

**GENERAL BUSINESS TERMS AND CONDITIONS for LEGAL ENTITIES  
AND SELF-EMPLOYED INDIVIDUALS**

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## **CONTENTS**

### **Chapter I. INTRODUCTION**

- A. Regulation
- B. Definitions
- C. Scope

### **Chapter II. OPENING, PERFORMANCE OF TRANSACTIONS AND CLOSING OF ACCOUNTS**

- A. General provisions
- B. Personal data protection
- C. Opening of accounts. Account attorneys-in-fact
- D. Operation and performance of transactions with the accounts
- E. Evidence of transactions and statements of account
- F. Closing of accounts
- G. Term and Overnight Deposits
- H. Collateral Deposits

### **Chapter III. RIGHTS AND OBLIGATIONS OF THE PARTIES**

- A. Client's rights
- B. Client's obligations
- C. Bank's rights
- D. Bank's obligations
- E. Limitation of Bank's liability
- F. Limitation of hardship effects
- G. Aspects on instructions provided to the Bank

### **Chapter IV. KNOW YOUR CLIENT, PREVENTION OF MONEY LAUNDERING**

### **Chapter V. CONFIDENTIALITY**

### **Chapter VI. FINAL PROVISIONS**

- A. Termination of the business relationship
- B. Client – Bank communication
- C. Assignment
- D. Force majeure. Fortuitous case
- E. Applicable law. Disputes
- F. Schedules

Schedule 1 – General definitions

Schedule 2 – The Form for Information to Depositors

Schedule 3 – List of deposits excluded from the guarantee scheme

Schedule 4 – Definitions related to CRS (*in Romanian language*)

Schedule 5 – Definitions related to FATCA (*in Romanian language*)

Schedule 6 – Terms and conditions for the utilisation of Business Debit Cards for legal entities and Self-Employed Individuals (“TCUCDB”)

Schedule 7 – Terms and conditions for the utilisation of electronic banking services for legal entities and Self-Employed Individuals (“TCUEB”)

Part I – MultiCash/e-BCR

Part II – Internet Banking, Mobile Banking and Phone Banking

Part III – Alerts Services

Part IV – Business 24 Banking BCR

Schedule 8 - Terms and Conditions regarding the operation of the offline solution BCR Simple Payments for paying of the emoluments into account / feeding of the collateral deposit accounts for depositing the retention money guarantees open on behalf of the Client

## **Chapter I. INTRODUCTION**

### **A. REGULATION**

All business relationships between legal entities, Self-Employed Individuals ("SEI"), professionals according to the Civil Code (hereinafter referred to as "**Clients**" or "**Clients**") and Banca Comerciala Romana, a two tier managed company, registered with the Trade Register under no. J40/90/1991, Sole Registration Code 361757, registered under no. RB-PJR-40-008/1999 with the Credit Institutions Register and respectively under no. 3776 and no. 3772 with the Personal Data Processing Register, share capital LEI 1,625,341,625.40, with the headquarters in Bucharest, 5 Regina Elisabeta Blvd., District 3, postal code 030016, [contact.center@bcr.ro](mailto:contact.center@bcr.ro), website [www.bcr.ro](http://www.bcr.ro) (hereinafter referred to as "**BCR**" or "**Bank**") are governed by these General Business Terms and Conditions (hereinafter "**GBTC**") as well as by the specific terms and conditions of the products and services purchased by the Client. Schedules 1 to 7 attached herein form an integral part of GBTC.

The supervisory authority of the Bank is the National Bank of Romania ("NBR"), headquartered in Romania, Bucharest, 25 Lipscani Street, Districtr 3, postal code 030031.

These GBTC contain important information for the Bank's clients and together with all the Contractual Application Forms of the Bank, as weel as the other documents the Client has agreed to sign in order to provide contract BCR's products and services, represent the contractual aspects applicable to the business contractual relationship between the Client and BCR and to the products and/or the services that BCR provides to the Client. Any such document signed by the Client together with BCR will be herein referred to as the "**Contractual Documentation**". The business relationship between the Client and the Bank is based on mutual trust.

By signing the Contractual Documentation, the Client agrees that the Contractual Documentation together with these GBTC reflects in full the Client's will as regards the services provided by BCR and supersedes any other arrangements, written instruments, pre-contractual documents or negotiations that took place between Client's representatives and BCR before signing the Contractual Documentation. There are no secondary elements related to the Contractual Documentation and to the agreement between the Client and BCR that have not been reflected in the Contractual Documentation.

By signing any other document within the Contractual Documentation, the Client confirms that BCR has made available the provisions of these GBTC, either by accessing them on the website [www.bcr.ro](http://www.bcr.ro), or upon request, on paper in the BCR locations or in electronic format by sending to the Client's e-mail address, and the Contractual Documentation in general, as well as any information necessary to understand their provisions. Thus, the Client agrees to assume the risk of error in understanding any provision in the Contractual Documentation, including the present GBTC within the meaning of Article 1209 of the Civil Code.

This document, GBTC is issued by the Bank in accordance with its internal rules and business policy.

The GBTC are providing the general Contractual Documentation pursuant to which the Bank agrees to supply services and the Client agrees to use the products and services supplied by the Bank.

The GBTC are supplemented by:

- (a) the provisions of the Contractual Application Forms of the Bank specific to each product or service executed/accepted by the Client by explicit or implicit acceptance (including those for products and services not covered by these GBTC or for products and services contracted before October 1, 2017);
- (b) the applicable laws, including the regulations issued by the National Bank of Romania; and
- (c) the international and domestic banking practice.

In case there are any discrepancies between the GBTC and the provisions of the Contractual Application Forms of the Bank specific to each product or service, the provisions of the Contractual Application Forms of the Bank specific to each product or service shall prevail except for those that came into force

prior to the entry into force of the GBTC; in this latter case the GBTC shall take precedence. In case there are discrepancies between the GBTC and the applicable laws, the applicable laws shall prevail;

If not expressly mentioned in these TCGA, the provisions of Title III and Title IV, Articles 115, 122 (2) and (3), 128 and 129 of the Emergency Ordinance no. 113/2009 on payment services, as subsequently amended, does not apply to the Client.

The execution of a Contractual Application Form of the Bank by the Client amounts to full and unconditional agreement by the Client with all the terms and conditions of the GBTC.

## **B. DEFINITIONS**

The terms used in this document will have the meaning given in Schedule 1 - General definitions of these GBTC.

## **C. SCOPE**

1. All business contractual relationships between Clients and the Bank, including the Banking Units that administer Clients, are governed by these GBTC, together with the Schedules hereto, as well as the terms and conditions specific to the products and services purchased by the Client.
2. In case of a new Client, the business contractual relationship between the Bank and a respective Client will become effective since the date upon which the Client signs the Contractual Application Form of the Bank dedicated to the initiation of the business contractual relationship and for the purchase of banking products and services. The GBTC and shall continue to apply to the business contractual relationship between the Bank and the Client and remains into force until the date of the business contractual relationship termination and closing of all the Client's accounts and, as the case may be, all the products and services contracted from the Bank.
3. The Bank is entitled to amend the GBTC and/or BCR's List of Commissions for LE and/or BCR's List of Commissions for SEI. The Client is informed about any amendment of these documents by posting such amendment in the Banking Units and/or on the Bank's website ([www.bcr.ro](http://www.bcr.ro)) with at least 30 calendar days before the proposed date for entry into force thereof. By exception, the provisions of TCGA regarding the Strong Customer Authentication will enter into force starting with 14<sup>th</sup> of September, 2019. Client's usage of the facilities represents the Client's consent regarding the entering into force of these provisions on 14<sup>th</sup> of September, 2019.
4. Before entry into force of the amendment mentioned under point 3 above, the Client may notify the Bank by registered mail with return receipt or by delivery to the Banking Unit managing the Client with regard to the rejection of GBTC and/or BCR's List of Commissions for LE and/or BCR's List of Commissions for SEI and termination of the Contractual Documentation. The new terms and conditions will be deemed to be tacitly accepted by the Client if the Client does not send such a notification before the entry into force of the GBTC and/or BCR's List of Commissions for LE and/or BCR's List of Commissions for SEI.
5. The amendment or termination of a specific contract entered into by the Bank and the Client based on a Contractual Application Form of a Bank, is made in accordance with the provisions of such Contractual Application Form and does not affect the validity of the other specific contracts concluded between the Client and the Bank or these GBTC.
6. Any derogation from the application of the Contractual Documents, including the GBTC, to the Client must be expressly agreed to in writing by the Bank and the Client.

## **Chapter II. OPENING, PERFORMANCE OF TRANSACTIONS AND CLOSING OF ACCOUNTS**

### **A. GENERAL PROVISIONS**

1. The Bank is entitled and has the obligation to verify the identity of the Client and of the real beneficiary before establishing a business relationship or performance of transactions, in accordance with the applicable legal provisions.

The Bank needs to retrieve at least the following Client identification information from the documents required from the Clients upon initiation of a business relationship: (A) name; (B) legal form; (C) registered headquarters and, if applicable, the place of its central management and direction of its registered activities, including the country of residence; (D) correspondence address, if it is different from the registered headquarters; (E) phone and fax number, electronic mail address; (F) type and nature of the activities carried out; (G) identity of the persons who, in accordance with the articles of association and/or decisions of corporate bodies, are entitled to manage and represent the entity, as well as their representation powers; (H) shareholding structure up to the identity of the real beneficiary or information on the group of persons who are the real beneficiary; (I) identity of the person (standard identification) who acts on behalf of the Client, as well as information to verify that such person is authorised/empowered in this respect; (J) country of fiscal residence.

As concerns the Account attorneys-in-fact/real beneficiary, the Bank may ask the Client to specify the: (A) first name and last name and, if applicable, the pseudonym, as set out in a legal document; (B) the registered address and the correspondence address (if it is different from the registered address), and if applicable, the residence, as set out in the identity document; (C) country of residence; (D) date and place of birth; (E) personal identification number (CNP) or, as the case may be, another unique identification element mentioned in an official valid identity document (in the case of non-resident individuals); (F) telephone, fax, electronic mail address, as applicable; (G) citizenship; (H) occupation, name/employer's name or the nature of own activity;(I) important public office position held (Politically exposed person), as applicable.

2. In case the Client does not provide the Bank with the requested information in accordance with 'know your Client' rules, prevention of money laundering and/or financing of terrorist activities legislation or if the information provided by the Client to the Bank is not accurate, the Bank will not perform the transaction requested by the Client, will not initiate the business relationship and/or will terminate the business relationship with the Client, as appropriate.
3. If the Bank receives requests for reimbursement of funds that have credited the Banks' Client's accounts due to fraud detected and / or confirmed by the Single Euro Payments Area (SEPA or Single Euro Payments Area), the Bank will be entitled to debit the Client's accounts immediately, without prior notice thereof. Also, the Bank can take the following measures related to any account, without the Client's consent other than the one expressed by signing the present document, required in any other circumstance stipulated by the applicable regulation including taking any other action considered adequate in order to ensure the fulfilment of its obligations concerning the preventing and combating fraud, money laundering, terrorist financing, giving/taking bribery, corruption, tax evasion, and those regarding services provided to persons who may be subject to economic sanctions when the Bank has suspected fraud or suspicions about the purpose or nature of the transaction. These measures, without limiting to, can include current account blocking, returning to the ordering party of the funds credited in the Client's account as a result of a fraud, investigating and interception of payments instructed from or towards the Client's account, investigating the source of funds and the beneficiary, investigating in order to determine whether a particular person is subject to sanctions.

The Bank will not be held liable for such operations, being considered irrevocably mandated in this respect and will not compensate the Client for any damages (including interests not accrued to the amounts so charged) that can result from debiting the Client's accounts in the circumstances specified in this paragraph.

4. Upon the Client's express request the Bank may open current accounts and other types of accounts. The accounts are opened by the Bank in accordance with internal regulations, based on the Bank's standard forms filled in and signed by the Client, accompanied by the documents requested by the Bank.

In case the Client is rolling funds with special destination (set out by law and that the Client may not dispose of) or funds representing non-refundable loans or financing received from international institutions or organisations for the carrying out of programs or projects, the Client is under an obligation to require the opening of special accounts, by presenting the documentation stating the special destination of funds ; in the contrary, these funds may be subjected to any enforcement measures initiated by the Client's creditors and the Bank does not bear any liability in this respect.

5. The Bank is entitled at any time during the contractual relationship with the Client to request any additional documents that the Bank considers necessary in order to comply with the legislation on know your Client and / or prevention of money laundering and terrorist financing.

## B. PERSONAL DATA PROTECTION

1. In order to provide the Banking Services assumed through TCGA and / or Contractual Documentation, BCR processes personal data under the conditions provided by Law no. 677/2001 and, starting with May 25, 2018, in accordance with the provisions of the General Data Protection Regulation (EU) no. 679/2016 ("GDPR") as well as in accordance with the requirements of the correspondent subsequent legislation. Personal data processed by BCR belongs to the following categories of targeted persons: legal or conventional representatives, including Account Representatives, Shareholders/Associates, Administrators, Real Beneficiaries, Delegates, Inventory-clerks (*Gestionari*), Users of the Banking Services including Card Users, User Administrators, authorized Users as well as other categories of Users designated by the Clients, the Clients contact persons, SEI's and any other persons whose personal data are disclosed by the Client for and in connection with the performance of the TCGA and / or the Contractual Documentation (collectively hereinafter referred to as "Targeted Persons"). These personal data are included in the documents submitted to the Bank in order to initiate business relations with the Client or during the lifespan of their business.
2. In order to meet the processing purposes referred to in the TCGA and / or in the Contractual Documentation, BCR may process personal data belonging to the Targeted Persons received from the Client in order to establish business relations and / or during their performance under the TCGA and / or Contractual Documentation (for example, Real Beneficiaries, Inventory-clerks (*Gestionari*), Shareholders/ Associates, individuals involved in the company's activity etc.) without benefiting though from the practical way to directly inform those categories of persons. In this context, it is the Client's responsibility to inform the persons concerned about the processing of their personal data and to obtain their consent regarding the processing of the data, insofar as necessary, in order to meet the conditions stipulated by the law.

### THE PURPOSES FOR WHICH PERSONAL DATA ARE PROCESSED

3. **In order to fulfill its legal obligations**, BCR processes personal data for debt collection / debt recovery in order to fulfill BCR's obligations related to banking supervision over BCR and intragroup reporting and / or towards the supervisory authorities, compliance with applicable national and European prudential requirements for credit institutions, including compliance with the applicable legal requirements in the banking field to meet the requirements regarding the Client knowledge, preventing money laundering and combating terrorism financing, managing the conflicts of interest, managing the verifications by the authorities with regard to the relationship with Clients, fraud prevention, administrative / financial management, internal audit, keeping/storage (prior to archiving) and archiving according to the legal provisions of the Contractual Documentation (including the ensurance of the conex operations related to these activities), ensuring security at the premises of BCR and its branches. In achieving the above-mentioned goals, BCR will rely as well, to the extent necessary, on its legitimate interest in carrying out its activity.
4. **In order to fulfill the legitimate interests of BCR**, in the context of its business activity, BCR processes personal data for advertising, simple marketing and advertising, statistics, the implementation of an internal reporting line for the non-conformities reported by any persons in connection with Banking Services offered, improvement of Banking Services provided by improving the internal flows, policies and procedures, liquidity management, balance sheet optimization and the establish of transfer pricing, finding, exercising or defending certain rights of BCR and / or its subsidiaries in court, portfolio management and risk management (including, but not limited to,

identifying groups of connected clients at BCR affiliates level), insurance and reinsurance, consultation of the CRC database for Targeted Persons in order to provide financial-banking lending services at the request of the Client as well as for offering the Client such products, as well as for the design, development, testing and use of existing or new IT systems and IT services (including the storage of databases in the country or abroad).

5. **In order to conclude and execute the contract between the Client and BCR**, the Bank processes personal data for the execution of the Contractual Documentation, the provision of the Banking Services, the Client relationship management and data quality management, the provision of the online banking services, the valuation of the Client's eligibility for the granting of certain standard or personalized products and banking services (including the grant / approval phase), taking into account indicators in the assessment of creditworthiness, credit risk, indebtedness determination as well as for issuance of certain credit reports and their management, consultation of the information recorded on the name of the Targeted Persons in the CRC database for providing of financial-banking lending services at the request of the Client in order to offer the Client with such products.

#### CATEGORIES OF PERSONAL DATA PROCESSED BY BCR

6. In order to accomplish the above-mentioned processing purposes, BCR processes the personal data directly supplied to it, as well as the data that BCR generates on its basis, namely: client identification code, transactioning data, information resulting from nonconformities reported by any person. Refusal to provide personal data may result in the hinder to provide banking services and / or the fulfillment of other processing purposes by BCR.

#### CATEGORIES OF RECIPIENTS TO WHICH PERSONAL DATA CAN BE DISSEMINATED

7. For the fulfillment of the processing purposes, BCR may disclose personal data, observing the legal and conventional provisions regarding the confidentiality of the data to the following categories of recipients: the Targeted Persons, legal representatives, agents, successors of the Targeted Person, representatives of BCR, other individual or legal persons which processes personal data on behalf of BCR (including attorneys-at-law, consultants, accountants or auditors), BCR Group entities, BCR's counterparties and BCR Group entities counterparties, empowered by BCR with respect to protection data matters, judicial authority, central public authorities including regulators, local public authorities, international organizations, service providers and goods, banking companies, credit bureaus, debt collection / debt recovery agents, and insurance and reinsurance companies, professional organizations, market research organisations.

#### DURATION OF PROCESSING. SUBSEQUENT DESTINATION OF PERSONAL DATA

8. In order to achieve the above mentioned processing purposes, BCR will process the personal data during the performance of the banking services as well as subsequently in order to comply with the applicable legal obligations, including the provisions regarding archiving. It is possible that, following the fulfillment of the legal archiving deadlines, BCR to dispose the anonymization of the data, thus lacking them of their personal character and continuing the processing of anonymous data for statistical purposes.

#### TRANSFER OF PERSONAL DATA ABROAD

9. Currently, in order to accomplish the above-mentioned goals, it is possible that BCR to transfer certain categories of personal data outside Romania in EU / EEA countries: Austria, Czech Republic, Hungary, Croatia, Belgium, Germany, United Kingdom of the Great Britain as well as outside the EU / EEA to the United States of America. For transfers outside the EU / EEA, BCR will found its transfer of personal data on the standard contractual clauses adopted at European Commission level or other guarantees recognized by law. It may be possible that the above-mentioned transfer states may change in the course of its activities. You can get an updated list of countries where your personal data is transferred to the following link: [www.bcr.ro/politica-deconfidentialitate](http://www.bcr.ro/politica-deconfidentialitate).

#### THE RIGHTS OF THE TARGETED PERSONS IN THE CONTEXT OF THE PERSONAL DATA PROCESSING

10. The Targeted Persons enjoy the following rights in the context of processing personal data: the right to information, the right of access to the data, the right to rectification, the right to delete the data

("the right to be forgotten"), the right to restrict the processing (as of May 25, 2018), the right to data portability (as of May 25, 2018), the right to object, the right not to be subject to an automatic individual decision, and the right to refer to the National Supervisory Authority for Personal Data Processing or to the competent courts , to the extent it deems necessary. These rights may be exercised under the conditions established by the GDPR. The Bank will analyze the applications received and either respond to the request (where the legal conditions are fulfilled) or will notify the Targeted Person that it can not respond to the request if the legal conditions are not met indicating the reason or if the Client does not waive to the contractual documentation for which the performance involves the processing of personal data by the Bank. It is possible that, following the request for data deletion, BCR to anonymize this data (thus depriving them of their personal character) and continue in these conditions the processing for statistical purposes.

11. For further details regarding the processing activities carried out by BCR, as well as on the rights of the Targeted Persons in this context, the Client may address by request (in a material / electronic form by e-mail) to: [office@bcr.ro](mailto:office@bcr.ro). The Targeted Persons can also contact the Data Protection Officer named at BCR for any issues regarding the data processing at the email address: [dpo@bcr.ro](mailto:dpo@bcr.ro).

## **C. OPENING OF ACCOUNT. ACCOUNT ATTORNEYS-IN-FACT**

1. The Contractual Application Forms for account opening as well as all documents addressed to the Bank must be signed by the Account attorneys-in-fact empowered to do so by power of attorney received from the Client.
2. Upon opening of the accounts, the Bank requires the Client specimen signatures and documents attesting the attorneys-in-fact as being Account attorneys-in-fact, as well as any documents necessary for the identification of the Client and the Account attorneys-in-fact.
3. Except when the documents nominating the person to represent the Client in relation to the Bank expressly provides a specific validity period of such mandate, the empowerment remains effective for the entire duration of the business relationship until receipt by the Bank of a written notification on the revocation, termination (from any reasons, including by the expiry of the mandate or otherwise) or amendment thereof. The Bank is entitled to require any documents it considers necessary in relation to such amendments. The Bank is entitled (without being obligated to do so) to require the Client at any moment to confirm or renew the mandates given by the Client in connection with the accounts opened with the Bank.
4. The Client is liable to the Bank for any loss incurred by it as a result of the failure to inform the Bank about the termination of the mandate in accordance with the Bank's internal norms of any restriction or limitation applicable to the Account attorney-in-fact. In addition, the Client expressly confirms and declares that each document submitted to the Bank, including copies thereof, in relation to the entire duration of the contractual relationship is correct, complete and produces full effects and has not been modified or replaced until the date it was provided to the Bank's, the Client having the obligation to notify the Bank any change in the documents deposited with the Bank in this respect.
5. In case there is a dispute or a conflictual situation of any nature which in the Bank's opinion may prevent the identification of the Account attorney-in-fact, the limit of its powers or the revocation or its termination, the Bank is entitled to block the Account attorney/s-in-fact/User's/s' access to the Client's account until the resolution of the dispute evidenced by production of documents satisfactory to the Bank (for instance, final and irrevocable court decisions, ascertaining certificate or excerpt from the Trade Register or any other documents issued by a competent authority, etc.).
6. By accepting these GBTC, the Client confirms and accepts that in the relationship with the Bank: (i) Account attorneys-in-fact have full representation rights, such as by way of example: the right to open / modify the contractual relationship, to request the acquisition / modification / closure of products and services, signing contractual documentation, including checks / promissory notes, performing transactions on the Client's accounts, raising checks / promissory notes, including refusals to pay, empowering / revoking with the right to sign on the Client's accounts, to appoint delegates; (ii) for the initiation of banking operations, each person authorized to dispose of amounts within the accounts, respectively each designated user of any banking service is obliged to observe the types of signatures, management rights and limits set by the Client through the specific forms and (iii) where several persons authorized to have accounts / multiple users with partial signatures act jointly in

accordance with the type of signatures determined at the time of initiating a banking operation, the respective authorized persons / users are obliged to comply with the lower limit set for them.

7. By accepting these GBTC, the Client confirms that he has fully understood (i) the information necessary to identify the Deposit Guarantee Scheme in which the Bank participates as set out in Annex 2 - The Form for Information to Depositors attached to these GBTC, and (ii) the categories of deposits excluded from the protection of the Deposit Guarantee Scheme as set out in Annex 3 - List of deposits excluded from the guarantee attached to these GBTC.
8. Contracting banking products and services offered by the Bank, as well as amending the content, form, delivering/rendering conditions, price and methods of payment of the banking products and services delivered/rendered by the Bank and contracted by the Client, shall be performed based on relevant agreements specific to these products and/or services, agreed upon and executed during recorded telephone calls between an Account Attorney-in-fact of the Client and a Specialist from the Banks Contact Center, after fulfilling the procedure of a previous telephone identification of the Account Attorney-in-fact of the Client according to the Banks bylaws. The agreements described within this clause shall be considered concluded when the Account Attorney-in-fact of the Client expressly consents the essential contractual terms and conditions of the initial agreement or of the one which is subject of the amendment presented by Specialist from the Banks Contact Center during afore-mentioned recorded telephone conversation. The written confirmation of the agreement or of the agreed amendments to an existing one, sent by the Bank to the Client after the above-mentioned telephone conversation by any means of the electronic communication agreed upon by the parties, shall represent the evidence of the concluded agreement or amendment. The Client, anytime during 12 months since the date of the telephone conversation or during another term defined by law, may request the Bank to provide an electronic copy of the digital file that contains the recorded telephone conversation. The Client understands and agrees that the Bank may charge fees for delivering such copies.

#### **D. OPERATION AND PERFORMANCE OF TRANSACTIONS WITH THE ACCOUNTS**

1. Any operation ordered by the Client is performed through the current account except where the specific conventions entered into with the Client provide differently and such prevails over these GBTC. The operations that can be performed through the current account are, without being limiting:
  - a. operations with payment orders in lei or currency initiated on paper or using electronic banking services;
  - b. cash deposit and withdrawal operations;
  - c. operations with debit instruments (checks, bills and promissory notes);
  - d. direct debit operations;
  - e. card operations.
2. The Bank will only accept for purposes of processing the documents/instruments presented to the Bank by the Client or by the Account attorney-in-fact or submitted to the Bank by the electronic means accepted by the Bank.
3. The documents presented to the Bank must bear in any event the signatures of the Account attorneys-in-fact, fully compliant with the signature specimens kept by the Bank.

In carrying out the Client's instructions, the Bank shall rely on the conformity, correctness and authenticity of the signatures inscribed on the instructions sent by any means to the Bank and shall not be in any case liable for any consequences which may arise as a result of fraudulent or abusive use of such signatures.

4. Client's consent to execute payment instructions is expressed by:
  - a. the authorized signature, according to the Specimen Signature, for paper payment instructions (including OPs) and cash withdrawals;
  - b. the direct debit mandate granted by the Client to BCR;
  - c. standing order payment contract (STO) executed by the Client

- d. in the case of payment instructions made using a Card: i) in the case of the Transaction made at the POS - signing the receipt or entering the PIN; ii) in the case of the Internet Transaction - providing the following information: the card number, the User name as written on the Card, the expiration date, the 3 digits on the reverse (CVV2 / CVC2 code) and/ or the password Verified by Visa/ MasterCard Secure Code and/ or 3D Secure affiliate password and/ or the PIN or the specific authentication elements from the mobile device, including the unique passwords and the elements generated using sensors and algorithms created thorough devices and integrated IT systems on the devices on which are installed the mobile applications allowing the remote banking services; iii) for the Card Not Present (CNP) transaction - agreement with the Accepting Merchant, specifying the amount of the Transaction to be authorized; iv) cash withdrawals from special devices (eg ATM) - use of PIN code; v) in the case of contactless transactions - the simple proximity of the Card to a Contactless Terminal, for low-value payment operations;
  - e. the verbal confirmation of the User Name and the OTP Code that the Client gives by phone, if the Client's access to the respective Banking Transaction is allowed by User Name and OTP code, respectively confirmation by entering the OTP code, depending on the type of access agreed under the relevant Contractual Application Form of the Bank for Phone Banking;
  - f. pressing the "Finalize the operation" button by entering the DS code, without the need for an additional password, if the Client's access to the Banking Transaction is allowed by User Name and OTP Code, respectively entering the DS code depending on the type of access permitted under the relevant Contractual Application Form of the Bank for Internet Banking;
  - g. through the Service Provider responsible with the payment initiation, for the payment accounts accessible online. The bank will treat the payment instructions sent through Service Providers responsibles with the payment initiation without discrimination in relation to the Payments Instructions sent directly by the Client when the Service Provider responsible with the Payment Initiation identifies itself to the Bank and acts in compliance with the enforceable legal provisions every time it initiates a Payment Instruction.
5. The Bank carries out the assessment of the authenticity of the instructions issued by the Client based on the following procedure:
- a) for the paper based instructions: by plain comparison of the signatures inscribed on the instruction with those inscribed on the signature specimen submitted with the Bank and based on the Client's identification data.
  - b) for instructions issued by the Client in electronic format: authentication methods, identified according to TCUEB attached to these GBTC;
  - c) for payment instructions made using a Card: authentication methods, identified according to the TCUEDB attached to these GBTC.
6. In case the amounts transferred to the Client's account, if the beneficiary account mentioned within the payment message is denominated in other currency than the one of the transferred amount, then the Bank may, at its own choice, without any notification or without obtaining any confirmation / refusal of any kind from the Client, to execute the incoming payment by crediting the beneficiary account with the equivalent in the account's currency of the amount transferred, or to refuse the transaction execution.

In case the amounts transferred from the Client's account, if the payer account mentioned within the payment message is denominated in other currency than the one of the transferred amount, then the Bank may, at its own choice, without any notification or without obtaining any confirmation / refusal of any kind from the Client, to execute the outgoing payment by debiting the payer account with the equivalent in the account's currency of the amount to be transferred, or to refuse the transaction execution.

In all cases, the foreign exchange conversion will be executed using the Bank's foreign exchange rate valid at the moment the amount is credited or debited. By accepting these GBTC, the Client grants the Bank a full, irrevocable and unconditional mandate (valid until the termination of the contractual relationship with the Bank, Article 2015 of the Civil Code being excluded from application)

to effect any foreign exchange transactions at the Bank's exchange rate valid at the time of the relevant operation.

In case an outgoing or incoming payment that was executed by the Bank through a foreign exchange conversion as previously described, is reversed regardless the reason (e.g. the payment order was rejected by the beneficiary's bank, the payment order was revoked by the payer based on the beneficiary's acceptance etc.), the Bank will execute the reversal transaction at the new foreign exchange rate applied by the Bank, valid at the moment the conversion is executed. The Bank is not liable for any losses triggered by the differences and fluctuations in foreign exchange rates between the moment the initial outgoing or incoming payment transaction was executed and the moment when the reversal transaction is executed, any such losses being fully supported by the Client.

7. The Bank shall not be liable towards the Client for any erroneous instructions given by the Client with respect to the amounts on the account. In case of erroneous instructions which have resulted into withdrawal or transfer of the amounts from the account, the Bank shall seek to recover such amounts, without being in any way obliged to the Client to do so.

In case of an erroneous transfer by the Bank to the Client of certain amounts to which the latter is not entitled, the Bank shall reverse the transfer of such amounts, taking also into account the impact of such amounts on interest, by proceeding to the recalculation and regularisation of the interest to which the Client is not entitled starting with the date on which such amounts have been calculated.

8. The Client may not revoke a payment instruction after giving its consent, save the payment instructions with respect to which the Client and the Bank have agreed to be settled in a specific day or at the end of a specific period or on the day the Client delivers the necessary funds at the Bank's disposal.

9. Any request by the Client to perform a foreign exchange and/or a Financial Transaction, by signing a foreign exchange order, any other type of order or document or by signing a specific Contractual Application Form of the Bank, confirmed through a recorded telephone conversation, on the electronic platform or by using any other modality agreed with the Bank, settled immediately or at another currency date, is deemed irrevocable. All costs generated by variations of foreign exchange and/or quotations shall be borne by the Client. Similarly, in case of failure to comply with the order as placed as well as in case the Client modifies the order delivered to the Bank, all consequences, including without limitation, additional costs incurred by the Bank, shall be completely borne by the Client.

10. In case the Client requests withdrawal from the account of certain amounts denominated in foreign currency, the Bank shall release the amounts of foreign currency equal to the lei equivalent thereof, at the exchange rate posted by the Bank as applicable on the payment date.

11. Transactions which may be performed via the current account include but are not limited to:

- a) cash collection and transfer transactions at the Banking Units within the working hours;
- b) cash payment transactions at the Banking Units within the working hours;

For the cash release in LEI and foreign currency above a certain limit set by the Bank, according to the specifications included in the Applicable BCR's List of Commissions, it is necessary to make a prior appointment at the banking unit cashier desk, from where the cash withdrawal is requested. The unscheduled withdrawals can be made solely with the Bank's consent.

