

You and SEB Bank

General Rules

Effective from 20 September 2004

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You and SEB Bank

General Rules

Section 1. Thank you for choosing SEB as your bank

We seek to ensure that our services meet your expectations. The General Rules provide you with information about what you as a customer can expect from us and what we expect from you.

- The provision of our services is subject to these Rules and the price list published on our website
- After you select a specific service, we may furnish you with additional information such as the Terms and Conditions of Service Provision and the Rules for the Provision of the Service, or ask you to enter into an agreement on the provision of the service. The service terms and conditions, the rules for the provision of the service and the service agreement will have precedence over these General Rules
- We will communicate with you in Lithuanian or English – depending on your choice
- Our details: AB SEB bank, company registration No 112021238, [registered office address Konstitucijos pr. 24, LT-08105 Vilnius](#), Republic of Lithuania, data on the company registered and kept in the Register of Legal Entities. SEB bank operates under the supervision of the Bank of Lithuania and under banking license No 2. Email address: info@seb.lt, contact telephone numbers of the bank are provided on the website

Section 2. Why is it important to inform one another?

It is important to us that you inform us in a timely manner about changes in your personal data and other data and we can notify you about changes in our services, service charges and other important terms.

- In particular, it is important that you inform us immediately about:
 - changes in your personal data, contact details or place of residence; revocation of the power of attorney issued to your representative
 - changes in the details of the legal entity represented by you, changes in other details or a change of your representatives, revocation of the power of attorney
 - any other circumstances that may be important when implementing the service agreement, and that you provide documentary evidence (e. g. initiation or institution of bankruptcy or restructuring proceedings; liquidation, reorganization or transformation of the company represented by you, etc.). We are not always able to obtain such information directly from public registers, so we kindly request you to provide us with such information within the term and according to the procedure established by law

Our service quality, effective provision of services, and protection of your accounts and data provided to us depends on timely receipt of information from you

- We will send you information using the contact details specified by you. Therefore, if you fail to inform us about changes in your contact details, you might not receive important information or other parties might receive the information intended for you
- You may select the most convenient way of communicating with us, for example, via Internet Bank, by email, by mail post, by telephone, etc. We try to be accessible by the means most convenient for you, and therefore we will use and launch the new communication channels in future
- If you have specified of your electronic contact details to us (email, mobile telephone number, etc.), we will consider that you have received information sent to you via the above-specified channels. Therefore, it is important that you check the information received from us on a continuous basis
- You can find statutory information about deposit insurance on our website. At your request, we will furnish you with the information print-outs at any branch of the bank

! If we fail to receive your notice of changes to your details, we will deem that the provision of information using your details available to us constitutes due fulfilment of our obligations to you.

We seek to ensure that the exchange of information between us is as quick as possible, therefore, we publish our notices and or deliver the notices in person to the contact details given by you.

- You can receive or submit personal notices by phone, via the Internet Bank, by email, by post, via other electronic channels or at any branch of the bank
- Please send your notices using contact details specified on our website
- We publish notices that must be made public on our website and in the bank branches

! Please note that your verbal notices to us can be recorded and kept according to the procedure prescribed by law.

- We choose the method of provision of our notices – public or personal – depending on the nature and content of the notice, legal requirements, and terms and conditions of our service agreements
- We will deem that our notice is received by you if:
 - upon expiry of 5 (five) days (when sending in Lithuania) or 14 (fourteen) days (when sending abroad) after the sending of the notice by ordinary post
 - on the nearest banking day upon posting, if the notice has been sent via email or other electronic channels
- Where you are using a bank service jointly with another person, we will send relevant notices to any of you. Therefore, it is very important that you share such information with the service co-user

- If an agreement is signed in Lithuanian and English, the text in Lithuanian will prevail

Section 3. What you should know about representation?

You can use our services and execute the requisite documents either yourself or by authorizing another person. If you have been authorized by another person, please provide us with a notarized power of attorney.

- To protect your interests, we may request you to act personally and not through a representative (for example, if we have contradictory information about your representative or his / her intentions or if the representative's behaviour raises reasonable doubts over proper representation)
- Security of your funds is always in the focus of our attention. Therefore, we may request you to take certain actions personally, for example, collecting your identification tools (card PIN code, tools for logging in to the Internet Bank, passwords, codes etc.)

Section 4. How to submit electronic documents?

You can compile the documents submitted to us electronically. Your applications, instructions and other documents submitted to us by you and confirmed by the electronic means acceptable to the bank will have the same legal force as the manually signed documents.

Section 5. What is important when submitting documents?

To protect your funds and interests, it is important for us to make sure that documents are genuine, therefore, we always ask you to provide original documents or copies certified by a notary.

- Documents issued abroad must be additionally certified by Apostille or legalized (depending on the issuing country). We will accept documents without the above-specified certification if they are issued in the countries with which Lithuania has signed relevant agreements. Documents drawn up in foreign languages should be translated into Lithuanian. The translation needs to be signed by the translator and his/her signature certified by a notary

! Please remember that you are responsible for the truthfulness of the information and the validity of documents submitted to us.

Section 6. What is important to know about charges, interest rate and payments?

We apply service charges and / or charge interest on services.

- The majority of the charges for our daily services (charges for money transfers, payment card charges, etc.) are specified in the price list, which is available on our website and in the bank branches. Some other service charges and interest rates and procedures for application thereof are specified in the services agreements or the rules for the provision of specific services and we recommend that you should read them carefully

- Information about terms and conditions of deposits and interest rates is available on our website and in the bank branches
- Your accounts are debited with the amounts of the charges, accrued interest and other amounts on the due date without your separate instruction. Please ensure that the required amount of money is available in your account on the due date
- Amounts due are debited in the euro or any other currency, depending on what is stipulated in your service agreement or in the price list
- If balance of the account in the currency indicated in your service agreement is insufficient, we will, without your separate instruction, convert the account currency into relevant payment currency at the base exchange rate or debit the required amount to your other accounts
- At the beginning of each calendar year, we will provide you (if you are a consumer) with a Statement of Commission Fees for the previous year, including all fees related to your payment account in your Internet Bank free of charge. If you are not using the Internet Bank, at your request we will provide you with a copy of the Statement of Commission Fees at the bank branch. In case of termination of Framework Agreement, the Statement of Commission Fees shall be provided for a period from beginning of calendar year until termination of Framework Agreement day
- In the scope of Statement of Fees and Fee Information Document the bank service charges are referred to as 'commission fees'
- If the Service you use is subject to the interest rate containing periodically variable component (Benchmark), usually called base rate in the service agreements (e.g., EURIBOR, LIBOR), we will apply the below specified provisions:
 - if the Benchmark is not published or available, it has or will cease to be provided, it may not be used or its determination methodology has materially changed or it cannot be applied due to any other event beyond our control, we will replace the existing Benchmark set out in the respective service agreement or the rules with a new Benchmark reasonably chosen by us (a New Benchmark)
 - we will notify you in writing about the replacement of the existing Benchmark and the date the New Benchmark becomes effective (the Effective Date)
 - in relation to the financing services, if you do not agree with the New Benchmark, you are entitled, within [60 (sixty) calendar days of our notice dispatch date (Termination Period), to early termination of the respective service agreement in accordance with the terms of such service agreement and repay the outstanding amount and other amounts due. If you fail to repay the outstanding amount and other amounts due within the Termination Period, the New Benchmark shall apply starting from the next date of fixing the Benchmark
 - if within the period from the date of notification of a change of the Benchmark until the Effective Date we are no longer able to continue using the existing Benchmark, the most recently available Benchmark shall apply until the next date of fixing the Benchmark
 - if the Benchmark is not published or available on a certain date due to technical reasons,

until the next date of fixing the Benchmark (or until the date when the New Benchmark is applied) we will apply the most recently available Benchmark

- if in the respective service agreement we have mutually agreed that a negative Benchmark equals zero (0), then the same provision shall apply, if the New Benchmark is negative

If in the respective service agreement or the rules it is expressly agreed otherwise, we will not apply the above provisions.

Section 7. What is important when making payments under financing agreements?

Funds received from you will be allocated by us according to the procedure stipulated in your financing agreement. If such procedure is not established, the funds will be allocated according to the procedure prescribed by law.

- If you have any outstanding amounts payable to the bank under several service agreements, please, when paying, necessarily indicate the specific agreement under which you are paying. If you fail to do that, we will distribute the amounts received at our own discretion

Section 8. What actions will we take in extraordinary circumstances?

We always meet our obligations. Sometimes, however, we may have to suspend the fulfilment of the obligations due to specific circumstances or for other valid reasons, such as:

- During the upgrading of our information system and elimination of the identified drawbacks, short-time disruptions in the provision of the services may arise. We seek to plan similar type works in such a way that inconvenience for you is minimized, therefore, the works are usually carried out at night or during non-business days. We always seek to give you an advance notice of such works. Still, in order to avoid potential losses, we might need to eliminate the drawbacks of the information system when we have an opportunity at any time of the day. In such cases, some or all banking transactions may be temporarily unavailable
- Failures of interbank settlement systems or other extraordinary circumstances beyond our control, in which case some or all banking transactions may be temporarily unavailable
- If any market destabilization event exists or persists, it shall mean the existence or persistence of the circumstances that have a material impact on the interbank market, i. e.
 - before 12.00 noon on the day of setting variable interest rate portion, no variable interest rate portion (interest rate base) of the currency concerned and the period concerned is announced
 - in the interbank market we are unable in the normal conduct of business to get the required sufficient relevant-period amounts in deposits in the currency concerned and / or the costs of borrowing in a relevant amount and currency over the variable interest rate period exceed the base interest rate of a relevant period
- in case of occurrence of force majeure (for instance, natural disasters, military actions, fires,

explosions, destroyed communications, strikes, lockouts, actions of government institutions, either lawful or unlawful, etc.), due to which we may suspend the fulfilment of our obligations in full or in part

Section 9. What should you know about the Framework Agreement?

Entering into the Framework Agreement

You enter into the Framework Agreement with us upon signing the Bank Account Agreement or other agreements based on which a payment account is opened for you and (or) we provide other services linked to the payment account.

The General Rules shall be applied to the Framework Agreement and other service agreements signed by you with us – not depending on whether it is specified in the above mentioned agreements.

We would like to draw your attention:

- If you are a consumer and have opened a bank account for consumption purposes, the bank account may not be used for the purposes related to your business, trade, craft or profession
- If you are a corporate customer and have opened a bank account for the purposes related to your business, trade, craft or profession, you may not use it for consumption purposes
- If you have opened a deposit account at the bank, you may use it only following the procedure set by law for keeping funds of other persons on a trust basis

The Framework Agreement consists of:

- the Bank Account Agreement or any other agreement in accordance with which we open a payment account for you and / or provide other payment account-related services
- the General Rules (including all Annexes thereto and the price list)

The Framework Agreement takes effect on the date of its signature and remains effective for an unlimited period, unless the Bank Account Agreement or any other agreement in accordance with which the payment account is opened and / or we provide other payment account-related services if not specified otherwise.

