

HSBC Bank Armenia CJSC's Virtual CARD TERMS AND CONDITIONS ("Terms and Conditions")

IMPORTANT: Before you store and use your Virtual Card, please read these Terms and Conditions. These Terms and Conditions supplement the Card Product terms and conditions and together govern your Virtual Card. By registering, adding, activating and using your Virtual Card within a Mobile Wallet, you will be considered to have accepted these Terms and Conditions.

1. Definitions

In these Terms and Conditions, the following terms have the following meanings:

"Bank" or "HSBC" or "We" means HSBC Bank Armenia cjsc

Device Passcode means the passcode you use to access your Eligible Device;

Eligible Device means a device working with respective operation system and containing Wallet application (i.e. allowing a Virtual Card to be registered and stored), the list of eligible devices is provided in the following link. Bank has the right to vary the type or model specified in the list or withdraw an existing type or model of Eligible Device at any time without prior notice.

Mobile Carrier- A wireless service provider that provides cellular connectivity services.

Virtual Card means a digital version of your physical Card provided by the Bank (Physical Card) which you store in the Mobile Wallet of your Eligible Device.

Virtual Card Transaction means any transaction effected by your Virtual Card.

Mobile Wallet means a wallet application installed in the Eligible Device in which your Virtual Card is stored.

Mobile Wallet Provider means the provider of the Mobile Wallet in your Eligible Device.

"You" or "Your" pronouns mean the Cardholder.

2. General provisions

- a) These Terms and Conditions apply when you add your Physical Card to a Mobile Wallet of your Eligible Device. If there is any inconsistency between the provisions of these Terms and Conditions and any other terms provided by us, these Terms and Conditions will prevail.
- b) You may need to agree separate terms with the Mobile Wallet Provider, which govern the registration and storage of your Virtual Card and the use of the Mobile Wallet (including the use of any data you provide to the Mobile Wallet Provider). Those separate terms you agree with the Mobile Wallet Provider will not change or override these Terms and Conditions and the Card Product terms and conditions.
- c) You will need to make sure that no third-party information is registered on Eligible Device prior to adding your Card in your Mobile Wallet

3. Registration

- a) You may add a Virtual Card in your Mobile Wallet by following the instructions of the Mobile Wallet Provider. Mobile Wallet Provider has the right to decline the addition of your Virtual Card or to suspend, delete or resume a Virtual Card added in the Mobile Wallet. We shall not be liable if you are unable to add a Virtual Card on a Mobile Wallet for any reason.
- b) By registering a Virtual Card in your Mobile Wallet, you consent to us sending you an SMS on your mobile number registered with us for verification and activation purposes. For Supplementary Card registration, the SMS message will be sent to the supplementary cardholder mobile number registered with us. If we do not have a record of your mobile number or, we are not able to send you an SMS you will need to call us on the number displayed in the verification screen and follow the required steps to verify and activate the Virtual Card.
- c) We may limit the number of Eligible Devices in which the same Card can be added from time to time and you should refer to our website latest updates regarding such limit.

4. Use of the Virtual Card

- a) You may use your Virtual Card anywhere where Mobile Wallet is accepted for payment or ATM cash withdrawals.
- b) We will not be responsible to you if any retailer refuses to accept your Virtual Card.

- c) Your Virtual Card transactional limits are aligned to respective limits of your Physical card.
- d) Supplementary Virtual Cards will be governed by the same rules and principles as the Physical Cards.

5. Card Account

- a) Your Physical Card and Virtual Card constitute one and the same card and are linked to the same Account.
- b) All Virtual Card transactions will be included in your Card statement. You will not receive a separate statement for your Virtual Card.
- c) The Mobile Wallet transaction history will show only limited number of transaction information conducted through Virtual Card.

6. Acknowledgment of risk and your responsibility

It is your responsibility to take security measures to protect the use of your Virtual Card, Mobile Wallet and Eligible Device. For security measures recommended by us, please refer to Appendix 1. You are fully responsible for any disclosure of your Virtual Card details, Eligible Device or Mobile Wallet passwords or details, to any third party, even if such disclosure is accidental or unauthorized.

7. Loss, theft or misuse

If you notice loss, theft, unauthorized possession, or unauthorized transactions conducted via your Virtual Card, or believe that the data on your Virtual Card, Eligible Device or Mobile Wallet have been compromised, immediately suspend your Virtual Card. You can suspend your Virtual Card yourself or by contacting us via our 24/7 Contact Centre at 060 655 000.