If the Client omits to notify the Bank in advance with respect to its intended cash withdrawals and the Bank does not hold sufficient available funds in such currency, the Bank may, upon Client's request, release the amount requested in another currency or in lei.

In case the Client fails to withdraw the cash amount on the day scheduled for such cash withdrawal, the Bank's obligation to keep the respective cash amount to the benefit of the Client shall cease.

- c) banking transfer transactions at the Banking Units or electronically.

12. The Client agrees that the Bank's signature and stamp inscribed on the payment order in the "received" section shall be interpreted as a confirmation of receipt thereof for the purpose of processing and shall not be deemed as an acceptance of payment. Receipt of a paper based payment order shall be made in the Client's presence and constitute the procedure by which the Bank acknowledges the receipt of the payment order for the purpose of conformity assessment, acceptance and performance thereof.

The Bank shall deem an (interbank) payment order accepted and performed when the payment order is reflected in the account statement of the correspondent bank.

The Bank shall deem an (intrabank) payment order accepted and performed when the account specified by the paying Client in the payment order is debited with the respective amount.

13. The Bank will perform the operations in accordance with the Client's instructions only if it has provided the unique identification code composed of:

- a) the International Bank Account Number (IBAN) in the case of LEI -denominated payment transactions within the territory of Romania, respectively in euro in the SEPA area (Single Euro Payment Area);
- b) IBAN code and account number for countries that did not join IBAN and the beneficiary's bank identification code (BIC / SWIFT / Routing Code), respectively the name and address of the beneficiary's bank in the case of LEI payments outside Romania and the currency Euro outside the SEPA area)

In order to process a payment, the Client, as the ordering party, has to provide to the Bank the following mandatory information:

- a) in case of domestic payments in Lei:
  - payer: name, IBAN account
  - beneficiary: name, IBAN account
  - amount to be paid
  - due date

In addition to the information mentioned above, in case of payments initiated towards the State Treasury, the Client, as ordering party has to provide the following mandatory information:

- fiscal identification code of the payer and beneficiary
  - payment registration number (if case)
  - payment order number
  - reference concerning the economic content of the payment transaction
- b) in case of foreign currency payments, including domestic payments and crossborder payments in Lei:
  - payer: name, address (street, town, country), IBAN account
  - beneficiary: name, address (street, town, country), IBAN account (in case of countries using IBAN accounts) / account number (in case of countries not using IBAN accounts)
  - beneficiary's bank: name, address, BIC code
  - statistical information for NBR, according to the legal provisions
  - due date
  - amount
  - currency of the payment transaction
  - commissioning option

During the processing of the payment, the Bank will apply the following general rules:

- a) In case there are discrepancies between the beneficiary's BIC bank on one side and the name and/or beneficiary bank's address on the other, the Bank will use in the processing flow the BIC (which together with the IBAN code represents the unique identification code) provided by the Client, without notifying the Client, as ordering party, or asking for a confirmation / refusal of any sort;

- b) In case of payments in Euro for which the beneficiary's bank is located in an European Union (EU)/ European Economic Area (EEA) membre state, the Client, as the ordering party can choose not to provide the beneficiary's bank BIC, in which case the Bank will extract the BIC from the IBAN of the beneficiary account. If the Client, as ordering party, chooses to provide the beneficiary's bank BIC, the Bank will use the BIC provided by the Client in the processing flow, regardless if it is different from the BIC extracted by the Bank from the IBAN code of the beneficiary account, without notifying the Client, as ordering party, or asking for a confirmation / refusal of any sort,
- c) The BEN commissioning type is not used, regardless of the payment transaction type. If the Client, as ordering party, indicates specifically BEN commissioning type, regardless of the payment transaction type, the Bank is specifically and irrevocably authorised by the Client to execute the payment transaction by using the SHA commissioning type, without notifying the Client, or asking for a confirmation / refusal of any sort.
- d) In case of payment transactions in Euro or any other national currency of a European Union (EU)/European Economic Area (EEA) membre state, for which the beneficiary bank is located in a membre state of the European Union (EU)/European Economic Area (EEA), the Client, as ordering party has to indicate only SHA commissioning type,
- e) Without prejudice to the application of the rule reffered to letter d) above, if the Client, as ordering party, indicates OUR as commissioning type for a payment transaction in any national currency (other than Euro) of an European Union (EU)/European Economic Area (EEA) membre state for which the beneficiary bank is located in an European Union (EU)/European Economic Area (EEA) membre state, the Bank will process the payment transaction with OUR commissioning type specifically indicated by the Client, thus understanding that the Client will bear the OUR guaranteed fee and understanding that the Client is fully responsible for any and all consequences of using the OUR commissioning type;
- f) If the Client, as ordering party, specifically indicated the OUR commissioning type for a payment transaction in Euro for which the beneficiary's bank is located in an European Union (EU)/European Economic Area (EEA) membre state, the Bank is specifically and irrevocably authorised by the Client through the GBTC to process the payment transaction by automatically using SHA commissioning type without notifying the Client, or asking for a confirmation / refusal of any sort;
- g) In case the Client, as ordering party does not indicate specifically a commissioning type, regardless of the payment transaction type, the Bank is expressly authorized by the Client through the GBTC to process the payment transaction with SHA commissioning type without notifying the Client, or asking for a confirmation / refusal of any sort.

The Bank shall process the payment orders in foreign currency by applying the OUR and SHA types of commission. The BEN type of commission is no longer in use. The processing of onflowing forms or of the instructions sent by electronic means which refer to the commissioning option BEN shall be changed by the Bank into SHA type commissioning.

14. In case of payments in foreign currency, the amounts ordered shall be transferred in full and shall not be decreased by the value of the commission charged by the Bank.
15. If the originator/beneficiary of a payment/collection may not be clearly identified, the beneficiary/originator shall be required to present the Bank with all identification data which is necessary for the processing of the transaction.
16. For payments in foreign currency, the funds shall be debited from the account of the paying Client on the date of receipt subject to COT limitations.
17. If a PO is received in a day which is not a Business Day, such PO shall be deemed to be received in the following Business Day. The Bank may establish a schedule, past which the PO shall be deemed to be received in the following Business Day.
18. In its capacity as the beneficiary's bank, the Bank shall credit the Client's account on the day when the Bank's account has been credited or on the next Business Day with the currency date on which

the Bank's account was credited. As the payer's bank, the currency date on which the Client's account is debited will not be earlier than the moment when the amount that is the subject of the payment transaction is debited from the account.

19. After the receipt of the payment order, the amount of the payment transaction is debited from the Client's account and credited to the beneficiary's bank account at the latest by the end of the following business day for:

- a) Lei payment transactions performed on Romanian territory;
- b) payment transactions in Euro for which the beneficiary's bank is in a Member State of the European Union (EU) / European Economic Area (EEA),
- c) payment transactions involving a single monetary conversion between the euro and the lei made in Romania, and - in the case of cross-border payment transactions across the EU and the EEA - the cross-border transfer takes place in euro.

The Client and the Bank agree that the execution term for any other payment transactions made within the EU or EEA territory in the national currencies of the EU and EEA countries is up to 4 Business Days from receipt of the payment order. Payment transactions executed in other currencies other than the euro and the national currencies of EU and EEA countries will be executed by the Bank within a reasonable timeframe according to the nature of the transaction.

In the case of operations initiated on paper, the Client agrees to extend the period mentioned above paragraph with one Business Day.

20. In connection with ID payment operations, the Client shall present the documents for any proceeds collection in compliance with the applicable terms and flows, after having been ensured itself that its right of recourse shall not be affected.

21. The preparation by the Client of the bordereau for the payment instruments is mandatory in case of ID payment instruments.

22. The Bank may perform remote transactions depending on the characteristics of each product offered to the Client.

23. The Bank's liability to the Client is limited to the damages caused as a result of a breach of the GBTC by wilful misconduct or gross negligence. None of the provision set out in this document shall be interpreted in a sense which contravenes this rule. If the unique identification code provided by the Client is incorrect, the Bank is not held liable for the failure to perform or the defective execution of the payment transaction. Nonetheless, the Bank, as the payer's bank, shall make every effort to recover the funds involved in the payment transaction. Also, as the beneficiary's bank, the Bank shall cooperate with the payer's bank, including by communicating with the payer's bank all relevant information for the adequate fund collection.

24. The rules for the use and operation of the VAT bank accounts are governed by the relevant legislation on these types of accounts, the Client being the only responsible for transmitting the instructions and performing the operations of these bank accounts in accordance with the legal provisions.

25. The Bank is exonerated from any liability, if the instructions sent to the other banks are not fulfilled, even if the Bank had the initiative in selecting the correspondent bank.

26. Unless it has received written instructions to the contrary, the Bank may, at its discretion and in accordance with the banking practice, send, at the Client's risk, the valuable items, secured or unsecured documents, by registered mail or by post, bearing the minimum value stated.

27. The bank shall enforce the payment instructions presented directly by the Client, including standing orders (STO) or through the payment beneficiary, solely if the Client's current account available balance is enough to enforce the respective instructions and the payment of the fees pertaining to it, as mentioned in the Applicable BCR's List of Commissions charged to legal bodies. In the case of the payment instructions which can be partially enforced and the account balance is insufficient for the full enforcement of the instruction and the payment of the pertaining fees, then the Bank will charge, with priority, the pertaining fees, the amount thus resulted being used for enforcing the respective

instruction. The Bank shall not perform partial payments of the standing orders with a fixed amount and payment instructions presented through a beneficiary. The Bank has the right to charge fees for the refusal of enforcing such instructions according to the Applicable BCR's List of Commissions. In case the Client's current account balance is not sufficient for charging the countervalue of these fees, the Bank may book the respective amounts as overdue, their recovery being performed as per the provisions of Chapter III, Section C, Provision 11.

28. If a Client requires the Bank to open an account for carrying out the payments of emoluments /crediting collateral deposits accounts for retention money guarantees, such a Client undertakes to use a special current / an internal transitory account opened with the Bank, solely for the initiation of the payment operations of emoluments /crediting collateral deposits accounts for retention money guarantees, along with an electronic payments solution or offline (without any access to the Internet), which the Bank will make available to the former.

Initiation of another type of payment instructions from such an account is not allowed and the Client undertakes to assure, within 2 business days since the crediting a transitory account, 0 balance until the date of a next crediting of the account (including by the transfers of the returned payments). Non-compliance with the afore-mentioned obligations shall be considered a violation of the provisions of these GBTC, the Bank being entitled to unilaterally terminate the contractual relationship with the Client and, implicitly, all the contracts concluded based on the Contractual Application Forms of the Bank and these GBTC, without any formal notice and any other formalities, by simple communication to the Client of a written notification regarding a unilateral termination, including the closing of the accounts and ceasing of delivery of all products and services included therein.

29. The Funds Availability Confirmation Service is provided by the Bank based upon the explicit consent given by the Client on a durable medium through electronic banking services as per Appendix 7 – TCUEB, in order to answer the requests from a certain Payment Instruments Issuing based on Cards Provider, regarding the confirmation of the fact that the amount corresponding to a certain payment operation based on the card is available in the accessible Client's online account.

## **E. EVIDENCE OF TRANSACTIONS AND STATEMENTS OF ACCOUNT**

1. Upon the Client's request the Bank will issue statements of account. Upon the Client's, the Bank may issue duplicate statements of account. The issuance of statement of accounts and of duplicates thereof at the Client's request is subject to payment of a commission in accordance with the Applicable BCR's List of Commissions.
2. Statements of account set out information on any operation effected on the account, for example the reference that allows identification of the payment transaction, information about the payee, the exchange rate used in the payment transaction, if applicable, the date of registration for the operations, type and value of the operations, the accepting trading entity or ATM where a card transaction was carried out (if applicable), interest and related commissions, etc.
3. The statements will be issued by the Bank, at its desks, through electronic banking services used by the Client or to the email address communicated to the Bank for the issuance of the document in accordance with the Chapter VI. FINAL PROVISIONS, letter B "CLIENT-BANK" COMMUNICATION.

## **F. CLOSING OF ACCOUNTS**

1. The Client may apply for the closing of any account opened on its name by signing an application form of a Bank dedicated to such operation by its legal representative or by the Account attorney-in-fact, as set out in the power of attorney granted. In case of the accounts which closing is conditioned by the fulfilment by the Client or by a third party of precedent legal or contractual obligations, the Bank shall implement the Client's request only after the fulfilment of such obligations. Upon closing of the account, the Bank shall cease the delivery to the Client of all the products and services attached to the respective account.
2. The closing of the account upon Client's request will only be performed after payment of all amounts due by the Client to the Bank and, if applicable, the closure of all the products and services attached to that account. After closing the current account, the cards issued on the closed account can no longer be used, and they are blocked by the Bank, the Client having the obligation to return the debit

card in accordance with the provisions of Annex 6 (Terms and Conditions regarding the Use of Business Debit Cards for legal entities and Self-Employed Individuals) to these GBTC.

3. Upon closing of the account, the Client returns the cheque books/sheets, including the cards provided by the Bank. As of closing of the account these documents become void, being deemed either null or nonexistent. The Bank is under no obligation to settle cheques or other negotiable instruments after closing of the account.
4. The Client may not request the closing of the account in case its access to the account has been restricted according to the law.
5. The Bank reserves the right to close any current account of the Client and, as applicable, to terminate the GBTC in any of the following situations:

A. automatically, with no notification or prior formality:

- a) in case the following prerequisites are met cumulatively:
  - (i) the balance of the account is equal to or lower than Euro 15 (or an equivalent amount calculated in the currency of the account);
  - (ii) no operations have been performed over the current account for 3 months, except for those related to the computation of interest and commissions;
  - (iii) there are no active products attached to the respective current account.
- b) breach of the applicable legal provisions;
- c) in case that upon consultation of the RECOM data base by the Bank, the Client appears to be deleted from the trade register and (i) the Client did not notify the Bank about the decision on deletion and the fact that it has not been appealed within the term set out by law or (ii) although the Client challenged the decision on deletion, it has been maintained after the appeal. In such case, the Bank shall terminate any product and service attached to the bank account(s);
- d) other cases set out by law;
- e) occurrence of any major payment incidents with checks, promissory notes or bills of exchange;
- f) if, in the opinion of the Bank, the Client entails a reputational risk.

Without prejudice to paragraph 5, point A, the Bank, at its discretion, may consider to send notification on the closure of any current account from Banks initiative, according to the cases mentioned above.

By exemption from the provisions related to the services and products from the Appendixes to the current TCGA or in the Contractual Forms specific to the respective services and products, at the same time with the closing of the current accounts, automatically ceases and without any notification or other prior formality, all services attached to them and which facilitate the accounts usage and which cannot function independently (eg without limitation to: electronic banking services, Direct Debit, Standing Order, etc).

B. after the prior notification, sent 15 calendaristic days prior to the date of the actual closing of the account:

- a) delays or refusal to present the Bank with the documents required or the amendments to such documents;
  - b) failure to present the documents justifying the requested operations;
  - c) failure to fully comply with the contractual obligations undertaken towards the Bank, if such events are not already included in let. A) above.
6. Until actual closing of the account, the Client has the obligation to ensure that all the amounts existing within the respective account, except the amounts due to the Bank until the effective date of the closing of the account, are either transferred to a different account or withdrawn in cash. In case

the Client does not choose one of these two options until the actual closing of the account, then the balance of such account shall be registered with the Bank's books under various creditors account, separately for each currency, with no interest accruing in relation therewith without affecting the Client's right to request such amounts within the applicable statutes of limitation. After expiration of limitation from the date of closing the current account, according to the Civil Code, the Bank can reclassify the amounts above mentioned as income of the Bank.

## **G. TERM AND OVERNIGHT DEPOSITS**

1. Term / automatic overnight deposits will be opened by the Bank upon the Client's request in accordance with the information in the specific documentation regarding the deposits opening filled in by the Client. The deposit account shall be opened in the currency of the bank account from which the amounts are credited into the deposit account. The overnight deposits are managed by the Bank automatically, based on the mandate granted through the Contractual Application Form of the Bank for opening the overnight deposits, starting with the date of implementation of the latter.
2. Deposit operations will only be carried out through the Client's current account. The Bank shall issue the account statements for the operations performed in the deposit accounts, based on the Client's request.
3. As long as the automatic overnight deposits are concerned, the amount limit set by the Client for each bank current account / sub-account represents the value based on which the Bank performs the automatic transfers to the overnight deposit accounts of the amounts that exceed that value, as follows:
  - if the bank current account / sub-account balance exceeds the amount limit set by the account holder, then the Bank transfers automatically the exceeding amount to the overnight deposit account.
  - if the bank current account / sub-account balance is lower or equal to amount limit set by the Client, then the Bank does not transfer automatically any amount to the overnight deposit account.
4. In case the Client has opted for rolling over the term deposit the Bank automatically extends the term of the deposit upon maturity for a term equal to the term for which the deposit was initially created and for the new automatically extended period shall apply the interest rate offered by the Bank on the automatic prolongation day.
5. Upon withdrawal of the amounts under the term deposit, prior to the maturity of such deposit the Bank applies interest to the amounts available on demand for the time period starting with the creation of the deposit until the termination of the term deposit. Any differences between the amount of paid interest and the amount of interest to which the Client is effectively entitled shall be recovered by the Bank from the amount available under the term deposit or from the current account/sub-account, as applicable.
6. The Account Holder expressly accepts the Bank's right to unilateral change the level of interest, as well as the level and charging mechanism of the fees related to the operations performed through the term deposit account. The minimum amount of the term deposit, as well as the interest and fees charged, are posted by the Bank at its territorial units in a visible place and on the Banks's website.
7. The Romanian Commercial Bank is a participant in the Romanian Deposit Guarantee Fund and is included in the list of credit institutions which attend the Romanian Deposit Guarantee Fund, whose depositors benefit from the securing of the deposits established, through the payment of compensations, within the ceiling regularly set by the Fund. This list can be directly consulted on the Romanian Deposit Guarantee Fund's website, [www.fgdb.ro](http://www.fgdb.ro).
8. By accepting these GBTC, the Client confirms that he has fully understood (i) the information necessary to identify the Deposit Guarantee Scheme in which the Bank participates as set out in Schedule 2 - The Form for Information to Depositors attached to these GBTC, and (ii) the categories of deposits excluded from the protection of the Deposit Guarantee Scheme as set out in Schedule 3 - List of deposits excluded from the guarantee scheme attached to these GBTC.

## **H. COLLATERAL DEPOSITS**

1. The collateral deposits are opened based on the Client's request and are created for retention of certain amounts for the benefit of entities other than the owner of the funds, with the aim to guarantee the rendering of a service / fulfilment of a legal obligation, etc.
2. The collateral deposits are opened in accordance with the specific Bank documentation as well as based on the documentation/legal provision which establishes the necessity of guaranty creation corresponding to each type of the collateral deposit. The type of collateral deposits includes, but without limiting to such: performance collateral deposit, collateral deposit for retention money, escrow account, collateral deposits for companies under incorporation, etc. The withdrawal of the amounts from the collateral deposit shall be done strictly in accordance with the specific documentation concluded by the Bank and the Client as well as pursuant to the legal provisions as the case may be.
3. The collateral deposits for retention money shall be opened on the name of the Client (account holder), one account for each Inventory-clerk (in Romanian: *gestionar*), for depositing the amounts retained as a guaranty and releasing them according to the provisions of law.

## **Chapter III. RIGHTS AND OBLIGATIONS OF THE PARTIES**

### **A. CLIENT'S RIGHTS**

1. To receive the interest accrued with respect to the money available on the account, as determined in accordance with the Bank's regulations.
2. To credit the account via cash depositing with the Bank's units or via bank transfers from other accounts, opened with the Bank or with other banks.
3. To carry out transactions with the amounts available in the account, in accordance with the GBTC, the Contractual Application Forms of the Bank and the applicable legislation.
4. To receive from the Bank the statement of account evidencing the transactions carried out, in accordance with the terms set out in Chapter II. Opening, performance of transactions and closing of accounts. Section E. Evidence of transactions and statements of account.
5. To request access to products and/or services that may be attached to the account, in accordance with the terms set out by the Bank.
6. To file complaints in connection to transactions performed via bank cards; such complaints shall be submitted in writing to any Banking Units within the working hours.
7. With regard to Direct Debit operations, to request the refund of an payment operation sent through the beneficiary within 8 weeks from the date the amount was debited from the current account of the payer. As an exception to the above, the Client understands and expressly accepts that such refund requests are not allowed for payment operations carried out under Business to Business Direct Debit Scheme. The requests for refund of an authorised payment operation received after the 8 (eight) weeks period will be solved directly and exclusively by the beneficiary and the respective payer in accordance with the legal provisions established between them, without the involvement of the Bank and the provisions concerning the refund previously mentionned will not apply.
8. With regard to Direct Debit operations, to request the refund of an unauthorised payment operation sent through the beneficiary within 13 months from the date the amount was debited from the current account of the payer.

### **B. CLIENT'S OBLIGATIONS**

1. Be acquainted with and observe these GBTC, the terms of performing transactions in accounts, as well as the clauses of the contracts concluded based on the Contractual Application Forms of the Bank, as well as to inform and make available to the persons empowered to act on its behalf these GBTC and to ensure that those persons empowered comply with these GBTC and any conditions for carrying out the operations on the account

2. To operate the account by using the Bank's standards forms as well as the payment order form for the State's Treasury (TPO). Such standard forms shall be accurately filled in and shall evidence real transactions, the Client being solely liable for any statements included therein.
3. To provide the Bank with any data and documents requested by the Bank for the purpose of identifying the Client (including but not limited to the identification of the individual/persons qualified as the ultimate beneficial owner (term which shall have the meaning prescribed by the applicable legislation)), for opening the account and/or performing any operations on the bank accounts instructed by the Client. In addition, the Client declares that all documents and / or information provided or to be provided to the Bank for the duration of their contractual relationship are correct, up-to-date and complete.
4. To notify the Bank in case of occurrence of any event which triggers changes in the legal status of the Client, as compared to that initially stated, or in case of any changes in the data and information delivered to the Bank and to submit with the Bank any documents evidencing such changes and to replace accordingly the documents initially submitted as soon as possible from the occurrence of the respective change. Until the receipt by the Bank of such changes from the Client, including the evidence of registration thereof, the Bank shall be entitled to consider as valid the identification data and information in its possession at that time. The Bank shall not be liable for any potential damages caused as a result of failure to notify in a timely and secure manner the changes/amendments occurred or in case such information has been notified by Client to the Bank without being accompanied by the underlying documents. If within 3 years of the last update, no changes occur in the legal status of the Client or of the data and information provided to the Bank as referred to above and in clause 3 of Chapter III, Section B, respectively, the Client undertakes to contact BCR from its own initiative to confirm the existing information.
5. To observe the Bank's working hours schedule posted at the Banking Units.
6. To periodically check information with respect to any changes occurring with respect to the level of commissions, fees and interests, which will be posted at the Banking Units.
7. To timely pay the banking commissions, fees and interests related to the transactions performed and products owned, in accordance with the Applicable BCR's List of Commissions applicable on the date of performance, which are posted at the Banking Units. If not expressly mentioned in these TCGA or/and specific contracts, the fees charged periodically are paid only in proportion to the period preceding the termination of the product and / or services contracted from the Bank. If commissions are paid in advance, they are reimbursed pro rata.
8. Upon depositing of cash at the Bank's cash desk, the Client shall await until the cash desk finalises the cash verification process. If the Client fails to comply with this obligation and certain inconsistencies occur, the Client undertakes to acknowledge the amount determined as a result of the verification process carried out by the cash desk of the relevant Banking Unit.  
Any forged bills or coins presented to the Bank's offices shall be retained based on a protocol and afterwards handed over to the competent criminal investigation bodies.
9. To perform transactions on the account, in accordance with the applicable legal provisions, including, but not limited to, the legal rules for Direct Debit, performing transactions on VAT accounts. The Client agrees and confirms the Bank's right to set-off the bank account balances with the amount of VAT owed by the Client to the Bank for any service and / or product contracted. In addition, the Client expressly authorizes the Bank to make any transfer of funds from the current accounts into the VAT accounts for performing the set-off operation mentioned above in order to pay the VAT owed to the Bank.
10. To perform transactions taking also into account the value of the applicable commissions and fees related to the management of the accounts and to the nature of the performed transactions.
11. To perform cash withdrawals from the current account subject to complying with the applicable regulations.
12. To perform foreign currency transactions, in compliance with the applicable Foreign Exchange Regulation.

13. To deliver all data / to fill in all mandatory sections of the Bank's forms corresponding to the requested banking transactions.
14. To inform itself on the status of the account by any means made available by the Bank, including by means of examining the statement of account.
15. To use the debit payment instruments in compliance with the legislation in force. Clients requests with respect to any payment instrument being lost, stolen, destroyed will be accepted by the Bank only based on a enforceable court decision.
16. To bear any loss incurred as a result of any unauthorised payment transactions (by use of any lost or stolen payment instrument or as a result of inappropriate maintenance of the personalised Security Elements) or as a result of any unlawful use of a payment instrument prior to the notification of loss, theft, unlawful or unauthorised use of that respective payment instrument.
17. To indemnify the Bank against any damage, loss or expenditure borne by the Bank, which is incurred as a result of a breach by the Client of the GBTC, including against any damages, loss or expenditure borne by the Bank as a result of determining the financial responsibilities thereof for payment refusals.
18. To authorize and to maintain at all time the authorization of the Bank to perform any of the transactions set out in Chapter III. Rights and obligations of the parties. Section C Bank's rights art.11.
19. To present the Bank, upon request, with the documents in original copies, in authenticated copies or in any other form as required by the Bank, as applicable.
20. To inform the Bank with respect to any restrictions/limitations related to the Client, the Account attorneys-in-fact or its accounts.
21. To prove good faith in relation with the Bank, so as not to affect the Bank's interests or prejudice third parties.
22. To notify the Bank with respect to any transactions on its accounts (save for the cards attached to such accounts) which are deemed to be unauthorised or performed inaccurately, including any errors/omissions in the statement of accounts as soon as possible, but in any event not later than 30 calendar days from the date when such transaction is performed. If within the 30 calendar days period the Client does not notify in writing the Banking Unit which has opened the account, such potential errors or omissions ascertained with respect to any performed transactions, the account balance and any transaction reflected in the account statement shall be deemed to be implicitly acknowledged by the Client.
23. To return to the Bank for invalidation the card attached to the current account with at least 30 days prior to such account being closed.
24. To comply with the payment terms of its obligations under the Contractual Documentation. In case the opposite occurs, the Client will be deemed in delay by the mere fulfilment of any payment term under the Contractual Documentation (respectively by failure to comply with the due dates determined under the Contractual Application Forms of the Bank), without any other formality.
25. The Client understands and acknowledges that the services offered by the Bank may be carried out by one or more companies part of BCR Group, by any other specialised third party company or by any other entities subcontracted by such companies.
26. Except as otherwise expressly agreed upon, the Client understands and accepts that its obligations resulting from or related to the GBTC and the Contractual Documentation are generally obligations whereas the result thereon is pursued. The repeated breach, even of minor importance, of the contractual obligations of the Client or the clear expression towards the Bank of the intention not to perform any of these obligations, may result in Client's loss of the benefit of the contractual terms provided for the fulfilment of the obligations under the Contractual Documentation or, where appropriate, the suspension by the Bank of the performance of the operations and of the specific instructions, the refusal of execution thereof, non-initiation or termination of the contractual business

relationship or unilateral termination by the Bank of the contracts concluded based on the Contractual Application Forms of the Bank.

27. Starting from the day before the Completion Date, to ensure that the necessary amount of the Direct Debit Instruction, including the related commissions due to the Bank, is available on the current account.

### C. BANK'S RIGHTS

1. To establish/modify the mandatory minimum amount applicable to the opening of the current account and, respectively the minimum balance to which the Bank applies the spot interest.
2. To refuse the opening of accounts or performance of any transactions carried out by the Client and to terminate the business relationship with the Client, in accordance with the Bank's know your Client policy including but not limited to the instances where the Client delivers incomplete or insufficient information, in case of false statements or in case of suspicions of the Bank with respect to the conformity of the statements or documents delivered by the Client (or in case of suspicions regarding the Account attorneys-in-fact/Users and the nature of transactions).

In case of a refusal given to a payment order, the Bank shall notify the Client of its refusal and, if possible, of its underlying reasons, as well as of the remedial procedure pertaining to the errors which had led to this refusal, on condition that this fact is not forbidden by other relevant legal provisions in force.

The notification is sent to the Client via the same means or channel through which the payment order was initiated; by case, the Client shall then have the duty to observe the specific contractual provisions and/or guidelines mentioned in the guidebooks destined to using products/services regarding the interrogation of the status of these payment orders and/or notifications sent by the Bank. The Bank, at its own discretion, may choose to send the notification containing the refusal of the payment order to the Client through any other means than the one previously mentioned, without limitation to: simple or registered letter with receipt confirmation, direct delivery – by the Bank or via mail, courier, telephone call, mailbox, fax, SMS, email or any other means of electronic communication. The notification is deemed to be made at the time of its transmission by the Bank through one of the channels mentioned above and using the contact details transmitted by the Client. The Client is responsible for the accuracy of the contact details transmitted to the Bank and undertakes to notify the Bank of any changes thereto.

In case the refusal of a payment order is objectively justified, the Bank may charge fees, both for sending the notification and for the assessment of the causes which triggered the refusal, as per the Applicable BCR's List of Commissions.

BCR will treat the data requests sent through the services supplied by a Accounts Information Services Provider without any discrimination in relation with the requests sent by the Client, only if the Accounts Information Services Provider identifies itself to BCR and acts in compliance with the enforceable legal provisions applicable every time there is a data request regarding the Account, with the exception of the case where there are clear reasons for refusal.

The bank can refuse the access of a Information Services Provider regarding the Accounts or of a Services provider responsible for payment initiation for a current account accessible online where there are reasons objectively justified and supported by conclusive proofs regarding the unauthorized access or fraudulent of the current account accessible online by the Information Services Provider regarding the accounts, including the unauthorized or fraudulent initiation of a payment instruction by the Service provider responsible for the payment initiation.

In the case mentioned above, the Bank will communicate to the Client the fact that the access of the Information Service provider regarding the Accounts or of the Service Provider responsible for payment initiation has been rejected and the reasons of the refusal, with the exception of the case in which the communication is obstructed by justified reasons or if the legal provisions forbid it. The communication will be sent immediately after access refusal.

The Bank can refuse to issue the confirmation regarding the availability of the funds requested by a Payment Instruments Issuing based on Cards Provider, if the Client does not give his/her explicit

consent to answer the confirmation requests coming from that particular Payment Instruments Issuing based on cards Provider or if the latter does not identifies itself and /or does not communicate with the Bank using security measures, in compliance with the technical regulation standards and the enforceable delegated acts issued by the European Commission.

3. Subject to legal provisions, to perform investigations in connection with the information filled-in in the account opening / card issuance/purchase of banking services documentation, under the law conditions.
4. To reject the performance of transactions initiated by the Client in case the Client does not deliver to the Bank, upon request thereof, the additional information or documents.
5. To refuse the performance of any instructions if such violate its internal policies/procedures, including but not limited to internal or group procedures as well as the international standards which the Bank applies, the law or an order issued by a relevant authority, the Bank being exonerated from any liability with respect to any damages incurred by the Client in this respect.
6. To refuse the processing of documents presented for payment if such documents do not comply with the terms set out in the applicable legal provisions or have not been duly filled in with the account codes in IBAN structure, either with respect to the payer or with respect to the beneficiary, including refusing to perform transactions on VAT accounts that do not comply with the specific legal provisions applicable to such accounts.
7. To request the Client to deliver the documents evidencing the purpose of the banking services which shall be carried out via the Bank and to suspend the performance of any transactions on the Client's account, starting with the date of such request until the receipt of the relevant documents from the Client. If the Client fails to deliver the information or in case it is ascertained later that the information delivered does not correspond to the *de facto* status, the Bank shall be entitled to reconsider its relationship with the Client, including by means of closing the accounts thereof.
8. To request in writing any information with respect to the Client or the Account attorneys-in-fact/Users, in case the Bank misses information or when the Banks appreciates that the information held with respect to the persons above mentioned are not up-to-date, complete, correct or are contradicting themselves.
9. To consider any payment made to its benefit, from the date of registration of the amount in the respective account.