Amendments to the Framework Agreement

Amendments to the Bank Account Agreement and other service agreements may only be made by written agreement of the parties, if not agreed otherwise.

We may amend the General Rules on unilateral basis for valid reasons, provided that this does not infringe your interests, for example, due to a change in technical conditions of the services, upgrading of the information systems, compliance with the law or for other substantial reasons.

We will give you a 60 (sixty) calendar days' written notice of amendments to the General Rule. The amendments will be published on our website, and, if you are a consumer (not a corporate client),

will be notified to you personally.

Please inform us, if you do not agree to amendments to the General Rules. In such a case, you may terminate the Framework Agreement prior to the effective date of the proposed amendments with an immediate effect and without any charge. If we do not receive your request to terminate the Framework Agreement, we will deem that you agree to the proposed amendments.

If amendments to the General Rules means more favourable terms of services, for example, the rates are reduced, additional opportunities are provided, etc., such amendments will take effect on next day after the date of their publication or on the effective date specified in the notice.

You can familiarise yourself with the current General Rules and previous versions thereof on the bank's website or by visiting any branch of the bank. At your request, we may furnish you with a hardcopy of the General Rules or a digital copy thereof in a durable medium.

We are entitled to assign the rights and obligations or any part thereof arising out of the Framework Agreement to another person without your consent.

You are entitled to assign the rights and obligations or any part thereof arising out of the Framework Agreement to another person only subject to our prior consent.

Termination of the Framework Agreement

- You may terminate the Framework Agreement at any time by giving us a 30 (thirty) calendar days' written notice. You will not be liable to pay any termination charge unless your agreement was in effect for less than 6 (six) months and a relevant charge has been included in the price list
- We may terminate the Framework Agreement by giving you no less than 60 (sixty) calendar days' written notice, if
 - your account has been dormant for a period exceeding one year
 - we change technical conditions of our services
 - due to technological changes in IT systems
 - or for any other reasons
- Where your payment account is the main payment account included in the list of minimum banking services established by the Bank of Lithuania (in accordance with the Law on Payments of the Republic of Lithuania), we may terminate the Framework Agreement by giving main account has not witnessed any transactions over a period of 24 (twenty four) months or for other reasons
- We may terminate the Framework Agreement without notice only if any of the following valid reasons exists:
 - you have provided incorrect or incomplete information or have refused to provide or update it (and such information is essential for us)

- you have failed to provide the requisite information about your financial position
- you have failed to inform us about changes in the information (which is essential for us) and / or any new circumstances that can have an adverse impact on the discharge of your obligations
- we have reasonable suspicions that you are related to money laundering and / or other criminal activities and/ or you are avoiding/refusing to provide information about the origin of funds or assets or other data within the set time limit
- we possess well-grounded information, which raises doubts over your reliability
- if you are a prohibited party or a high probability exists that you may become a prohibited party, your payment transactions are related with the prohibited party
- you are using the payment account for other purposes than those specified for us at the moment of the account opening
- if you are an electronic money institution, payment institution or a credit institution and keep funds of other persons in the payment account opened in its name and /or performs the payment transactions in the name of other persons
- for other substantial reasons

We will inform you about the unilateral termination of the Framework Agreement for valid reasons immediately.

Your guarantees upon termination of the Framework Agreement

- Upon termination of the Framework Agreement and closing your payment account, the balance of funds will be:
 - transferred, at your request, to another account specified by you no later than within 5 (five) calendar days after receipt of your request to terminate the Framework Agreement
 - transferred to any other account held by you with the bank (if any) or to the bank's internal account, if you do not have another account and have not specified another account for the transfer of funds. Funds transferred to the bank's internal account, at your request, will be transferred to another account specified by you
- If you are a consumer, upon termination of the Framework Agreement any regular service charges will be refunded to you in proportion to the period during which you were not using the services
- If you are a consumer, upon termination of the Framework Agreement you can always receive information, in hardcopy format or in a durable medium, about payment transactions in your account during the recent 36 (thirty six) months or throughout the term of the agreement, if less than 36 (thirty six) months have elapsed since the effective date of the Framework Agreement

Section 10. Entering into a service agreement and amendments hereto

Service agreements are normally concluded and amended by mutual agreement. Sometimes, however, for the purposes of upgrading our information systems, technologies or services and service processes or compliance with the acts of law and Visa or Mastercard requirements, we may make amendments to your service agreement without your consent (even if the service agreement stipulates that amendments may only be made by written agreement).

- Amendments to the service agreement will not affect the essential terms and conditions thereof, and your rights and interests will not be infringed
- We will give you a 60 (sixty) calendar days' written notice of the amendment by publishing it on our website, in the bank branches and in the Internet Bank or informing you personally
- Term deposit agreement may be amended or terminated using the Internet Bank (does not depend on its signature venue)
- We are entitled to assign the rights and obligations or any part thereof arising out of the Service Agreement to another person without your prior consent
- You may assign the rights and obligations or any part thereof arising out of the Service Agreement to another person only subject to your prior written consent

Section 11. What should you know about entering into a service agreement via electronic channels?

After entering into an agreement on use of electronic channels, we agree that any agreements signed in your name via the electronic channels, executed securities transactions, submitted notices, applications, payment orders and other actions that are confirmed using the personalized security credentials acceptable to the bank, are mandatory for you and have the same legal effect as the documents confirmed with your signature.

After entering into the agreement on use of electronic channels, you or your representative may:

- conduct payment transactions
- receive information and submit notices
- enter into agreements
- be recognized (identified) remotely on our website, websites of other SEB Group members and third persons
- take other actions permitted by us

If you are a consumer and would like to agree on the services offered by the bank via electronic channels, we will apply the below specified additional terms:

- any service agreement concluded via electronic channels will take effect upon expiry of 14 (fourteen) days after the day on which it was signed, however if you start using the service immediately, you will be deemed to have accepted them and that the agreement comes into effect on the date of its signature

- you can renounce a service agreement concluded by this method freely and without any charge within 14 (fourteen) days after its signature date by giving us a written notice at the bank branch (the branch addresses are provided on our website) or via the Internet Bank
- if you terminate the agreement within 14 (fourteen) days, you will have to pay for the services actually provided
- at your request, at the bank branch you may receive a hard copy of the service agreement concluded via electronic channels

Section 12. What should be done in the case of any misunderstanding?

We always seek to resolve any misunderstandings in an amicable way and endeavour to ensure that our services meet your expectations. In order to provide feedback on the quality of our services or looking for a solution, please first contact us using the contact details published on our website. If you failed to receive a response and the issue has not been resolved, you may inform us by submitting an enquiry or a claim. For more information see our website.

- In order to receive a response to your enquiry or claim as quickly as possible, please describe the situation in detail and provide relevant documents
- We will reply to your written enquiry about additional information on the bank's services no later than within 30 (thirty) calendar days
- We will reply to your written claims concerning improper provision of payment services no later than within 15 (fifteen) business days
- We will reply to your written claims concerning improper provision of other services no later than within 30 (thirty) calendar days
- If you are a consumer and you are not satisfied with our response, you may contact the Supervision Board of the Bank of Lithuania (address Žalgirio g. 151, Vilnius, website www.lb.lt) within one year after the date of receipt of our response. You may also defend your infringed rights in court
- In the process of consideration of a claim or an enquiry concerning an unauthorised payment transaction executed using a payment instrument, we may return the contested amount to your bank account and having established that the claim is ungrounded, we will debit the account with the said amount
- In the event of referral of the case to court, a lawsuit will be filed against you in Vilnius City District Court or Vilnius Regional Court depending on the lawsuit amount. This clause is applicable to legal entities only
- Any legal issues or disputes between us will be governed by the Lithuanian law, unless we have agreed otherwise
- We may record any telephone conversations related to the provision of the bank services, entering into of the agreements and implementation thereof. Any recordings of such telephone

conversations and notices received via other electronic channels will be considered evidence in case of a dispute resolution in court

- If an enquiry or a claim is submitted after 16.00, it will be deemed that it has been submitted on the next business day

Section 13. How do we use your entrusted information?

We use your personal data and other information provided to us for offering you advice or banking services as well as for informing you about any new or advanced services. The information is necessary for your identification and for ensuring the security of your funds and information. Information on your data processing is provided in the *Policy of Personal Data Processing of SEB companies in Lithuania*, which is available at www.seb.lt, section 'Important information and documents'.

Section 14. What is confidential information and information constituting a bank secret?

Any information related with you, information known to us that should be kept secret in accordance with acts of law constitutes the bank secret.

All information submitted to you by us is deemed to be confidential and also information about the transactions and terms thereof. Confidential information may be disclosed to third persons only subject to our written consent.

Information constituting the bank secret may be disclosed in cases and following the procedures provided for by acts of law or based on mutual agreement.

If you provide us with information constituting the bank secret when submitting an application for entering into the Framework Agreement, service agreement, or at the moment of entering or implementing thereof, we consider that you entitle us to disclose information constituting the bank secret to:

- payment and other service providers involved in implementation of the transaction signed with you (for example aiming to execute payment, personalize the payment card, etc.);
- insurance, reinsurance service providers and insurance intermediaries;
- financial instruments trading venues, brokerage firms, central depositories, fund distributors and fund managers when you buy or transfer the investment fund units using our services, trade repositories and other entities, which are directly or indirectly involved when providing the services related to investment in financial instruments to you;
- SEB Group members, the list thereof is available on website www.seb.lt, when necessary for financial reporting, audit, risk assessment, or when we use shared information systems or technical equipment (servers) or when necessary for service rendering;
- entities that provide us the debt collection services or debt recovery services;
- enterprises offering the message dispatch, direct marketing, event management and

related services;

- enterprises which execute and administer the SEB loyalty programs in Lithuania, e. g., Mylimiausia kortelė;
- service providers, which offer the payment instrument and personalized security data production services;
- our professional advisers, auditors;
- other persons to the extent related with our business sale, mergers, procurement or reorganization of all business activity or any portion hereof, or when implementing similar business transformations (including potential or current business purchasers and their advisers);
- persons in whose favour we (the bank) transfer, pledge, sell or intend to transfer, pledge or transfer rights, claims or obligations, arising out of the agreement signed with you;
- auditors, about the audited business customer.

! We would like to draw your attention that by sending or preferring to receive notices and any other information via email, by telephone or other electronic channels, you assume the risk of potential disclosure of confidential information or the bank secret to third parties.

! Transmission of your personal data to other parties in the cases specified in this Section is not deemed to be disclosure of the bank secret or confidential information.

Section 15. What should we know about international sanctions and national restrictions?

In order to comply with the requirements of economic and other international sanctions, we can impose service restrictions or terminate the Framework Agreement and / or the service agreement.