8. Limitation of our liability

We are not responsible for any failure of the Mobile Wallet or your Eligible Device, or your inability to use the Mobile Wallet or your Eligible Device for any transaction. We are also not responsible for the performance or nonperformance of the Mobile Wallet Provider or any third parties that may impact your use of the Mobile Wallet.

9. Your Personal Data

By registering, adding and using the Virtual Card in your Mobile Wallet, you acknowledge that certain Card account information may be transmitted to and stored within your Eligible Device. Such information may be used by the Mobile Wallet Provider and/or the third party working with the Mobile Wallet Provider. We shall not be responsible and have no control of the privacy and security of your personal data and information provided by you to the Mobile Wallet Provider which is governed by the privacy policy of and any agreement you may have with the Mobile Wallet Provider.

10. Fees and charges

The Bank will not apply any additional fees and charges to your Virtual Card or transactions done via your Virtual Card, all applicable interest, fees and charges that apply to your Physical Credit Card will also apply to the Virtual Card.

11. Termination of the Card

- a) You shall follow the instructions of the Mobile Wallet Provider to remove your Virtual Card from the Mobile Wallet should you wish to terminate the Virtual Card. Termination of the Virtual Card will not terminate the Physical Card.
- b) We have the right to suspend or delete your Virtual Card for fraud prevention or suspicion of unauthorized use or any other reason stipulated in Card Product Terms and Conditions notifying you thereon.
- c) Suspension, deletion or resume of your Physical Card will not automatically imply suspension, deletion or resume of your Virtual Card.
- d) We will also have the right to suspend, delete or resume the use of a Virtual Card if your Mobile Wallet has been suspended, deleted or resumed by the Mobile Wallet Provider for any reason.

12. Notices

We can provide notices to you concerning these Terms and Conditions and the use of your Virtual Card by updating our public website and/or by sending you notification in accordance with the procedure stipulated by the law or in the manner agreed between the Bank and yourself.

13. Governing law, jurisdiction and version

These Terms and Conditions are made and construed in accordance with the legislation of RoA. Any relations with respect to the services stipulated herein and not regulated under these Card Product Terms and Conditions will be subject to the legislation of RoA and where no respective provisions are stipulated under the legislation – to the business practice. Any disputes arising between the bank and the customer are subject to the jurisdiction of the courts of RoA. These Terms and Conditions are in English and Armenian. In case of discrepancies between the Armenian and English versions of this document the Armenian version shall prevail.

14. Complaints

If you have any questions or complaints about your Virtual Card, please contact our Contact Centre, visit any of our branches or our website at www.hsbc.am.

If your question or complaint is about the Mobile Wallet, please contact the Mobile Wallet Provider using the contact information provided by the Mobile Wallet Provider.

The process of Virtual Card transaction dispute submission is the same as the process of payment card dispute submission.

Appendix 1

Virtual Card security recommendations:

- ◆ take reasonable precautions to keep Physical and Virtual Card details and security details of your Mobile Wallet and Eligible Device (including your Device Passcode, fingerprint and/or any other biometric credentials stored in your Eligible Device and/or any cloud storage platform) safe and to prevent loss, theft or fraudulent use
- ◆ safeguard your Mobile Wallet and Eligible Device and keep them under your personal control at all times
- ◆ do not allow anyone else to use or log on to your Eligible Device and Mobile Wallet
- ◆ do not store anyone else's fingerprint or biometric credentials in your Eligible Device
- ◆ do not choose obvious numbers as Device Passcode (such as date of birth, telephone number, number with same digits or other that can be easily guessed or tell anyone else your Device Passcode or write down or keep your Device Passcode close to your Eligible Device

- ◆ do not install or launch Mobile Wallet in a smartphone or other device with any pirated, hacked, fake or unauthorized application or where the software lockdown has been overridden (such as a “**jailbroken**” or “**rooted**” smartphone or device)
- ◆ change the Device Passcode regularly and use alphanumeric code for Device Passcode
- ◆ delete your Virtual Card from the Mobile Wallet before you dispose of your Eligible Device by, for example, selling or giving it to someone else or pass your Eligible Device temporarily to someone else, for example, for it to be repaired
- ◆ remove the Virtual Card from the Mobile Wallet upon termination of your Virtual Card as provided in Clause 11