The Bank shall not be liable if a request for the authorisation of a transaction is refused or if a banking card is not accepted for payment, as a result of any event which is beyond the Bank's control.

10. To amend the interest applicable to the funds available on the account, as well as the commissions and fees applicable to the transactions carried out on the account of the Client and to inform the Client of such changes by means of posting such changes at the Banking Units or on its internet page.
11. To set-off the amounts available on any account of the Client, including the deposit accounts (even if the deposit has not reached maturity) against any banking commissions, interests or fees (including but not limited to commissions, interests and any other costs or fees deriving from crediting transactions, guarantee agreements, incasso, letters of credit, bank guarantees or any other products and/or services to which the commissions, interests or fees set out in the Applicable BCR's List of Commissions in force at that time apply), as well as against any due or overdue credit instalments or any other Client's debt owed to the Bank, without any prior notice, in case the amounts available in the account mentioned in the Contractual Application Form of the Bank signed by the Client are not sufficient to cover such expenditures. The set-off right refers also to the recovering of the amounts due to the Bank for automatically closed products or for the fees due until the effective closing day of the account, unpaid by the Client, if the Client requests to the Bank to open of a new product or service; in this respect the Client empowering the Bank including to perform the exchange necessary in case of the account containing available amounts for the recovering of the due receivables is in another currency than the one of the due amount.

Notwithstanding the conventional set-off which may be operated between the parties in accordance with the aforementioned paragraph, the Client hereby empowers the Bank to carry out such set-off by means of debiting the accounts mentioned above in accordance with the terms set out in the immediately preceding paragraph.

In case of deposit accounts which have not reached maturity, the amounts outstanding after the payment of the Client's debts to the Bank shall be transferred to a current account used for the creation of the deposit and shall bear an interest rate applicable to the current account.

In case between the Bank and the Client there are several legal relationships or more accounts under the Contractual Application Forms of the Bank, the parties expressly agree that the legal relations between the Bank and the Client will not operate the mutual set-off between active and passive balances, except as provided above or to the extent that the Bank gives its prior written consent in respect to a particular set-off operation.

12. To perform transactions with or on the Client's account without the latter's approval, in the following instances:

- a) payments from current accounts or from any other accounts of the Client, based on a final and enforceable court or arbitral ruling or on other writs of execution set out by the law;
- b) due payments owed to the Bank and/or any other prior commitments to the Bank;
- c) cancellation of any transactions erroneously performed by the Bank, including the interests and commissions applicable to the cancelled amounts, as well as of those performed under the remark „subject to” (accompanied by justifying documents attached to the account statement);
- d) blocking of amounts in collateral deposits, in accordance with the contracts concluded based on the Contractual Application Forms of the Bank;
- e) if the Bank ascertains that it has not received in the correspondent account the funds related to a payment order which has been already credited to the beneficiary's account. For the purpose of performing such transaction, the Bank is authorised to carry out transactions with the Client's available funds on the interbank market by means of placing buying/selling orders.

13.1 Not to comply with the annulment request for a foreign exchange banking transaction or for a Financial Transaction if the initial transaction was carried out based on a negotiation agreed with the Client through telephone conversation recorded by the Bank, through the electronic platform or based on the Client's written instruction or in any other modality agreed with the Bank. If there are insufficient available funds and the foreign exchange banking transaction or the Financial Transaction cannot be settled, the bank has the right to close the position through a similar reverse transaction and the Client will bear a potential negative difference between the FX rates and/or quotations.

13.2 To cancel a foreign exchange banking transaction or a Financial Transaction in case of evidence that the respective transaction was performed using an erroneous quotation, irrespective of the cause/causes that may have generated such error (except for the cases when the Bank generated the error following a grave misconduct or intentionally), including to settle the amount resulting from the annulment operation of the respective foreign exchange banking transaction or Financial Transaction.

13.3 The Client is entirely responsible for the risk associated to closing foreign exchange banking transaction or Financial Transactions, through recorded telephone conversations, especially due to the lack of an authorisation of the sender, abusive use of telephone connections, as well as transmission errors or erroneous orders; through this document, the Client expressly undertakes the risk of communication or transmission in accordance with the provisions of the Civil Code, except for the case when the Bank caused such damages following a grave misconduct or intentionally. The closing of a banking transaction and/or Financial Transaction, through recorded telephone conversations, if its terms have been bilaterally accepted, is deemed to be made with the Client if the Client communicates by telephone, even if the operation was initiated by another person than the Client or by the person authorised by the Client, in such situation the Client accepting that the Bank does not bear any obligation or liability.

14. Not to engage own funds in any transactions initiated by the Client, being exonerated from any consequences arising as a result of failure to perform transactions due to lack of available funds in the Client's account.
15. To send to the CIP, Banking Risks Center and to the Credit Bureau any information related to risk, as well as information related to credit products, fraudulent activity and information related to the inconsistencies in the documents/statements registered in the name of the Client and/or of its representatives for the purpose of processing or review whenever necessary.
16. Take all measures necessary or useful to preserve its rights arising out of or in connection with the Contractual Documentation.
17. To decide, unilaterally and without notifying the Client, as regards the charging of lower fees than those agreed through the Contractual Documentation, with the possibility of deciding again, subsequently, under the same terms, to go back to the fees set in the Contractual Documentation.
18. The bank shall take the necessary steps in order to credit the amounts received in foreign currency pertaining to the collections with incorrect/incomplete details (including the trans-border payment orders made in LEI), by conducting investigations with the external banks charging commissions according to the Applicable BCR's List of Commissions.
19. To transmit to the competent authorities data and information regarding the identity of the Client, account balances and transactions operated on its accounts when their transmission is related to a legal obligation.

#### **D. BANK'S OBLIGATIONS**

1. To perform banking transactions related to the Client's account as instructed by the Account attorneys-in-fact in writing or by other means agreed between the Bank and the Client, but in any event within the limit of the funds available on the account and in compliance with the internal working rules and the international and domestic banking regulations and practice.
2. To calculate and to apply monthly/periodically the interest rate to funds available on the account (including the deposit accounts). The calculation of the interest rate is based on a 360 days year and in accordance with the calculation formula 365 (366)/360, except for GBP in which case the interest rate calculation formula is 365 (366)/365 (366).
3. To perform payment orders, in compliance with the legal provisions in force, based on the internal COT established by the Bank for each type of transaction, as posted on the Bank's internet page.

#### **E. LIMITATION OF BANK'S LIABILITY**

1. The Bank shall not be liable for any loss incurred as a result of delays or errors caused by third parties (agent banks, agents, notaries etc.) in carrying out the Bank's instructions on the account /based on the order of the Client.
2. The Bank shall not be liable for the foreign currency or for any loss arisen from for foreign exchange transactions carried out in the origin state of the correspondent bank which performs such transactions, which are subject to the principle of *locus regit actum*.
3. In case of major payment incidents which are qualified as criminal offence in accordance with the legal provisions in force or if the Bank does not have certain information with respect to the issuer of the debit payment instrument, the Bank shall proceed in accordance with such legal provisions, informing the criminal investigation bodies of such facts.
4. The Bank shall not be liable for any proceeds collection in/from abroad in the following cases:
  - a) suspension or moratorium of payments or sequestration of the funds by the foreign collection agent, by third parties related to the collection agent or by the authorities of the state where the collection agent is located;
  - b) if the beneficiary refuses to collect the proceeds;
  - c) lack of the information necessary to carry out the transaction, including those related to the payer.

5. The Bank shall not be liable for any damages incurred as a result of any delay in delivery and/or loss of documents or of any other correspondence addressed to or delivered by the Bank, including account statements, or as a result of any deterioration or other errors occurred during the transportation/delivery thereof.
6. The Bank will not be held responsible for any additional expense on the account of the Client as a result of the assignment of this Agreement or any rights resulting thereof, in accordance with the provisions of Chapter VI. Final provisions, Section C. Assignment below.
7. The Bank shall not take any responsibility regarding the cash amounts deposited by third parties, either legal entities or individuals, into Client's account.

#### **F. LIMITATION OF HARDSHIP EFFECTS**

1. Client understands and accepts the possibility that, in case of occurrence of exceptional changes in the circumstances that underpinned the implementation by the Bank of the Application Forms of the Bank signed by the Client, beyond the Bank's will, the performance of its obligations in compliance with the Contractual Documentation may become onerous because of the increased cost of their execution. In particular, anytime during the execution of a Convention it is possible to increase the amounts owed by the Client, including due to variations in the national currency exchange rate (for loans in currencies other than LEI) or in reference indicators ROBOR, EURIBOR or LIBOR or the interest rate, if the case.
2. In consideration of the provisions included in Clause 1 of this section and pursuant to Art. 1271 paragraph (3) letter (c) in the Civil Code, the Client agrees to undertake the risk of the occurrence of such circumstances, being bound to fulfil its obligations undertaken within the contractual business relationship concluded with the Bank and governed by these GBTC and, if the case, the Contractual Documentation, independently from such exceptional changes in the circumstances which led to their conclusion.
3. By undertaking these risks, the Client understands and accepts the fact that it shall not require a court of law to adjust any contract concluded based on the Contractual Application Form of the Bank or the Contractual Documentation in general in case exceptional circumstances such as those listed in Clause 1 from this section occur.

#### **G. ASPECTS ON CONTRACTS, REQUESTS, INSTRUCTIONS PROVIDED TO THE BANK**

1. Each power of attorney, authorization or instruction having the nature of a mandate granted by the Client to the Bank by means of or in connection with the Contractual Documentation is deemed to be granted for the entire period of the contractual relationship between the Bank and the Client. The provisions of Art. 2015 in the Civil Code are not applicable to any such power of attorney, authorization or instruction.
2. The Bank may execute any power of attorney, authorization, instruction having the nature of a mandate granted by the Client, either personally or by other persons elected by the Bank at its sole discretion.
3. Until the fulfilment of the term for which these are granted or until the termination of the contractual business relationship between the Client and the Bank or, if applicable, of the contracts concluded based on the Application Forms of the Bank, each power of attorney, authorization, instruction having the nature of a mandate granted by the Client to the Bank by means of or related to the Contractual Documentation are deemed irrevocable, unless the parties expressly agree in writing, the possibility of withdrawing.
4. After a business relationship between the Client and the Bank is initiated by the execution by the Client of a Contractual Application Form of the Bank dedicated to the initiation of the contractual relationship and acquisition of the banking products and services, in all the documents, which according to these GBTC represent the Contractual Documentation, the Client can be identified by name, CIC and UIE, and the Client undertakes to inform the Account attorneys-in-fact or/and its other representatives about this aspect.
5. However, after a business relationship between the Client and the Bank is initiated by the execution by the Client of a Contractual Application Form of the Bank dedicated to the initiation of the

contractual relationship and acquisition of the banking products and services, the Client may contract any banking service and/or product out of the Bank's offer, related to the current accounts, transitional accounts, sub-accounts or bank deposits or to carry out any addition or/and amendment regarding such contracted services and products, by the execution and submission to the Bank of Contractual Application Forms of the Bank, containing corresponding requests. Except the cases explicitly mentioned within the Contractual Application Forms of the Bank, the contracting of the banking services or products or amending or/and adding to such shall be accepted by the Bank by simple implementation of the relevant requests (i.e. by rendering the service or delivering the product to the Client), made known to the Client through the account statements or other documents which the Bank usually issues according to the Contractual Application Forms of the Bank and these GBTC or through the use of the service or product by the Client, not being necessary for Bank's representatives to sign the Contractual Application Forms of the Bank presented by the Client. If the Bank decides to deny the Client's request, it shall inform the Client in this respect, without being mandatory for the Bank to justify that decision.

#### **Chapter IV. KNOW YOUR CLIENT, PREVENTION OF MONEY LAUNDERING**

1. Upon the commencement of a relationship between the Client and the Bank, upon the opening of the accounts or provision of services as well as for the purpose of determining the background and the purpose of the transactions, apart from the evidencing data, information and documents requested in accordance with the Contractual Application Forms of the Bank regarding the account opening/GBTC the Bank's internal regulations and legal provisions in force, the Bank may also request additional documents to verify the identity of the Client and of the Account attorneys-in-fact/Users, the substantiation of the transaction initiated by such persons and/or the identification of the real beneficiaries of such transactions.
2. The Bank shall be entitled to refuse, in accordance with the GBTC and the legal requirements, the performance of the transactions initiated by the Client or to terminate the contractual relationship with the Client if the Client delivers incomplete, insufficient information or in case of false statements procured from the Client or if it has suspicions with respect to the conformity of the statements or documents delivered by the Client including in case such persons present to the Bank payment instruments which may be deemed as potentially fraudulent, which may trigger payment risks and furthermore including such instruments which may adversely affect the closing of the settlement, such being subject to penalties in accordance with the applicable law.

#### **Chapter V. CONFIDENTIALITY**

The Bank and the Client undertake to comply with the confidentiality obligations related to information regarding accounts and to transactions performed on such accounts unless otherwise set out by the law or unless the Client has expressed its consent for disclosure of such information.

By accepting these GBTC, the Client confirms and agrees that he is solely responsible for the acts and / or deeds of the delegates and the persons empowered according to the Contractual Documents, including without limitation liability for the consequences of the disclosure of the acts / the bank secrecy must be respected.

The Client hereby expressly consents to the disclosure by the Bank of the banking secrecy information (including personal data of the concerned persons and of data subjects as under Chapter II. Opening, performance of transactions and closing of accounts, Section B. Personal Data protection) to the entities which are members of BCR Group, as well as to any other partners of the Bank and of members entities of BCR Group for the purpose of promoting and sale of its products and services. Also, the Bank shall be able to send and / or transfer information falling under the banking secrecy to any entity which at the date of using the data and / or information falling under banking secrecy, are / will be part of BCR Group and to their contractual partners, including the Bank's contractual partners, for design, development, testing, use of new IT systems, IT services (including store databases in the country or abroad), as well as for risk management and portfolio management purposes, within the purpose of the Bank related to banking supervision over Bank's

activity, intra-group reporting and/or to Supervision authorities, for the purpose of complying with the local and European prudential requirements legislation applicable to credit institutions and also for the portfolio management and risk management (including but not limited to identifying the group of connected clients within the level of parent –company of the Bank) as well as with the purpose of keeping / storing (prior to archiving) and archiving according to the legal provisions of the Contractual Documentation (including ensuring the operations related to these activities).

## **Chapter VI. FINAL PROVISIONS**

### **A. TERMINATION OF THE BUSINESS RELATIONSHIP**

1. GBTC shall be applicable for an unlimited period of time, throughout the contractual business relationship between the Bank and the Client.
2. The business relationship and the one related to any banking product or service may be terminated:
  - a. upon the parties' consent;
  - b. upon unilateral termination by any party, subject to a 15 calendar days prior notice;
  - c. in the cases expressly provided herein or in the Contractual Application Forms of the Bank signed by the Client and implemented/signed by the Bank;
  - d. upon unilateral termination by the Bank, following to the Client's current accounts closing under provisions of clause 5 of Section F. Closing of accounts of Chapter II. Opening, performance of transactions and closing of accounts of these GBTC.
3. Generally, the termination of the contractual business relationship shall trigger the closing of the accounts and cessation of delivery of all products and services attached to such accounts and, particularly, in any of cases in which either the Bank or the Client shall initiate the unilateral termination of the contractual business relationship governed through the Contractual Documentation, including all the contracts regarding the products and services delivered by the Bank, upon the termination of the notice period (except for the situation in which according to other provisions from TCGA, they cease immediately, without prior notice):
  - a. the contractual business relationship between the Bank and the Client shall be considered terminated except Client's due and payable obligations, unpaid until the termination of the notice period;
  - b. any and all bank accounts, belonging to the Client, shall be closed and none of the banking operations such as credit transfer, payments, fund collections, etc. shall be performed by the Bank on Client's behalf and to the benefit of the latter;
  - c. all the contracts, based on which the Client uses banking products and services, as well as rendering those services and delivering those products to the Client shall cease, except Client's due and payable obligations, unpaid until the termination of the notice period;
  - d. the Client's representatives shall visit the Bank's premises which are near to the Client's headquarter or which are mentioned by the Bank, in order to:
    - i. perform all the actions necessary for transferring to another credit institution or/and withdrawing, within legal limits, the amounts possibly available on the bank accounts under closing procedure;
    - ii. return to the Bank all the unused debiting payment instruments (cheques, notes of exchange and promissory notes) and/or cards and token devices held by the Client, in connection with the bank accounts under closing procedure.

The Client's obligations regarding the bank accounts under closing procedure, as well as those regarding services and products offered by the Bank and contracted by the Client, but not totally performed, shall remain effective and shall be performed by the Client according to undertaken commitments (including returning any payment instruments/devices, ex.: token devices, cards, etc, and, respectively, full repayment of any amount due to the Bank and unpaid by and in the name of the Client including those previous existing or after the closing of the account or cessation of the contractual relationship with the

Bank), the Bank having the right to request and obtain the execution of such according to the applicable law.

In case the Bank receives for payment a debiting payment instrument related to a closed payment account, such a transaction shall be refused by the Bank based on a reason that is not to be reported to the Ia Central Register of Payment Incidents, and after the closing of the bank current accounts, the bank cards related to them cannot be used, being blocked by the Bank.

The Client may request the repayment of the amounts possibly existing on the current bank accounts on the date of closing, within the term of 5 (five) years calculated from the date upon which the Client initiated the unilateral termination or was informed regarding the unilateral termination and closing of the respective accounts.

## **B. CLIENT-BANK COMMUNICATION**

1. Any communication addressed by the Bank to the Client shall be effected by means of registered mail bearing acknowledgement of receipt or by any other means accepted by the Bank, as agreed on a case by case basis in the Contractual Application Forms of the Bank. Any mail addressed to the Client by the Bank will be performed by any channel (mail, courier, fax, SMS, email) specified through the Bank's Contractual Forms, through mailbox or any other means of communication which ensure the proof of communication towards the Client.
2. Any documents drawn in foreign languages shall be presented to the Bank accompanied by a notarised translation thereof in Romanian language.
3. The delivery of any communication by the Bank to the Client shall be deemed effected if the Bank possesses the proof of transmission by mailbox, fax, SMS, email or a copy of the communication signed by the Client or if that respective communication is evidenced in a delivery document signed by the postal office or by the companies carrying out courier or registered mail services.
4. The Client and the Bank expressly accept that the documents concluded or made on a paper basis and/or electronically and/or within phone conversations registered by the specialized Bank's system, in connection with these GBTC and with the intention to conclude the Contractual Documents and/or in connection with the concluded Contractual Documentation which are transmitted to the other Party by fax or e-mail at the addresses mentioned in the Contractual Documentation have the same probative force equivalent to the probative force of the original. For the avoidance of doubt, this clause is a convention on evidence in accordance with Article 256 of the Code of Civil Procedure.
5. The communication delivered by the Bank to the Client is considered to be accurately addressed if it has been sent to the address specified by the Client to the Bank.
6. If the notification clauses included in other sections of GBTC state otherwise than as set out in this Chapter VI. Final provisions, Section B. Client-Bank Communication, such special clauses shall apply with priority but in any case only with respect to the section to which such clauses refer.

## **C. ASSIGNMENT**

1. The Client shall not assign its rights and obligations resulted from the contractual business relationship concluded with the Bank and governed by these GBTC, as well as its rights and obligations according to the Contractual Documentation in general, in the absence of a prior written consent by the Bank.

The Bank, at its free will and at any time during the existence of the contractual business relationship between the Client and the Bank, governed by these GBTC, as well as of the specific contracts governed by the Contractual Documentation, may assign to a third party elected at its sole discretion, any of its rights in the respective contracts, as well as such contracts entirely, together with any related guarantees, and the Client, by accepting these GBTC, unconditionally consents to any such assignment.

2. The assignment will become effective and binding upon the Client from receipt of a notice from the Bank with respect to the transfer of rights arising from the contractual business relationship between the Client and the Bank, governed by these GBTC, as well as of the specific contracts governed by the Contractual Documentation entirely.

3. The ClientClient understands and agrees that, in case of assignment in accordance with the provisions of this section, the Bank will be released exempted from its obligations correlative to the rights so transferred or, as appropriate, any and all of its obligations under the contracts governed by the Contractual Documentation, starting with the moment when the assignment becomes effective.

#### **D. FORCE MAJEURE. FORTUITOUS CASE**

1. With respect to any payment obligation resulting on its account or in connection with the Contractual Documentation, the Client shall not be released of its contractual liability given the occurrence of a fortuitous case or of a force majeure event, except for the objective impossibility to perform that payment obligation as a result of an event of force majeure or a fortuitous case that causes the interruption of the operation of the interbank payment system. A release of contractual liability only applies for as long as the interbank payment system interruption is not remedied.
2. Except for the situation provided in item 1 above, The Bank and the Client are not liable for any loss triggered by distressed operations caused by force majeure or fortuitous case.
3. Force majeure means any event unforeseeable, unavoidable and independent of the will of either party, which absolutely prevents total or partial fulfilment of contractual obligations (e.g. natural disasters, war, strikes). The fortuitous case is an event that cannot be predicted nor avoided by the Bank which is wholly or partially prevented from performing its obligations under the contract concluded based on the Contractual Application Form of the Bank due to occurrence of the respective event.
4. In case of force majeure or the fortuitous case the affected party shall notify the occurrence of case of force majeure or of the fortuitous case by telephone or fax, within maximum 5 calendar days, following that in the next 15 calendar days to submit the certificate issued by the competent authorities regarding the case of force majeure or fortuitous case, by recommended letter or, in case of the Client, by coming to the Bank.

If the party claiming force majeure or the fortuitous case fails to notify the other party on the existence of the event causing the impossibility to perform the obligations within the period specified above, such party will be liable for damage caused by this event to the other party.

#### **E. APPLICABLE LAW. DISPUTES**

1. The relationship between the Bank and the Client is governed by Romanian law.
2. Any dispute shall be settled in an amiable manner by the parties. In case of failure to settle in an amiable manner, the dispute shall be submitted with the competent court of law from the Bank's registered office.

#### **F. SCHEDULES**

Schedules 1 to 7 attached to these GBTC are an integral part of the present GBTC.

## SCHEDULE 1 General Definition

1. The terms used throughout this document shall have the following meaning:
  - a. **Banking Units** means any and all specialized departments within the central administration, territorial units (such as agencies or branches), business centers or any other organizational units of the Bank through which the products and the services are offered to the Client.
  - b. **BCR Group** means the group to which the Bank belongs, including the entities which directly or indirectly control the Bank or are controlled by the Bank, as well as their subsidiaries.
  - c. **Client** means any legal person or SEI which has opened an account with the Bank in its capacity as account holder and which in relation to the Bank acts through Account attorneys-in-fact.
  - d. **Account attorneys-in-fact** means the persons authorized to represent the Client in relation to the Bank (Client's Representatives or the Client's conventional representatives, the persons designated at the opening of the account or later on the Bank's forms to dispose of the amounts in the Client's accounts either on paper or through electronic banking services).
  - e. **Contractual Documentation** means these GBTC, which form the general framework of the Client – Bank relationship, together with any Contractual Application Form of the Bank signed by the Client for contracting a product or a service offered by the Bank, along with any other documents issued in compliance with these GBTC or any of the conventions, the Applicable BCR's List of Commissions as well as the interest rate list in force upon registration of the Client with the Bank's data base or as such may be modified from time to time by the Bank.
  - f. **Beneficial owner** – means the individual who ultimately holds or controls the Client and/or the individual on behalf of which or for the direct or indirect benefit of which a transaction or an operation is performed. The term 'beneficial owner' includes:
    - a) in the case of *trade companies*:
      - a1) the individual or persons who ultimately hold or control a LP by holding, directly or indirectly, all the shares or a sufficient number of shares or voting rights in order to secure control, including bearer shares, whereas the held or controlled LP is not a company listed with a regulated market and subject to publicity requirements in line with those set out by EU law or with internationally set standards. This criteria is deemed fulfilled in the case of holdings in excess of 25% of shares plus one share;
      - a2) the individual or persons which exercise in any other way control over the administrative or managing bodies of a LP;
    - b) in case of *LP, other than the ones mentioned under a)* above or other entities or legal structures which administer and distribute funds:
      - b1) the individual who is a beneficiary of at least 25% of the assets of a LP or an entity or legal structure, in case the future beneficiaries have already been identified;
      - b2) the group of persons in the principal interest of which is established or operates a LP or an entity or legal structure, in case the individual who benefit from the LP or legal entity have not yet been identified;
      - b3) the individual(s) who exercise(s) control over at least 25% of the assets of a LP, entity or legal structure.
  - g. **Politically exposed persons** – means the individuals who hold or have held important public office positions, direct members of their families, as well as persons known to the public as close to individuals who hold important public office positions.

The following persons are deemed persons which hold *important public office positions*:

- a) heads of state, heads of government, members of parliament, European commissioners, government members, presidential advisors, state advisors, state secretaries;

- b) members of constitutional courts, members of the supreme courts of justice or other high courts rendering decisions which may only be challenged in extraordinary circumstances;
- c) members of courts of accounts or the like, members of central banks management boards;
- d) ambassadors, charges d'affaires, high ranking army officers;
- e) managers of institutions and public authorities;
- f) members of management boards and surveillance committees and persons holding management positions in regies autonomes, majority state owned trade companies and national companies.

*Direct family members* of the politically exposed persons are: the spouse, children, the latter's spouses; the parents.

Persons known to the public as close to individuals who hold important public office positions are the individuals who are notorious for:

- a) holding together or having a significant influence over LP or entities or legal structures or having a close business relation with those individuals who hold important public office positions;
- b) holding or having a significant influence over a LP or entity or legal structure established to their benefit.
- h. **ATM** – means a banking automatic machine used for different operations performed with cards such as cash withdrawal, payment of utilities bills, obtaining of financial information on account status etc.
- i. **PIN** – means the personal identification code, having a strict and confidential nature, allocated by the Bank to each card to be used for performance of card operations in relation to POS and/or ATM.
- j. **POS** – means the electronic terminal for electronic authorisation and processing of transactions operated with cards.
- k. **CVV2/CVC2** – means the security code containing 3 digits, uniquely generated for each card, printed on the signature strip of the card.
- l. **Holder** – means the PJ or SEI client, who according to the specific contract concluded with the Bank holds an electronic payment instrument issued on his name or – in the case of electronic payment instruments with remote access – owns a user name/password/code or any other similar element which should allow the Bank to identify him.
- m. **User** – means an individual, employee of the Holder or any other person designated and recognized by the Holder to perform operations with the card on the account of the Holder.
- n. **card** – means the debit or credit card, denominated in LEI or foreign currency, representing an electronic payment instrument used by the Holder and/or User to dispose of the money available on a current account opened with the Bank and/or the issuer's available money up to a pre-agreed limit.
- o. **CIP – the Center for payment incidents** – is a national centre which manages information on payment incidents in the public interest, including for the users' ends.
- p. **COT** (cut off time) – means the point in time depending on which the receipt and processing of payment documents is performed in the same day or the next Business Day.
- q. **ID** – means debit payment instruments (cheques, bills of exchange and promissory notes).
- r. **PO** (payment order) – means any unconditional instruction given by the payor to its payment services provider whereby it requires the performance of a payment operation.
- s. **TPO** (Treasury payment order) – means the payment instruction given by the payor to its provider of payment services whereby the payor requires the performance of a payment operation in relation to the State Treasury.
- t. **OUR** – means an option for commissioning the foreign currency transactions whereby the commissions of all banks involved in the payment process are born by the party that ordered the payment. The commission „OUR guaranteed” excludes the subsequent settlement of potential commissions, the payment commission being borne by the party ordering the payment once, upon performance of payment, with the exception of payments transiting the U.S.A.

- u. **Clients's Representatives**- the persons who, according to the articles of association and / or decisions of the Client's statutory bodies, are invested with the competence to lead and / or represent the Client;
- v. **SHA** – means an option for commissioning, whereby the commission for the bank of the party ordering the payment is born by that party and the commission for the bank of the beneficiary of the payment is born by the beneficiary, option of commissioning that applies in the following situations:
  - a) payment transactions in Lei for which both the beneficiary's bank and the payer's bank are located within the roumanian borders;
  - b) payment transactions that are in scope of the Payment Service Directive provisions, meaning the payment transactions for which both the payer's bank and the beneficiary's bank are located in the European Union (EU) / European Economic Area (EEA) membre states, and the currency of the payment is Euro or any other national currency of a EU / EEA membre state.

For any other situation different from the ones mentioned above, SHA means an option of commissioning whereby the commission for the bank of the party ordering the payment is born by that party and the commission for the bank of the beneficiary of the payment is born by the beneficiary and the possible commissions for the correspondent banks are born by the beneficiary.

- w. **BEN** – means an option for commissioning the foreign currency operations whereby the commissions of all banks involved in the payment process are born by the beneficiary.
  - x. **working hours** – means the period of time during a given day when the Bank may process documents and perform operations according to the rules set for the system.
  - y. **token** – means the device that allows the Holder to identify itself and authorise transactions performed through electronic services relying on unique codes.
  - z. **Financial Transaction** – represents any operation initiated based on the Contractual Documentation related to the provision by the Bank of the banking services regarding financial instruments, as such are identified and defined within the Romanian legislation which implements the Directive 2014/65/EU on markets in financial instruments and amending Directive 2002/92/EC and Directive 2011/61/EU (MiFID II).
- aa. **Business Day** – means a day when the Bank and any other banks in Romania are open for business and interbank transactions entered into in Romania. In case such a reference is related to a date for performance of a payment denominated in a currency other than national currency, a Banking day means any day when the banks are open for business and foreign exchange transactions entered into in Romania and in the main financial center for the currency in which the payment to be performed is denominated.
  - ab. **Contractual Application Form of the Bank**– means any contract, application form, request or other type of standard document concluded in written form between the Bank and the Client, with the purpose of contracting banking product or service or adding or amending to a contracted banking service or product or the updating/providing of the identification information/ correspondence/ contact data for communications and documents transmissions of the Client.
  - ac. **Direct Debit (DD)** - modality for the payment of an amount of money agreed upon by the payer and the beneficiary, consisting of the pre-authorized debiting of the payer's current account by the paying entity on the basis of the Direct Debit Mandate provisions, upon the beneficiary's request, and the appropriate crediting of the beneficiary's current account by the collecting entity on the basis of the Direct Debit commitment, which payment modality does not require the prior authorization by the payer for every Direct Debit Instruction given on his/ her current account.
  - ad. **Direct Debit Mandate (DDM)** - document by means of which a payer grants permanent, but revocable, authorization to the beneficiary in order to issue Direct Debit Instructions on his/her current account opened with the paying entity, and to the paying entity right to debit his/her current account with the amount stipulated in the Direct Debit Instructions issued by the beneficiary.
  - ae. **Direct Debit Instruction (DDI)** - instruction of payment by Direct Debit, issued by a beneficiary and performed on a payer's current account, opened with a paying entity.