We may refuse to establish the business relationship, enter into the Framework Agreement and / or service agreements, provide services or impose service limitations (including the execution of payment orders and disposal of funds) and we are not be liable for the related losses incurred by you in the following cases:

- you are a prohibited party or high probability exists that you may become a prohibited party;
- you are related with the prohibited party;
- transactions in your account are related with the prohibited party (including transfers of funds in your favour);
- when executing any requirements or restrictions established by correspondent banks or other banks.

! We would like to draw your attention that you are responsible for ensuring that your actions, failure to act, or use of any services or (direct or indirect) receipt of funds under the Framework Agreement by you or any person related with you does not violate the sanctions and / or result in (or may result in) the bank sanctions. We are not responsible for the losses (damage) incurred by

you if your actions or failure to act results in a breach of sanctions.

Section 16. Electronic money and payment institutions and credit institutions' payment account management features

- The purpose of the payment accounts of the electronic money and payment institutions and credit institutions is to keep funds of the institutions and perform the payment transactions in the accounts that are necessary to maintain business and organizational affairs of such institutions only
- Electronic money and payment institutions may hold funds of other persons only in the special accounts meant for holding other persons' funds in trust, and said special accounts may be used, on the basis of a separate agreement with the bank, for executing payment transactions in the name and from the funds of other persons
- The credit institutions may conduct the payment transactions on behalf of other persons on the accounts opened for this particular purpose based on a separate agreement with the bank

Section 17. What definitions are used in the General Rules?

In order to ensure that you and we understand the terms used in the General Rules and the Annexes thereto in the same way and correctly, we provide an explanation thereof below:

due date – a calendar date specified in e-invoice means payment due date;

authentication – a procedure performed by us in order to verify your identity, the lawfulness of use of the payment instruments including its personalised security credentials;

authorisation – your consent given to us to conduct a payment transaction in mutually agreed ways or in other manner acceptable to the bank;

banking day – a day on which the bank conducts banking transactions and carries out the relevant activities. We conduct payment transactions between accounts in our bank on a daily basis. Transfers of funds to accounts in other banks are performed on business days provided that the settlement centre through which the transaction is executed is open for business;

bank charges – charges applicable to our services as stated in the price list and the service agreements;

contactless payment card – a debit or credit card, which can be used for a contactless payment and which bears the contactless symbol;

contactless payment by payment card – a transaction performed by means of a contactless card, which has to be touched against a card reader marked with the special symbol;

contactless payment by mobile device – a payment service for the holders of payment cards by using the SEB app or any other service provider's app selected by the holder of payment card or permitted by the bank;

CVC code – a personalised security code used for on-line payments and service venues. The CVC code consisting of 3 digits is written on the back side of the payment card. This code forms an integral part of the personalised security features of a payment card, and in case of its disclosure, blocking of the payment card is not needed;

business day – any day except for days-off and holidays;

debit card – a payment card that is linked to the payment account and which is a tool for managing your funds kept in the account;

Debit Card Agreement – an agreement signed by you and the bank under which a debit card has been issued to you and which establishes the terms for the use of the debit card;

electronic channels – the channels through which we provide services and information to you remotely, using the means of communications. Such means and channels include the Internet Bank, telephone, the systems of service provision by SMS and other electronic service channels of the bank, which enable you to enter into transactions and to exchange information between you and us;

electronic card reader – a device installed at a point of sale and / or service point for payments by card;

e-invoice – an electronic invoice issued to you by a seller for the services provided and / or goods bought;

automated payment of e-invoice – payment against an e-invoice issued by the seller, where you instruct us to automatically transfer funds from the account specified by you;

e-invoice automated payment agreement – an agreement between you and us under which we pay, on your behalf, the e-invoices issued by the seller;

e-invoice forwarding address – a bank account number (the IBAN format) specified by you in your application for the e-invoices;

payee – a private person or a legal entity, another organisation or a division thereof specified in the payment order as the recipient funds in the payment transaction;

benchmark – any index by reference to which the amount payable under a financial instrument or a financial contract, or the value of a financial instrument, is determined, or any index that is used to measure the performance of an investment fund with the purpose of tracking the return of such index or defining the asset allocation of a portfolio, or computing performance fees;

Internet Bank - the electronic system of online services of the bank;

investment service – a service for investments in deposits, investment fund units, pension funds, other financial instruments or the unit-linked life insurance;

account statement – a document in which we provide information about the payment transactions executed in your payment account over a certain period;

price list – a list of services and transactions stating the fees applied by us and other important

information;

client – a private or a corporate client using our services;

card holder – a private person having the right to use a payment card and to execute the payment transactions from his / her account or from another person's account subject to authorisation;

card agreement – a debit card agreement or a credit card agreement;

credit card – a payment card linked to a credit card account, which is the tool for managing funds in the credit card account and the credit limit (if any);

Credit Card Agreement – an agreement between you and the bank under which a credit card has been issued to you, which sets out the terms and conditions for the card use, and specifies the credit limit granted to you personally as well as the terms and conditions of its use;

credit limit – a credit limit granted to you personally, which can be used for your personal needs, if you are a consumer or for business purposes, if you are a corporate customer;

beneficiary of funds – a person that has provided services or sold goods and issued an e-invoice

funds transfer – a payment service whereby we transfer funds against a payment order received from you, from your account to the beneficiary's (your or another person's) account;

limit (the definition is used in the E-invoice Rules) – your indicated maximum amount that can be paid automatically against an e-invoice per day and / or per calendar month;

mobile device – a mobile device (e. g. smart phone, watch, bracelet, ring, etc.), to which the SEB app or any other service provider's app selected by the holder of the payment card and permitted by the bank is installed;

payment day – the day of automated payment against an e-invoice as selected by you;

payment card – a debit card or a credit card issued to you as an electronic payment instrument;

payment period – the period specified by the beneficiary of funds in which the day of automated e-invoice payment as selected by you must be included;

payment order – the payer's or the payee's instruction for executing a transaction given to us;

payment transaction – transfer of funds to / withdrawal of funds from an account or a funds' transfer initiated by the payer or on his behalf or by the payee;

payment service provider – an entity (a bank, a payment institution, etc.) providing payment services to the payer or the payee;

payment instrument – personalised means and / or certain procedures on which we have agreed with you and which you use for payment purposes (e. g. the Internet Bank, a payment card, etc.);

payment account – an account opened in your name, which is used for payment transactions;

payer – a private person or a legal entity, another organisation or a division thereof that issues the payment order;

non-business day – days-off (Saturday and Sunday) and public holidays (listed in Article 123 of the Labour Code of the Republic of Lithuania);

basic currency exchange rate – a currency exchange rate published on our website and used for the currency exchange;

additional card holder – a payment card holder, who has been authorised by the account holder to conduct the payment transactions with the payment card linked to the account owner's account. By completing an application for the issue of an additional payment card, the account owner agrees to the use of his/her account by other persons to whom the additional payment card has been issued;

Additional Credit Card Agreement – an agreement concluded with the person specified by the holder of the main payment card, which sets out the requirements for the use of the additional credit card;

Terms and Conditions of Service Provision – terms and conditions of provision of a specific service with which you are made conversant while ordering a service or concluding an agreement;

service recipient number (Service ID) – a unique number of a service/goods supply agreement assigned by the beneficiary of funds and used in its system (client code, client number, reference number, etc.);

Service Agreement – an agreement on the provision of a specific bank service between you and us;

credit e-invoice – an invoice issued to you by the beneficiary of funds upon updating the details of the e-invoice issued earlier;

durable medium – a medium in which certain information intended for you personally is stored in such a way that it is accessible during a certain period and from which information can be restored unmodified;

personalised security credentials – data used for authentication purposes, which we provide to you or which is created using a personalised means issued to you by us (e. g. a PIN code, code generated by the SEB mobile app, and also passwords, codes, keys or combinations thereof used for your identification);

PIN code – a personalised security feature known only to the payment card holder and used to confirm the authenticity of transactions conducted with a payment card;

e-invoice application – your application for receiving e-invoices intended for the beneficiary of funds;

sanctions – economic, financial, diplomatic, military and other restrictive measures imposed by the Republic of Lithuania, United Nations, European Union, the United States of America, the United Kingdom, Switzerland or other institutions selected by us against countries or its parts, territories (special status zone), natural persons and / or legal entities, any other organization or group of individuals. We may without prior notice unilaterally change the list of institutions whose sanctions are adhered by us, taking into consideration the requirements of local and international acts of law;

account holder – a consumer or a corporate customer in whose name an account is opened by the bank;

strong customer authentication – an authentication procedure, which involves secure use of at least the two elements as follows:

- knowledge (what you know, e. g. PIN code)
- possession (something only you possess, e. g. a digipass)
- inherence (what is particular to you only, e. g. **fingerprint scan, facial scan, retinal scan, voice, etc.**)

! Note. Failure to observe any of the elements may not undermine the reliability of the remaining ones.

SEB mobile app – the bank app for mobile device giving a possibility for the SEB app user to conduct the payment transactions permitted by the bank and other actions allowed by the bank;

digital card – a digital version of the payment card created using the SEB app or any other service provider's app selected by the payment card holder and acceptable to the bank, when the mobile device is paired with the payment card specified by the bank;

website – our website www.seb.it;

unique identifier – a combination of letters, numbers or symbols that the payment service provider assigns to a service user and which is used for the unequivocal identification of the user of payment services taking part in a payment transaction and / or his/her payment account used in the transaction. The unique identifier of your payment account is the IBAN number of your account (International Bank Account Number);

prohibited party – any private individual, legal entity, a group thereof or an organisation, who / which meet at least one of these criterias:

- directly included into any list of sanctions adhered by the bank;
- **established or present and / or reside in the sanctioned countries and territories;**
- directly or indirectly related with sanctioned subjects and / or prohibited goods / services (e. g. the bank identifies directly or indirectly sanctioned business partners, prohibited goods / services, etc.);
- **directly or indirectly owned or controlled by sanctioned subjects;**
- **related with sanctioned subjects, countries, territories or prohibited goods or services in any other way;**

foreign country – a country other than the European Union Member State and other than a Member State of the European Economic Area;

foreign currency – a currency of a country other than the European Union Member State and other than a Member State of the European Economic Area;

Member State – A Member State of the European Union and of the European Economic Area;

consumer – a private person, who seeks to conclude or concludes service agreements with us for consumption purposes, i. e. for the purposes unrelated to his/her trade, business, craft or profession;

corporate client – a client who is not a consumer;

3D method – an additional customer authentication method at the moment when the payment card holder conducts a payment transaction by the payment card in an online store, which has introduced such method. The additional customer authentication requires to confirm the payment transaction by logging to the Internet Bank of the payment card holder or in any other method acceptable to the bank.

Section 18. Annexes to the General Rules

The Annexes to the General Rules establish the procedures for the provision of specific services. All the Annexes form an integral part of the General Rules and their provisions are interpreted in conjunction with the provisions of the General Rules having regard to the context.

