POS terminals, at points of sales with a total monthly turnover of up to AMD 50,000 (fifty thousand) in transactions, the total of the transaction fee and monthly service fee shall not exceed the values set for the monthly service fee specified in this section.

<sup>5</sup> Online service tools: online store/application/software solution, C-PAY.

<sup>6</sup> Smart device/smartphone running the Android operating system with an activated application that enables acceptance of card payments using contactless technologies.

<sup>7</sup> Application provided by the Bank with the ability to generate QR codes and payment request links.

<sup>8</sup> Taking into account the nature of the activity, expected transaction volume, prospects of cooperation with the organization, as well as other conditions, different tariffs from those presented in the table may be set on a contractual basis with the customer's consent.

<sup>9</sup> In the case of approval of an individual request for refund (chargeback/reversal) or manual entry (k-enter) services via POS or cash register-POS terminals, a different tariff may be applied.

<sup>10</sup> In case of cash withdrawals of AMD 5 million or more (or the equivalent in foreign currency) from branches, the customer must submit the relevant application one day in advance.

<sup>11</sup> Within 2 banking days after the signing of the agreement.

Online service tools ensure 3D Secure security standards for the online acceptance of electronic payments (Verified by Visa, Mastercard SecureCode).

### Application submission channels

- Website: intended for both the Bank's existing customers and individuals who are not customers.
- Bank remote banking systems: AS-Internet Banking, Mobile Banking, intended for identified Bank customers using these systems.
- Both existing customers and individuals who are not customers may also apply at the Bank's branches.

### Service Selection

After full identification of the applicant, the appropriate service channel is selected:

- POS terminal,
- Cash register-POS terminal,
- C-POS,
- Online service tools,
- Modification of already provided services.

### Timeframes for application review and Service provision

A decision regarding submitted applications is made within up to 5 business days, and the service is provided within up to 7 business days after the signing of the agreement, depending on the type of service and any deviations from standard terms.

In case of rejection of the application, a notification is sent to the applicant company's email address specified in the application.

In case of approval of the application, including cases with deviations, the final terms are determined and submitted for approval to the applicant company via the email address specified in the application.

The company, via a link sent to its email address and active for a maximum of 30 days, either approves or rejects the final terms presented by the Bank.

The company's electronic approval of the final terms is considered equivalent to the conclusion of the agreement.

### List of required documents

- Provided that the application is submitted online, it is required that all mandatory fields are completed correctly:
  - ✓ Name of the trade or service point and name of the organization
  - ✓ Legal and actual addresses of activity
  - ✓ Account number and other relevant details
  - ✓ Contact details
  - ✓ Email address
  - ✓ In the case of a cash register-POS terminal: device serial number
- In case of applying at the Bank's branches:
  - ✓ Identity document
  - ✓ Form of application

*Provided that the applicant is a non-account-holding customer, the Bank may subsequently request the submission of documents required for opening and maintaining accounts.*

*The list is available via the following link: <https://conversebank.am/hy/open-account>*

### Suspension of transactions

If a transaction clearly meets fraud criteria, the Bank may immediately suspend transaction authorization.

The Bank may request from the POS service point the supporting documentation for completed transactions and, if necessary, conduct an on-site visit to verify the transaction history.

In case of unusual transactions, the Bank may freeze the funds in the company's account in the amount of such transactions, requesting clarifications from the company.

In case of insufficient explanations or supporting documents, the operation of the service channels may be temporarily suspended.

If the POS service point eliminates the identified discrepancies, cooperation will continue and the account will be unfrozen; otherwise, the agreement will be terminated.

### Closure of POS Service point in the system

A POS service point may be closed in the following cases:

- Based on a closure request submitted by the company;
- At the Bank's initiative, after providing written notice to the company one month in advance;
- Exclusively by the Bank, within one business day, upon receipt of a notification from payment and settlement systems indicating that the company has exceeded the fraud transaction threshold established under the rules of such systems.
- Exclusively by the Bank within one business day, if the Bank has sufficient evidence of illegal activities carried out by the company or of non-fulfillment of obligations defined by the Terms and the Agreement.

### Attention!

The Bank does not provide the service of accepting payment cards as a means of payment on websites to the company and/or point of sale if the latter's activity, in whole or in part, may be considered criminal, illegal, and/or non-compliant, from a legal or ethical perspective, with the requirements established by the ArCa local, UnionPay, VISA, and Mastercard international payment systems, as well as the Bank's internal regulations. In addition, upon disclosure of such information, cooperation with such organizations shall be immediately suspended.

In case of any change in the company's or its affiliated persons' type of activity, range of goods sold, and/or services provided, the company's authorized representative shall notify the Bank in writing via email of such changes, attaching information on the updated product range, services provided, and/or changed field of activity.

Fees provided under the "Tariffs and Rates" shall be primarily charged from accounts held in the respective currency or in AMD. In the absence of such funds, charges may be debited from accounts in other currencies, applying the Central Bank of the Republic of Armenia exchange rate for the respective currency as of the date of charging.

The Bank is entitled to modify and supplement the «Tariffs and Rates» for services provided, by notifying the Customers in accordance with the agreement, by posting a relevant message on its own website ([www.conversebank.am](http://www.conversebank.am)), by posting announcements on the Bank's premises, by sending a notification by post, and by any other methods proposed by the Bank selected at the Customer's preference, which is deemed a due notification of the Customer.

In accordance with the RA Law on Combating Money Laundering and Terrorist Financing, on the basis of the Know Your Customer Principle, the Bank may require the Customer to provide additional documents or other information, as well as ask questions during verbal communication, for the purpose of conducting due diligence of the Customer.