- af. **Performance of a Direct Debit Instruction** - procedure in which the paying entity applies the Direct Debit Mandate given by the payer, accepting the execution of the Direct Debit Instruction by debiting the payer's current account and the acceptance of inter-bank settlement, in accordance with the provisions from the system regulations of the automated clearing house.
- ag. **Date of completion** - banking day (d) on which the amount stipulated within the Direct Debit Instruction is credited to the beneficiary's current account by the collecting entity.
- ah. **CORE Direct Debit Scheme** – Direct Debit scheme available for both individuals and legal entities clients.
- ai. **Business to Business Direct Debit Scheme (B2B)** - Direct Debit scheme available only for legal entities clients.
- aj. **Collecting institution** - the bank to which the Beneficiary has opened the current account to be credited or credited with the amount provided in the Direct Debit Instruction;
- ak. **Paying institution** = the bank to which the Payer has opened the current account to be debited or debited with the amount provided in the Direct Debit Instruction;
- al. **Direct Debit Commitment (ADD)** - the agreement concluded between the Beneficiary and the Collecting institution, which includes the Beneficiary's responsibilities and its commitments to comply with the provisions of the direct debit rules through the automatic clearing house and the collecting institution's acceptance of the Beneficiary's use of the direct debit instructions under a direct debit scheme;
- am. **BIC** – identification code of banks in the SWIFT system (Society for Worldwide Interbank Financial Telecommunication).
- an. **Payments on a regular basis or Standing Order (STO)** – payment instructions based on which the Bank makes regular payments of the previously agreed amounts, based on the contract concluded with the client, in strict accordance with law, National Bank of Romania regulations and Bank's bylaws.
- ao. **A Delegate** – any of the individuals other than Account attorneys-in-fact appointed by the Client based on the Contractual Documentation to perform, on Client's behalf, different operations regarding the banking products and services (e.g.: presenting and receiving document, cash lodgement, etc.) without having the right to engage the Client in new contractual relationship with the Bank.
- ap. **An Inventory-clerk (in Romanian: gestionar)** – according to the law, a Client's employee who has the main job duties receiving, keeping and releasing the goods which are in his/her administration, use or possession, even on a temporary basis.
- aq. **A Director** – an individual, with or without a participation within company's capital, who, based on a mandate entrusted by the shareholders / the sole shareholder / stockholders of the Client and according to Client's articles of incorporation, performs the operations required by law for carrying out the Client's scope of activity.
- ar. **A Shareholder / Stockholder** – an individual who owns a participation within (capital share, stocks, etc.) Client's company capital.
- as. **Banking services** – any of the products / services offered by the Bank, according to its scope of activity proposed to the Client or contracted by the Client based on the Contractual Documentation.
- at. **Emoluments**: rights to receive amounts of money as result of one's employment, including pensions, as well as state aid for underage kinds, dividends, etc.
- au. **CIC** – Client identification code, a permanent, unrepeatable and unique element, ascribed to a Client upon the initiation of the business relationship with the Bank, after the Client's and its ultimate beneficiary identification procedure is finalized, the element by which the Client is identified within the Contractual Documentation, as well as within the account statement and/or financial reports issued by the Bank.
- av. **UIE** – any unique identification element, such as unique identification code (UIC), tax identification

code (TIC), tax identification number (TIN), etc., issued by competent public authorities from Romania or other states, ascribed to a legal entity or to a self-employed individual upon the moment of incorporation or/and registration of such within the specific public filing systems with the purpose of running their activity according to law (i.e. registers, lists, etc), which, due to its unique and unrepeatable character, allows the unambiguous identification of the respective person.

- aw. Self-Employed Individuals (SEI)** – authorized individuals (in Romanian: persoane fizice autorizate) or personal enterprises (in Romanian: intreprinderi individuale) or family enterprises (in Romanian: intreprinderi familiale) registered with the Trade Register, organized based on Emergency Government Ordinance no. 44/2008; individuals pursuing liberal professions which are organized and work based on laws specific to each profession (e.g. architects, auditors, valuers, tax advisors, mediators, lawyers, notaries public, bailiffs, authorized accountants, etc.); farmers (except authorized individuals) and association of farmers, association and other agricultural organizations; other categories of the individuals who carry-out an enterprise within the meaning of article 3, paragraph 3 from New Civil Code in other forms than those mentioned above, which are considered by the Bank as SEI and, in this respect, are confirmed in writing by the Bank.
  - ax. BCR's List of Commissions for LE** – the standard list of commissions, taxes, charges and other costs levied by the Bank for or in connection with the bank products, services and operations offered and/or delivered to its Clients, which are legal entities, being applicable to the latter during the entire period of time when the edition of BCR's List of Commissions for LE establishing them is displayed at Bank's premises or posted on the Bank's official internet page ([www.bcr.ro](http://www.bcr.ro)), provided that the contrary is not mentioned within the provisions of the afore-mentioned edition.
  - ay. BCR's List of Commissions for SEI** – the standard list of commissions, taxes, charges and other costs levied by the Bank for or in connection with the bank products, services and operations offered and/or delivered to its Clients, which are Self-Employed Individuals, being applicable to the latter during the entire period of time when the edition of BCR's List of Commissions for SEI, establishing them, is displayed at Bank's premises or posted on the Bank's official internet page ([www.bcr.ro](http://www.bcr.ro)), provided that the contrary is not mentioned within the provisions of the afore-mentioned edition.
  - az. Applicable BCR's List of Commissions** – depending on the legal qualification of the Client's status, may be either the edition of BCR's List of Commissions for LE, or BCR's List of Commissions for SEI, applicable on the date of bank operation or on another date determined according to GBTC and/or relevant Contractual Application Form of the Bank and/or Applicable BCR's List of Commissions.
- aaa. Information Services Provider regarding the Accounts** – the payment services provider which deploys exclusively Information Services regarding the accounts.
  - aab. Services provider responsible for the payment initiation** – the payment services provider which deploys exclusively payment initiation services.
  - aac. Payment Instruments Issuing based on Cards provider** - the payment services provider which issues payment instruments based on cards.
  - aac. Payment Initiation Services** – represent the services of initiation of certain payment instructions regarding a current banking account accessible online.
  - aad. Accounts Information Services** – represent the services which supply consolidated information in relation to one or several current banking accounts accessible online.
  - aae. Funds availability confirmation services** – represents the service through which BCR confirms, upon the request issued by a Payment instruments Issuing based on cards provider, if an amount necessary to execute a payment operation through card is available in the Client's current banking account accessible online.

## SCHEDULE 2 THE FORM FOR INFORMATION TO DEPOSITORS

Basic information on protection of deposit accounts	
The deposits placed with Banca Comerciala Romana S.A. are secured by:	Deposit Guarantee Fund <sup>1</sup>
Guarantee coverage ceiling:	The LEI equivalent of EUR 100,000 for each depositor at each credit institution <sup>2</sup>  The minimum compensation amount paid for deposits that have not been used in any transaction over the last 24 months is determined by the Deposit Guarantee Fund.
If you have multiple deposits at the same credit institution:	All deposits at the same credit institution are "aggregated" and the total amount is subject to the guarantee coverage ceiling set at the equivalent in LEI of EUR 100,000 <sup>2</sup>
If you have a joint deposit account with another person (other persons):	The guarantee coverage ceiling set at the LEI equivalent of EUR 100,000 is applied separately for each depositor <sup>3</sup>
Payment period of the compensation due if deposits at the credit institution become unavailable:	7 business days <sup>4</sup>
Currency of compensation payment:	LEI
Contact details of the Deposit Guarantee Fund:	Address: Str. Negru Voda nr. 3, corp A3, et. 2, Sector 3, Municipiu Bucuresti, cod: 030774 Telephone: 021/326.60.20 E-mail: <a href="mailto:comunicare@fgdb.ro">comunicare@fgdb.ro</a>
Additional information:	the website of the Deposit Guarantee Fund: <a href="http://www.fgdb.ro/">http://www.fgdb.ro/</a>

**Additional information:**

<sup>1</sup> The statutory Deposit Guarantee Scheme governed by Title II of Law 311/2015 on Deposit Guarantee Schemes and the Deposit Guarantee Fund

<sup>2</sup> General Guarantee coverage ceiling: If a deposit is unavailable because a credit institution is unable to meet its payment obligations in accordance with applicable contractual and legal terms, the deposit guarantee scheme shall make compensation payments to depositors. The maximum compensation level is the LEI equivalent of EUR 100,000 per credit institution. This means that all deposits at the same credit institution are added up in order to determine the coverage level. If, for instance, a depositor has EUR 90,000 in a savings account and EUR 20,000 in a current account, he/she shall only be repaid EUR 100,000 in LEI equivalent.

<sup>3</sup> Guarantee coverage ceiling for joint deposits:

In case of joint deposit accounts, the guarantee ceiling set at the LEI equivalent of EUR 100,000 applies to each depositor.

However, deposits in an account to which two or several persons are entitled as members of a business partnership, an association or a similar group, without legal personality, are aggregated and considered as if made by a single depositor for the purpose of calculating the EUR 100,000 ceiling.

In certain cases, a detailed below, deposits are covered above the LEI equivalent of EUR 100,000, for a period of 12 months from the date on which the amount has been credited to the account with the relevant credit institution or from the date on which the deposits can be legally transferred to another

credit institution:

- a) deposits resulting from real estate transactions related to real estate with a residential destination;
- b) deposits resulting from the event of retirement, dismissal, disability or death of the depositor;
- c) deposits resulting from the receipt of insurance indemnities or compensation for damages resulting from criminal offenses or for unfair convictions.

You can find more information at [<http://www.fgdb.ro/>].

<sup>4</sup>Compensation payments

The responsible deposit guarantee scheme is the Deposit Guarantee Fund, headquarters at Str. Negru Voda nr. 3, corp A3, et. 2, Sector 3, Municipiu Bucuresti, cod: 030774, telephone no. 021/326.60.20, e-mail address [comunicare@fgdb.ro](mailto:comunicare@fgdb.ro) and website <http://www.fgdb.ro/>. It will make available the due compensations (up to EUR 100,000 in LEI equivalent) within 7 working days of the unavailability date of deposits.

If you did not receive your compensation within this time frame, we recommend that you should contact the deposit guarantee scheme as limits may be imposed on the period during which you can submit compensation claims. Additional information is available at <http://www.fgdb.ro/>.

### **SCHEDULE 3 – LIST OF DEPOSITS EXCLUDED FROM THE GUARANTEE SCHEME**

1. Deposits made by a credit institution on its own behalf and for its own account, in compliance with provisions under Article 64 paragraph (2)
2. Instruments falling within the definition of own funds, as they are defined in Article 4 paragraph (1) point 118 of Regulation (EU) no. 575/2013
3. Deposits arising out of transactions in connection with which there has been a criminal conviction for money laundering according to legislation on preventing and fighting money laundering. Deposit guarantee schemes shall classify deposits as belonging to this category based on information received from competent authorities, from the credit institutions where deposits became unavailable or from court-appointed liquidators, as the case may be.
4. Deposits by financial institutions as defined in Article 4 paragraph (1) point. 26 of Regulation (EU) no. 575/2013
5. Deposits by investment firms as defined in Article 4 paragraph (1) point 2 of Regulation (EU) no. 575/2013
6. Deposits where the identity of the holder has not been verified up to the moment they become unavailable, in line with legislation on preventing and fighting money laundering.
7. Deposits by insurance and by reinsurance undertakings, as they are defined in Article 2 letter a point 5 and 39 in Law no. 32/2000 on insurance undertakings and insurance supervision, with subsequent amendments and completions
8. Deposits by collective investment undertakings, as they are defined in capital market legislation
9. Deposits by pension funds
10. Deposits by central, local and regional public authorities
11. Debt securities issued by a credit institution, as well as liabilities arising out of own acceptances and promissory notes.

## SCHEDULE 4 – DEFINITIONS RELATED TO CRS (IN ROMANIAN LANGUAGE)

**Financial account:** an account managed by a Financial Institution including a Deposit Account or Custody Account. By this notion shall also be understood any repurchase insurance contract and any life insurance contract issued or administered by a Financial Institution, other than an immediate, non-transferable, rent that is issued to an individual and corresponds to a invalidity pension or indemnity provided within an account that is not the subject of reporting based on the automatic exchange of financial data under the provisions of the Directive.

**Deposit account:** any commercial, debit account, deposits account, or an account the existence of which is documented by a deposit, savings, investment certificate, or similar instrument held by a Financial Institution within the normal course of banking activity.

**Custody account:** an account (other than an insurance or life insurance contract) that contains one or more financial assets for the benefit of another person.

**Account that is the subject of reporting:** A Financial Account with a reporting Account Holder, managed by a Financial Institution of Romania.

**Passive Non-financial Institution (IN)** means any: (i) IN that is not an active IN; or (ii) an investment entity that is not an IN of a participating jurisdiction.

**Active Non-financial Institution** means any IN that meets any of the following criteria:

- (a) less than 50% of the IN's gross income for the preceding calendar year or other appropriate reporting period is passive income and less than 50% of the assets held by the IN during the preceding calendar year or other appropriate reporting period are assets that produce or are held to produce passive income;
- (b) IN shares are traded on a regular basis on a regulated securities market or the IN is an affiliated entity of an entity whose shares are regularly traded on a regulated securities market;
- (c) IN is a government entity, an international organization, a central bank or an entity wholly owned by one or more of the above-mentioned entities;
- (d) all IN activities consist essentially in the holding (in whole or in part) of subscribed shares issued by one or more subsidiaries whose transactions or activities are different from the activities of a financial institution, or in the financing and provision of services to those subsidiaries. However, an entity does not have the status of an active entity if it operates (or presents) as an investment fund, such as a non-listed investment fund, a venture capital fund, an acquisition fund through the company's indebtedness or any other placement organization whose purpose is to acquire or finance companies and to hold capital within the respective companies, representing capital assets for the purpose of investments;
- (e) IN does not yet engage in business activities and has never carried on business but invests capital in assets with the intention of doing business other than that of a financial institution, provided that IN does not qualify for that exception after the date on which shall be 24 months from the initial date of establishment of the IN;
- (f) IN has not been a financial institution for the past five years and is in the process of liquidating its assets or restructuring with the intention of continuing or resuming operations in activities other than those of a Financial Institution;
- (g) IN activities mainly consist of financing and hedging operations with, or for affiliated entities that are not financial institutions, and the IN does not provide funding or hedging services to any other entity that is not an assimilated entity, provided that the group to which those affiliated entities are part mainly pursuing an activity different from the activities of a financial institution; or
- (h) IN fulfills all of the following conditions:
  - (i) is established and carries on business in Romania or in another jurisdiction solely for religious, charitable, scientific, artistic, cultural, sporting or educational purposes; or is established and operates in Romania or in another jurisdiction of residence and is a professional organization, a

- business association, a chamber of commerce, a labor organization, an organization in the agriculture or horticulture sector, a civic association or a an organization that works exclusively to promote social welfare;
- (ii) is exempt from income tax in Romania or in another jurisdiction of residence;
- (iii) has no shareholders or members who have property rights or benefits related to its assets or income;
- (iv) Romanian law applicable to IN or other jurisdictions of the IN or IN establishing documents does not allow any income or any assets of the IN to be distributed or used for the benefit of a individual or a non-charitable entity other than for the purpose carrying out the charitable activities of the IN, or as payment of reasonable compensation for the services rendered, or as the payment representing the fair market value of the property that IN bought; and
- (v) the Romanian legislation applicable to the IN or of other jurisdiction of the IN or the incorporation deeds of the IN requires that, upon liquidation or dissolution of IN, all its assets be distributed to a governmental entity or other non-profit organization, or returned to the Romanian government; or of another jurisdiction of the IN or any of its political subdivisions.

In order to establish the account holder's quality as a passive ENFS, the following NACE codes can be considered (in accordance with Order No. 1939/2016 of the Ministry of Public Finance)

6420 Holding activities

6810 Buying and selling your own real estate

6820 Renting and sub-renting of own or rented real estate

7010 Activities of head offices (central), centralized administrative offices

7740 Leasing with intangible assets (excluding financial)

9420 Activities of employees' unions

9491 Activities of religious organizations

9492 Activities of political organizations

9499 Activities of other organizations n.c.a.

9609 Other service activities n.c.a

9700 Activities of private households as employer of domestic staff

9820 Activities of private households producing services for their own purposes

**Reporting person:** Any person having any of the element to report under the applicable law.

**Person from another Member State:** an individual who is resident in any other Member State under the tax laws of the jurisdiction of that Member State or the estate of a deceased person who was a resident of any other Member State.

**Account Holder:** The person identified as the holder of a Financial Account by the Financial Institution at which the account was created. In the case of an insurance contract or viagive rent, it is the person who has the right to access the redemption value or to modify the beneficiary the contract. In the event that no person has such rights, the holder shall be deemed to be the person entitled to the payment in accordance with the contractual terms.

**Institutie financiara din punct de vedere al legislatiei specific CRS**, se refera la o institutie de custodie, o institutie depozitara, o entitate de investitii sau o companie de asigurari determinate.

**Financial institution in terms of CRS specific legislation** refers to a custodian institution, a depository institution, an investment entity or a defined insurance company.

In order to establish the status of the account holder that is a CRS financial institution, the following NACE codes (according to Order no. 1939/2016 of the Ministry of Public Finance) can be considered:

6419 Other monetary intermediation activities

6430 Mutual funds and other similar financial entities  
6499 Other financial intermediation n.c.a.  
6511 Life insurance activities  
6512 Other insurance activities (except life assurance)  
6520 Reinsurance activities  
6530 Activities of pension funds (except those in the public social insurance system)  
6611 Financial market administration  
6612 Financial intermediation activities  
6619 Activities auxiliary to financial intermediation, except insurance and pension funding  
6630 Fund management activities

## SCHEDULE 5 – DEFINITIONS RELATED TO FATCA (IN ROMANIAN LANGUAGE)

A "**financial institution**" from the FATCA specific legislation point of view refers to a custodian institution, a depository institution, an investment entity or a defined insurance company. In order to establish the status of the account holder, which is a FATCA financial institution, the following CAEN codes (according to Order no. 1939/2016 of the Ministry of Public Finance) can be considered:

- 6419 Other monetary intermediation activities
- 6430 Mutual funds and other similar financial entities
- 6499 Other financial intermediation n.c.a.
- 6511 Life insurance activities
- 6512 Other insurance activities (except life assurance)
- 6520 Reinsurance activities
- 6530 Activities of pension funds (except those in the public social insurance system)
- 6611 Financial market administration
- 6612 Financial intermediation activities
- 6619 Activities auxiliary to financial intermediation, except insurance and pension funding
- 6630 Fund management activities

A "**passive non-financial entity**" (Non-Financial Foreign Entity = NFFE, the term "foreign" refers to non-US status) means any NFFE that is not an Active NFFE, or (ii) a foreign partnership that retains at source or a foreign trust withholding at source under US Treasury regulations.

An "**Active Non-financial Entity**" means any NFFE that meets any of the following criteria:

- a) less than 50% of the NFFE gross income for the preceding calendar year or other appropriate reporting period is passive income and less than 50% of NFFE's assets during the preceding calendar year or other appropriate reporting period are assets that produce or are held for the production of passive income;
- b) NFFE shares are regularly traded on a regulated securities market, or NFFE is a Affiliate Entity of an Entity whose shares are regularly traded on a regulated securities market;
- c) The NFFE is organized in a United States Territory and all of the recipient's owners are residents of good faith of that United States Territory;
- d) The NFFE is a government (other than the US government), a political subdivision of such a government (which for the avoidance of doubt includes a state, a region, a county or a municipality) or a public body that fulfills a function of that government or a political subdivision thereof, a United States Territory government, an international organization, a non-US central broadcasting bank, or a wholly-owned Entity of one or more of the above ;;
- e) Essentially, all NFFE's activities consist in owning (in whole or in part) the shares in circulation of one or more affiliates operating in the trade or business sector, other than the business of a Financial Institution, as well as in providing funding and services for those subsidiaries, except where an entity does not qualify for NFFE status if the entity operates (or presents) as an investment fund, such as a private equity fund, a capital fund venture capital fund or any investment vehicle whose purpose is to acquire or finance companies and subsequently to hold rights in those companies as capital assets in order to invest;
- f) NFFE does not yet have a business activity and does not have a previous operating history, but invests capital in assets with the intention of operating other than a Financial Institution, provided NFFE does not qualify for this exception after 24 months from the date of the initial NFFE organization;
- g) NFFE has not been a Financial Institution over the past five years and is in the process of liquidating its assets or is reorganizing with the intention of continuing or resuming operations of a business other than that of a Financial Institution;
- h) NFFE is primarily engaged in financing and coverage transactions with or for Affiliated Entities that are not Financial Institutions and that do not provide funding or coverage services to any Entity that is not a Affiliate Entity provided that the Group of any such Entities affiliated to be engaged in particular in a business other than that of a Financial Institution;
- i) NFFE is an "Excepted NFFE" as described in U.S. Treasury Regulations; or

- j) NFFE meets all of the following requirements:
- i. It is established and operated in its jurisdiction solely for religious, charitable, scientific, artistic, cultural, athletic or educational purposes; or is established and operated in its jurisdiction and is a professional organization, business league, trade chamber, trade union organization, agricultural or horticultural organization, civic league or an organization exclusively operated to promote social assistance;
  - ii. Is exempt from income tax in his / her jurisdiction;
  - iii. It does not have shareholders or members holding rights in the property or profits in its income or assets;
  - iv. Applicable law of NFFE's residency jurisdiction or NFFE establishment documents do not allow any NFFE's income or assets to be distributed or required to be granted to a private or non-charitable entity under conditions other than those consistent with the conduct of the activities charitable NFFE or as payment of reasonable compensation for the services rendered or as payment representing the fair market value of the property that NFFE acquired; and
  - v. The applicable law of the NFFE's jurisdiction or NFFE's documents of incorporation requires that when the NFFE is wound up or dissolved, all its assets are distributed to a government entity or other non-profit organization, or granted as a legacy to the government of the jurisdiction resident of the NFFE or any of its political subdivisions.

In order to establish the account holder's status as a passive NFFE, the following NACE codes (according to Order No. 1939/2016 of the Ministry of Public Finance) can be considered:

6420 Holding activities

6810 Buying and selling own property

6820 Renting and sub-leasing of own or leased real estate

7010 Activities of head offices (central), centralized administrative offices

7740 Leasing of intangible assets (excluding financial)

9420 Activities of trade unions of employees

9491 Activities of religious organizations

9492 Activities of political organizations

9499 Activities of other organizations n.c.a.

9609 Other service activities n.c.a

9700 Activities of private households as employer of domestic staff

9820 Activities of private households producing services for their own purposes

## **SCHEDULE 6 – TERMS AND CONDITIONS FOR THE UTILISATION OF BUSINESS DEBIT CARDS FOR LEGAL ENTITIES AND SELF-EMPLOYED INDIVIDUALS (“TCUCDB”)**

TCUCDB governs the issuance of business debit cards to Clients, the usage conditions and the operations that may be performed in Romania or outside Romania using the Debit cards issued by the Bank, as well as the rights and obligations of the Client, User and the Bank regarding the issuance and usage of the Debit card.

### **1. Definitions:**

For purposes of the TCUCDB, the terms below will have the following meaning:

- 1.1. **ATM** – automated teller machine used for various card-based operations such as: cash withdrawal, payment of utility bills, view your account balance, etc.
- 1.2. **Authorization of the payment operation** – consent to perform the payment operation, granted by typing the PIN code and/or by signing the POS/Imprinter receipt and/or by inserting the code CVV2/CVC2 and/or the “Verified by Visa /MasterCard Secure Code” password and/ or the PIN or the specific authentication elements from the mobile device, including the unique passwords and the elements generated using sensors and algorithms created thorough devices and integrated IT systems on the devices on which are installed the mobile applications allowing the remote banking services and/or by holding the contactless card close to a terminal.
- 1.3. **Bank** – Banca Comercială Română SA, a legal person which is authorized by NBR to issue electronic payment instruments and which makes available to the Holder/User an electronic payment instrument based on the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics including the annexes thereto.
- 1.4. **Accepting Bank** – bank that offers card acceptance services on the premises of merchants, as well as cash withdrawal services provided on the counter or in their own ATM network.
- 1.5. **Call Center** – service provided by the Bank on a non-stop basis that offers technical assistance and general information, and that may be reached by calling the phone number mentioned on the back of the card.
- 1.6. **Debit Card /Card** – The debit card, in LEI or foreign currency, representing the electronic payment instrument whereby the User is able to use the cash available in a current bank account opened on the name of the Holder with the Bank and/or of the cash available in a BCR account within the limit of a pre-set ceiling.  
The Card incorporates the contactless technology, a technology that allows using cards as follows:  
(a) on the premises of merchants that display the contactless symbol;  
(b) contactless transactions that are lower than or equal to 100 lei will be performed without typing the PIN code and/or signing the receipt, that is optionally printed, depending on how accepting Terminals are configured; (c) contactless transactions over 100 lei must be validated by typing the PIN code and/or signing the receipt that is optionally printed, depending on how accepting Terminals are configured. PIN code will be entered also if, since the last introduction, Contactless Transactions are performed reaching the amount of 150 EURO (LEI equivalent). The contactless functionality is activated by the User after the first successfully PIN-based Transaction performed on any accepting Terminal (ATM or POS).
- 1.7. **Receipt** – payment document issued by the Terminal that contains Transaction related information.
- 1.8. **Accepted merchant** – a legal entity who accepts the card as a means of payment for goods and/or services.
- 1.9. **CNP (Card Not Present)** – transaction performed without the physical presence of the Card.
- 1.10. **Current account** – bank account opened by the Holder with the Bank, showing all the Transactions made with all Cards issued at the request of the Holder.
- 1.11. **CVV2/CVC2** – is a security code formed of 3 figures, uniquely generated for each Card, and printed on the signature strip of the card.
- 1.12. **Operation date** – the date when a Transaction was performed.
- 1.13. **Statement of account** – a document that the Bank issues to the Holder at the beginning of every month that provides information on all Transactions performed in the previous month, alongside the associated costs.
- 1.14. **Transactions limits on the Card** – limits communicated by the Bank to the Holder/User or agreed separately by the Bank and the Holder.

- 1.15. **List of Cards banned for acceptance** – as the case may be, one of the 2 lists related to each international institutions: CRB (Card Recovery Bulletin) for VISA and StopList for MasterCard, in which the Cards to be banned on acceptance are registered.
- 1.16. **PIN** – confidential personal identification number, which is assigned to the User biunivocally and which User enables the identification of the User.
- 1.17. **POS** – bank terminal whose purpose is to perform the electronic authorisation and to process a transaction performed by using the Card.
- 1.18. **Authorization services** – processes whereby the request to perform a transaction is approved or rejected. However, the decision to approve or reject a transaction is made by the Bank or by a third party acting in the name of the Bank.
- 1.19. **Terminal** – electronic/mechanical devices (eg: POS, ATM, imprinter, internet) whereby the Holder/ User uses the Card and PIN code or only the Card and performs Transactions on the Holder's account opened with the Bank.
- 1.20. **Terminal with contactless functionality** - Terminal that displays the contactless symbol and has an embedded technology that enables the performance of contactless transactions by simply holding the Card close to the Terminal.
- 1.21. **Holder/Client** - means the legal person that holds one or more bank accounts and that signed the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics, which after the Bank has implemented afore-mentioned Contractual Application Form, has the capacity of the holder, according to legal provisions.
- 1.22. **Transaction** – operation performed with the Card for: i) goods/services purchase transactions through the Terminal that display the MasterCard/Visa logo; ii) cash withdrawal from/cash deposit at ATMs or bank desks, validated by typing the PIN number, that display the MasterCard/Visa logo; iii) internet transactions by using the 3D Secure service; iv) payment of invoices to utilities suppliers using BCR's ATMs; v) recharging of the mobile phone prepaid credit using BCR's ATMs; vi) PIN change using BCR's ATMs; vii) checking the account balance using BCR ATMs.
- 1.23. **Off-line Transaction** – transaction performed by card on a terminal that accepts the performance of a transaction without the authorization of the Bank that issued the card.
- 1.24. **User** – individual for which the Holder requested a Debit Card and is recognised and entitled by the Holder to perform Transactions with the Card on the User's account.
- 1.25. **3D secure** – a superior security level protocol used for the online transactions. The 3D secure protocol was developed to improve the security of payments performed via internet and is offered in the form of the service called "Verified by Visa/ Mastercard SecureCode". The 3D Secure password will be used to confirm the identity while performing payments through the Internet.
- 1.26. **Business day** – any weekday, except for Saturdays, Sundays and any public and/or legal holiday, when the financial institutions in Romania are open to the public and perform banking operations.
- 1.27. **Strong Customer Authentication** – represents an authentication method which allows BCR to verify the client's identity and consent for the remote execution of Transactions based on the use of one or more Security Elements included in the category of knowledge (something that only the Client knows), possession (something that only the Client owns) and inherence (something that represents the Client) which are independent.
- 1.28. **Security Elements** – represent the elements for identification and Consent received by the Clients from BCR or which are generated by mobile devices on which software applications are installed and which are necessary to perform Transactions by Card, such as Token, eToken BCR, activation code eToken BCR, authorization code eToken BCR, PIN, One Time Password, Digital Signature, User Name, unique codes and authentication elements generated by using sensors and algorithms read through devices and software integrated into mobile devices etc.

## 2. Specific Card usage conditions

- 2.1. Based on the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics signed by the Holder, the Bank will issue the Card, at the Holder's request, provided that the latter presents any other additional documents requested by the Bank. The Bank reserves its right to reject a card request, without any justification.
- 2.2. The Card validity period is printed on its surface, and may be extended automatically. If the Holder /User does not request the termination of the Card with at least 30 days before its expiry date, the Bank will issue another valid card. The card's expiry date is the last day of the month in which the

- card expires. The Holder /User has the right to refuse the new Card issued according to this paragraph, but shall still have to pay the Card issuance fee.
- 2.3.The Card is the property of the Bank and has to be immediately returned upon its request, according to the terms of the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and to these TCUCDB.
- 2.4. The Card is not transmissible. It may only be used by the User on whose name it was issued and based on the conditions specified in the Debit Card Application-Contract, these TCUCDB and applicable legislation.
- 2.5.The Card is inactive when issued and is delivered in a sealed envelope and will be activated by the User after the first PIN-based Transaction.
- 2.6.The Bank may block temporarily/permanently any Card at the Client/Holder request, without the notification or consent of the User.
- 2.7.For payment of goods /services, in order to finalize the Transaction ordered by the User, the Transaction must first be authorized, more specifically the User must give its consent for the performance of the said Transaction. The consent consists of: a) in case of POS Transaction – sign the receipt or insert the PIN code; b) in case of internet Transaction – provide the following information: number of the card, User's name as it is written on the Card, expiry date, the 3 numbers on the back of the card (CVV2/CVC2 code) and/or the "Verified by Visa /MasterCard Secure Code" password and/ or the PIN or the specific authentication elements from the mobile device, including the unique passwords and the elements generated using sensors and algorithms created through devices and integrated IT systems on the devices on which are installed the mobile applications allowing the remote banking services; c) in the case of CNP Transactions (Card Not Present) – agreement with the accepting Merchant, which specifies the Transaction amount to be authorized; d) in case of cash withdrawals from special devices (eg. ATM) – using the PIN code; e) in case of contactless transactions – by simply holding the card close to a Terminal with contactless functionality, for small payments.
- 2.8.The Holder and the User agree that the electronic records of the Bank are the only proof that are enforceable after expressing the consent, according to the above, and assume responsibility for the Transactions in the event when third parties use the Card for that purpose, with or without their consent.
- 2.9.For CNP Transactions (Card Not Present) (internet, etc) the Client/User can be requested by the merchant to provide certain codes (eg CVV2/CVC2). For this type of transactions, PIN code is not to be used.
- 2.10.In case the Holder/User performs authorization-free transactions (offline) or internet transactions at merchants not enrolled on the 3D Secure platform, they shall be directly responsible for performing those transactions.
- 2.11.For the transactions made on a POS, the User shall have to sign the POS released Receipt, if the signature is requested on that Receipt, only after checking up the data written on it and after asking for a copy of the Receipt.
- 2.12. The Card may only be used within the available balance and in accordance with the Transaction limits for the Card. The total value of the Transactions, including the related fees, may not exceed the available balance.
- 2.13. Transactions are performed online, meaning in real time, and the value of the Transaction is blocked in the bank account at the moment when performed. The amount blocked at the moment when the Transaction is authorised in the external acceptance networks has a maximum settlement term of 30 days, according to the term established by the Visa and Mastercard international organisations.
- 2.14.The Bank has the right to list the card in the "List of Cards banned for acceptance" in case it is reported by the Client/ User as lost or stolen. The Card block is permanent and irrevocable, and the Card may no longer be used.