Annexes:

Annex 1. Rules for Providing Payment Services

Annex 2. Payment Card Issuance and Use Terms

Annex 3. Rules for the Conclusion and Conduct of Foreign Exchange Spot Transactions

Annex 4. Rules for the Provision of Consulting Services

Annex 5. Electronic Invoice Forwarding and Payment Rules

Payment Services and Bank Account Management Rules

Section 1. What information is provided in this Annex?

Payment Services and Bank Account Management Rules (the 'Payment Rules') are set out in this Annex. Please read the Payment Rules to familiarise yourself with the main features of payment services: the procedures for placing, executing and recalling payment orders, charges applied, information about your bank account and payment transactions that you can receive, your and our responsibility and other important information. Payment services provided by us and the charge rates are specified in the price list.

Section 2. What should you know about exceptions to the application of these Payment Rules?

Provisions of these Payment Rules apply to all payment transactions in Lithuania and between the Member States in the currencies of the Member States. Some provisions of the Payment Rules may not apply if payment transactions are executed in the foreign countries' currencies between the Member States, also if payment orders to transfer funds to foreign countries are being executed, or funds are received from foreign countries (in any currency). Specific exceptions from the Payment Rules are stated in this Section.

If you are a corporate client, we:

- have the right not to apply certain terms and conditions of payment services and information-related requirements (laid down in Chapter III of the Republic of Lithuania Law on Payments);
- may apply charges for the provision of information, performance of other information functions, or corrective or preventive measures (according to Article 11 (1), (2) and (5) of the Republic of Lithuania Law on Payments) provided that the charges have been included in the price list.

Section 3. What should you know about the consent to a payment transaction and completion of a payment order?

A payment transaction is deemed to be authorised only subject to your given consent to execute the payment transaction. You can give your consent to execute a payment transaction by signing a

payment order form in the bank's branch, by an electronic signature, by using the identification means provided by us (passwords, code or other personalised security credentials) in the Internet Bank or **the mobile application, or by any other method agreed with us**. Documents signed in the Internet Bank are deemed to be authorised by you and having the same legal force as hardcopy documents signed by you.

You may also give your consent to execute a payment transaction immediately after the transaction is executed, provided that we had agreed on this.

You may withdraw your consent to execute a payment transaction prior to the moment of receipt of the payment order by the bank (please see Section 4 of the Payment Rules for more details). You may also withdraw your consent to a number of payment transactions; in such a case we will deem all future payment transactions as unauthorised. In order to withdraw your consent to any future or periodic payment transactions you should notify us no later than by the end of the business day preceding the day on which the payment transaction is to be executed.

Please complete the payment order form very carefully as you are responsible for the correctness of the information in the payment order.

If you complete a payment order by entering symbols that are not used by the payee's bank, we will replace such symbols according to the rules published on our website.

Please remember that the payment account number assigned to you is a unique identifier which must be specified in payment orders.

The bank performs debiting and crediting transactions using the payment account number specified in the payment order. We do not check whether the payee's account number specified in the payment order belongs to the specified person. If you specify an incorrect account number, the debiting or crediting will be incorrect.

It is deemed that a payment transaction executed using the account number specified in the payment order form was executed correctly.

! We would like to draw your attention that in such case if you incorrectly specify the bank account number, funds may be incorrectly debited or credited, whereas we credit and debit funds using the bank account number indicated in the payment order. The bank has no obligation to verify whether the beneficiary's bank account number specified in the payment order is assigned to the specified person. However, having identified that the account number specified in the payment order belongs to any other person, the bank has a right to reject such payment order.

It is deemed that a payment transaction is implemented using the account number specified in the payment order form was executed correctly.

We transmit the information provided in the payment order to the payment services provider of the beneficiary of funds. We may request you to provide additional mandatory information, if this is necessary for proper execution of the payment order.

Section 4. What should you know about the moment in time of receiving your payment order at the bank and its execution?

The time of execution of a payment order is counted from the moment of receipt of the payment order by the bank. The time limit for the placing of the payment order in order to consider it received on the same day is specified in the price list.

A payment order is deemed to be received:

- on the day when the payment order was placed, if you placed it on a banking day by the specified time;
- on the first banking day following the day when the payment order was placed, if you placed it after the time specified in the price list.

Simultaneously approved several payment orders will be executed in random order.

At your request, we can execute your payment order on a specific day agreed by us, if you specify this while placing your payment order. In such a case, such specifically agreed date is deemed to be the date of receipt of your payment order by the bank; if such date is a non-banking day, the payment order is deemed to be received on next banking day.

Your payment order will not be executed, if balance of your account on the date of receipt of your payment order by the bank is insufficient.

In case we are unable to execute your payment order, we will inform you via the same channel you have given your payment order. Information on the implemented payments is anytime available for you to view in the statement of your account.

Upon receipt by the bank, payment orders cannot be recalled, unless we have specifically agreed otherwise.

! Please note that mandatory payment orders received from competent bodies (such as law enforcement bodies, bailiffs, the State Tax Inspectorate, etc.) have precedence over other payment orders. Having received an instruction from competent authorities to seize the funds in the account or otherwise restrict the disposal thereof, we have the right, for the purpose of securing future payment orders, to start maintaining your account in the euro, if until then this has not been the currency in which the account was managed.

Section 5. What is the time limit for execution of payment orders?

Specific time limits for the execution of payment orders have been set in the price list, and this Section provides the maximum time limits for the execution of payment orders.

We ensure that, upon receipt of a payment order by the bank, the amount of the payment transaction in the euro is credited to the account of the payee's payment service provider as follows:

- if the payee's account is with a bank registered in Lithuania – on the same day, provided that you have placed your payment order on a banking day before the time specified in the price list. If you have placed your payment order on a non-banking day or after the time specified in the price list, we ensure that the funds are credited to the account of the

payee's payment service provider no later than on next banking day. This term may be extended by one banking day, if the payment transaction is initiated by a payment order in a hardcopy format;

- if the payee's account is with a bank registered in another Member State – within the time limit set in the price list but no later than by the end of next banking day. This term may be extended by one banking day, if the payment transaction is initiated by a payment order in a hardcopy format.

We ensure that funds transferred in a currency other than the euro will be credited to the account of the payee's payment service provider registered in Lithuania or other Member States within the time limit set in the price list but no later than within 4 (four) business days after the receipt of the payment order by the bank.

Where the payee's account is with a bank registered in a foreign country, we do not set a time limit for the crediting of the account of the payee's payment service provider, except for cases specified in the price list.

! Please note that payment orders for the transfer of funds between accounts with the bank are executed on a daily basis.

! Please note that time limit for execution of payment orders can be changed due to regular monitoring of the business relations performed by the bank or by our correspondent banks as required in the Law on the Prevention of Money Laundering and Terrorist Financing and / or the Law on the Implementation of Economic and Other International Sanctions of the Republic of Lithuania. **In such case we are not responsible for the later implementation thereof, as compared with the maturity specified in this Section, or for any incurred damage or unearned income, etc.**

Section 6. What should you know about the time limits for crediting accounts and currency?

We will credit funds received in your immediately at the moment of receipt thereof.

Please note that in cases where you receive funds under cross border payment order, sometimes we can permit you to use such funds earlier than the bank actually receives them. However, in the event of failure of the payee's payment service provider to transfer the funds, we have the right to limit the use of the credited funds or to debit your account with the relevant amount. If funds in your account are insufficient for such amount debiting, you will be obliged to return the amount to us immediately.

Unless we have agreed otherwise, payments from any payment account of other customer of our bank are credited in the payment currency, if this is the currency in which your account is maintained. If not, the payment received is converted to the main currency of your account at the base rate of exchange.

Payments received from any other bank are credited in the payment currency, unless under the agreement we have agreed on different crediting procedure.

The euro shall be deemed to be the main currency of the account, unless otherwise provided for in

the agreement, the currency recently specified for us shall be deemed to be the main currency of the account.

If the account is not maintained in the euro and no main currency is provided for in the agreement, the currency in which the account maintenance was started the earliest shall be deemed to be the main currency.

A full list of payment currencies is published on our website. Information about the crediting procedure where a multi-currency account is linked to the payment card is provided in the Payment Card issuance and use terms.

Section 7. What should you know about charges, interest rates and currency exchange?

For executed payment transactions and / or for related services as well as for recalled payment orders you will pay fees specified in the price list or an equivalent amount in the payment currency. Payment transaction fee is debited to the same account in which the transaction is executed or to your any other account with the bank.

If the fee is debited in a currency other than that indicated in the price list, we will recalculate such fee at the base rate of exchange.

Information on the applied money transfer fees is available in the price list. If you are a consumer, you will see the money transfer fee also when giving your payment order via electronic channels, and if you are a corporate customer, you will not have such a possibility.

You pay the regular charge for the payment services on proportional basis until the date of termination of the Framework Agreement. If you have paid the charge in advance, we will refund it to you on proportional basis upon termination of the Framework Agreement.

If you have been granted a credit by us for the execution of payment transactions, you will pay interest and charges on such credit as set in the Framework Agreement, the service agreement or the price list.

If funds in the account are insufficient for the payment transaction and for the bank charges, we will not be able to execute the payment transaction.

If you fill out a payment order indicating that your account should be debited in a currency that is different from the payment currency, we will exchange the currency applying the base currency exchange rate effective as of the date of payment order execution.

When you make payments between your accounts involving currency exchange, we add reference to then applicable base rates of exchange.

If your account balance is insufficient for debiting the fees in a currency indicated in the price list or in a separately agreed currency, and there are funds available in the account in another currency, we have the right to debit funds from the account in the currency available in the account and exchange the currency applying the base currency exchange rate.

If we change the base rate of exchange, we will start applying it immediately without prior notice. Information about our applied base rate of exchange is available on our website and at the bank branches.

We may pay interest on the funds kept in the payment account, unless we have agreed otherwise. The interest rate is published on our website and at the bank branches. Interest accrues on the account balance (after the last transaction executed on the relevant day), given that there are 360 (three hundred and sixty) days in a year. Interest accrued during a calendar month is transferred to your account on the last day of a calendar month. Please note that, in the event of lowering of the interest rate, you have the right to terminate the Framework Agreement immediately and free of charge within 30 (thirty) calendar days after the date of publication of the lowered interest rate.

We may change the interest rate or a currency exchange rate immediately without a separate notice, if the changes are related to the agreed base interest rate or the base currency exchange rate. We will notify of a change in the interest rate as soon as possible through our website and at the bank branches. We may start applying the changed interest rate that is more favourable to you or the changed currency exchange rate without a notice.

Section 8. What information is provided in the statement of your bank account and how you can access it?

If you make payments from your account, in the statement of your bank account indicating the payment transactions you may find the following information:

- information according to which you can identify each payment transaction (payment transaction number, etc.) and the payee details;
- amount of the payment transaction in the currency in which the payment account was debited;
- currency exchange rate applied and the transaction amount upon exchanging the currency, if the exchange has been made;
- amount of the bank charges applied (where more than one charge applies to the same payment transaction, all the charges will be shown separately);
- account debiting date.