The Bank may collect additional information in accordance with the terms of an agreement with the US Government under the Foreign Account Tax Compliance Act (FATCA) to determine your eligibility for being a US taxpayer.

In special cases, based on the Law of the Republic of Armenia on "Combating Money Laundering and Terrorism Financing," the Foreign Account Tax Compliance Act (FATCA), and the requirements of correspondent banks, the Bank may restrict and/or not provide the service.

The Customer's rights to dispose the account and the cash on the latter can be restricted by the court decision based on the claims filed by the Enforcement Service or tax authorities or any other competent authority specified in the law.

The funds can be confiscated from the account without the Customer's instruction by the court decision based on the claims filed by the Enforcement Service or tax authorities. They are reflected in the Customer's bank account statements, which the Bank issues to the Customer in the manner agreed between the Bank and the Customer.

## Communication with the Bank

You have the right to communicate with "Converse Bank" CJSC through your preferred method, either via postal mail or electronically. Receiving information electronically is the most convenient option, as it is available 24/7, free from the risk of loss of paper documents, and ensures confidentiality.

In addition, during the term of the agreement, the Bank shall inform you, via electronic communication or by any other method of your choice (e.g., postal service, in-person delivery at the Bank's premises, etc.), about any changes to the general terms of service and other fees, communication procedures, as well as any legal acts or other circumstances that have a direct impact on the rights, obligations, or liabilities arising from the agreement.

### Handover/provision/ of statements at the Bank (VAT included)

<b>Account statement, information on account transaction<sup>1,2</sup></b>	✓ Once (regardless of periodicity): AMD 0
	✓ In case of a duplicate:
	- Dated up to 1 month: AMD 1,800
	- Dated from 2 months to 1 year: AMD 3,000
	- Dated from 1 year to 3 years: AMD 12,000
	- Dated 3 years and more: AMD 24,000 (if stored by the Bank)
<b>References/letters/notices regarding completed transactions</b>	
<b>Dated up to 1 month</b>	AMD 3,000
<b>Dated more than 1 year ago</b>	AMD 5,000
<b>Copies of documents, transaction supporting documents and underlying documents (per document)</b>	
<b>Dated up to 1 month</b>	AMD 1,800
<b>Dated up to 1 year</b>	AMD 3,000
<b>Dated more than 1 year ago</b>	AMD 12,000
<b>Postal delivery of statements and other documents (VAT included)</b>	

<b>Intra-republican</b>	AMD 500
<b>International</b>	
<b>If stipulated by law and agreement</b>	The tariff set by the organization providing the delivery
Other cases	The tariff set by the organization providing the delivery + AMD 1,500
<b>Delivery of references or statements via Ordered shipping</b>	
<b>Intra-republican</b>	AMD 3,000
<b>International</b>	The tariff set by the organization providing the delivery + AMD 5,000

#### Notes

<sup>1</sup> For the simultaneous issuance of a reference and a statement to the same customer, the charge is applied only to the reference if such charge is set.

<sup>2</sup> For legal entity customers serviced by the Investment Department, the fee is set at AMD 0.

### Notice on the terms and conditions of the deposit guarantee refund (applied for individual entrepreneurs)

The deposit refund guarantee is provided by the Deposit Guarantee Fund (hereinafter referred to as the Fund).

The currency structure of the deposit		Maximum amount of deposit guarantee
If you have only an AMD-denominated deposit in the same bank		AMD 16 mln
If you have only a foreign currency-denominated deposit in the same bank		AMD 7 mln
If you have both AMD-denominated and foreign currency-denominated deposit in the same bank	If the AMD-denominated deposit is more than AMD 7 mln	AMD 16 mln (only AMD deposit is guaranteed)
	If the AMD-denominated deposit is less than AMD 7 mln	AMD 7 mln (AMD-denominated deposit is guaranteed in full, and the foreign currency-denominated deposit is guaranteed in the amount of difference between AMD 7 mln and the amount of deposits subject to refund)

Address of the Fund: c. Yerevan, 15 Khorenatsi St. ("Elite Plaza" business center)

Phone: +374 10 583514

### Settlement of disputes

Any disputes or disagreements between the Customer and the Bank shall first be resolved through mutual negotiations. If no agreement is reached, such disputes and disagreements shall be resolved in accordance with the legislation of the Republic of Armenia, through judicial proceedings and/or the Financial System Mediator.

### Notice on Financial System Mediator

Please be advised that based on the RA Law on Financial System Mediator, the disputes relating to a property claim for up to AMD 10 million or equivalent foreign exchange amount arising with regard to the services rendered to you by Converse Bank CJSC can be settled through the Financial System Mediator.

Based on the agreement concluded between the Bank and the Financial System Mediator, the Bank waives the right to dispute the resolutions of the Financial System Mediator only for property claims not surpassing AMD 250,000 (two hundred fifty thousand) or the equivalent foreign currency, and the amount of the transaction not surpassing AMD 500,000 (five hundred thousand) or equivalent foreign currency.

Address: 15 M. Khorenatsi, 0010 Yerevan

Business center "Elite Plaza", Floor 7

Email: [info@fsm.am](mailto:info@fsm.am)

Tel: (+ 37460) 70 11 11

Fax: (+ 37410) 58 24 21

### Contact the Bank

For additional information, please

- visit the Bank's website <https://www.conversebank.am>
- visit the Customer Service Office at the Head Office or any branch of the Bank
- call +374 10 511211  
WhatsApp: +374 95 511211  
Skype: conversebank-callcenter