## **2.15. Currency of settlements between Bank and Visa/Mastercard**

### **2.15.1.The Transactions performed in Romania (in Lei):**

- (a) the Accounts in Lei will be debited with the value of the performed operations;
- (b) the Accounts in foreign currency will be debited in the relevant currency as follows:
  - (i) if the Transaction is done through a BCR POS/ATM, the exchange currency rate is the NBR currency exchange rate from the BCR's settlement date of the transaction plus the foreign exchange fee; and

(ii) if the Transaction is done through other Romanian bank's POS/ATM, the exchange currency rate is the one mentioned at art. 2.15.2 below.

2.15.2. The international Transactions are registered in the Account in the currency of that Account as follows:

- (a) For Visa/Visa Electron cards, if the original currency of the Transaction is different from the account's currency, Visa will convert the transaction's amount into the account currency based on Visa's reference exchange rate established on the working day that preceded the day when the transaction with BCR was disbursed, plus the foreign exchange commission; and
- (b) for cards issued under Mastercard/maestro logo, if the account currency is different from the currency of disbursement with MasterCard (EUR and/or USD), the value of transactions that are settled and disbursed by MasterCard and the associated fees will be converted in the currency of that account using the NBR exchange currency rate established on the transaction processing date, plus the exchange currency fee. If the original currency of the Transaction is different from the Visa/ Mastercard disbursement currency (EUR or USD), as applicable, MasterCard will convert the value of the original transaction into the disbursement based on the Mastercard's exchange currency rate.

2.16. The Bank has the right to ask the Holder /User to show a copy of the Receipt, as well as any other documents deemed necessary to solve the complaints of the Holder /User regarding the wrong registration of some operations in their Statement of Account.

2.17. The Holder /User has the right to challenge in writing the possible transactions that they do not recognize, within 30 calendar days since the date when the Transaction was registered in the account. To this end, the Bank makes available to the Holder a Statement of Account. The fact that no communication has been sent within the due term will be interpreted as the Holder's acceptance of Transaction and the Statement of Account.

2.18. Transactions may be challenged in writing in any branch of the Bank, during work hours. Challenges will be forwarded to the Cards Division that will handle them:

- a) for the Transactions that are challenged after this term, but not more than 90 calendar days since the date when the Transaction is registered in the account, the Bank will attempt to solve the challenges subject to the reservation that the Accepting Bank may refuse it immediately on the grounds that the term indicated by International Cards Organisations was exceeded;
- b) the challenges addressed to the Bank in writing will be analyzed and investigated by BCR. Within 50 calendar days since the challenge receipt date, the Bank will inform the Holder about its the status of the resolution process. The final results of the investigations will be communicated to the Holder if the challenge proves to be ungrounded. The Holder will pay a fee for challenging a transaction without justification;
- c) the Bank will credit the Holder's account within one banking day with the value of these transactions only after the finalization of the procedures provided by the legislation in force regarding the challenged transactions and only if the challenge was favorably resolved.

2.19. In case the PIN code is wrongly typed three times in a row, the Card will be automatically blocked; to unblock the Card, the User must urgently contact the Bank and request to have the Card unblocked.

### **3. Rights and obligations of the Bank:**

#### **3.1. Bank's rights**

3.1.1. To make investigations regarding the data filled in the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics according to applicable legal provisions;

3.1.2. To approve or refuse the issuance of the card according to internal regulations and the legal provisions in force;

3.1.3. To limit the number and value of Transactions that may be performed within a certain period (daily, weekly, monthly), and communicate to the Holder/ User according to legal regulations in force and by displaying information on the premises of the Bank's territorial units or through electronic communication channels (internet banking, e-mail, SMS, account statement, etc). The standard use limit of the Cards for Internet Transactions is set at 10 transactions/ day, the limit can be modified with the Bank's consent, upon the bank account holder's request.

3.1.4. To order the cancellation/blockage of one/all Cards, without any formality/previous notification in

case the Holder /User fails to comply with the obligations undertaken as per the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and these specific conditions.

3.1.5. In case there are suspicions of fraud and/or fraudulent usage of the Card, the Bank shall have the right to take the following measures:

- a) to refuse the authorization of a Transaction;
- b) to cancel or block the Card's access to the current bank account;
- c) to refuse the issuance of a new Card or the replacement of the card without exonerating the Holder from the financial liability for the already performed card transactions.

The Bank notifies the Holder /User about the card blockage and the reasons for that blockage, if possible, immediately after its blockage, unless the supply of this information impairs the objectively justified safety reasons or if is forbidden by other relevant legal provisions.

3.1.6. To act according to legal provisions for the recovery of the damages caused by the abusive or fraudulent card use which violates the provisions of the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics, the present specific conditions and the legal regulations in force.

### **3.2.Obligations of the Bank**

3.2.1. To ensure the confidentiality of the data of the Holder, User, and Transactions, except for the cases mentioned under the law.

3.2.2. To provide non-stop Transaction authorization services.

3.2.3. To explain to the Holder/User the reasons that caused the refusal of the Transaction by calling the Call Center, unless it is forbidden as per the legal provisions.

3.2.4. In case the Holder challenges a Transaction, the Bank has the obligation to investigate and inform the Holder/User within up to 50 calendar days about the status of that respective challenge.

3.2.5. To take all the required measures in order to remedy within 15 days the prejudice, if any, caused to the Holder /User for the failure to meet its obligations as assumed through the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and the present specific conditions. The Bank is obliged to credit the Holder's account by depositing the value of the compensations, within one banking day since the moment it recognized the Holder's right to them or from the time when a court of law or arbitration established that right.

3.2.6. To execute exactly the operations ordered by the Holder /User, insofar as they can be achieved based on the data supplied by it.

3.2.7. To make available to the Holder, upon its express request, the Transaction records on the premises of the Bank's territorial units or by other means of electronic communication (e-mail, SMS, ATM) within 72 from the time when the Bank receives the Holder's written request.

3.2.8. To make available to the Holder the current statement of account. For the Card Transactions, the statement will also include the following information: the reference allowing the Holder /User to identify the Transaction, the value of the Transaction, the date of the Transaction, the value of the commissions and fees applied for the respective Transaction, information about the foreign currency exchange rate used to perform the Transactions in currencies other than that of the Card, the available balance.

3.2.9. To block the Card immediately after receiving the telephone call/notification of Card loss/theft/fraudulent use/destruction/copy/wrong operation/PIN code disclosure/suspicious transactions.

3.2.10. In accordance with the applicable regulations, BCR will be able to decide, in order to reduce fraud risks, to request Strong Customer Authentication for certain remote Banking Transactions which are exempted from this authentication procedure.

## **4. Rights and obligations of the Holders/Users**

### **4.1. Right of the Holders/Users**

4.1.1.The Holder has the right to request and obtain from the Bank information about the transactions or about the status of the account.

4.1.2.The Holder /User has the right to request a new card in case of loss, theft or deterioration of a card.

4.1.3.The Holder /User has the right to request a new PIN code.

4.1.4.The Holder has the right to request the cancellation of the User's card by a written request addressed to the Bank. The User has the right to request in writing the cancellation of the card

issued to them, yet the User shall not have the right to close the current bank account to which the card is attached.

#### **4.2. Obligations of the Holder/User**

- 4.2.1. The Holder has the obligation to use the Card according to the contractual and legal provisions.
- 4.2.2. When the Bank hands over the card and the PIN number, the User shall have to confirm the reception of the card and PIN by means of a signature and to sign on the back of the card.
- 4.2.3. The Holder is liable for all operations/transactions performed by the User.
- 4.2.4. The Holder has the obligation to inform the User about the provisions of TCUCDB.
- 4.2.5. The User has the obligation to use the card according to the provisions of the TCUCDB.
- 4.2.6. The Holder /User has the obligation to keep the card in good conditions and to take reasonable measures to protect it against theft, loss or deterioration.
- 4.2.7. The User has the obligation to take all the required and sufficient measures to preserve the secrecy of the personal identification number (PIN) and to protect their own code integrity by:
  - a) typing the PIN on the electronic terminal (POS or ATM), while avoiding to have it seen by other persons;
  - b) not disclosing the PIN to other persons.
- 4.2.8. The User has the obligation to take all the required and sufficient measures to preserve the secrecy of the CVV2/CVC2 code and of 3D-Secure password and/or the "Verified by Visa /MasterCard Secure Code" password and/ or the PIN or the specific authentication elements from the mobile device, including the unique passwords and the elements generated using sensors and algorithms created thorough devices and integrated IT systems on the devices on which are installed the mobile applications allowing the remote banking services.
- 4.2.9. Whenever buying goods and services or when performing a cash withdrawal operation from the bank desks that operate a POS, the User shall sign the receipts using the same signature as the one affixed on the back of the Card, [signature] which represents the User's specific consent for the performance of the transaction. The User has to sign the receipt issued by the POS only after checking up the data printed on it (except for the cards using chip technology)..
- 4.2.10. The Holder /User has the obligation to keep the receipts of all transactions, as well as the other documents associated to the performed transactions in order to be able to check the current bank account and to solve the possible challenges.
- 4.2.11. Whenever making an ATM cash withdrawal operation, the User shall have remove the Card within the time allocated by the terminal (ATM) in order to avoid the Card being seized by the ATM.
- 4.2.12. The Holder /User must announce the Bank by phone, the Cards Assistance service, on the telephone numbers: +40 21 311.10.01 or +40 21 311.02.16, valid 24/24 and in writing, immediately when they notice:
  - a) the loss, theft, destruction, forgery or blockage of the card, if the User recovers the lost or stolen Card after they informed the Bank by phone, they are obliged to immediately visit any branch of the Bank for instructions (unblocking, replacement); For a lost or stolen card, the Holder/User can announce the Bank by calling the Cards Emergency Line (LUC): telephone number +40 21 CARDURI (2273874), valid 24/24 hours.
  - b) Registration in the account of some unauthorized or fraudulent transactions, within the term provided in Art. 2.17;
  - c) any error or irregularity occurred after the account was processed by the Bank;
  - d) elements generating suspicions that the electronic payment instrument may have been copied or that third persons may have obtained the PIN code/CVV2/CVC2/3D-Secure password;
  - e) elements generating suspicions on the possibility that the PIN code might become known to other persons;
  - f) finding out some Card malfunctions, including the case in which the access codes received are incorrect.
- 4.2.13. The Holder /User has the obligation to visit the closest territorial unit of the Bank within 3 working days since the date of loss/theft notification, in order to confirm in writing the respective event and to request the issuance of a new Card..
- 4.2.14. The Holder has the obligation to fully repay all the payment obligations they have to the Bank, based on the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics (e.g.: commissions, fees, etc.), within the timeframes and in the conditions provided therein /statement of account/notifications made by the Bank.
- 4.2.15. The Holder has the obligation to return the Card to the Bank 30 days before the closing of the

current bank account the Card was attached to .

- 4.2.16. The Holder /User has the obligation to inform the Bank in writing about any change of the data stated in the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics, within 5 days since the date of the change.
- 4.2.17. The Holder has the obligation to compensate the Bank for any debits, damages, losses or expenses if they are proved to have resulted from the violation of the TCUCDB, or after ascertaining that the Holder is financially liable for the unjustified challengeed transactions.
- 4.2.18. The Holder shall be warned de jure about their obligations, including, without being limited to, the payment of the fees and commissions due to the Bank on the dates provided in the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics /statement of account/notifications made by the Bank based on the present specific conditions.

## **5. Commissions payable for card operations**

- 5.1.The Bank has the right to charge on the Holder, according to the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and of the present specific conditions, the following types of commissions, fees, interests and penalties:
  - a) Commissions/fees related to Card issuance and management;
  - b) Commissions/fees for Card remittance and renewal;
  - c) Commissions/fees related to current Card operations;
  - d) Commissions/fees for other services: issuance/remittance of statement of account, commissions paid by the Bank for solving the challenges submitted by the Holder /User, for unjustified initiation of payment refuses.
  - e) Commissions/fees related to emergency cash release or emergency Card delivery.
  - f) Any other fees and commissions that are associated to the implementation of the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and of specific conditions hereunder.
- 5.2.The level of commissions, fees and penalties related to the Card operations charged by the Bank and which the Holder undertakes to pay are those described in the Applicable BCR's List of Commissions for operations by debit cards, except agreed otherwise between parties.

## **6. Functioning of bank accounts that are also accessible by cards**

- 6.1.The card transactions are an obligation for the Holder, each card transaction automatically leading to the debiting of the current bank account that the Card is attached to.  
If, by accident (excluding the cases where a credit line (overdraft) was granted) the account balance becomes outstanding (transactions are below the authorised cap, fees from other banks are charged, etc.), the Bank undertakes to explain the cause of the debt to the Holder, and the latter undertakes to cover the debt so created, including the interest calculated to the debit balance, if any, in the shortest possible time.
- 6.2.The Bank authorises the Users' transactions 24 hours/day, 7 days/week, according to the amount of cash available in the current account which is also accessible by debit card.
- 6.3.The Bank is authorized by the Holder to automatically debit the account by the amounts representing:
  - a) the counter-value of validly performed card transactions (for which PIN and/or signature and/or CVV2/CVC2 and/or 3D-Secure password and/or the "Verified by Visa /MasterCard Secure Code" password and/ or the PIN or the specific authentication elements from the mobile device, including the unique passwords and the elements generated using sensors and algorithms created through devices and integrated IT systems on the devices on which are installed the mobile applications allowing the remote banking services);
  - b) the counter-value of commissions, fees and interest due to the Bank according to the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and of the present specific conditions;
  - c) the counter-value of card transactions until the Bank has been notified about the Card loss or theft or fraudulent use of the PIN code or of the signature, or of the CVV2/CVC2 or of 3D-Secure password;
  - d) the counter-value of the expenses incurred by Bank while solving the challengeed transactions;
- 6.4.The Bank can block the User's access to a certain amount in their current account that the card is attached to in order to assure the funds required to cover the debits generated by commissions and

offline transactions. If the case, this amount becomes accessible to the Holder within 30 days from the time when the Card is delivered to the Bank.

## **7. Notifications**

7.1. The Holder/ User shall notify the Bank in the following cases:

- a) loss, theft, deterioration, blockage of unauthorized card use;
- b) change of data declared in the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics, within 5 working days since the change date;
- c) registration in the Holder's account of some transactions that are not authorized by the User;
- d) any error or irregularity occurred after the issuer managed the account;
- e) finding some suspicious elements regarding the possibility to duplicate the Card or to disclose the PIN code/CVV2/CVC2/3D-Secure password to third persons;
- f) finding out some malfunctions of the electronic payment instrument, including the case in which the access codes are incorrect.
- g) waiving the card, by at least 30 calendar days before its expiry date.

7.2. The Holder/ User will lodge the above mentioned written notification with the closest territorial unit of the Bank, which will certify its identity based on the original identity documents.

7.3. Any notification/correspondence related to the use of the Debit card addressed by the Bank to the Holder is validly communicated if:

- (i) delivered or transmitted to the address specified in any of the Contractual Application Form of the Bank;
- (ii) it is transmitted to the electronic address specified in any of the Contractual Application Form of the Bank; or
- (iii) texted to the telephone number mentioned in any of the Contractual Application Form of the Bank; or
- (iv) sent by phone by calling the phone number mentioned in any of the Contractual Application Form of the Bank.

7.4. Waiving the card obliges the Holder/ User to return it.

7.5. The Bank can change the provisions and/or clauses of the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and of the specific conditions hereunder by notifying the new conditions, provisions and/or clauses to the Holder by means of a hard-copy message, giving the Holder the opportunity to accept or refuse the services provided by the Bank. The Holder has 30 days from the time when they get the notification to analyze the new conditions, provisions and/or clauses, and then they shall be obliged to announce their option to the Bank. The failure to announce their option within the specified term is equal to a tacit acceptance by the User of the new conditions, provisions and/or clauses.

## **8. Liability/ Limitations**

8.1. The Bank is liable for the losses suffered by the Holder when paying by Card, as follows:

- a) for the lost value and the inadequate performance of transactions if the loss or inadequate performance is due to a malfunction occurred while using the Card in the Bank's own terminals, except for the cases where the malfunction was caused intentionally/fraudulently caused by the Card Holder;
- b) for the value of transactions initiated after the Holder /User announced the Bank that the Card has been lost, stolen, destroyed, blocked, compromised, or that it malfunctioned or that a copy may exist or that a third party may know the PIN code.

8.2. The Bank is exempted from liability for any direct or indirect damage caused to the Holder/User and/or to other parties due to unauthorized overdraft debiting.

8.3. The account Holder and the User are jointly liable for transactions performed and/or ordered by the latter, while the bank shall be exempted from liability for any such damage caused to the Account Holder and/or User and/or third party.

8.4. The Bank is exonerated from liability for any damage caused by the Account holder/User's failure to comply with the provisions of the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and with the TCUCDB.

8.5. The Bank shall not be held responsible for the User's failure to perform Transactions for reasons that are independent of the will of the bank, including but not limited to the non-acceptance of the

- card by a Merchant, a financial institution or any other party, failure of the Terminals, of the processing system or of transmitting data or any other events that cannot be controlled by the bank.
- 8.6. The Bank is exonerated from liability for any damage caused to the Account Holder/ User/third parties if the card is used fraudulently between the time when the card is lost/stolen and the moment when the Bank is notified about this.
  - 8.7. The Bank shall not be held responsible towards the Account Holder/User/Accepting Merchant for the effects of the legal relationships among them, including for the payment methods, as well as in cases when the Account Holder/ User are unable to purchase goods/services offered by a Merchant because of a lack of funds or because the Holder/User failed to comply with the conditions in the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics or those hereunder.
  - 8.8. The Bank is not liable to the Account Holder for the delayed debiting of Transactions, when this delay is caused by factors that cannot be controlled by the Bank (delays caused by merchants or by financial institutions that are late in transmitting transactions for disbursement purposes or other events that are not caused by the Bank etc.).

#### **9. Unilateral termination of the contract:**

- 9.1. The Holder/User has the right to give up on the Card by serving a 30-day written notice ; such waiver takes effect only after returning the Card (if it was not declared lost/stolen) and after reimbursing of all the amounts due to the Bank according to the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and the present specific conditions.
- 9.2. The Bank has the right to withdraw from the Holder/User the Card granted based on the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and on the present specific conditions only after serving a 30-day prior notice to the Holder.
- 9.3. The Bank shall have the right to unilaterally terminate the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and to withdraw from the Holder/User the Card if the Holder has not complied with their obligations to pay fees and other amounts due to the Bank, according to the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics, by simply notifying the Holder in writing about the unilateral termination , without a notice of default and without any other preliminary formalities. The bank can decide, in its own discretion, to grant the Holder a grace period that the Holder may use for remedy purposes, and in such case the Bank will notify the Holder about such grace period; if the Holder does not pay fully the amounts due to the Bank until the expiry of the grace period, the Bank can terminate the contract unilaterally.
- 9.4. In case the current bank account attached to the Card is closed upon the Holder's request or upon the Bank's own will, according to the clauses hereunder, the Holder shall have to return the Card.
- 9.5. In case of an unauthorized overdraft, the bank has the right to either block the Card or terminate the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics, without any court intervention, formal warning or any other prior formality.
- 9.6. The Bank reserves itself the right to unilaterally amend the specific conditions hereunder. Changes related to fees and interests are to be found in the Applicable BCR's List of Commissions. Other modifications will be notified by the bank to the Account Holder, by electronic means (e.g. email, text message, etc). The account holder had 30 days from the date when they receive the notification to analyse the new conditions. The amendments are deemed accepted by the Account Holder unless any objection has been submitted in writing within the period mentioned above. If the Account Holder does not accept the changes, they shall have the right to unilaterally terminate the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and the terms hereunder.

#### **10. Final dispositions**

- 10.1. The Bank shall send to the Holder any other piece of information that comes up after the present specific conditions shall in Romanian.
- According to the provisions of Emergency Government Ordinance No. 113/2009 on payment services, the parties have agreed that the provisions of Title III (totally) and of Title IV (partially), shall not

apply to the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics and to the terms hereunder, according to Art. 83 (2) and Art 114 (2).

10.2. The Holder may sue the Bank or notify the Fraud Inspection Department of the cases in which the Bank violated the provisions of Title IV (partially) of Emergency Government Ordinance No. 113/2009 on payment services.

#### **11. Additional services attached to the Card**

The Bank can decide, without any obligation on their side, to provide promotional services and benefits for a determined period of time to the Account Holder / User, who is free to refrain from using them. These promotions of services and additional benefits will be communicated to the Holder/User through promotional marketing materials, displayed in the offices of the bank's territorial units, on [www.bcr.ro](http://www.bcr.ro) and/or other means of communication according to the Contractual Application Form of the Bank regarding the issuance of Debit card or changing its characteristics or under the TCUCDB hereunder.

## **SCHEDULE 7 – TERMS AND CONDITIONS FOR THE UTILISATION OF ELECTRONIC BANKING SERVICES FOR LEGAL ENTITIES AND SELF-EMPLOYED INDIVIDUALS (“TCUEB”)**

TCUEB establish the rules according to which the Bank provides payment services to its Clients through the various electronic banking services, respectively:

- (a) MultiCash/e-BCR service;
- (b) Internet Banking, Mobile Banking and Phone Banking service;
- (c) Alerts services;
- (d) Business 24 Banking BCR.

### **Definitions of general nature applicable within TCUEB**

I. In the sense of TCUEB, Appendix 7, the below mentioned clauses will have the following meanings:

- 1. The mechanism to manage the access to the online accessible accounts:** optional facility which permits the electronic banking services holders to manage the access to Holder's payment accounts accessible online, as well as granting to BCR of the consent regarding the confirmation of the funds' availability at the request of a Payment Instruments Issuing based on cards provider;
- 2. Administrator user:** individual person expressly mandated by the Holder to act in his/her name and behalf as administrator of the Mechanism to manage the access to the accounts accessible online.
- 3. Strong Customer Authentication** – represents an authentication method which allows BCR to verify the client's identity and consent for the remote execution of transactions based on the use of one or more Security Elements included in the category of knowledge (something that only the Client knows), possession (something that only the Client owns) and inference (something that represents the Client) which are independent.
- 4. Security Elements** – represent the elements for identification and Consent received by the Clients from BCR or which are generated by mobile devices on which software applications are installed and which are necessary to perform Transactions by Card, such as Token, eToken BCR, activation code eToken BCR, authorization code eToken BCR, PIN, One Time Password, Digital Signature, User Name, unique codes and authentication elements generated by using sensors and algorithms read through devices and software integrated into mobile devices etc.

II. The functioning of the Mechanism used for the management of the access to online accessible accounts.

1. the mechanism used for the management of the access to the accounts accessible online is an optional facility available to Holders of electronic banking services, respectively: the e-BCR service, Click 24 Banking BCR/ Buget 24 BCR and the service Business 24 Banking.
2. The mechanism used for the management of the access to the accounts accessible online allows the Holders of electronic banking services to appoint a User Administrator who will manage the access to the payment of the Holder accounts accessible online by the authorized users through a Service Provider responsible for the Payment Initiation or of a Information Service Provider regarding the accounts, which will also grant the consent so that BCR answers to confirmation requests regarding the funds availability issued by a certain Payments Instruments based on cards Issuing Provider, respectively of the fact that the amount corresponding to a certain payment operation based on card is available in the payments account of the User.
3. The Holder may appoint the User Administrator through the bank's Contractual Form dedicated to e-BCR and Business 24 Banking BCR services concluded by the Holder. For the service Click 24 banking BCR / Buget 24 BCR by activating the mechanism for the management of online accessible account access by the [Holder] all users being by default appointed as User administrator.
4. The mechanism to manage the access the accounts accessible online is activated by accessing this facility for the first time by the User Administrator.

III. The cease of the service e-BCR, Click 24 Banking BCR, Buget 24 BCR or as the case may be, Business 24 Banking BCR leads to the termination of the access to the payments accounts accessible online through third parties payment services providers.

## PART I - MultiCash/e-BCR services

### 1. Definitions:

In accordance with TCUEB, part one, below items can have the following meanings:

- 1.1. **Holder** - the legal person or Self-Employed Individual who carries out independent contracting activities of the e-BCR / MultiCash service;
- 1.2. **External device**: (i) for MultiCash service -pen drive device, electronic signature / security file storage device and Vasco Token device providing access to e-BCR/signing the operations through e-BCR, and (ii) for e-BCR service – Vasco Token device to provide access to e-BCR and/or to sign operations through e-BCR, which are received by the Holder from the Bank and are held safely during the entire period of contracted service validity, while the possession of the Holder over these devices is proven once they are used by the users appointed by the Holder, starting with the date of the first usage registered with the electronic management system of the Bank;
- 1.3. **e-BCR**: facility which allows Internet connection to Bank's servers from any location, in order to sign the banking operations, perform banking operations and obtain banking data;
- 1.4. **MultiCash/e-BCR Group**: a group made of clients, legal persons, holding current bank account(s)/subaccount(s) with the Bank, nominated by the Holder, for which the latter wants to obtain the access and the right to administer these current bank account(s)/subaccount(s), through Multicash services;
- 1.5. **MultiCash/e-BCR Group Member**: a client, legal person, in the MultiCash Group, other than the Holder;
- 1.6. **Multicash Service**: electronic banking solution offering a secure possibility for transmission of data between the Bank and the Holder, with the possibility of performing banking operations and obtaining banking information, in any location with internet access.

### 2. Specific Terms of Use of the MultiCash / e-BCR Service:

- 2.1. Through the MultiCash /e-BCR service, the Bank offers the Holder, for personal use and on behalf of the MultiCash/e-BCR Group Members, the possibility of performing banking operations in LEI /foreign currency and obtaining banking information, from its premises by electronic means (by modem or internet) related to the following:
  - (a) intrabanking and interbanking payment operations in LEI;
  - (b) intrabanking and interbanking payment operations in foreign currency;
  - (c) operations of setting up /liquidating deposits in LEI and foreign currency;
  - (d) foreign exchange
  - (e) account statements, intraday bank statement and financial status.
- 2.2. Through the MultiCash/e-BCR service, the Bank can provide the Holder the following facilities:
  - (a) Sign function through e-BCR, which allows the final authorization of the banking operations initiated through MultiCash application and obtaining banking data;
  - (b) Sign+ function, through e-BCR, additional to the Sign function, which also allows banking operations;
  - (c) setting up rights for operations management, differentiated by each user;
  - (d) setting up amount limits for each user's payment operations;
  - (e) operations management by batching (centralized signing facility of a group of operations) and patterns (facility for setting up predefined frequent use operations);
  - (f) possibility to perform banking operations in LEI/ foreign currency and obtain banking information in accordance with clause 2.1. even for current bank accounts/subaccounts of MultiCash/e-BCR Group Members;
  - (g) possibility to export banking information in SWIFT format;
  - (h) possibility to import compatible operation files generated in other external applications.
- 2.3. The Holder can receive in custody external devices of Vasco Token or pen drive type, whose value is specified in Art. 6. of these specific conditions. These are held in custody throughout the entire period for the present specific conditions. Vasco Token Devices are secured though a PIN code. When contracting the e-BCR/ MultiCash service, the Holder receives a pre-defined PIN code, which will be communicated by SMS. This PIN code can be customized by the Holder at any time after. Utilization of Vasco Token devices is allowed only after introduction of PIN code.
  - (a) if the Holder receives pen drive type external devices, these are to be kept in custody throughout these specific conditions, and after 3 years of custody, these pen drive type external devices rightfully become the Holder's property;

- (b) if the Holder receives Vasco Token type external devices, these are to be kept in custody throughout these specific conditions. Vasco Token Devices are secured through a PIN code. When contracting the e-BCR/ MultiCash service, the Holder receives a pre-defined PIN code, which will be provided by BCR through a SMS. This PIN code can be customized by the Holder at any time after. Utilization of Vasco Token devices is allowed only after introduction of PIN code.
- 2.4. The initial configuration of the MultiCash/e-BCR service, as well as any of its subsequent modifications, shall be based on the Contractual Application Form of the Bank dedicated to this service signed by the Holder.
- 2.5. The initial configuration of the MultiCash/e-BCR Group, as well as any of its subsequent modifications, mutually agreed between the Bank, the Client and the MultiCash/e-BCR Group Member, shall be based on the Contractual Application Form of the Bank dedicated to this service signed by the Holder and the MultiCash/e-BCR Group Member.
- 2.6. The scope of these specific conditions may be amended by the Bank with additional functions to the extent permitted by the applicable legislation in force, in compliance with the provisions in Art. 7 of these specific conditions.

### **3. Holder's Rights and Obligations**

**3.1. The Holder has the right to** instruct the Bank electronically with regards to the available funds in the current bank accounts/subaccounts open in the Bank's records and for which the Holder has chosen to use the MultiCash/e-BCR service, as well as obtaining information regarding these current bank accounts/subaccounts through the MultiCash/e-BCR service.

**3.2. The Holder has the obligation:**

- 3.2.1 to perform operations only in the limits of the available funds in the current bank accounts/subaccounts open in the Bank's records for which the Client has chosen to use the MultiCash/e-BCR service;
- 3.2.2 to recognize the validity of instructions/operations transmitted/Performed based on the electronic signature certified by the Bank;
- 3.2.3 not to cancel any instruction transmitted to the Bank through the MultiCash/e-BCR service;
- 3.2.4 to acknowledge the Bank's ownership over the external devices;
- 3.2.5 to read all the messages received from the Bank through the MultiCash/e-BCR service or other channels of communications (e-mail, mail etc.) and to comply with them;
- 3.2.6 to ensure that the external devices are exclusively used by the nominated users and to take the required actions to protect users' identification data (user ID, PIN, etc.) and the received external devices against loss, alienations or abuse. Users' identification data shall not be registered in a form that can easily be recognized and shall not be disclosed to unauthorized persons;
- 3.2.7 to return the external devices in the Holder's custody in a proper functioning condition, in case a user holding such an external device is revoked or in case these specific conditions are terminated;
- 3.2.8 to pay the equivalent in LEI of the external devices associated to the MultiCash/e-BCR service in the Holder's custody in case they need replacement as a result of damage, loss, theft and/or in case a user holding such an external device is eliminated or in case these specific conditions are terminated and the Holder cannot return them in proper working conditions;
- 3.2.9 to acknowledge the functioning conditions of the requested products and the amount of interests, fees, taxes and charges in use for the requested operations and services, before their being performed/provided/registered;
- 3.2.10 to observe the payments file structure sent by the Bank for multiple payments, including for money rights operations;
- 3.2.11 to notify the Bank his option to initiate payment operations of his money rights through MultiCash/e-BCR service based on the Contractual Application Form of the Bank regarding the configuration of the MultiCash/e-BCR service;
- 3.2.12 in case the Holder chooses to initiate his money rights payment operations to exclusively use the account statement provided by MultiCash/e-BCR service. For the account the Bank specifically opened to initiate money rights payment no account statement on paper shall be issued at the desk of the Bank operational entities.
- 3.2.13 to initiate operations in foreign currency only in compliance of the banking legislation in force and, where necessary, to present, at the Bank's request, the set of supporting documents related to

- the foreign currency payment operations performed through the MultiCash/e-BCR service;
- 3.2.14 to fill in and submit to the Bank the foreign currency payment order (DPE) in a maximum number of calendar days since the payment, in case of foreign currency payments of a certain value, according to the banking legislation in force;
  - 3.2.15 to be informed with regards to any legislative changes, including the value of payment orders mentioned in Art. 3.2.14. of these specific conditions or the period in which the foreign currency payment order has to be submitted by the Holder to the Bank;
  - 3.2.16 to immediately notify the Bank upon:
    - (a) loss, theft, damage of the external device in order to block the access of unauthorized persons to the current bank accounts/subaccounts of the Holder and/or blocking of the external device;
    - (b) the recording in the Holder's current bank accounts/subaccounts of banking operations unauthorized by him;
    - (c) any error or irregularity with regards to the management of the current bank accounts/subaccounts by the Bank;
    - (d) the elements generating suspicions about the possibility of user's identification data (user ID, PIN etc.) being known by unauthorized persons;
    - (e) malfunctions of the external devices;
  - 3.2.17 to be informed about the limit of transactions processing times (cut off time) when initiating any banking operations;
  - 3.2.18 to acknowledge and accept that the operations of setting up time deposits in Lei and foreign currency transmitted until the cut off time shall be processed at the interest rate the Bank uses at the processing moment of that respective operation of setting up time deposits in Lei and foreign currency. The interest rate displayed by the MultiCash/e-BCR application has an informative value and shall not be binding in any way related to the interest rate the Bank will process the setting up of the time deposit in Lei and foreign currency;
  - 3.2.19 to acknowledge and to accept that the standard foreign exchange operations transmitted until the cut off time shall be processed at the exchange rate the Bank uses at the processing moment of that foreign exchange operation. The exchange rate displayed by the MultiCash/e-BCR application has an informative value and shall not be binding in any way related to the exchange rate the Bank will process the exchange operation.