If you receive funds to your account, in the statement of your bank account you may find the following information:

- information according to which you can identify each payment transaction (payment transaction number, etc.), the payer details and the payment order details sent with the payment transaction;
- amount of the payment transaction in the currency in which your payment account was credited;
- amount of bank charges applied (where more than one charge applies to the same payment transaction, all the charges will be shown separately);

- currency exchange rate applied and the transaction amount prior to exchanging the currency, if the exchange has been made;
- account crediting date.

You can familiarise yourself with statements of account in the Internet Bank, at the bank branch or by any other method agreed with us (e. g. by post).

You can view statements of account in the Internet Bank free of charge and to print it out at any time at a chosen periodicity. We may set the longest period for which the payment transactions' information will be provided to you in the statement of account, however, this period is always at least 30 (thirty) calendar days.

You have the right to receive, once in a month, a statement of account in a durable medium or in a hardcopy format at any branch of the bank free of charge. The statement of account will contain information for the preceding calendar month or 30 (thirty) calendar days after the date of the application. Corporate clients receive this service at a charge specified in the price list.

If you wish to receive statements of account more frequently or for a period exceeding 30 (thirty) calendar days, the charges specified in the price list will apply.

If you are a corporate client, statements of account will always be provided at a charge.

Information about the account will be always provided only to you or other persons in the cases and following the procedure provided for by law of the Republic of Lithuania or based only on your consent.

! You must view the information on payment transactions conducted in the payment account at least once in a month in order to spot any unauthorised or improper payment transactions and to timely inform us about it. Should you fail to view your statement of payment account and to timely inform us about unauthorised or improper payment transactions for the reasons beyond our control, we are not responsible for such payment transactions.

Section 9. What should you know about payment instruments?

A remote payment transaction is a payment transaction that can be initiated by you online or using another remote communication means. If you wish to conduct any remote payment transactions, we can provide you with a payment instrument (a payment card or the right to use the Internet Bank or another means offered by us). We will provide you with a payment instrument, if we separately agree on the payment instrument and the terms and conditions of providing and using personalised security credentials. You are responsible for the use of the payment instrument strictly in accordance with our arrangement and / or according to the terms of use of the specific payment instrument.

If you place payment orders using a payment instrument (a payment card, the Internet Bank, etc.), maximum limits for payment transactions may be set in the arrangements on use and / or the terms of use thereof. Standard transaction limits applicable to a specific payment instrument can be published on the website www.seb.lt.

We manage our risk, so we set the limits on payment transactions. We do not control your expenses and we do not assume any responsibility if you exceed the payment transaction limits.

On our website and / or the service agreements or by contacting us you may learn about the standard limits and other limits set for the payment transactions through Internet Bank, using the SEB mobile app and other electronic channels conducted by you or the users of Internet Bank selected by you.

Section 10. What to do if you lose your payment instrument?

You are obliged to keep safe the payment instrument received from us and the related personalised security credentials and to ensure that the personalised security credentials is not disclosed to any third parties.

As soon as you learn about the loss, theft, misappropriation or unauthorised use (without your consent) of your payment instrument, or that the personalised security credentials assigned to you have become or could become known to other persons, please immediately inform us using the contact telephone numbers provided on our website. The information can be provided to us at any time 24/7 using the above specified contact details.

Section 11. In what cases you should block a payment instrument and / or payment account?

You should block your payment instrument by logging to Internet Bank or request us to block your payment account and / or payment instrument if:

- you have lost your payment instrument or the related personalised security credentials have become or could become known to other persons;
- funds in your payment account and / or your payment instrument is being used or might be used illegally.

You yourself have to make the request for the blocking of a payment instrument and / or account through Internet Bank or using the SEB app. If you are willing to make a request for blocking the payment instrument and / or account blocking, you may do it by using the contact telephone numbers provided on our website or by visiting the bank unit.

In case of an oral request, we may ask you to provide a confirmation in writing or by any other means acceptable to us.

Blocking of your payment account and / or payment instrument initiated by you will be lifted upon receipt of your written request.

We may replace the blocked payment instrument with a new one. In such a case, you will have to cover only direct costs related with such replacement.

Section 12. Cases in which we can block your payment instrument and /or your payment account

We can block your payment account (suspend the payment transactions in full or in part) and / or payment instrument (forbid your access to it in full or in part) in the following cases:

- a threat to the security of funds in your payment account or your payment instrument has been identified;
- we have suspicions that funds in your payment account and / or your payment instrument are/is being used illegally or in bad faith;
- a risk that you will not be capable of fulfilling your financial obligations has increased considerably, if a payment instrument with a credit limit is being used;
- we have suspicions that funds in your payment account and / or your payment instrument are/is being used for criminal activities;
- we receive contradictory information about the persons that are empowered to represent you;
- you fail to comply with the provisions of service agreements concluded by us;
- you have failed to submit, at our request, your updated details or details of your representatives, related parties (that must be provided according to the law) and / or other information (in cases where such information is material to us).

! We are not responsible for your losses incurred due to a blocking of your payment instrument and / or account for the reasons specified above.

We will inform you about the blocking or the reasons of blocking of payment accounts and / or payment instrument prior to or immediately after the blocking.

Please note that we will not inform you in cases where this is prohibited under the law or where this would lead to the weakening of security.

Blocking of the payment account and / or payment instrument done on our initiative will be lifted as soon as reasons for the blocking are eliminated.

Section 13. Suspicious payment transactions

We deem a payment transaction initiated via an electronic channel as a suspicious payment transaction, if we suspect that the payment order was placed by a person other than you, identification means were used in an insecure way, security of the facilities used by you for the connection to the bank's electronic channels (hardware, software, telephone or other devices, etc.) has been breached, or other indications of a breach of security or other suspicions exist.

If a payment order placed via an electronic channel displays features of a suspicious transaction, we may block your use of the payment instruments and / or means of identification and contact you in order to receive your confirmation or denial of the initiation of such transaction. In such cases, we

will use the contact telephone number provided by you.

! If you have any doubts over the reliability of a notice received, please contact us on the telephone numbers provided on the website as soon as possible, to make sure that the notice was sent by us.

If we are not able to contact you, we have the right to refuse to execute such payment order and deem it not confirmed. Therefore, it is very important that we have your current contact details. We will inform you that we have not executed the payment transaction by a message in the Internet Bank no later than within one business day and /or in any other manner selected by us.

Section 14. Your and our liability. Liability for incorrect payment transactions

If you have indicated an incorrect bank account number in your payment order, we are not responsible for non-execution or defective execution of the payment transaction, however, we will take all possible measures to determine the reasons therefor and will endeavor to recover the funds of the payment transaction. In such case, we will apply a charge for the administration of the payment recall as stated in the price list.

If funds have been credited to your account based on an incorrect bank account number specified by the payer in the payment order, and you do not agree to repay such funds and we have not received from you a legally valid disagreement to the transmission of your personal data (if you are a private person), we have the right to transmit your personal data to the payer's payment service provider.

If we cannot execute a payment order for reasons beyond our control (for example, you have provided inaccurate details in your payment order, the payee's account has been closed, etc.), we will return the debited funds to your account. We will not refund you the charges for the execution of the payment order and will not pay you interest on the delay in the execution of the payment order. In such a case, we have the right to debit your account in the amount of the refund-related costs.

If your account was credited incorrectly we have the right to debit your account without your separate consent. If your account balance is insufficient for such debiting, you are obliged to repay the amount incorrectly credited to your account within 3 (three) calendar days after receipt of our request.

Please note that in case any competent authority has restricted the disposal of the amount of funds in your account or has seized the account, we will not execute your payment order and will not be liable for its non-execution. If the amount of money freely available in such account is set, we will execute your payment order, provided the amount of your payment order does not exceed the freely available amount and the account is subject to a restriction of disposal within a certain amount. If the competent authority has seized the very account, you will have to submit your payment order that does not exceed the set freely available amount only at the bank units.

We shall have a right to reject any payment transaction in the specified currency, if we already received instructions from the correspondent bank(s) to reject such payment transactions.

Notice of unauthorised transactions or incorrectly executed transactions

We will return the amount with which your account was incorrectly debited provided that you, having learned about an unauthorised or improperly executed payment transaction with respect to which you can make claims under these Payment Rules, notify us immediately but no later than within 13 (thirteen) months after the debiting date, and no later than within 60 (sixty) calendar days, if you are a corporate client. You may spot unauthorised or incorrectly executed payment transactions upon familiarisation with the data of such transactions and upon checking your statement of account.

Our liability for unauthorised payment transactions

Having learned about an unauthorised payment transaction, we will return the amount of the unauthorised transaction immediately but no later than by the end of next banking day and will restore the payment account balance, unless there are grounds for suspecting fraud. We also ensure that you will not incur losses, in terms of interest payable or receivable, due to unauthorised payment transactions.

Our liability for non-execution, defective or late execution of payment transactions

Upon initiation of a payment order by you, we are responsible for the proper execution of the payment transaction up until the relevant amount is received by the payee's payment service provider. Having learned about non-execution or improper execution of the payment transaction due to our fault, we will make a refund of the amount of such transaction and to your relevant account and restore the balance of the payment account that was debited. We will also ensure that you do not incur any losses in terms of interest payable or receivable.

After the amount of the payment transaction is received by the payee's service provider, the latter assumes responsibility for the proper execution of the payment transaction.

If you are a consumer making a payment to foreign countries in any currency, we are not responsible for errors and actions of any intermediaries that we use for the execution of payment transactions (e. g. EBA Clearing, correspondent banks, etc.) as a result of which your payment order may be not executed or delayed.

If you are a payee and we are responsible for the crediting of your account, we will immediately credit the correct amount to your account upon learning about an improper or delayed payment transaction. We also ensure that you do not incur any losses in terms of interest payable or receivable.

In case if we are unable to credit the received amount to your account, we return the amount of the payment transaction to the payer immediately but no later than within 2 (two) business days.

If you are a payer and the execution of a payment transaction initiated directly by you is delayed, upon receipt of your request, we will apply to the payment service provider acting on the payee's behalf asking to ensure that the payee does not incur any losses due to interest payable to or paid by the payment service provider (compared with the situation in which the payment transaction would have been duly executed).

If you are a payee and the execution of a payment transaction initiated directly by the payer is delayed, upon receipt of a request from the payment service provider acting on the payer's behalf, we will ensure that you do not incur any losses due to interest payable to or paid by you (compared with the situation in which the payment transaction is duly executed).

Upon receipt of your request concerning a payment transaction that was initiated directly by you and which has not been executed or defectively executed, we will immediately take steps to determine the reasons and notify the investigation results to you. You will not be charged for this.

If you are a payer and a payment order is initiated by the payee or the payment order is initiated through the payee, the payee's payment service provider is responsible for the due transmission of the payment order to us.