#### **4. Bank's Right and Obligations**

##### **4.1. The Bank has the right**

- 4.1.1 to unilaterally modify the level and way of charging fees, taxes and charges, as well as the transactions limit processing time (cut off time), which become binding upon the Holder by their display in a visible place at the Bank headquarters;
- 4.1.2 to refuse processing and settlement of payment orders issued by the Holder through the MultiCash/e-BCR service in case there are no available funds in his current bank account/subaccount to settle payment orders and to pay the fees and charges owed to the bank or if the data transmitted are incorrect, incomplete or inaccurate;
- 4.1.3 to unilaterally modify (add or withdraw) the type of banking operations, ways of access and signing related to the MultiCash/e-BCR service, by notifying the Holder on hard copy, by registered mail with acknowledgement of receipt or by electronic means of communication, offering him the possibility to accept them or to give up the services offered by the Bank;
- 4.1.4 to automatically debit the Holder's current bank account/subaccount by the LEI equivalent of the external devices unreturned to the Bank, calculated at BNR exchange rate valid on the payment date, in case a user holding of such an external device is eliminated and/or at the moment of the termination of these specific conditions when the Holder cannot return them in proper condition;
- 4.1.5 to cease any transactions initiated by the Holder through the MultiCash/e-BCR service available to him, in the following cases:
  - (a) Holder's failure to comply with any of his contractual obligations assumed within the Contractual Application Form of the Bank regarding MultiCash/e-BCR service and these specific conditions and/or in case of improper use of the e-BCR service;
  - (b) the funds available in the Holder's current bank account/subaccount are restricted by law or administrative or court decisions, until the mentioned conditions cease to exist.
- 4.1.6 to correct any miscalculation resulting from the Bank management of the Holder's current bank accounts/subaccounts, both upon the Holder's request, as well as at the Bank's own initiative. Any

possible calculation errors shall not imply the termination of this specific conditions.

#### **4.2.The Bank has the obligation**

- 4.2.1 not to disclose to any third party the user's name and identification data (user ID, PIN etc.) or any other similar confidential information, within the law;
- 4.2.2 to verify the authenticity of the data, the existence of the necessary funds to perform the operation and the compliance with laws and internal regulations in force;
- 4.2.3 to daily process the instructions transmitted through the MultiCash/e-BCR service, in accordance with the working schedule established by the Bank for each type of operation, within the limit of available funds in the Holder's current bank accounts/subaccounts from which the Holder has initiated those operations, as far as the data submitted are correct, complete and accurate;
- 4.2.4 to immediately block the user if it has been informed by fax or email with regards to the loss/ theft of the external device.
- 4.2.5. in accordance with applicable regulations, BCR will be able to decide, in order to reduce fraud risks, to request Strong Customer Authentication for certain remote Banking Transactions which are exempted from this authentication procedure.

#### **5. Liability of the Parties**

- 5.1.The Holder shall be liable for the accuracy of the information transmitted to the Bank through the Multicash/e-BCR service
- 5.2.The Bank shall be liable for:
  - (a) any error or irregularity committed by the Bank in the management of the current bank accounts/subaccounts of the Holder;
  - (b) failure to or the improper performance of the banking operations the Holder ordered, on condition it proves the banking operation was initiated from the terminal recognized by the Bank.
- 5.3.The Bank shall not be liable for:
  - (a) the cases where it is proved that the Holder has not acted in compliance with the provisions of these specific conditions or that the Holder transmitted inaccurate instructions;
  - (b) the losses that could result from the defective operation of the equipment used by the Holder or from the Holder's incapacity to communicate with the Bank;
  - (c) the possible penalties, interests the Holder owed to the payment beneficiary if the Holder does not initiate payment in due time, considering the required number of days for the banking settlement;
  - (d) any possible damage caused by the Holder, due to incorrect instructions transmitted with delay or to other circumstances, as well as due to lack of instructions processing, if the Holder has not complied with the Contractual Application Form of the Bank dedicated to MultiCash/e-BCR service and these conditions of these specific conditions or of the current bank account agreements signed with the Bank.

#### **6. Fees, Taxes and Charges**

- 6.1.To provide the MultiCash/e-BCR service, the Bank shall charge the MultiCash/e-BCR service maintenance fee, in compliance with the Applicable BCR's List of Commissions.
  - (a) The MultiCash/e-BCR service maintenance fee shall be set up in foreign currency and shall be charged in LEI, using BNR exchange rate, valid for the payment date.
  - (b) The Bank shall charge monthly the MultiCash/e-BCR service maintenance fee by automatic debiting the current bank account/subaccount indicated by the Holder, on the day of the month corresponding to the date on which the contract concluded based on the Contractual Application Form of the Bank dedicated to MultiCash/e-BCR service has come into effect, for the previous month, or on the date of termination of these specific conditions (pro rata to the actual number of days between the date when the last MultiCash/e-BCR service maintenance fee was charged and the date these specific conditions were terminated).
- 6.2.For the MultiCash/e-BCR Group facility, the Bank shall charge the MultiCash/e-BCR Group maintenance fee form in compliance with the Applicable BCR's List of Commissions.
  - (c) The MultiCash/e-BCR Group maintenance fee shall be set up in foreign currency and shall be charged in LEI, using BNR exchange rate, valid for the payment date;
  - (d) The Bank charges monthly the MultiCash/e-BCR Group maintenance fee by automatic debiting of the current bank account/subaccount indicated by the MultiCash/e-BCR Group Member, for

each Member of the MultiCash/e-BCR Group, on the day of the month corresponding to the date the Member was added to the MultiCash/e-BCR Group, for the previous month, or on the date the Member was excluded from the MultiCash/e-BCR Group (pro rata to the actual number of days between the date when the last MultiCash/e-BCR Group service maintenance fee was charged and the date the Member of the MultiCash/e-BCR Group was excluded) or on the date of termination of these specific conditions (pro rata to the actual number of days between the date when the last MultiCash/e-BCR Group service maintenance fee was charged and the date these specific conditions were terminated).

- 6.3. For the Bank's services and for the Holder's operations in LEI/ foreign currency performed through the MultiCash/e-BCR service, the Bank shall charge fees, taxes and charges in compliance with the practiced Applicable BCR's List of Commissions, in effect on the date of their performance/provision/registering. The Bank shall automatically debit the Holder's current bank accounts/subaccounts by the fees, taxes and charges owed for the operations performed and the services provided to the Holder.
- 6.4. If on the date of fees charging for the MultiCash/e-BCR service or of any other amounts owed, there are no available funds for their payment in the current bank account/subaccount indicated by the Holder/ MultiCash/e-BCR Group Member, the Holder/MultiCash/e-BCR Group Member authorizes the Bank to automatically debit his current bank accounts/subaccounts in LEI /foreign currency open in its records with the corresponding amounts for such fees, until full payment thereof.
- 6.5. Holder/ MultiCash/e-BCR Group Member authorizes the Bank to carry out in its name and in its account, up to the limit of the due amounts, any foreign exchange transaction necessary to convert the amounts the Holder/ MultiCash/e-BCR Group Member has in his current bank accounts/subaccounts, into the currency these amounts will be charged;
- 6.6. The equivalent of an external device Vasco Token type requested by the Holder in compliance with art. 3.2.8. and art. 4.1.4. of these specific conditions is Euro 10.
- 6.7. The Holder shall be automatically deemed in payment default of the fees, taxes and charges owed to the Bank, at the established terms.

## **7. Amendment and Termination of MultiCash/e-BCR service**

- 7.1. The Holder may change the rights of the Authorised Users and to appoint new Authorised Users by signing the standard application forms of the Bank. The Bank reserves the right to implement or not the requested amendments. The Bank shall be entitled to modify contractual conditions by notifying the Client on hard copy by registered mail with acknowledgement of receipt or by electronic means, offering him the possibility to accept them or to give up the services offered by the Bank.
- 7.2. The Client has 30 calendar days since the notification receipt date, to analyze the new conditions and to announce the Bank his decision. Failure to notify his decision, within the above mentioned period, shall be considered as the Client's tacit acceptance of the new conditions.
- 7.3. The validity of this Multicash/e-BCR service shall cease:
  - (a) in case one of the parties ceases to exist;
  - (b) by termination as a result of one of the parties' culpable default of its obligations under these specific conditions. The interested party shall notify the party in default about the failure, as well as the available period to the party in default to remedy the inadequate fulfilment of contractual obligations. The date on which the defaulting party receives notification shall be considered the date of its placement in default, in compliance with the law. If within the time specified in the notice the defaulting party does not properly perform its contractual obligation, the other party shall be entitled to send a written notification stating the unilateral termination of these specific conditions;
  - (c) by unilateral termination by the Bank in case of the Holder's failure to comply with its contractual obligation regarding the payment of fees and other amounts owed to the Bank under the Contractual Application Form of the Bank dedicated to MultiCash/e-BCR service and these specific conditions, the Holder shall be deemed to lapse the benefit of term (*decazut din beneficiul termenului*), by written notification of the Bank on unilateral termination. The Bank shall be entitled to decide, at its discretion, to grant the Holder a remedy period, in which case the Holder shall be notified about this granted remedy period; if the Holder fails to fully repay the amounts due to the Bank until the expiry of this granted remedy period, the Bank shall be

- entitled to declare unilateral termination;
- (d) by unilateral termination of the Agreement, with a 15 calendaristic days notice sent by the party requesting termination of the MultiCash/e-BCR service and these specific conditions.

## **8. Final provisions**

- 8.1 The list with the cut-off times for bank transactions through the MultiCash/e-BCR service, together with the user guide for the MultiCash/e-BCR service, are published on the Bank's website ([www.bcr.ro](http://www.bcr.ro)).

**SCHEDULE 7 - TERMS AND CONDITIONS FOR THE UTILISATION OF ELECTRONIC BANKING SERVICES FOR LEGAL ENTITIES AND SELF-EMPLOYED INDIVIDUALS ("TCUEB")**

**PART II - Internet Banking, Mobile Banking and Phone Banking Service: Click 24 Banking BCR/ Buget 24 BCR pentru institutii publice Touch 24 Banking BCR and Alo 24 Banking BCR**

**1. Definitions**

**1.1.AML/CFT/KYC (Anti Money Laundering/Combating Financing of Terrorists/Know your Client)** – prevention of money laundering, of terrorism financing and know-your-Client activity.

**1.2.BCR Token (or BCR eToken) Application** - software application for mobile phone which generates sole codes based on which the authorized User is identified and the Banking Transactions are authorized as conducted through Internet Banking, Mobile Banking and Phone Banking Service, securitized by a customized PIN code by the authorized User and which can be later change by him. BCR makes available to the authorized User the web address where BCR eToken Application can be downloaded from on the personal mobile phone. To download BCR eToken Application, the authorized User has to connect his mobile phone to internet. To use BCR eToken Application, the authorized user has to install and activate BCR eToken Application on his mobile by introducing the following personal data:

- (a) **Authorization Code**, which is a confidential numerical code BCR made available to the Holder according to the Contractual Application Form of the Bank regarding the Internet Banking, Mobile Banking si Phone Banking services , which the authorized User will use together with the series of BCR eToken Application and the Activation Code to activate BCR eToken Application, as well as to unblock it in case PIN was blocked.
- (b) **Activation Code**, which is a confidential numerical code BCR made available to the Holder by a written message on mobile phone (SMS), which the authorized User will utilize together with BCR eToken Application and the Authorization Code to activate BCR eToken Application, as well as to unblock it in case PIN was blocked. The Activation Code has a determined validity. On the expiry of Activation Code validity, the authorized User can ask BCR, by means of BCR Contact Center to issue another Activation Code. Any change of Activation Code will be sent to the authorized User by SMS to the mobile phone number he mentioned in the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services. The Activation Code used to activate BCR eTocken is valid for 0.5 hours since BCR sent it through BCR contact Center.
- (c) **Series of BCR eToken**, which is a confidential numerical code BCR made available to the Holder according to the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services which the authorized User will use together with the Authorization Code and the Activation Code to activate BCR eToken Application, as well as to unblock it in case PIN was blocked.

**1.3.Payment beneficiary** – expected addressee of the funds which made the object of a payment operation.

**1.4.Consent** – authorization to perform a Banking Transaction or a series of Banking Transactions as agreed between the Holder and BCR.

**1.5.Contact Center BCR** – communication center with BCR, made available non-stop to the Holder and Authorized User on the telephone number 0800.801.BCR (0800.801.227), callable from any national network.

**1.6.Cut Off Time** - moment in time specified by the Bank until which an order has to be sent by the Authorized User so that the order processing can be performed during the same calendar day.

**1.7.Anniversary date** - represents the calendar day marking each month the activation date of the Internet Banking, Mobile Banking and Phone Banking Service.

**1.8.Holder** - the client, legal person/Self-Employed Individual contracting Internet Banking, Mobile Banking and Phone Banking Service.

**1.9.Digital Signature (DS)** - unique code generated by Token by selecting key 3 or by eToken BCR Application according to the instructions of that application and through which the operations conducted through Internet Banking are authorized.

**1.10.Unavailability of Internet Banking, Mobile Banking and Phone Banking Service** – periods of time during which the Service Internet Banking, Mobile Banking and Phone Banking cannot be accessed or used due to the performance of some maintenance works on the systems in view of improving the quality of offered services.

- 1.11. **Secret question and answer** – represents a security measure requested by the Bank when granting the use rights to the authorized User of the Internet Banking, Mobile Banking and Phone Banking Service. This measure is used to identify the Authorized User at the moment of his interaction with BCR technical support office (BCR Technical Support) in view of performing the requested operations (for instance, but without being limited to: PIN unblocking, OTP unblocking, DS unblocking due to the Holder's wrong use of BCR Token/eToken, etc.).
- 1.12. **IVR (Interactive Voice Response)** – advanced system of treating the calls allowing the Holders by pressing the keys on a phone to choose one of the above mentioned options in a voice type environment. Depending on the chosen key, the Holder can perform an operation only by following the menu or is directed to a specialized operator.
- 1.13. **Electronic communication means** – for instance, but without being limited to e-mail, mobile phone (voice and/or text and/or image, SMS, WAP), fax, etc.
- 1.14. **User name** - is received by the Holder when buying the Internet Banking, Mobile Banking and Phone Banking Service and represents an identification number made of 8 digits the User will use, together with OTP code to access the Internet Banking, Mobile Banking and Phone Banking Service.
- 1.15. **One Time Password (OTP)** – unique code generated by Token by selecting key 1 or by eToken BCR application according to the instructions of that application and through which the Holder is identified in Internet Banking, Mobile Banking and Phone Banking applications, as well as the operations conducted through Phone Banking are authorized.
- 1.16. **Banking operations conducted through Internet Banking, Mobile Banking and Phone Banking Service** – include getting customized information on current bank account active for 24 Banking BCR service, as well as transactions performance from/into the current bank account active through alternative channels (Internet Banking, Mobile Banking and Phone Banking).
- 1.17. **Payment order** – any instruction given by the Holder to the Bank, directly or through a Service Provider responsible for the payment initiation, requesting the performance of a payment operation.
- 1.18. **PIN (Personal Identification Number)** – a numerical code (made of 4 digits) with confidential character, used as a link between a system and its used and used for identification in the system. The Authorized User sets up his PIN code for BCR Token/eToken when buying the Internet Banking, Mobile Banking and Phone Banking Service or later, by modification of predefined PIN code. The PIN code is personalized by the Authorized User, the User's access to the use of BCR Token/eToken being allowed only after PIN code insertion.
- 1.19. **Phone Banking (PhB)** – component of Internet Banking, Mobile Banking and Phone Banking Service through which the Holders can conduct by phone various operations from current bank accounts activated for this component whose commercial name is Alo 24 Banking BCR; Aceasta componenta nu este disponibila pentru serviciul Buget 24 BCR pentru institutii publice.
- 1.20. **Internet Banking (IB)** – reprezinta:
- component of Internet Banking, Mobile Banking and Phone Banking Service through which the Holders can conduct by internet various operations from current bank accounts activated for this component whose commercial name is Click 24 Banking BCR.
  - serviciul prin care Detinatorii pot efectua, prin intermediul internetului, operatiuni din conturile interne tranzitorii speciale , pentru plata drepturilor banesti/ alimentare depozite colaterale pentru consemnare garantii materiale, serviciu a carui denumire comerciala este Buget 24 BCR pentru institutii publice
- 1.21. **Mobile Banking (MB)** - component of Internet Banking, Mobile Banking and Phone Banking Service through which the Holders can conduct by an internet connected smartphone or tablet, with Android or iOS operating system, various operations from current bank accounts activated for this component whose commercial name is Touch 24 Banking BCR. Aceasta componenta nu este disponibila pentru serviciul Buget 24 BCR pentru institutii publice
- 1.22. **Banking Services** - any banking products and services offered to the Holder by BCR.
- 1.23. **Banking Transaction** - any banking operation or transaction initiated based on the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services for BCR supply of Internet Banking, Mobile Banking and Phone Banking Service.
- 1.24. **Token** – device allowing the Holder to identify himself and authorize the transactions performed through Internet Banking, Mobile Banking and Phone Banking Service. The device is handed over to the Authorized User by the bank's employee from the BCR's unit where the Holder requested to

buy the Internet Banking, Mobile Banking and Phone Banking Service and it generates unique codes based on which the Holder is identified and the transactions are authorized through Internet Banking, Mobile Banking and Phone Banking Service. The Token device is securitized by a PIN code. When contracting the Internet Banking, Mobile Banking and Phone Banking services, the Holder receives a pre-defined PIN code, which can be customized at any time after. Use of the Token is allowed only after introduction of PIN code. The Holder's possession over the devices is proven once the Authorised user uses them starting with the date of the first usage registered with the electronic management system of the Bank.

1.25. **Authorized User** – the individual recognized and accepted by the Holder as authorized user, specifically mandated in the name and on behalf of the Holder, according to the mandate specified in the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services, which expressly grants the empowerment to receive/deliver/use of BCR Token/eToken and for performing operations with unlimited rights from/through the current accounts the Holder has with BCR, including the unlimited use of the funds existing in the Holder's current bank accounts/special transitory accounts and of all operations granted through the Application-Contract, his signature being opposable to the Holder and authorized by the Bank by provision of some identification elements. The Holder can appoint a single Authorized User for the Internet Banking, Mobile Banking and Phone Banking Service. The empowerment of a person as Authorized User remains valid for the whole period of the contract concluded based on the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services, until the Bank receives the written notification on its revocation, termination (from whatever reasons, including by mandate expiry or in any other way) or its modification, according to these specific conditions.

1.26. **Business day** - a day in which the supplier of payment services of the Holder involved in the performance of a payment operation is conducting the activity allowing the performance of payment operations.

## 2. Object of the Internet Banking, Mobile Banking and Phone Banking Service

2.1. Through the Internet Banking, Mobile Banking and Phone Banking Service, the Holder has the possibility to benefit of the Banking Services and functionalities through internet or communication by phone, depending on the type of access granted to an Authorized User, as follows:

Access with User Name and OTP code, which allows: intra/inter-banking transfers in LEI and foreign currency for all types of current bank accounts, executed on current date or scheduled for a future date (with/without cyclicity); cyclic scheduled payments (Standing Order); management of own trading limits; multiple payments consisting in sending inter-banking payment files in LEI and foreign currency and Interbanking ones in LEI in a format agreed by the Bank (impossible operation for SEI).

2.2. The general terms and conditions of the products, except those provided in the TCGA, which can be traded through the Internet Banking, Mobile Banking and Phone Banking Service are attached to these specific conditions.

2.3. The Bank can introduce in the future new functionalities of the operations conducted through Internet Banking, Mobile Banking and Phone Banking Service, in compliance with the provisions of the present specific conditions:

- (a) opening current bank account or sub-account;
- (b) debit card attachment to an existing current bank account.

The functionalities the Bank will develop for Internet Banking, Mobile Banking and Phone Banking Service will be gradually made available to the Holder together with the operating conditions related to each product/service newly introduced, starting the date the Holder will be announced about their activation according to Art. 7 Amendments.

## 3. General Conditions

3.1. Internet Banking, Mobile Banking and Phone Banking BCR Service is addressed to legal persons and Self-Employed Individuals. The service has three components/channels: Internet Banking, Mobile Banking and Phone Banking.

- (a) Phone Banking component allows the authorized User to make transactions and get personalized information on current bank account activated for this component of Internet Banking, Mobile Banking and Phone Banking Service, respectively by calling by phone a BCR

Contact Center. The banking operations from/into current bank accounts activated for Phone Banking component can be performed through a Contact Center specialist. The operations ordered by phone to a Contact Center specialist are performed only upon the express request of the Authorized User and only during the conversation on the phone with him. All instructions given by the Authorized User to Contact Center specialist are processed by the latter in Phone Banking application.

- (b) Internet Banking component allows the authorized User to make transactions and get personalized information on current bank account activated for this component of Internet Banking, Mobile Banking and Phone Banking Service. The operations are directly initiated by the authorized User by means of the application made available by the Bank on internet, the Authorised Users access to Internet Banking Service being done through the dedicated zone on BCR portal.
- 3.2.The Holder, through the Authorized User, can benefit both of the existing functionalities of Internet Banking, Mobile Banking and Phone Banking Service, and on those the Bank will implement in the future.
- 3.3.Due to justified reasons, the Bank can decide to change the BCR Token/eToken. In that case, the authorized User will sign a Minutes specifying both the series of the delivered Token/series of BCR eToken application, and of the received Token/series of BCR eToken application.
- 3.4.The Authorized User can get personalized information on current bank accounts active for Banking, Mobile Banking and Phone Banking Service and can conduct Banking Transactions from these accounts. The Internet Banking, Mobile Banking and Phone Banking Service becomes active on the signing moment of the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services.
- 3.5.The Holder and the authorized User accept and agree that the Bank records their phone call for the use of Phone Banking component. The Holder and the Authorized User are aware and agree that all calls are recorded. The phone recording can be used as evidence in court in case of litigation between the parties.
- 3.6.The Bank is not liable for the use of Internet Banking, Mobile Banking and Phone Banking Service by another person than the authorized User of this service.
- 3.7.The Holder can change the Authorized User si sa desemneze un nou Utilizator autorizat prin semnarea formularelor standard ale bancii. The Bank will revoke the Authorized User on the application reception date. The Bank reserves the right to implement or not the appointment of the new Authorized User.
- 3.8.The Authorized User can conduct banking operations through Phone Banking Service only during the phone conversation with BCR Contact Center specialist.
- 3.9.If during the phone conversation between BCR Contact Center specialist and the authorized User or during the use of Internet Banking application an event occurs leading to the call/session cut off before signing the operation, the respective operation will not be deemed as confirmed by both sides and consequently, the Bank will not process the instructions. The authorized User can use the Internet Banking, Mobile Banking and Phone Banking Service to reinitiate the desired operation and finish it in optimal conditions.
- 3.10.The payment orders scheduled with/without cyclicity will be automatically executed by the system, with no need for a later processing; the Holder has to make sure that on the date the initiated payment order is initiated there are sufficient available funds in his account to allow the transaction execution; the payment orders without cyclicity initiated through Internet Banking, Mobile Banking and Phone Banking Service cannot be cancelled in BCR units. The payment orders scheduled without cyclicity, Interbanking in foreign currency or international in LEI cannot be changed but only cancelled. The payment orders scheduled with cyclicity can only be cancelled by maximum 24 hours before the execution date or on the execution date if they have daily recurrence.
- 3.11.The transactions conducted through Internet Banking, Mobile Banking and Phone Banking Service are initiated in real time and with immediate impact on the Holder's current bank account balances, and can no longer be revoked after the requested operations authorization, except for the payment orders scheduled with/without cyclicity, which can be changed according to item 3.14 below. Banking operations are registered according to the following Cut-Off-Time hours:
- (a) Setting up/liquidation of deposits and setting up/liquidation of investment accounts/liquidities sale/saving accounts Ideal Micro BCR/Maxicont SEI BCR – 20:00 hours. After 20:00 hours, any operation received by the Bank is executed on the following calendar day, within the limit of

- available balance related to the account from which the operation is conducted.
- (b) The authorized User will initiate the repayment of credit instalments through Internet Banking, Mobile Banking and Phone Banking Service by at least one calendar day before the instalment due date.
  - (c) The intra-banking and inter-banking payment orders in foreign currency or in LEI are processed the debited in the account of the paying client on their reception date if transmitted and received within the Bank operating hours.
  - (d) The payment orders in foreign currency or in LEI received after the closing of the Bank working hours can be processed on the reception date within the limit of available resources.
  - (e) The Bank will observe the processing time limits stipulated in point 3.12 above if the data provided in the payment order is complete, correct and compliant with legal regulations regarding currency regime, as well as with the regulations applicable to AML/KYC/CFT field.
- 3.12.In case of a transaction confirmed by the authorized User by Consent, all data the Authorized User sent to the Bank is regarded as correct. In the case of a transaction where the transmission of the payment order was performed through Service Provider responsible for Payment Initiation, all data communicated to the Bank by the Service Provider responsible for the payment initiation are correct.
- 3.13.In case of three times wrong introduction of the sole codes generated by BCR Token/eToken, the access of authorized User to Internet Banking, Mobile Banking and Phone Banking Service will be blocked.
- 3.14.All accounts the Holder had before buying Internet Banking, Mobile Banking and Phone Banking Service and those the Holder opened with BCR on the moment or later of buying Internet Banking, Mobile Banking and Phone Banking Service will be automatically activated for the use of this service, through its three components: Internet Banking, Mobile Banking and Phone Banking.
- 3.15.The Holder can deactivate at any moment the current bank accounts/ conturilor interne tranzitorii speciale activated for the use of Internet Banking, Mobile Banking and Phone Banking Service at BCR unit where he contracted this service, by the Holder's written application including IBAN codes or the account numbers he no longer want to use through Internet Banking, Mobile Banking and Phone Banking Service. At the reception moment of the Holder's written request, BCR territorial unit will deactivate the accounts. The authorized User can request the accounts deactivation through Internet Banking, Mobile Banking and Phone Banking Service, to the extent such functionality is implemented.
- 3.16.Reactivation of current bank accounts/ conturilor interne tranzitorii speciale by the Holder after the deactivation request of their availability through the Service Internet Banking, Mobile Banking and Phone Banking, can be done at any moment from BCR unit where he contracted the Service Internet Banking, Mobile Banking and Phone Banking, by the Holder's written request. The respective territorial unit will reactivate the accounts the moment it receives the Holder's written request.
- 3.17.The maximum value of transactions the authorized User can order to other beneficiaries is of EUR 50,000 per transaction in LEI equivalent, at NBR exchange rate through Phone Banking and EUR 100,000 per transaction in LEI equivalent, at NBR exchange rate through Internet Banking and Mobile Banking, valid on the operation day.
- 3.18.Phone Banking Service is available daily, 24/7, specifying that Phone Banking application can have periods of unavailability due to technical reasons of systems maintenance and improvement of offered services, announced according to item 9.3. below.
- 3.19.The telephone numbers to access Phone Banking service are:
- 0800.801.BCR (0800.801.227) callable for free from all national networks
  - 021/407.42.00 (callable from any network, including from abroad)
- 3.20.Internet and Mobile Banking Service is available daily, 24/7, specifying that Internet Banking and Mobile Banking can have periods of unavailability due to technical reasons of systems maintenance and improvement of offered services, announced according to item 9.3. below.
- 3.21.Internet Banking Service can be accessed using the following address: [www.bcr.ro](http://www.bcr.ro)
- 3.22.For the use of Internet Banking, Mobile Banking and Phone Banking Service, the Bank offers technical support through BCR Technical Support. The technical support is available daily, 24/7 through the following channels:
- (a) by phone at the following numbers:
    - 0800.801.BCR (0800.801.227) callable for free from all national networks

- 021/407.42.00 (callable from any network, including from abroad)
  - (b) by e-mail to the address suport.direct@bcr.ro
- 3.23.The exchange rate for the foreign currency exchange operations is the rate set up by BCR, directly accessible from Internet Banking application and communicated by Contact Center specialist for Phone Banking. By ordering such types of operations through the Service Internet Banking, Mobile Banking and Phone Banking, the authorized User agrees, in the name and on the account of the Holder with the exchange rates communicated by Contact Center specialist for Phone Banking or displayed in Mobile Banking and Internet Banking applications.
- 3.24.The Bank can communicate with the authorized User through the Service Internet Banking, Mobile Banking and Phone Banking and send him messages and contractual notifications. In his turn, the Authorized User can send messages to the Bank through the Service Internet Banking, Mobile Banking and Phone Banking. The messages the Bank sends through the Service Internet Banking, Mobile Banking and Phone Banking are regarded received by the authorized User the moment they are available to the authorized User.
- 3.25.In case one of the components of Internet Banking, Mobile Banking and Phone Banking Service is not available (either due to the temporary inactivation of the service from the Bank initiative, or due to some technical problems provoked by a third services supplier, etc.), the Authorized User can still use the functional component of this service, during its specific working hours. In case all three components of the service are unavailable, (either due to the temporary inactivation of the service from the Bank initiative, or due to some technical problems provoked by a third services supplier, etc.), the Authorized User can address to a Bank unit to perform the operations.
- 3.26.The mandate entrusted to the Bank according to the provisions of the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services will remain in force for the whole operating period of the Internet Banking, Mobile Banking and Phone Banking Service, the provisions of art. 2.015 of Civil Code being not applicable to it.
- 3.27.The Authorized User cannot simultaneously hold the Token and eToken BCR application.

#### **4. Commissions**

- 4.1.The monthly use commission related to Internet Banking, Mobile Banking and Phone Banking Service is automatically charged from the current bank account specified by the Holder/authorized User on the anniversary Date of that service activation, proportionally to the period of time the Service Internet Banking, Mobile Banking and Phone Banking was active. The calculation of commissions, taxes, and charges in LEI equivalent is made at NBR exchange rate valid for their accounting record. The Bank is automatically taking from the account the transactions are made from the commissions, taxes and charges due for the operations conducted and services provided to the Holder.
- 4.2.The operations conducted through the Internet Banking, Mobile Banking and Phone Banking Service will be commissioned according to the Applicable BCR's List of Commissions.
- 4.3.The Holder is rightfully in delay in meeting his payment obligations to the Bank simply if the terms provided in these specific conditions are reached.

#### **5. Rights and obligations of the Parties**

##### **5.1.Rights and obligations of the Bank**

- 5.1.1.The Bank undertakes to:
- (a) execute exactly the instructions of authorized User sent directly or through a Service provider responsible for the payment initiation based on Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services and these specific conditions during the working hours set up for each separate type of operation.
  - (b) not to disclose to unauthorized persons the Security Elements or any other similar confidential information within the limit of the law.
  - (c) immediately block the access after BCR Technical Support within the Contact Center received the call.
  - (d) to preserve confidentiality of operations conducted by the Authorized User through Internet Banking, Mobile Banking and Phone Banking Service and to comply with the provisions of Law no. 677/2001 si, incepand cu 25 mai 2018, prevederile GDPR.
  - (e) in accordance with applicable regulations, the Bank will be able to decide, in order to reduce fraud risks, to request Strong Customer Autentication for certain Banking Operations

performed through Internet Banking, Mobile Banking and Phone Banking service, as well to decide Banking Operations performed through Internet Banking, Mobile Banking and Phone Banking service exempted from this authentication procedure.

#### 5.1.2.The Bank has the right to:

- (a) make investigations regarding the filled in data, according to legal conditions;
- (b) take the following measures:
  - i. to refuse, with no need for any previous legal formalities/endorsement, the performance of an operation through Internet Banking, Mobile Banking and Phone Banking Service in case the Bank thinks fraudulent transactions were done.
  - ii. to act according to legal provisions to recover the damages generated by the abusive or fraudulent use of this service.
  - iii. it is entitled to make any verifications, to request and obtain any information about the Holder and the Authorized User in the execution of the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services and these specific conditions, from any competent authority, public register, archive, electronic database or entitled body to hold such information. All costs related to the inquiry of these data bases, as well as any charges, commissions and related taxes, including postal taxes are and remain in the Holder's charge, the Bank being authorized to automatically debit any current bank account of the Holder opened with the Bank and to convert any amounts from the Holder's accounts in view of covering such expenses, according to the Applicable BCR's List of Commissions.
  - iv. the Bank will refuse to process and settle the transactions conducted by the authorized User through Internet Banking, Mobile Banking and Phone Banking Service if there is not cash available in the Holder's current bank account / contul intern tranzitioriu special to settle the operations and pay the commissions and charges due to the Bank or if the transmitted data are wrong, incomplete or incompliant.
  - v. the Bank will close the Internet Banking, Mobile Banking and Phone Banking Service if the account from which the Bank draws the commissions related to this service turns inactive or shows insufficient balance. In case of an insufficient balance, the Internet Banking, Mobile Banking and Phone Banking Service will be closed on the immediate next day after the anniversary Date of the third month in which the Bank could not draw its commission.
  - vi. To refuse the access of a Information Service Provider regarding the accounts or of a Service Provider responsible for the payment initiation to a current account accessible online if there are objectively justified reasons and supported by corresponding proofs regarding the unauthorized or fraudulent access of the online accessible current account by the Information Service provider regarding the accounts, including the unauthorized initiation or a fraudulent one of a payment instruction by the Service Provider responsible for the payment initiation.

#### 5.2. Rights and obligations of the Holder

##### 5.2.1.The Holder and the authorized User confirm they acknowledge and understand that the authorized User expresses his Consent for the performance of Banking Transactions by:

- (a) verbal confirmation the authorized User gives by phone, in case the access of the authorized User to the respective Banking Transaction is allowed by User Name and OTP code, respectively confirmation by inserting OTP code, depending on the agreed type of access for the Phone Banking service;
- (b) pushing the button "Finish operation", with no need to insert an additional password, in case the access of the authorized User to the respective Banking Transaction is allowed by User Name and OTP code, respectively by introducing DS code, depending on the agreed type of access, for Mobile Banking and Internet Banking.

##### 5.2.2. At the signing moment of the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services, the Holder is bound to make available to the Bank his contact data the Bank will further use to send notifications. The change of identification data of the Holder and the Authorized User are performed on the Holder's own responsibility, in compliance of legal regulations in force. The Holder has to notify the Bank in writing about the change of the personal data of the Authorized User and about any changes occurred in the Holder's legal status, within 5 days since the occurrence of any change. The Bank is not liable for

the failure to announce the change of identification data/legal status of the Holder, and therefore the Bank notifications are regarded as validly made at the last address notified by the Holder.

5.2.3. The Holder and the Authorized User are in charge of keeping safe the Security Elements.

5.2.4. The Holder and the Authorized User undertake to notify the operating conditions of the requested products and the quantum of commissions, taxes and charges in force for the operations requested through the Internet Banking, Mobile Banking and Phone Banking Service before the performance of any operation.

5.2.5. The Holder and the authorized User undertake to take measures to protect the Security Elements and to notify the Bank at Technical Support office, according to item 3.22. above immediately they find out that:

- (a) the Authorized User registered in the current bank accounts activated for the Internet Banking, Mobile Banking and Phone Banking Service some unauthorized transactions;
- (b) Any error or irregularity occurred in the Bank management of the current bank account;
- (c) Elements generating suspicions on the possibility that unauthorized persons hold the Security Elements;
- (d) Dysfunctionalities of Token/ eToken BCR or other incorrect identification data;
- (e) The loss, theft, destruction, use without right of Security Elements; or
- (f) Any other unauthorized use of them

5.2.6. The Holder and the Authorized User undertake:

- (a) not to disclose to unauthorized persons and/or to record the Security Elements in a recognizable form;
- (b) not to alienate the Security Elements;
- (c) not to revoke the transactions initiated through this service after expressing the Consent, unless the payment orders scheduled with/without cyclicity were changed/cancelled in due time – by minimum 24 hours before execution;
- (d) to recognize the Bank's property over the Token/eToken BCR, the Authorized User having only a use right over the Token/eToken BCR, in the name and on the account of the Holder;
- (e) to conduct operations only within the available balance of the current bank accounts/special transitory accounts activated for Internet Banking, Mobile Banking and Phone Banking Service.
- (f) to change PIN code for Token/eToken BCR in case there are suspicions that is known by unauthorized persons;
- (g) to present within 30 days the justifying documents related to the performed operations when the Bank thinks necessary to ask them in view of making them compliant with the applicable legislation;
- (h) to use the Internet Banking, Mobile Banking and Phone Banking Service according to its operating conditions;
- (i) to comply with the structure of payments file notified by the Bank for multiple payment operations, including for operations for money rights payment;

5.2.7. Until the Bank notifies the events stipulated in item 5.2.5 and item 5.2.6, the Holder is liable for all conducted operations and will bear all the losses related to such operations up to the limit of LEI equivalent of EUR 150, at the exchange rate announced by the National Bank of Romania for the day the operations regarded as fraudulent were performed. The Holder is fully liable to cover the losses if he is proved to have intentionally acted and/or negligently, abusively, incompliantly with the provisions of item 5.2.5 and 5.2.6 and/or fraudulently. If the Holder/Authorized User does not receive in maximum 24 hours the confirmation checking in this sense the status of the operation performed through Internet Banking, Mobile Banking and Phone Banking Service, he can check up the performance of the respective operation by accessing again later the Internet Banking, Mobile Banking and Phone Banking Service or by requesting an account statement issued by territorial unit.

5.2.8. The Holder is bound to immediately inform the Bank is the mandate granted to the Authorized User is changed for the use of Internet Banking, Mobile Banking and Phone Banking Service and to present the Bank the relevant supporting documents for the change of the mandate.

5.2.9. In case the Holder does not receive in maximum 24 hours the confirmation for the banking operation performed through the Internet Banking, Mobile Banking and Phone Banking Service, he can verify the respective operation performance by accessing again later the service or by requesting an account statement from the territorial unit.

5.2.10. The Holder has the right to:

- (a) ask and obtain from the Bank information on the transactions performed or on his current bank account/accounts status/special account(-s).
- (b) to request the access blockage to the Internet Banking, Mobile Banking and Phone Banking Service by calling a BCR Contact Center.
- (c) to contest in writing at BCR units the possible transactions he does not recognize. In case the Holder challenges the transactions conducted through the Internet Banking, Mobile Banking and Phone Banking Service, the Bank will initiate an investigation if the contestation is forwarded within maximum 10 days since the operation is shown in the account statement. If the investigation revealed that the recorded error is due to the Holder/his Authorized User, the Holder will be charged by the transaction investigation commission, according to the Applicable BCR's List of Commissions. The Bank will provide an answer related to the conducted investigation within 30 days. If the investigation showed that the error was registered due to the Bank, the Bank would make all the required efforts to reconcile the operations and return the amount related to the transaction and the commissions charged for that.

## 6. Partie's liability

6.1. The Holder/ Authorized User are liable for:

- (a) the correctness of information sent to the Bank, as well as for getting it in view of performing the operations;
- (b) keeping safe the Security Elements after receiving them. The Holder will bear all losses and risks derived from the disclosure to or use by third parties of the Security Elements; and

6.2. The Bank is liable for:

- (a) the value of unauthorized transactions the Authorized User has performed if he is proved to have acted in ill faith or fraudulently, as well as for any error or irregularity made by the Bank in managing the Holder's accounts and only within the limit of the actual loss suffered due to the transaction;
- (b) the failure to execute or the inadequate execution of the transactions ordered by the Authorized User; and
- (c) the value of transactions initiated after the Holder or the Authorized User have announced the loss/theft/destruction/blockage/compromise/wrong operation of the Security Elements or the possibility they were copied or known by unauthorized persons, on condition the Holder or the Authorized User had not acted in ill faith and/or caused on purpose the respective dysfunctionality.

6.3. The Bank is not liable:

- (a) in case it is proved to have acted according to the provisions of the present TCUEB or that the Authorized User sent wrong instructions.
- (b) for the amounts paid to another beneficiary due to the error of the Authorized User. If the Authorized User transmits wrong information regarding the payment beneficiary, the Bank is not obliged to give the Holder/Authorized User correct information on the payment beneficiary and consequently, cannot be held liable for the transaction counter value conducted in this sense.
- (c) for the operations which cannot be honored due to the lack of cash available or to insufficient funds in the Holder's account, errors in filling in the forms, wrong or conflicting information sent by the Authorized User, illegal operations.
- (d) for the transactions validly conducted by the Authorized User which are later contested by him.
- (e) for the execution of an authorized instruction on a certain banking day, if the respective authorized instruction is not received by the Bank before the deadline for payments processing of the respective banking day, according to item 3.12. If the authorized instruction is received by the Bank after the deadline for payments processing, it will be executed according to item 3.12. The deadline for payments processing is notified to the client directly at the premise of any BCR territorial unit or by phone calling the numbers of InfoBCR.
- (f) for operations performance by the fraudulent/abusive use of Security Elements until BCR is notified by the Holder or Authorized User, according to item 5.2.10(b).
- (g) for the possible penalties, interest the Holder is due to the payment beneficiary in case the Authorized User does not initiate the payment in time, considering the number of required days to make the banking settlement as displayed at the premises of territorial units/on the bank website;

- (h) for the consequences on the Holder caused by the interruption of one of the components of Internet Banking, Mobile Banking and Phone Banking Service, the transactions which were not executed or were wrongly executed due to abnormal and unpredictable circumstances, beyond the control of the person invoking them or due to a third services supplier and whose consequences could not have been avoided despite all diligences made to this end or in case the Bank or another services supplier are obliged to observe other legislative provisions.
- (i) for the foreign currency or the losses resulting from the currency exchange performed in the origin country of the correspondent bank actually executing the operation ordered by the Authorized User and which is subject to the law of the respective place.
- (j) for the losses resulting from the fact that the Holder performed banking operations to countries under international sanctions which might imply the risk of blockage/sequester/partial return of the traded amount by the correspondent banks, the Holder taking in full such a risk.

## **7. Amendments**

7.1.During the contract concluded based on the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services and these specific conditions, BCR has the right to unilaterally change the clauses of the present specific conditions, directly by a notification sent to the Holder or through the Authorized User, according to Clause 9 of the present specific conditions:

- (a) the clauses of the present specific conditions will be communicated to the Authorized User by a notification sent by at least 15 calendar days before the proposed date for their enforcement. The changes will be regarded accepted by the Holder and will come into force on the term specified in notification, unless, before their enforcement, the Holder notifies BCR in writing, at the premise of any Banking Unit his refuse to accept the respective changes. In that case, the Holder has the right to unilaterally denounce the present specific conditions, immediately and without any other additional costs. This unilateral denouncement is conditioned by the payment in full by the Holder of all amounts due to BCR based on the present specific conditions, until the service termination;
- (b) the provisions of item 7.1. (a) above will not be applicable if the Holder and BCR conclude an addendum regarding the change of the present specific conditions, such changes coming into force on the date specified in the respective addendum or, if the addendum does not specify a date for the agreed changes coming into force, since the signing date of the respective addendum by the Holder and BCR.
- (c) If the changes of the present specific conditions are imposed by a regulatory document, they will be regarded accepted by the Holder and will become applicable according to the relevant provisions of the applicable regulatory document.

## **8. Termination of Internet Banking, Mobile Banking and Phone Banking Service**

8.1.The Holder has the right to unilaterally denounce/terminate it by a written notification by 15 days before addressed to BCR unit where he contracted the Service Internet Banking, Mobile Banking and Phone Banking, on condition to return the Token or to pay the commission for it according to the Applicable BCR's List of Commissions, in cases and on conditions described at item 8.2. below.

8.2.The Bank has the right to unilaterally denounce the present specific conditions in the following cases and conditions:

- (a) if the Holder closed all Banking Services and functionalities he benefitted of based on the present specific conditions;
- (b) in case BCR is confronted with or reasonably thinks it might be confronted with a significant reputation risk due to the continuation of the contractual relation with the Holder and/or authorized User;
- (c) in case the Holder and/or authorized User repeatedly breached the contractual obligations assumed based on the present specific conditions, even if of small significance, or in case of an undoubtedly shown intention towards BCR not to accomplish any of these obligations.

8.3. In any case, the obligations of the Holder and/or authorized User, as well as BCR rights derived from the present specific conditions will remain in force and will produce full effects until the Holder pays in full all the amounts due to BCR and returns any payment instruments (Token, etc.) related to their conclusion, execution and termination.

8.4.The present specific conditions rightfully cease their validity, without any notice of default and any

other formality:

- (a) In case one of the parties cease to exist, except for the death of authorized User;
- (b) In case of closing the access to Internet Banking, Mobile Banking and Phone Banking Service if the Holder does not meet his payment obligations of commissions and of the other amounts due to BCR, by unilateral termination notified in writing to the Holder, without any notice of default and any other formality. BCR can decide, subject to its own discretion, to grant the holder a remedy term, in which case it will notify the Holder on the granted remedy term. If the Holder does not repay in full the amounts due to BCR until the expiry of the granted remedy term, BCR can declare the unilateral termination.
- (c) On the closing date of the main account of the Holder used to pay taxes, charges and commissions for the use of Internet Banking, Mobile Banking si Phone Banking Service.

#### 8.5. On closing the Service Internet Banking, Mobile Banking and Phone Banking:

- (a) any other Banking Services and functionalities purchased/open based on the present specific conditions (e.g. current bank accounts, cards, saving products, etc.) remain in force for the operating period of the respective Banking Services and functionalities; and
- (b) the Holder will due to BCR the specific commissions to each Banking Services/functionalities the holder will further benefit of, according to the Applicable BCR's List of Commissions.

### **9. Notifications**

#### 9.1. The Holder also notifies the Bank the following cases:

- (a) giving up the Service Internet Banking, Mobile Banking and Phone Banking. The notification can be done in writing at the premise of a BCR territorial unit;
- (b) the theft, loss or unauthorized use of Security Elements. The notification can be done by phone to BCR Technical Support, according to point 3.22 or in writing at the premise of a BCR territorial unit;
- (c) change of data stated in the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services within maximum 5 days since the date of change registration – in writing at the premise of a BCR territorial unit.

#### 9.2. The Bank can communicate with the Holder and the authorized User through the Service Internet Banking, Mobile Banking and Phone Banking by sending messages and notifications. BCR messages and notifications sent through Internet Banking, Mobile Banking and Phone Banking Service are regarded received by the Holder and the authorized User at the moment they are made available in mailbox.

#### 9.3. Any notification the Bank sends to the Holder regarding each Banking Service and functionality the Holder benefits of and which is opened and/or operated based on the Contractual Application Form of the Bank dedicated to the Internet Banking, Mobile Banking si Phone Banking services will be sent in the mailbox related to the Service Internet Banking, Mobile Banking and Phone Banking. The notifications sent to mailbox are regarded received by the Holder and the authorized User on the date they were made available to the authorized User.

#### 9.4. The authorized User is bound to make available to the Holder also the messages and notifications received from the Bank, immediately he received them, and to get the Holder's accept to answer those notifications.

**Appendix: General terms and conditions for the operation of products that can be traded through the Internet Banking, Mobile Banking and Phone Banking Service**

**1. UTILISATION CONDITIONS OF THE IDEAL ACCOUNT MICRO BCR  
FOR MICRO ENTERPRISES**

- A. The Ideal Account MICRO BCR is considered open on the date of signing of the Contractual Application Form of the Bank regarding the Ideal Account MICRO BCR. The Bank maintains the confidentiality regarding the identity of the Account Holder, as well as the operations performed in the Ideal Account MICRO BCR, within the limits of the law.
- Operations in the Ideal Account MICRO BCR are made only on the basis of the identity document and only within the limit of the availability of this account, in compliance with the provisions of the Contractual Application Form of the Bank regarding Ideal Account MICRO BCR and the legal regulations in force by the empowered persons.
- B. The Account Holder undertakes that if, following the filing of the declaration on his / her own responsibility regarding the guaranteed deposits, there were changes that led to the change of classification into the guaranteed / unsecured category, within 30 days after the change, to submit to the Bank a corrective statement indicating the new classification.
- C. The management of the Ideal Account MICRO BCR includes:
- creating, depositing, withdrawing and liquidating the Ideal Account MICRO BCR by transferring only through the current account / sub-account. Establishment of the Ideal Account MICRO BCR will be recorded in the deposited currency.
  - issuing the statements of account that comprise the transactions made in the Ideal Account MICRO BCR.
- If, within 5 business days from the date of the transaction in the BCR Idea Account, the Account Holder does not communicate in writing the functional entities of the Bank where the Ideal Account MICRO BCR is opened, any errors or omissions found regarding the operations performed, the balance and the operations in the account of Ideal Account MICRO BCR are considered to be accepted by default.
- D. Closing the Ideal Account MICRO BCR can be made at the request of the Account Holder or the Bank's initiative. The Bank will close the Ideal Account MICRO BCR if:
- (a) for a period of 6 consecutive months, the daily balance of the Ideal Account MICRO BCR is zero;
  - (b) the Account Holder no longer fulfills the contractual conditions regarding the opening and functioning of the accounts;
  - (c) Account Holder has caused major payment incidents;
  - (d) from the point of view of the Bank, the Account Holder has a reputational risk.
- E. The minimum amount of account opening, the minimum amount deposited / the operation, the minimum amount withdrawn / the operation, the value tranches according to which the interest is calculated and the related interest rate are displayed in a visible place at the offices of the Bank's functional entities.
- F. Making Deposits to the Ideal Account MICRO BCR is done in compliance with the minimum amount / operation set by the Bank for deposits.
- Client is not entitled to make deposits with amounts below the minimum amount / operation set by the Bank. The Bank has the right not to process such requests made by the Client.
- G. The withdrawal of amounts from the Ideal Account MICRO BCR is made within the limit of the existing availability as follows:
- (a) with respect to the minimum amount / operation established by the Bank for withdrawals, if the amount requested to be withdrawn is at least equal to the minimum amount / operation set by the Bank for withdrawals and this amount is within the available balance of the Ideal Account MICRO BCR .
  - (b) without complying with the minimum amount / operation established by the Bank for withdrawals, if the amount requested to be withdrawn is lower than the minimum amount / operation set by the Bank for withdrawals and this amount is within the available balance of the Ideal Account MICRO BCR. In this case, the transfer of the amount requested in the current account / sub-account is made under the conditions of a penalty fee provided that the current account / sub-account of the Account Holder is available for payment of the penalty fee.

- H. Penalty fee charged according to item G lit. b) above is calculated flat to the amount withdrawn from the Ideal Account MICRO BCR.
- I. For the Ideal Account MICRO BCR The Bank bonuses the interest as follows:
  - (a) monthly, on the day of the month corresponding to the date when the account was opened, in the Ideal Account MICRO BCR;
  - (b) at the time this account is cleared.
 If, after a withdrawal, the balance of the Ideal Account MICRO BCR is lower than the minimum amount set by the bank for opening the Ideal Account MICRO BCR, then the Bank will calculate and discount interest on sight deposits.
- J. The Bank proceeds permanently to correlate the interest rate with the balance of the Ideal Account MICRO BCR.
- K. Bank does not respond to the Account Holder:
  - for the operations performed by the agents;
  - the possible omissions / misstatements of the Account Holder.

## **2. UTILISATION CONDITIONS OF THE SAVINGS ACCOUNT IN LEI AND FOREIGN CURRENCY FOR SEI**

- A. The savings account is open on the date of submission of at least the minimum set-up amount. The Bank maintains confidentiality regarding the identity of the Account Holder and its empowered agents, as well as the transactions made in the savings account, within the limits of the law. Operations in the savings account shall be made only on the basis of the identity document and only within the limit of the available from the savings account, in compliance with the provisions of the Contractual Application Form of the Bank regarding Savings Account and the legal regulations in force, by the Account Holder or his authorized agents (within the limits of the mandate data) that will use the payment and collection instruments regulated by the NBR.
- B. Savings account administration:
  - B.1.Operations on the savings account in lei or foreign currency (cash / cash payments, transfer) take place during normal or extended working hours at any territorial unit within the limits and powers established by the Contractual Application Form of the Bank regarding the Savings Account and, as the case may be, in the current account one. Operations regarding the establishment, supply or liquidation of the savings account are also carried out through the Internet Banking, Mobile Banking and Phone Banking Service for the users of this service.

The operations that can be made through the savings account are as follows:

  - B.2. Cash and transfer cash operations:
    - B.2.1. from any individual, Self-Employed Individual or legal person;
    - B.2.2. allowed at any time, in the minimum LEI / Euro amount displayed visibly at the bank's headquarters by:
      - a) cash;
      - b) Intra and interbank transfer.
  - B.3. Payments in cash:
 

For cash release, a pre-program is required at the cash desk of the Bank's Territorial Unit, from which cash is required, as follows:

    - a) for amounts between 3.000-5.000 Euro including, 1 working day before;
    - b) for amounts higher than 5,000 Euro, scheduling at least 2 working days ahead.
  - B.4. Payment Operations: in Current / Sub-Accounts / Credit Accounts / Deposits on Term Accounts, of the Account Holder; including Internet Banking, Mobile Banking and Phone Banking, for service users.
  - B.5. Operations carried out by the Bank, without the consent of the Account Holder, shall be made in the following cases:
    - B.5.1. Payment payments due to the Bank, other commitments previously made to the Bank by the Account Holder;
    - B.5.2. the termination of the operations performed erroneously by the Bank, including interest and related commissions;
    - B.5.3. Payments based on final executory titles, in the forced execution procedure, by attachment to the account;

In situations where the balance of the savings account becomes lower than the minimum required for the operation of the savings account, the amounts existing in this account are transferred to the

account holder's current account.

B.6.The Issuance of the statement of account includes the operations made in the savings account.

In the case of an unauthorized or incorrectly executed payment operation, the Client has the obligation to immediately notify the Bank, without undue delay but no later than 13 months from the date of debiting, of having detected an unauthorized or incorrectly executed payment operation generates a complaint.

C. The Bank shall rate the interest on the savings account, monthly for the LEI accounts, respectively quarterly for the foreign currency accounts, on the date of opening the account or at the date of the account clearing, after deduction of the corresponding interest tax according to the provisions of the fiscal legislation.

The interest rate on savings accounts is calculated based on the actual number of days.

D. Commissions:

The commissions, fees charges levied by the Bank for all operations made at the request of the Account Holder / persons authorised by the Account Holder are provided in the Applicable BCR's List of Commissions.

E. Empowerment can be done:

- by direct nomination of the empowered persons within the Contractual Application Forms of the Bank regarding the current account;

- by the special power of attorney authenticated by a notary public or by a foreign authority.

The rules applicable to this empowerment are those provided by the Civil Code on mandate.

F. The closing of the savings account is made:

a) at the request of the Account Holder, including through the Internet Banking, Mobile Banking and Phone Banking Service, for the users of the service;

b) at the request of the unlimited rights officer mentioned in the Contractual Application Form of the Bank regarding the Savings Account;

c) by the Bank if the balance falls below the established minimum value;

d) at the request of the heirs (on the basis of the certificate of heir, or of the quality of heir), in case of death of the Account Holder;

G. The Bank does not respond:

a) for the operations performed by the empowered agents;

b) any erroneous omissions / instructions by the Account Holder or authorized agents. In the event of erroneous instructions that have triggered withdrawals or transfers from the savings account, the Bank will attempt to recover those amounts without thereby incurring an obligation to the Account Holder;

c) for the withdrawals of the sums made from the Savings Account by the authorized persons of the Deposited Account Holder, up to the presentation of the Deed of the Account Holder or until the date of presentation to the Bank of the express revocation of the granted power of attorney.

H. The Bank does not process documents that have not correctly filled in both the payer and the payee, the account codes in the IBAN structure.

I. Account holder confirms that he understands and accepts that the Bank may unilaterally modify:

a) the interest rate and the interest rate according to the bank's financial and banking market and the business policy of the Bank, as well as the minimum amount of the savings account / savings account. The Bank will notify changes in the interest rate and the minimum deposit / maintenance amounts of the savings account at the premises of the Bank's units / on the Bank's website. If the Account Holder does not agree with these changes, he / she is entitled within 15 days of the notification to waive the current account without the Bank incurring additional costs;

b) the level of commissions on the current account, provided they are communicated 30 days before the date of application.

J. The availability of current accounts opened by SEI is also guaranteed by the Deposit Guarantee Fund, in accordance with the legal provisions;

K. Litigations of any kind between the parties and amiable unresolved will be settled by the competent courts of law.

**SCHEDULE 7 - TERMS AND CONDITIONS FOR THE UTILISATION OF ELECTRONIC BANKING  
SERVICES FOR LEGAL ENTITIES AND SELF-EMPLOYED INDIVIDUALS ("TCUEB")  
PART III - Alerts service**

**1. Object**

- 1.1.By means of the Alerts service, the Bank provides the Client with the possibility to receive SMS alerts or email alerts related to the payments made from the current account identified by the Client and for the accounts that will be later included in the the Alerts service.
- 1.2.This service is meant inclusive for the current bank account.
- 1.3.Alert service can only be activated for Banking Transactions exceeding 100 units per currency if the account on which this service was activated, except for Direct Debit and Standing Order transactions for which they can receive alerts regardless of the amount of Bank Transactions operated.
- 1.4.Alert service is available for the entire duration of the Current Account.

**2. Fees**

- 2.1.The monthly fee for the use of this service is charged per current bank account attached to the Alerts service.
- 2.2.The monthly fee is due by the Client regardless the number of alerts sent by BCR, including in case of inactivity of the account (s). The monthly fee includes a maximum of 25 SMSs for free. If the number of 25 SMSs is exceeded, the Bank will charge an additional fee from the Current Account for which the limit has been exceeded.
- 2.3.The fee for the use of the Alerts service starts at the moment of notification of service activation. The Client will owe the monthly fee for the use of the Alerts service on the anniversary date of its activation, in proportion to the period for which the service was active.
- 2.4.The fee payable by the Client in connection with the Alerts service is the one provided in the Applicable BCR's List of Commissions.

**3. Modifying the Alerts Service**

- 3.1.During the lifetime of the Alerts service, the Client has the right to modify the following: (a) transmission channel: SMS and / or e-mail; (b) telephone number; (c) email address; (d) the trigger threshold for alerts; (e) current bank accounts associated. Changes can be made: (i) in writing to any of the Banking Units, (ii) by telephone, by calling the BCR Contact Center service, or (iii) by internet banking, only for certain features allowed by this application.
- 3.2.The Bank has the right to unilaterally amend the provisions of these specific conditions through a notice sent to the Client with at least two months prior to the proposed date for their application.

**4. Termination of the Alerts service**

- 4.1.The Client has the right to unilaterally terminate the agreement with a 30-day written notice notice to BCR.
- 4.2. The Bank has the right to unilaterally terminate the service by sending a prior two-month notice.
- 4.3. The Alerts service may be terminated upon the initiative of the Bank if the Client fails to pay for one month the value of the Alerts service.

**5. Notices**

- 5.1.Any notification sent by the Bank to the Client in connection with the Alerts service will be transmitted to the Client's Mailbox of the Internet Banking and Phone Banking service.
- 5.2.If the Client does not benefit from the Internet Banking and Phone Banking service that provides the mailbox functionality, the Bank will send any notification by mail / courier by a simple letter or by email to the correspondence address mentioned in the Contractual Application Form of the Bank, dedicated to Internet Banking, Mobile Banking si Phone Banking services.