If you are a payer and a payment order initiated by the payee or through the payee is transmitted with a delay, the payee's payment service provider does not incur losses in terms of interest payable to or receivable by the payment service provider.

If you are a payer and a payment transaction initiated by the payee or through the payee, for which the payee's payment service provider is not responsible, was not executed or executed with a delay, we assume responsibility for such non-execution or delayed execution. We will immediately repay the amount of such payment transaction to you, restore the balance of the payment account, which had been debited, and ensure what you do not incur any losses in terms of interest payable or receivable to / from you. If we prove that the payee's payment service provider received the transaction amount, irrespective of its execution with a delay, the payee's payment service provider will ensure that the payee does not incur any losses in terms of interest payable or receivable to / from the payment service provider (compared with the situation in which the payment transaction is duly executed).

If you are a payee and you have initiated a payment order or it has been initiated through you, we are responsible for the due transmission of the payment order to the payer's payment service provider.

If you are a payee and the transmission of a payment order initiated by you or through you has been delayed, we ensure that you do not incur any losses due to interest payable to or paid by you.

If you are a payee and a payment order initiated by you or through you is not executed or is defectively executed, the payer's payment service provider will assume responsibility to the payer. The payer's payment service provider will immediately return the amount of the payment transaction that has not been executed or has been defectively executed to the payer, restore the balance of the account that was debited, and ensure that the payer does not incur losses in terms of interest payable to or paid by the payment service provider. If the payer's payment service provider proves that we have received the amount of the payment transaction even though the payment transaction was delayed, we will ensure that you do not incur any losses as a result of interest payable to you or paid by you (compared with the situation in which the payment transaction is duly executed).

If you are a payee and a payment transaction initiated by you or through you is not executed or defectively executed, in all cases, upon receipt of your request, we will take steps immediately to

determine the reasons and to notify the search results to you. We will not charge you for this.

We will compensate you for any charges and interest incurred by you due to non-execution or improper execution of the payment transaction due to our fault. We will also repay you the amount of interest incurred by you due to the delayed execution of payment transactions due to our fault.

If a payment transaction is delayed or your account is debited groundlessly, at your request we will pay you penalty at the rate of 0.02% (zero point zero two percent) of the payment transaction amount for each delayed day.

! Please note that provisions of this Section apply only to consumers conducting payment transactions in any currency, provided that the registered head offices of the payment service providers of both the payer and the payee are in a Member State. The above specified provisions of this Section will not apply if you are a corporate customer.

! Please note that we are not responsible for any additional expenses or indirect loss incurred by you (loss of income, profit, etc.) in relation to a payment transaction that has not been executed or has been improperly executed, irrespective of whether you are a business customer or a consumer.

! If you are a corporate customer we are not responsible for errors and actions of any intermediaries that we use for the execution of payment transactions (e. g. EBA Clearing, correspondent banks, etc.) as a result of which your payment orders may be not executed or delayed, irrespective of the currency and country of payment.

Section 15. Refunding of amounts of payment transactions initiated by the payee or through the payee

If you are a consumer, you can recover the full amount of the payment transaction initiated by the payee or through the payee, authorised and executed, provided the following conditions have been met: during the authorisation of the payment transaction its exact amount was not specified and the amount of the payment transaction exceeds the amount that you could have reasonably expected. In such a case, we will request you to provide the data of meeting such conditions. Upon receipt of the data, we will repay you the amount of the payment transaction and ensure that you do not incur any loss due to interest payable to you or paid by you.

You have the right to request the repayment of the payment transaction initiated by the payee or through the payee within 8 (eight) weeks after the day when your account was debited with the amount.

On receipt of your request to repay the amount of the payment transaction, we will repay the full amount within 10 (ten) business days or will provide the reasons for non-repayment.

! Please note that provisions of this Section apply to payment transactions initiated by the payee or through the payee in any currency, provided that they are executed by payment service providers registered in the Member States.

Section 16. What is important to know about losses arising from unauthorised payment transactions?

In the event of any unauthorised payment transaction executed due to a use of a payment instrument that had been lost or stolen or illegal acquisition of a payment instrument, you may have to cover:

- losses up to EUR 50 (fifty euro), if you are a consumer;
- full losses, if you are a corporate client.

You will not incur any loss due to unauthorised payment transactions, if:

- you acted in good faith and could not notice the loss, theft or misappropriation of the payment instrument prior to the payment transaction;
- the unauthorised payment transaction took place due to our fault.

You have to cover all the losses arising from unauthorised payment transactions, if they arose due to your actions in bad faith, carelessness or intentional non-fulfilment of your obligations stipulated in the agreement on the provision of a payment instrument (failure to take action necessary to keep safe the personalised security credentials provided to you etc.).

Any losses arising after you report the lost payment instrument or unlawful payment transaction to us will be borne by us, except for the cases when you have acted in bad faith.

If we fail to make it possible for you to anytime notify us about the loss of payment instrument, any loss arising from its unauthorised use shall be borne by us, unless you have acted in bad faith.

If we do not require a strong customer authentication, you will have to pay losses arising from unauthorised payment transactions only if you have acted fraudulently.

! Please note that provisions of this Section apply to consumers only, except for the provision on losses arising from unauthorised payment transactions, if you are a corporate client and if a lost, stolen or misappropriated payment instrument has been used.

Section 17. Cases of exemption from liability

Responsibility provisions contained in these Payment Rules do not apply in extraordinary and unforeseen circumstances beyond our control, the consequences of which are unavoidable despite all efforts, as well as in other cases established in the legal acts governing our activities.

Section 18. Use of the payment initiation and account information services

The General Rules are applied using the services described in this Section, unless this Section stipulates otherwise.

What is the payment initiation services? By using this service at another payment institution, you may initiate the transfer of money from your account with our bank. You are responsible for the

consent to the transfer of money. You may not recall your consent given to the payment institution.

What is the account information service? By using this service at another payment institution, you may obtain information about the balance of your account with the bank and the payment transactions conducted therein. You may use the account information service upon giving your consent. When providing the account information service we will record your consents. You may recall the consents in the Internet Bank.

Your relations with the payment initiation and / or account information service provider are established in the laws. Prior to starting the use of the payment initiation and account information services, please make sure that the payment initiation and account information service provider hold the permits to provide the relevant services issued by the Bank of Lithuania or another competent institution. Please familiarise yourself with the information provided by the payment service providers.

We will enable the payment initiation and account information service providers to familiarise themselves with the information related to the services.

These payment initiation and / or account information services are provided only to clients using the Internet Bank. Provision of these services may only be denied in cases established in the laws. You will be informed about this in person unless the law establishes otherwise.

In order to ensure security of your funds and information, please inform us immediately about any unlawful use of the services described above.

If you are a consumer and, as the payer, you initiate the payment order through the payment initiation service provider, we as the payment service provider engaged in the account handling will refund you the amount of non-executed or defectively executed payment transaction and, if applicable, restore the balance of the payment account from which such amount is debited, and that would be available, if such defectively executed payment transaction would not have been conducted. This provision will not apply if you are a corporate customer.

Rules for the Issue and Use of Payment Cards

Section 1. Thank you for using the payment cards issued by our bank

We seek to ensure that the SEB payment cards make payment easy and are convenient to use. These Rules for the Issue and Use of Payment Card (the 'Rules') will provide information about the card user expectations and the bank expectations.

- The Rules are drafted in accordance with the legal acts of the Republic of Lithuania and European Union governing the payment services and card payments, as well as the rules of Visa, Mastercard International associations
- These Rules form an integral part of the General Rules and should be read and interpreted in conjunction with the provisions of the General Rules having regard to the context. These Rules define payment card issuance, usage and payment procedures

Section 2. Terms used in the Rules for the Issue and Use of Payment Cards

In addition to the terms used in the General Rules or the Rules for the Provision of Payment Services, other terms used in these Rules are also presented. Please refer to Section 17 of the General Rules.

Section 3. Issuance of the payment cards by the bank

Provisions of this section define the procedure for ordering a payment card. Cases when a payment card application for will be rejected are specified.

- We issue a payment card upon your request
- If you request to issue a payment card for another person, you agree that other persons, to whom the card is issued will use your account and funds available in such account. We will only provide information about the transactions conducted using the payment card issued to the card user, who is not an owner of the account linked to a payment card
- We will deliver your payment card to the bank branch or to the address specified by you
- In certain cases, we may refuse to issue a payment card for valid reasons. You will be informed

about this immediately

- The card holder receives payment card and a PIN code will be revealed on the Internet Bank, if the card is sent by mail or submitted in a separate envelope, if you obtain the payment card at the bank unit
- The owner of the payment card account linked to the payment card is responsible for payment of the charges related to the payment card issue, use, etc. as set in the price list
- If you are father, mother, foster parent, guardian or any other statutory representative of a minor between 7 and 14 years of age and, at your request, we will issue a payment card for the minor, and you will be required to explain to the minor the Rules aiming to achieve secure use of the payment card and teach him / her how to use the payment card in compliance with the General Rules

Section 4. How can you collect a payment card?

In this Section you will find information about the ways for collecting your payment card.

- You can receive your new, renewed or replaced debit card by mail to the address specified by you or collect it in the bank branch
- You can receive your new, replaced credit card by mail to the address specified by you or collect it in the bank branch
- Until the payment card expiry date, on the Internet Bank will upload a message with a link to the payment card delivery venue and address. You may change the card delivery date and address only until the 20th day of the previous month but one of payment card validity
- Price list fees apply for the issuance, replacement, sending by mail, collection at the bank's branch of a new, renewed, replaced payment card. The account to which the payment card is linked will be debited by us with the fees at the payment card activation moment
- Upon receipt of a new, renewed, replaced payment card by post, you will be required to take the following actions:
 - check the correctness of the first name and surname or a legal entity printed on the payment card;
 - destroy the old payment card by damaging its magnetic strip and chip or return it to us;
 - refrain from activating the payment card received by post, if the envelope is damaged or you have suspicions that the payment card could have been taken out of the envelope. In such cases, please bring the card to the bank branch.

Section 5. How can you activate your payment card?

You have to activate your new, renewed or replaced payment card you have received, before use.

- The payment card you will receive in the bank branch will be activated upon collection
- The payment card sent to you by post is not activated. You need to activate it in the following ways:
 - at the Internet Bank (follow the activation instruction received with the payment card);
 - by using the SEB mobile app (follow the activation instruction received with the payment card);
 - at the bank unit;
 - at any ATM (applies for renewed payment cards only).

Section 6. Contactless payments with your payment card. How to order or cancel the service?

- The contactless payment function is activated automatically after you perform the first PIN code authorised transaction with your payment card (in any ATM or electronic card reader)
- You may cancel the contactless payment function or re-order it in the following methods:
 - at the Internet Bank;
 - using the SEB mobile app;
 - calling us on the contact phone numbers provided on the website.

Section 7. Mobile contactless payment service with your digital card

- If you have activated the mobile contactless payment service, you will have a possibility by using your digital card to issue payment orders accepted by us
- If you have several digital cards, you may pay using such card, which you select as the main basic card. You may choose the main digital card any time before making a settlement transaction
- If after replacement or renewal of your payment card, you are willing to use the mobile contactless payment service, you will be required to create a new digital card
- After expiry of the payment card validity term, the term of validity of the digital card created on its basis also expires
- The terms identical to those applied to the typical payment card will be applied to payment transactions with the digital card. The bank applies limits that may differ from the transactions conducted by the payment card
- If you link your digital card with the app of another service provider selected by you, we will not assume liability for the quality of services provided by it
- We are entitled to annul the digital card, limit / terminate the payment transactions conducted by using the digital card, if execution of the payment transactions poses a threat to the security of settlements or for other valid reasons

Section 8. Activation of online payments

You will not be able to pay online with the payment card, if you fail to activate online payments in the payment settings.

If you are willing to activate or cancel online payments, you may do it in the following methods:

- in the Internet Bank;
- using the SEB mobile app.

Irrespective of the method of activation of online payments, you may change the settings at any time by any of the above-mentioned methods.

Section 9. Payments by card in foreign countries

You can pay with your payment card in any country of the world, where payments with Visa and Mastercard payment cards are accepted. Being concerned about the security of the payments by your payment card, we provide ability to opt out of payments in foreign countries function.

- Payments by payment card in foreign countries are available until you choose to opt out using the Internet Bank or the SEB mobile app or until we receive your request to opt out of foreign payments option
- When planning a trip and intending to pay with a payment card abroad, check if foreign payments option is marked in the Internet Bank or using the SEB mobile app

Section 10. Crediting funds to a payment card account

What is the procedure for crediting funds to payment card account

- We credit funds to an account in the currency of the payment transaction irrespective of the currency in which the payment card account is handled. However when paying by your payment card, you will be able to use funds only in the currency of the payment card account
- We will credit funds to your credit card account in the currency of the credit card. If the payment currency is different from the credit card currency, the payment currency will be exchanged automatically prior to crediting, at the basic currency exchange rate
- If you use our ATM to deposit cash, we will credit funds to your account linked to your payment card you cash-in using ATM

Section 11. How to authorise a payment transaction conducted by a payment card?

This Section provides information about transactions you can conduct and services you can receive using your payment card, the payment transaction authorization using your payment card and which transactions we consider authorised.

- You can use your payment card to pay for goods and services online at sales or services points and / or at other service locations, where such transactions are technically feasible. You can also conduct cash transactions in ATMs
 - You may check your payment card balance using the SEB mobile app, Internet Bank, and in ATMs and other locations where this is technically feasible
 - At service locations bearing the Visa symbol, you can use only payment cards of the Visa Association, and at service locations bearing the Mastercard symbol, you can use only payment cards of the Mastercard Association
 - You give your consent to make payment by your payment card:
 - if you authorise the transaction by entering your PIN code
 - in case of a contactless payment card – by touching the payment card upon the electronic card reader and taking the actions according to the electronic card reader. No PIN code is required for contactless payments up to a certain amount;
 - if you sign for the purchase on the receipt issued by the electronic card reader
 - provide the payment card details and / or your details to a trader or service provider and enter a 3D code received in order to authorise the payment transaction
 - enter the payment card details when paying at electronic sale or service stores: payment card number and 'valid through' date as well as CVC code
 - by inserting your payment card into the electronic card reader and taking the requisite actions without entering the PIN code (e. g. when paying the road toll, parking lot charges, bridge toll, etc.)
 - when entering into an agreement with a trader or service provider – by providing your payment card number and other details and consenting to the initiation of payment orders for debiting your account
 - Prior to giving consent, please check the payment transaction information carefully. Your signature, entry of PIN code, touching of an contactless payment card or a mobile device upon the electronic payment card reader or taking other actions, as stated above, means that you agree to the payment transaction
- !** Please retain the document evidencing a payment card transaction (a receipt, etc.) until you familiarize with a monthly statement of the payment card account. If the above-mentioned account statement does not contain an entry of the transaction, you have to retain the document evidencing the payment card transaction until you receive the next month statement of the account linked to the payment card including the transaction.
- If possible, please ensure that the payment card transaction is processed in your presence
 - You must provide a personal ID document, if required by the seller of the goods or service provider at the moment of payment
 - To enable secure card payments to online retailers, you will have to use 3D Secure

Section 12. Foreign travel insurance

If you are issued a credit card with a travel insurance services, you will be insured according to Travel Insurance Rules and Terms and Conditions. Please read the information below.

- We provide foreign travel insurance for holders of certain types of credit cards or other persons, if stated in the Travel Insurance Rules, using an insurance company selected by us. We publish the current insurance terms and conditions, the Travel Insurance Rules, types of credit card holders offered the travel insurance, the insurer's contact details, and telephone numbers to be called in case of covered with an insured accident
- We reserve the right to amend the insurance terms and conditions, to change the insurance company and to stop providing the foreign travel insurance to certain credit cards or all credit cards by giving an advance notice on our website

Section 13. Payments by payment card and transaction processing

This Section provides information about payments by payment card.

- If you are a payment card holder and have given your consent to pay with your payment card, the funds are first reserved in the account linked to the payment card. The reserved amount does not include transaction charges, if such are applicable according to the price list
- If you give your consent to initiate a payment transaction to a payee under an agreement concluded between you and the payee (e. g. car rent enterprise, hotel, etc.), the card may be debited after the consent date
- In certain cases, funds will not be reserved when making payment by payment card. The account linked to the payment card will be debited with the payment amount when we receive the payee's confirmation of the payment card transaction
- You as the owner of the payment card account linked to the payment card should maintain a sufficient balance of funds in the account linked to the payment card for the debiting of executed transaction fees and related charges
- If a payment card transaction was conducted without checking the account balance in the account linked to the payment card, you have to cover the expenses arising until the date when you report a lost card or the disclosure of the card data to us, as well as all expenses arising from the use of the PIN code
- We will cancel the reservation of funds in the account linked to the payment card, if within 15 (fifteen) calendar days after the reservation date, we fail to receive a confirmation of the card payment from the payee
- Taking into consideration the specific features of certain transactions, in special cases the transactions initiated by the payment card are conducted in excess of the balance of account linked to the payment card. In such cases, you are required to immediately cover the exceeded account balance. Until the date of implementation of the above requirement, interest specified in the price list will accrue

- You are also responsible for any debt arising in the account linked to the payment card account and will be required to cover it immediately

Section 14. Currency exchange for card payment purposes

This Section contains information about payments in currencies other than euros.

- You can pay in any currency using your payment card, however, your account linked to the payment card will be debited in the euros. The payment currency will be exchanged into the euros as stated in the price list
- When funds are reserved in your account linked to the payment card, the currency exchange rate of that date is applied, and on the debiting date – the currency exchange rate of the debit day and the currency exchange charge according to the price list are applied. Therefore, the currency exchange rate used on reservation date and debiting date may differ

Section 15. Granting and changing daily payment card transaction limits

This Section describes the procedure for granting and changing of the daily limits for payment card transactions.

- Limits for cash withdrawal, cash deposit and payments from the card account are specified in the agreement, and if no limits are specified in the agreement, standard limits set in the price list are applied
- Daily transaction limit and cash withdrawal limit are applied to debit cards. Monthly limit is applied for credit cards transactions
 - payment limit includes all payments with the debit card during 24 hours
 - cash limit includes the cash withdrawal amount during 24 hours
 - credit card monthly payment limit includes the total amount of monthly payments with the credit card and cash withdrawals per month
 - cash deposit limit includes the total amount deposited at ATMs per month using all payment cards issued to you
- If you exceed the set limits, we have a right to reject the payment orders placed by you
- You may change the said transaction limits up to maximum allowed amount through the Internet Bank, SEB mobile app or at the bank unit; to change limits above the maximum allowed amount you may apply at the bank unit or call us on the telephone numbers specified on our website
- In order to protect your funds, we have the right to refuse to increase the transaction limits for valid reasons if, in our opinion, such increase would pose a considerable risk to the security of your funds
- We may set and change, on a unilateral basis, both standard and / or non-standard daily

transaction limits (e. g. if required by Visa and / or Mastercard associations, and also, if necessary after amendments to legal acts aimed at ensuring security of the payments by payment cards, etc.)

Section 16. Granting and administering credit limit

The Section describes credit limit granting procedures. Credit limit is granted on an individual basis, with the terms and conditions of using the credit are also stipulated in the credit card agreement.

- If you are a private person with whom we have concluded an agreement on credit limit available in the credit card account, you can use it during the term of validity of the credit card and should repay it on the terms stated in the credit card agreement
- We will charge interest on the exceeded credit limit from the first day when the credit limit specified in the agreement is exceeded and ending on the day of repayment of the excess to the bank
- We have a right to reduce or cancel the credit limit granted (even though you repay it in time), if you are in breach of other agreements signed with the bank
- If you are a corporate customer:
 - credit limit is granted to you for 1 (one) year. We will review the credit limit at the end of each year and, if no breach of the agreement is identified and the risk of default has not increased, the validity of the credit limit will be automatically extended for the additional period of 1 (one) year. We will not inform you about the credit limit extension individually. If within the above-mention period of 1 (one) year you breach the terms of the agreement related to the credit limit and / or if the risk of default has increased considerably, we have the right, having reviewed the credit limit granted to you, to reduce or cancel the credit limit by giving you at least 7 (seven) calendar days' written notice;
 - if you breach the terms of the agreement related to the credit limit granting, suing and /or if the risk of default has increased considerably, we have the right having reviewed the credit limit granted to you, to reduce or cancel it by giving you at least 7 (seven) calendar days' written notice.

We ask you to provide information, which is used to assess your solvency. In such cases when the credit limit is not granted, we are not obliged to verify your solvency and as well as information provided by you with public registries.

Section 17. How to use your payment card securely?

We seek to ensure that you feel secure when paying with your card and that its use is convenient. Information on how to protect your payment card and its details from unauthorised actions is provided below.

- You must protect your PIN code and use it responsibly taking all feasible precautions:

- the PIN code is intended for you personally, therefore, you must be memorized and kept in secret. If you received the PIN code in an envelope, you need to memorize your PIN code and destroy the envelope
- if you received the payment card PIN code by mail, at the moment of the card activation, it will be shown in the Internet Bank. You must memorize the PIN code and keep it confidential
- you should not disclose your PIN code to any other persons (including family members or other close ones)
- you may not write the PIN code on the payment card, a sheet of paper or other items kept with the payment card, as in case of loss or theft of the card it could be made use of by other persons
- prior to performing a transaction and entering the PIN code, make sure that other people cannot see the PIN code being entered
- If you fail to comply with the above requirements for the safe use and protection of the PIN code, we consider such behaviour as gross negligence and you will be liable for any loss arising from unauthorised payment transactions

! You are responsible for all payment card transactions authorised by the 3D Secure, therefore, we will not refund you for losses incurred due to such transactions.