**SCHEDULE 7 - TERMS AND CONDITIONS FOR THE UTILISATION OF ELECTRONIC BANKING SERVICES FOR LEGAL ENTITIES AND SELF-EMPLOYED INDIVIDUALS ("TCUEB")**  
**PART IV - Business 24 Banking BCR service**

**1. Definitions**

- 1.1. **Business 24 Banking BCR** - a service that allows connection to the Bank via the internet, offering the possibility to perform bank operations and obtain banking information from any location with access to internet services;
- 1.2. **Business 24 Banking BCR Group** - a group of legal entities that have current bank (s) bank account (s) at the Bank, nominated by the Owner for the purpose of obtaining the access and the right to perform operations by the latter Business 24 Banking BCR, in accordance with the subject-matter of the contract concluded based on the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and the present specific conditions, through the current bank accounts of the nominated clients;
- 1.3. **Business 24 Banking BCR Group Member** - Legal person of the Business 24 Banking BCR Group, other than the Holder;
- 1.4. **Administrator User** - the natural person recognized and accepted as the administrator of the Business 24 Banking BCR service, as well as the optional mechanism used for the management of the accounts' access through the Payment Services Provider expressly mandated by the Holder in accordance with the the Contractual Application Form of the Bank regarding Business 24 Banking BCR service signed by the Holder for the appointment of Authorized Users and management rights granted to them, the signature of which is opposable to the Holder and authorized by the Bank by granting identification elements. The Administrator User may also be an Authorized User;
- 1.5. **Authorized User** - an individual recognized and accepted by the Holder / Business 24 Banking BCR Group Member as a user of the Business 24 Banking BCR service, expressly mandated by and on behalf of the Holder / Business 24 Banking BCR Group Member for use to the Token Device and to perform operations within the limits imposed by mandate from / through the accounts held by the Holder / Business 24 Banking BCR Group Member at the Bank, including the disposal of funds from the current bank account of the Holder / Business 24 Banking BCR Group Member and all operations granted, his / her signature being opposable to the Holder / Business 24 Banking BCR Group Member and authorized by the Bank by granting identification elements; The authorized user can access the accounts of the Holder/ Member group Business 24 Banking BCR through the Service Provider responsible for payment initiation, Information Service provider regarding the accounts, as well as the payment service provider which issues payment instruments based on card, within the limits of the mandate granted by the Holder / Member Group Business 24 banking for the service Business 24 banking and in compliance with the enforceable legal provisions;
- 1.6. **User** - any of the Administrator User and Authorized User;
- 1.7. **User Name**- an 8 digit numeric identification number that the User will use with the OTP code for access to the Business 24 Banking BCR service;
- 1.8 **Token Device** - Device that provides access to Business 24 Banking BCR and / or authorizes operations through Business 24 Banking BCR and is secured by a personalized PIN. When contracting BCR Business 24 Banking service, the Client receives a predefined PIN code which can be customized by the User at any time after. The Holder receive these devices from the Bank and are held safely during the entire period of contracted service validity, while the possession of the Holder over these devices is proven once they are used by the users appointed by the Holder, starting with the date of the first usage registered with the electronic management system of the Bank;
- 1.9. **Personal Identification Number (PIN)** - a 4-digit numeric code, confidential, used as a link between a system and its user, which uses it for identification in the system. The Token device has a preset PIN code that can be customized by the User afterwards User access to the Token device is allowed only after the PIN has been entered;
- 1.10. **One Time Password (OTP)** - Unique code generated by the Token Device by selecting the 1 key and by which the User is identified within the Service and / or for the authorization of the performed operations;
- 1.11. **Digital Signature (DS)** - the unique code generated by the Token device by selecting the 3 key to authorize operations through Business 24 Banking BCR;

- 1.12. **Secret Question and Response** - is a security measure required by the Bank to grant User rights to Business 24 Banking BCR. This measure is used to identify the User at the time of his / her interaction with the BCR Technical Support Service in order to perform the requested operations (not limited to PIN unblocking, OTP unblocking, DS unlocking due to incorrect use of the Token device etc.) ;
- 1.13. **Anniversary Date** - represents the calendar day that marks the date of activation of Business 24 Banking BCR service;
- 1.14. **Service unavailability** - periods of time during which Business 24 Banking BCR service can not be accessed or used due to ongoing maintenance of the systems in order to improve the quality of the services offered;
- 1.15. **Cut off time (COT)** - time in time specified by the Bank up to which a banking operation transmitted by the Holder is deemed to have been received by the Bank the same day. The list containing the cut-off time and bank transaction processing rules are communicated either through the Business 24 Banking BCR service or by displaying it on the Bank's website or at the headquarters of its territorial units;
- 1.16. **Working Day** - the day when the Bank, involved in the execution of a banking operation, carries out activity allowing its execution, including interbank payments, to the extent that the payment systems are functional;
- 1.17. **Authorization** - expression of consent for the execution of the banking operation granted by entering Digital Signature (DS) or One Time Password (OTP) respectively;
- 1.18. **Receipt** - the procedure by which the Bank recognizes that a payment transaction has been presented within the internal time limit communicated to the Holder, the moment of receipt being the time at which the payment transaction transmitted by the Holder is received in the Bank's computer system;
- 1.19. **Acceptance** - the payment transaction is considered accepted by the Bank if, at the moment when the payment transaction is payable, the following conditions are met cumulatively:
- 1.19.1. The payment operation is received;
  - 1.19.2. The Holder expressed its consent in the form agreed with the Bank;
  - 1.19.3. The payment operation is recognized as valid after the internal validation procedures have been applied by the Bank;
  - 1.19.4. At the start of execution, there are sufficient funds made available by the Holder to the Bank.
- 1.20. **Execution** - the procedure for issuing a payment instruction by the Bank for the purpose of implementing a payment transaction received from the Holder or through his/her Service Provider responsible for payment initiation and accepted by the Bank;
- 1.21. **Execution period** - one or two consecutive banking days in which a payment transaction can be executed, depending on the type of payment transaction (intrabank, interbank on Romanian territory, respectively outside the territory of Romania);
- 1.22. **Revocation of payment transaction** - instruction for cancellation of a payment transaction transmitted by the Bank to the Bank until the latest at the moment of its acceptance by the Bank;
- 1.23. **Payment Beneficiary** - the person designated by the payer to receive the funds that have been the subject of a payment transaction;
- 1.24. **Salary rights** - wage rights, pensions, state allowances for minors, dividends, etc;
- 1.25. **DPE** - foreign payment provision.
- 1.26. **Holder** - the client, legal person/Self-Employed Individuals contracting Business 24 Banking BCR Service.
- 1.27. **Optional mechanism for the management of the access to the accounts through Payment Service Provider** : optional facility allowing the management of the access of authorized users to the Holder's account, through Service Provider responsible for payment initiation, Information Service Provider regarding the accounts, as well as granting to BCR, by the Holder of service Business 24 Banking BCR through User Administrator, of the consent regarding the confirmation, upon payment instruments issuing, based on cards, provider' request, of the fact that the amount corresponding to a certain payment operation based on card is available in the Holder's account.

## **Art. 2. Object of Business 24 Banking BCR**

- 2.1. Through the Business 24 Banking BCR service, the Holder, in his / her own name and / or on behalf of the Business 24 Banking BCR Group Members, has the possibility to conduct bank

operations in lei / currency and to obtain banking information by electronic means referring to the following:

- 2.1.1.Payment transactions in ROL and interbanking;
- 2.1.2.Interbank and interbanking payment transactions;
- 2.1.3.Multiple payment operations consisting of the transmission of intraday and interbank payment files in lei, in a format agreed by the Bank;
- 2.1.4. Settlement / liquidation operations of term deposits in lei and foreign currency;
- 2.1.5.Foreign exchange operations;
- 2.1.6.Scheduled payments with / without cycle - standing order, in LEI intraday and interbank on Romanian territory and in currency intraday;
- 2.1.7.Direct debit intrabanking
- 2.1.8.Obtaining bank information, not limited to: account statement, historical operations, product information (current bank accounts, term deposits, collateral deposits, Ideal BCR accounts, credits, credit cards, debit instruments, etc);
- 2.1.9.Messages / notifications regarding the use of the service.

2.2.Through the Business 24 Banking BCR service, the Bank can provide the Holder with the following facilities:

- 2.2.1.Establishment of operations management rights, differentiated by each User;
- 2.2.2.Setting limits on account amounts for each User to perform bank operations;
- 2.2.3.Templates (facility for setting up predefined operations for frequent use);
- 2.2.4.Possibility to perform bank operations in lei / currency and to obtain bank information for the current banking accounts of the Business 24 Banking BCR Group Members;
- 2.2.5.Possibility to export bank information in predefined formats;
- 2.2.6.The ability to import files with compatible operations generated in other external applications.

2.3. Operations executed through Business 24 Banking BCR service are not subject to a limit on the amount imposed by the Bank.

2.4.The Business 24 Banking BCR service can be accessed using the following address: [www.bcr.ro](http://www.bcr.ro)

2.5. For the use of Business 24 Banking BCR service, the Bank offers technical support through BCR Technical Support. Technical support is provided from Monday to Friday, between 08:00 and 18:00, through the following channels:

(a) by phone at the following phone numbers:

- 0800.801.002 free of charge from all national networks
- 021 / 302.0166 (available from any network and abroad)

(c) e-mail at [bcr.multicashsupport@bcr.ro](mailto:bcr.multicashsupport@bcr.ro)

### **Art. 3 Fees and charges**

3.1.For the use of the Business 24 Banking BCR service, the Bank charges a service maintenance fee of the Business 24 Banking BCR service / Business 24 Banking BCR Group Member, according to the Applicable BCR's List of Commissions.

3.1.1. the service maintenance fee of the Business 24 Banking BCR service / Business 24 Banking BCR Group Member is established in foreign currency and is charged in LEI or foreign currency using the NBR exchange rate valid for the payment day, depending on the Client's option.

3.1.2. the service maintenance fee of the Business 24 Banking BCR service / Business 24 Banking BCR Group Member is collected monthly by the Bank through the automatic debit of the current bank account indicated by the Holder / Business Bank 24 Banking BCR Group Member in the Contractual Application Form of the Bank regarding Business 24 Banking BCR service , on the anniversary date, for the previous month, or at the date of termination of the contract concluded based on the Contractual Application Form of the Bank regarding Business 24 Banking BCR service.

3.2. For the services provided by the Bank and for the operations in LEI / currency made by the Holder through the Business 24 Banking BCR service, the Bank charges fees, taxes and charges according to the Applicable BCR's List of Commissions. The Bank automatically charges, from the current bank accounts of the Holder / Business Bank 24 Banking BCR Group Member, the fees, taxes and charges due for the operations performed and the services rendered.

3.3. The fee for the Token Device made available to the Holder is set according to the Applicable BCR's List of Commissions.

3.4. Without prejudice to point 3.1.2. of the present specific conditions, the Holder / Business Bank 24

Banking BCR Group Member hereby authorizes the Bank to automatically debit the due and / or outstanding fees and taxes from any of the current bank accounts of the Holder / Business Bank 24 Banking BCR Group Member regardless of the the currency in which they are opened using the BNR exchange rate valid for the debit day.

3.5.The Holder shall be automatically deemed in payment default to the Bank by simply meeting the payment terms according to the the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and these specific conditions.

#### **Art. 4.Rights and Obligations of the Parties**

4.1.The Bank is entitled to:

4.1.1. Disable the Business 24 Banking BCR service without first notifying the Holder if, for a period of 3 consecutive months, the Holder does not provide the necessary funds for the payment of the Business 24 Banking BCR service maintenance fee, respectively the Business 24 Banking BCR Group Member maintenance fee if applicable;

4.1.2.Not to authorize Activation of Authorized Users if there are inconsistencies between the specifications in the justifying documentation submitted by the Holder and the appointment of the Authorized Users and their management rights by the Administrator User;

4.1.3.Cease performing the operations ordered by the Holder through the Business 24 Banking BCR service in the following cases:

4.1.3.1.Non-observance by the Holder of any of the contractual obligations assumed under the the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and these specific conditions and / or the fraudulent and / or inappropriate use of Business 24 Banking BCR service;

4.1.3.2.The availability of the Holder's current bank account is restricted by law or by administrative or court decisions until the above-mentioned conditions cease to exist.

4.1.3.3 There are suspicions of unauthorized or fraudulent use of the service.

4.1.4. Refuse to process and settle the payment transactions issued by the Holder through the Business 24 Banking BCR service and / or to cease performing the operations ordered by the Holder through the Business 24 Banking BCR service and in the following cases:

4.1.4.1. If the Holder does not provide the Bank with any additional information or documents requested by the Bank;

4.1.4.2.In the case of incomplete, insufficient information, false statements from the Holder or if the Bank has suspicions regarding the information / documents / statements provided by the Holder (as well as other cases of suspicion regarding the Account / User Authorities, with regard to the nature of the operation and also where the underlying documents present suspicious items);

4.1.4.3.in conditions in which they conflict with the Bank's internal policies / procedures, including but not limited to internal or group procedures as well as international standards that the Bank complies with, the law or an order issued by an authority relevance, and the Bank can not be charged with any kind of damage suffered by the Holder as a result of its refusal.

4.1.5. To request to the Holder any data, information and documents relating to, but not limited to, the business owners and users of Business 24 Banking BCR service, as well as the purpose and nature of the operations, the source of the funds, the real beneficiary;

4.1.6. To request to the Holder any supporting documents and additional information in the case of operations ordered by the Holder through Business 24 Banking BCR service towards individuals;

4.1.7. Correct any calculation errors resulting from the Bank's administration of the Holder's current bank accounts, both at the Holder's request and at the initiative of the Bank. Any errors of calculation will not result in the cancellation of the the Contractual Application Form of the Bank regarding Business 24 Banking BCR service.

4.2. The Bank undertakes to:

4.2.1. Communicate to the Holder any period of unavailability for technical reasons or to improve the services provided. If the Bank detects a security risk of the system, the Bank will cease providing the service until the situation is remedied. Communication will be made by displaying at the Bank's premises or any other channels of communication, including by displaying it on the Bank's website;

- 4.2.2. Replace defective Token Devices, if within two years from the delivery date to the Holder of the Token Devices malfunctioning for reasons independent from the Owner's and / or its users responsibility. Upon expiration of the 2-year term after handing over to the Holder, the replacement of the Token devices is made on a fee basis, according to the Applicable BCR's List of Commissions;
  - 4.2.3. Verify that the definition and / or modification of Authorized Users and their rights made by the Administrator User through Business 24 Banking BCR service specifications correspond with the supporting documentation submitted by the Holder;
  - 4.2.4. Disclose to a third party the names and identification data of the Users or any other similar confidential information, within the limits of the law;
  - 4.2.5. Process daily instructions transmitted through Business 24 Banking BCR service, according to the work program established by the Bank to perform each type of operation, limited availability of current bank accounts of the Holder from which it ordered the respective operations and provided the data submitted are accurate, complete and compliant;
  - 4.2.6. Repay the Holder the sum of the unauthorized payment transaction and restore the payment account debited, in case they are if unauthorized payment transactions would not be made, if any;
  - 4.2.7. Transfer the entire amount of the payment transaction without charging any price of the transferred amount;
  - 4.2.8. Make sure that, after acceptance of the payment instruction, the amount of the payment transaction is credited to the payee's bank account within the execution period;
  - 4.2.9. Block the payment instrument for objectively justified reasons related to the security of the payment instrument, suspicion of unauthorized or fraudulent use of the instrument;
  - 4.2.10. Inform the Holder regarding the blocking of the payment instrument and the reasons for the lock, if possible before the blocking or at the latest immediately after the lock, unless such information would harm the safety reasons objectively justified or prohibited by other relevant legislative provisions;
  - 4.2.11. Unblock the payment instrument or replace it with a new payment instrument once the reasons for the lock cease to exist.
  - 4.2.12. Correct a payment transaction only if the Holder signals without undue delay to the Bank but no later than 5 working days after the debit date that he has detected an unauthorized or incorrectly executed payment transaction;
  - 4.2.13. Unstantly notify the User of the refusal to execute an instruction by displaying a message via Business 24 Banking BCR service;
  - 4.2.14. Execute on behalf of the Holder a payment order corresponding to each scheduled payment - standing order, only on the dates and amounts instructed by the Holder through the users appointed by it, without any other consent needed from the Holder other than that given by the Holder through the designated users via Business 24 Banking BCR service.
  - 4.2.15. Accept the actions of the Administrator User regarding the appointment of Authorized Users and their management rights of their management.
  - 4.2.16. To apply Strong Customer Authenticationprior execution of the operations for which receives instructions through BCR Business 24 Banking Service, when applicable legal reuirements require.
- 4.3. The Holder has the right to:
- 4.3.1. Challenge in writing any operations he does not recognize as soon as he becomes aware of the existence of these operations, but not later than 5 days from the date on which the operations appear to have been performed according to the statement of operations; the Bank will provide a response to the investigation within 30 days. If as a result of the investigation it appears the error is due as a result of the Bank's fault, the Bank shall take all necessary steps to reconcile operations and immediate return of the amount of the operation and fees charged to it;
  - 4.3.2. Electronically transmit instructions to the Bank regarding the amounts available in current bank accounts opened in the Bank's records and for which the Holder has opted to use the Business 24 Banking BCR service and to obtain information on these current bank accounts through the service Business 24 Banking BCR;
  - 4.3.3. Notify the Bank in writing of the deletion of certain accounts of the Holder / Business 24 Banking BCR Group Member from the list of accounts available through Business 24 Banking

BCR service;

4.3.4. To communicate to the Bank, a current correspondent bank account in the same currency for each deposit made before activating the Business 24 Banking BCR service for the purpose of taking over the management rights.

4.4. The Holder undertakes:

4.4.1. To submit to the Bank the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and any amendment to the latter;

4.4.2. To appoint and / or modify the Authorized Users and the management rights granted to them through the Administrator User and to submit to the Bank the relevant supporting documents (eg. the identity documents of the Authorized Users, decisions of the competent bodies, as the case may be, regarding the mandate of the Users), being solely responsible for promptly informing the Bank about any modification of the Users. The mandate of the Users will remain in effect for the entire duration of the contract concluded based on the Contractual Application Form of the Bank regarding Business 24 Banking BCR service or until the express change by the Holder by submitting an amendment request of the Business 24 Banking BCR service, the provisions of art. 2015 of the Civil Code not being applicable;

4.4.3. To immediately communicate to the Bank the theft, loss or unauthorized use of identification, user name and Token device;

4.4.4. To promptly notify the Bank of the modification of the data declared in the Contractual Application Form of the Bank regarding Business 24 Banking BCR service, in writing at the Bank's premises;

4.4.5. To pay the LEI equivalent of the charges due for the external devices related to the Business 24 Banking BCR service held in custody by the Holder, in the event that they have to be replaced as a result of the destruction, loss, theft and / or removal of a user of such external device and / or at the time of termination of the Contractual Application Form of the Bank regarding Business 24 Banking BCR service when the Holder and / or the User can not return them in good condition;

4.4.6. Ensure that Token Devices are used exclusively by designated Users and take the necessary steps to protect the identification information of the Users and the Token Devices received against loss, alienation or abuse. The identification information of the User (not limited to user names, question and secret response, PIN of the Token Device, etc.) will not be recorded in a form that is easily recognizable and will not be disclosed to unauthorized persons;

4.4.7. To keep in custody during the availability period of the Business 24 Banking BCR service the Token Devices received and recognize the Bank's ownership of them;

4.4.8. To acknowledge the operating conditions of the requested products, cut off time and the amount of interest, fees, taxes and charges in force for the requested operations and services, before their execution / operation / registration;

4.4.9. To express its consent for the execution of the instruction so that the payment transaction is considered to be authorized;

4.4.10. To mandate the Bank to execute payment orders corresponding to each scheduled payment on a standing order basis only on the dates and amounts instructed by the users designated by it, without any other consent needed from the Holder other than that given by the Holder through the designated Users via the Business 24 Banking BCR service;

4.4.11. To comply with the Bank's payment file structure for multiple payment operations, including for the salary rights operations;

4.4.12. If based on the Contractual Application Form of the Bank regarding Business 24 Banking BCR service the Holder decides to use a special account to initiate the payment of the salary rights use only the account statement made available through Business 24 Banking BCR service. For the special account opened by the Bank for the initiation of the payment operations of salary rights, no account statement will be issued on paper support at the counter of the Bank's units;

4.4.13. To initiate foreign currency operations only in compliance with the applicable banking legislation and, as the case may be, submit at the request of the Bank the set of supporting documents relating to foreign currency payment transactions made through Business 24 Banking BCR service;

4.4.14. To be informed of any legislative changes, including the value of currency instructions and the time at which the foreign currency payment order must be deposited with the Bank by the

Holder;

- 4.4.15.To conclude revocable direct debit mandates authorizing, for an unlimited period, the Beneficiary to issue occasional direct debit instructions on its current bank account opened with the Bank and the Bank to debit its current bank account with the amount provided in the direct debit instructions issued by the Beneficiary.
- 4.4.15.1. Ensure availability of the current bank account, including amounts representing fees owed to the Bank for the purpose of settling the transactions, in order to settle the direct debit instruction starting with the second bank business day prior to the date of completion, but by the latest on the day of the bank immediately preceding the completion date, at 14:00. There is no partial payment of a direct debit statement.
- 4.4.15.2. To facilitate the transmission to the Beneficiary of any personal information that may be contained in the Direct Debit Mandate.
- 4.4.15.3. To make payment by other means of any obligations caused by the contracts underlying the Direct Debit Mandates initiated through Business 24 Banking BCR service;
- 4.4.15.4. The Holder may revoke the Direct Debit Mandate on the basis of a revocation order submitted to the Bank via the Business 24 Banking BCR service or at the Bank's units.
- 4.4.15.5. The revocation request of the Direct Debit Mandate shall take effect from the banking business day following its receipt by the Bank.
- 4.4.15.6. The revocation of the Direct Debit Mandate does not affect any right or obligation that has arisen in connection with a direct debit statement transmitted under the Direct Debit Mandate and transmitted to the automatic clearing house prior to the moment the revocation takes effect.
- 4.4.16. To recognize the validity of the instructions / operations transmitted / performed on the basis of the electronic signature authenticated by the Bank;
- 4.4.17. To read all messages sent by the Bank via the Business 24 Banking BCR service or other communication channels and comply with them;
- 4.4.18. To notify the Technical Support service provided by the Bank as soon as it ascertains:
- 4.4.18.1. Registration of unauthorized bank operations in the current Bank's bank accounts;
- 4.4.18.2. Any error or irregularity in the Bank's current bank account management;
- 4.4.18.3. Disfunctionalities of Token devices or loss, theft, destruction;
- 4.4.18.4. Elements that raise suspicion of the unauthorized possession of user identification data;
- 4.4.18.5. To provide the Bank with any data, information and document that it requires, but not limited to the orderly transactions, the Business 24 Banking business owners and users as well as the purpose and nature of the operations, the source of the funds, the real beneficiary;
- 4.4.18.6. In the case of operations ordered by corporate clients (holders) via the Business 24 Banking service to individuals, the holders must provide, at the request of the Bank, any supporting documents and additional information.

## **Art. 5. Liability of Parties**

5.1.The Holder is responsible for:

- 5.1.1.The appointment of the Administrator User and its actions regarding the appointment of Authorized Users and their management rights;
- 5.1.2.Keeping and using the User name, token PIN, question and secret response, and unique codes generated by the token after receipt. The Holder will bear all the losses and risks arising from the disclosure or use by third parties of these security features;
- 5.1.3.The correctness of all the information transmitted through the Business 24 Banking BCR service to the Bank, as well as the obtaining of them for the purpose of performing the operations.

5.2.The Bank is responsible for:

- 5.2.1.Any error or irregularity by the Bank in the management of the Debtor's current bank accounts, within the limits of liability prescribed by law;
- 5.2.2.The value of transactions initiated after the User has notified the loss, theft, destruction, blocking, compromise, malfunction of the electronic payment instrument or the possibility of a copy thereof, or the unauthorized person's identification of the PIN code / identification code / password .

5.3.The Bank is not responsible for:

- 5.3.1. Situation in which it is proven that the Holder has not acted in accordance with the provisions of the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and the present specific conditions or that the instructions have been erroneously transmitted by the Holder;
- 5.3.2. Losses that may result from defective operation of the equipment used by the Holder in its possession or the inability of the Holder to establish communication with the Bank; any penalties, interest, owed by the Holder to the payee, if the Holder does not initiate the payment in due time, taking into account the number of days required for bank settlement;
- 5.3.3. Possible damages caused by the Holder due to incorrect instructions, delayed or other circumstances, as well as due to the non-execution of the instructions, provided the Holder has not complied with the terms of the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and these specific conditions or the current bank account Contractual Application Form of the Bank signed by the Client and implemented by the Bank;
- 5.3.4. If the unique identification code provided by the Holder is incorrect, the Bank is not responsible for the non-execution or defective execution of the payment transaction, but undertakes to make all reasonable efforts to recover the funds involved in the payment transaction;
- 5.3.5. Exchange transaction initiated by the user, if this was not accepted within the validity term communicated by the Bank.

**Article 6. Force Majeure. Unforeseeable event (caz fortuit)**

- 6.1. External, unpredictable, absolutely invincible and unavoidable events, which may impede the full execution of the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and these specific conditions, are considered to be cases of force majeure;
- 6.2. The unforeseen event is an event that can not be foreseen or prevented by the party that is prevented from fulfilling all or part of its obligations based on the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and the present specific conditions due to the occurrence of the event.
- 6.3. Force majeure or the unforeseeable event may be invoked by either party within 7 days of the occurrence of this situation, by notification to the other party, on paper or electronic means;
- 6.4. If the party invoking force majeure or the unforeseeable event does not notify the other party on the event causing the impossibility to perform the obligations within the timeframe set out above, it shall be liable for the damage caused to the other party.
- 6.5. The occurrence of a Force majeure event automatically suspends the obligations of the parties during this situation;
- 6.6. The Bank and the Holder are not liable for any loss due to the disruption of operations due to force majeure or unforeseeable events;
- 6.7. Force majeure and unforeseeable events shall not exonerate the Bank and the Holder from the execution of the payment obligations provided by the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and these specific conditions, except to the extent that these events affect the Bank's payment systems or the banking system.
- 6.8. If force majeure or unforeseeable events prevents one party from performing its contractual obligations for more than 30 days, then either party is entitled, in the absence of any other agreement, to terminate the contract concluded based on the Contractual Application Form of the Bank regarding Business 24 Banking BCR service by written notice addressed to the other party, without claiming damages.

**Art. 7. Modification of Business 24 Banking BCR**

- 7.1. Without prejudice to Article 4.1.2 of these specific conditions, the Bank may modify and supplement the specific conditions and / or add or implement new functionalities related to the service and / or modify, suspend or terminate any existing functionality of the service by notifying the Holder, on support paper by means of a letter of acknowledgment of receipt and by means of electronic communication, giving the Holder the possibility of accepting them or terminating the services provided by the Bank;
- 7.2. The Holder has 30 calendar days from the date of receipt of the notification to analyse the new conditions and to notify the Bank on its option. The failure to call the option within the term specified

above is considered as a tacit acceptance by the Holder of the new conditions.

#### **Art. 8. Termination of Business 24 Banking BCR service**

The contract concluded based on the Contractual Application Form of the Bank dedicated to Business 24 Banking BCR service is terminated:

- 8.1.In the event one of the parties ceases to exist;
- 8.2.By unilateral termination as a result of the non-performance by one of the parties of the obligations stipulated in the Contractual Application Form of the Bank regarding Business 24 Banking BCR service and the present specific conditions. The party concerned will notify the defaulting party of the non-execution event as well as the relevant remedy period of the inappropriate performance of the contractual obligations. The date on which the defaulting party receives notification shall be considered the date of its placement in default, in compliance with the law. If within the time specified in the notice the defaulting party does not properly perform its contractual obligation, the other party shall be entitled to send a written notification stating the unilateral termination of the contract concluded based on the Contractual Application Form regarding Business 24 Banking BCR service;.
- 8.3.By automatic termination (*pact comisioriu* in Romanian), if for a period of 3 consecutive months the Holder does not provide the necessary funds for payment of the Business 24 Banking BCR service maintenance fee / the Business 24 Banking BCR Group maintenance fee. In such a case, the termination will occur lawfully upon expiration of the above period, without any notice or other judicial or extrajudicial formality.
- 8.4.Automatically on the date of closing the current bank account indicated by the Holder for automatic debiting with the corresponding fees for the Business 24 Banking BCR service;
- 8.5.If the Bank ceases to provide Business 24 Banking BCR service, with the prior notice of the Holder;
- 8.6.On the unilateral termination, with a 15 calendaristic day notification sent by the party requesting the termination of the regarding Business 24 Banking BCR service;
- 8.7.In case of prolongation of the conditions of force majeure or fortuitous case according to Art. 6 of these specific conditions.

## **SCHEDULE 8 - Terms and Conditions for the Operation of the offline BCR Simple Payments payment method for transferring the emoluments to bank accounts / depositing amounts to the collateral deposit accounts for the deposit of material guarantees opened on behalf of the Client**

### **Article 1. Definitions**

**1.Application of BCR Plati Simple** - represents an offline payment solution for making payments of emoluments to the beneficiaries of the Client, hereinafter referred to as Beneficiaries (with which the Client has a contractual relationship generating some emoluments) or for depositing amounts of money retained from inventory-clerks salaries on the accounts opened on behalf of the Client, as material guarantees.

The application was created to generate payroll files / emoluments / depositing amounts of money retained from inventory-clerks salaries on the accounts opened on behalf of the Client processed on the "offline" stream (which involves generating at the client's premises, exporting from the application and transporting electronically to BCR counters or sent by e-mail signed with extended electronic signature on the basis of a valid qualified digital certificate, the actual payment being made to the banking unit).

### **Article 2. Specific conditions for using BCR Plati Simple Offline Application**

2.1. By signing the Contractual Application Forms of the Bank regarding the account opening and/or initiation of the business contractual relationship based on which the Client opts to use the offline application BCR Simple Payments, the Bank executes at the request of the Client instructions for payment of the emoluments to the current bank accounts of the Beneficiaries / to the collateral deposit accounts for the material guarantees opened on behalf of the Client only subject to the following conditions:

2.2. The Bank provides the Client with the digital application for generating the electronic file with payment instructions for payment of emoluments / maintenance of the collateral deposit accounts for the material guarantees to be submitted to the Bank. The software application is made available to the Client by the Bank either on magnetic media or can be downloaded by the Client directly from the Bank's website: [www.bcr.ro](http://www.bcr.ro);

2.2.1. In order to carry-out a payment of the emoluments to a bank account / depositing of the amounts of money to the collateral deposit accounts as material guarantees, the Client shall submit to the Bank:

2.2.1.1 at Bank's counters, the electronic file with payment instructions, accompanied by a centralizing payment order, generated by the application signed by persons appointed to represent the Client within the relationship with the Bank, in two copies.

2.2.1.2 or sent by e-mail from the e-mail address declared as the one for transmission of the documents deemed as originals, the electronic file with payment instructions, accompanied by the centralizing payment order generated by the application, signed and scanned, attached to the e-mail. In the absence of a handwritten signature, the persons appointed to represent the Client within the relationship with the Bank may transmit the centralized payment order signed with the extended electronic signature issued on the basis of a valid qualified digital certificate.

### **Article 3. Authentication of Payment Instructions:**

3.1. In order to authenticate payment instructions, the Bank will use:

- The electronic file generated by the application with an electronic signature that guarantees its authenticity
- the signature specimens of the authorized persons, in relation with the Bank, for the centralized payment order generated by the application, signed by the Client.

3.2. If, following the verification of the electronic file with payment instructions submitted by the Client:

- the electronic payment instructions file does not comply with the structure, size and format requested by the Bank, as specified in the software application manual provided to the Client by the Bank;

- the total amount of payment in the electronic file does not correspond to the amount mentioned on the centralizing payment order, signed by the Client;
  - the number of payment orders in the electronic file does not correspond to the number mentioned on the centralizing payment order, signed by the Client;
  - other inconsistencies
  - the Client account from which the payment is made, mentioned in the electronic payment instructions file, does not have sufficient balance available
- the Bank will not proceed with the processing of the payment instructions and will proceed as follows:
- if the Client has provided the bank with the electronic payment instructions at the bank's counter, he will return the electronic file together with the magnetic media and the centralized payment order;
  - if the Client has made available to the Bank the electronic file with payment instructions via e-mail, it will communicate to the Client, on this correspondence channel, the reasons for not processing the file.

#### **Article 4 Obligations of the Clients**

- 4.1. The Client assumes full responsibility for the accuracy of all amounts and information entered on the documents and within the transmitted electronic files / submitted to the Bank with the instructions to pay the emoluments / depositing the amounts on the collateral deposit accounts as a material guarantees.
- 4.2. In order to make payments, if the Bank's system identifies errors in the processing of the file, the Client undertakes to bring to the bank or e-mail a new electronic file for the unprocessed payment instructions on the same bank business day in which the errors were identified, or by the end of the next banking day.
- 4.3. The Client accepts that the Bank has exclusive rights over the digital application and undertakes not to copy, grant the right of use to any third party, modify or interfere in any way with the digital application, otherwise it is bound by the obligation to entirely indemnify the Bank for any damage caused as a result of the breach of the obligation mentioned in this clause.

#### **Article 5 Obligations of the Bank**

The Bank undertakes to process the payment instructions in the Beneficiaries accounts / accounts for depositing material guarantees according to the centralized payment order and the electronic file with payment instructions received from the Client, until the end of the next working day.

#### **Article 6 Commissions**

For the operations performed and the services provided on the basis of this service, the Bank charges commissions according to the Applicable BCR's List of Commissions.

#### **Article 7 Contractual liability**

The Bank is not responsible for the non-execution of the payment instructions in the Beneficiary's bank accounts, provided that the documents have not been submitted or transmitted under the conditions set out in Article 2.2.1.