! You are responsible for all the transactions conducted by your payment card and authorised by the 3D Secure, therefore, we will not compensate you for losses incurred due to such transactions.

- If you have registered your payment card in online accounts (e. g. online stores, google.com, social networks, paypal.com etc.) or have entered into the agreements on direct debits for goods and services (e. g. electronic games, etc. and other electronic services), you should safeguard access to your online accounts very carefully so that they are not accessible to third parties for making payments without your knowledge and consent. If your electronic account details become known to other persons, we consider such behaviour as gross negligence and will not compensate the losses incurred by you
- You should safeguard your payment card and not leave it in ATMs, electronic card reader, point of sales (POS) and any places visible and accessible to other parties
- You should not bend your payment card and protect it from water, high temperatures, electromagnetic fields and other mechanical damage
- The payment card can only be used by the person whose name and surname are imprinted on the payment card

Section 18. Debiting of payment cards fees and issuance of the account statement

This Section describes when the payment card fees are debited and debit frequency.

- The payment card issuance, replacement fee is debited at the moment of the payment card activation
- If you collect the payment card at the bank unit and if the payment card collection fee at the bank unit is applied, we will debit it at the moment of the payment card activation
- Payment card monthly fee is deducted on the 28th day of each month for the previous period
- You may receive the statement of the payment card transactions of desired period in the Internet Bank or may collect it at the bank unit

Section 19. When and why payment cards can be blocked

You can block payment card at your Internet Bank. We also accept your requests to block a payment card round the clock. Please block the payment card or inform us immediately of your card loss, any unauthorised payment from your account, or about the fact that your payment card details and / or PIN code have become known to third parties.

- Block your payment card at your Internet Bank, using the SEB mobile app or inform us immediately, if your payment card details and / or the PIN code became known to third parties, you notice any unknown and /or unauthorised transactions in the account linked to your payment card and also if you have left your payment card in an ATM
- If you suspect that your payment card was stolen and / or unauthorised transactions were conducted with your account linked to the payment card, you should report this immediately not only to us but to law enforcement bodies as well
- If you suspect that your payment card was stolen and / or unauthorised transactions were conducted with your account but you failed to report this to law enforcement bodies, we consider this to be gross negligence and we may refuse to compensate you for the related losses
- At your request, we will replace your lost payment card with a new payment card the term of validity of which will be the same as the one of the lost card, and will issue you a new PIN code. You should apply for the new payment card using the Internet Bank, or by calling the contact telephone numbers provided on the website, or by visiting the bank unit
- We may also block your payment card and / or block transactions performed with the payment card, if we notice any suspicious transactions performed with your payment card or there are grounds for believing that the payment card details or the PIN code could have been disclosed to other parties or that the payment card is being used unlawfully. If possible, prior to blocking the payment card we will notify you by telephone or SMS

Section 20. Validity and renewal of payment cards

Information about renewal of the payment cards is provided in this Section.

- When issuing a new payment card, we specify that it is valid until the last day of the month

indicated on the payment card. On expiry of the term of validity of your payment card, you have to return the card to us or to destroy it. A payment card will be renewed if

- prior to the end of the term of the card validity you fail to submit a request for non-renewal of the card until the 20th day of the previous month but one
- there is no debt in the payment card account within the last month of validity of the payment card
- the card agreement has not expired
- When renewing or replacing the card, we have the right to issue a payment card bearing the trademark of another international association. If you do not agree to the use of a payment card bearing the trademark of another international association, you have the right to refuse of the payment card immediately without paying any charges, by submitting a written request to us
- Upon renewal of the payment card the PIN code will not be changed and will not be sent by post
- A payment card is our property, therefore, upon expiry of its validity or upon termination of the payment card agreement it must be returned to us
- We have the right by giving prior notice to you or to the payment card holder, to suspend (terminate) the payment card validity. In such case, we will produce the same type and brand payment card free of charge. If the same type or brand payment card is no longer offered by us, we will produce a debit and / or credit payment card, which is closest in terms of its usability and features (not necessarily of the same international payment card organization: Visa and / or Mastercard and / or any other)

Section 21. Payment card use restriction and agreement termination

The grounds for termination of the Payment Card Account Agreement are established in the General Rules. Additional clauses for termination of the payment card agreements are provided in this Section.

- We may close the account linked to the payment card and / or terminate the payment card validity, if you do not perform any transactions within the period longer than 1 (one) year
- We will close the payment card without advanced notification if:
 - the payment card is blocked for a longer period than two months
 - the card is not picked up from the bank unit for the period longer than 90 days
 - longer than 90 days
- After closure of the debit card, the debit card agreement will be terminated
- We will terminate the credit card agreement without advanced notification to you, if the credit card account is not linked to credit cards (activated or not activated yet) e. g., if:
 - the payment card(s) is(are) closed due to the above mentioned reasons;

- validity term of the payment card(s) has expired and the payment card(s) is(are) not renewed;
- We will also terminate the credit card agreement and close the credit cards related with it, if you fail to fulfil the obligations established in the agreement and a debt has accrued.
- If due to any reasons the credit card agreement is expiring, we will close all credit cards related with the agreement.
- If the card holder and the account owner are different persons, we will close the payment card at the request of the account owner.
- We have the right to terminate the credit card agreement of an unlimited duration by giving at least two months' written notice in a durable medium to you of the agreement termination
- You have the right to inform us in writing about your refusal to use the payment card by giving us at least 2 (two) months prior to the expiry of the validity period of the payment card, so that we would not renew the payment card and would not debit the card monthly usage fee
- If you fail to collect the payment card within 3 (three) months or fail to activate the payment card received by mail, we will close and destroy the card
- If funds in your account linked to the payment card are insufficient for three months in a row to debit monthly usage fee of the card, you will receive a letter from us with due dates to cover the debt. If you fail to cover the debt within the specified period, the payment card will be closed on the 28th day of the fourth month.

Section 22. Responsibility for third-party actions that limit payments by payment cards and / or discounts applied by merchants / partners

- We do not assume responsibility, if goods or services purchased by you with your payment card are of poor quality or if a merchant or a service provider did not provide a possibility for you to pay by card
- We do not assume responsibility, if you paid by a payment card that entitles to discounts but the discount was not applied to you by the merchant / service provider

Section 23. Temporary payment card issuance and using rules

Temporary card is a payment card issued only for depositing and withdrawing cash at SEB bank ATMs, if you cannot use your payment card for important reasons. The temporary payment card will be issued after entering into the Temporary Payment Card Agreement.

- The temporary payment card is subject to the fees specified in the price list
- You can only have one temporary payment card at a time
- The temporary card is assigned to the account specified in your application and activated at the bank unit
- With the temporary card, we provide the cardholder with a PIN code in a sealed envelope

- The validity period of the temporary card starts from the moment the card is activated until the last calendar day of the following month
- The temporary payment card cannot be renewed or extended
- In the Internet Bank, the temporary payment card can only be blocked, no other changes to the temporary payment card data are possible

Section 24. Using a Priority Pass card

Together with certain payment cards we may issue a Priority Pass card, which gives you access to airport lounges reserved for the Priority Pass card holders, as listed on website www.prioritypass.com.

Rules for the Conclusion and Conduct of Foreign Exchange Spot Transactions

Section 1. Purpose of the Rules

- These Rules for the Conclusion and Conduct of Foreign Exchange Spot Transactions (the 'Currency Exchange Rules') are applied when you conclude foreign exchange spot transactions (the 'currency transaction') at the exchange rate agreed with us
- The Currency Exchange Rules form an integral part of these General Rules, therefore, they are applied and interpreted in conjunction

Section 2. Conclusion of currency transactions

- You may conclude the currency transaction by telephone during our working hours, in the Internet Bank, using the Trading Station system or by visiting the bank unit
- The currency transaction will be deemed to be concluded after we agree on the essential terms and conditions thereof. If you conclude the currency transaction in the Internet Bank, using the Trading Station system it will be deemed to be concluded from the moment when you receive our confirmation about the conclusion of the currency transaction

Section 3. Time of settlement for the currency transactions

- If you conclude the currency transaction by telephone, you have to settle up with us by the end of our business day
- If you conclude the currency transaction in the bank unit or the Internet Bank, the settlement must take place at the moment of conclusion of the currency transaction
- If you conclude the currency transaction using the Trading Station system, the settlement must take place on the second business day after the conclusion of the currency transaction

Section 4. Our rights in case of your failure to timely settle up a currency transaction

- If you fail to settle up for the currency transaction in due time, we have the right to conclude a reverse currency transaction at your expense and without your consent (e. g. if you had bought currency, we will conclude a selling transaction with the same currency at your expense), as a result of which you may incur losses or earn profit, or to immediately terminate all outstanding currency transactions and claim payment of losses
- Your accounts with the bank may be debited with amounts required for the reverse currency transaction without a special warning to you and without your consent

Section 5. Other grounds for a currency transaction termination

- If you have applied to court for the initiating restructuring or bankruptcy proceedings or a decision on your company's transformation or liquidation has been rendered, a receiver has been appointed for your assets and liabilities (or any part thereof), or a moratorium on the counterparty's activities has been announced, all the currency transactions will be terminated without a special warning. We reserve the right to claim losses
- We have the right to terminate the currency transaction on other grounds according to the law

Section 6. To whom and in what cases close-out netting is applied?

- This Section constitutes an arrangement on close-out netting. Provisions of this Section do not apply to you, if you are a private person
- Events listed in Items 4 and 5 of the Currency Exchange Rules are considered as enforcement events of a financial obligation, upon occurrence of which we have the right to apply the close-out netting
- Close-out netting is a procedure whereby financial obligations under the outstanding currency transactions are expressed as an obligation to pay an amount representing the current market value of such financial obligations. The market value will be set in the euros and foreign currencies will be exchanged into the euros at the non-cash (currency) buying rate set by the bank on that day
- The amount so determined must be paid to the counterparty on the same day
- If you are liable to pay the amount determined by our calculations, we have the right to debit your accounts with the bank without your special instruction and consent

Section 7. How do we act in extraordinary circumstances?

- We always meet our obligations, however, we may be forced to suspend fulfilment thereof due to the specific circumstances or for other important reasons
- If we are unable to transfer or receive funds due to a strike, blockage, boycott, lockout or similar circumstances, settlement day under the relevant currency transaction(s) will be

postponed as long as such circumstances exist. In this case, we will not be liable for any loss or damage incurred by you

- We are not responsible for any disruptions of computer systems or telecommunication between us or for any other disturbances

Rules for Advisory Service

Section 1. What is advisory service?

Advisory service is a service whereby we furnish you with a personalised recommendation in a durable medium, based on the information gathered in the provision of the service. We provide the advisory service to you according to the Rules, and we and you or your representative are linked by a contractual relationship, which may also be defined in:

- Advisory Agreement (if such Agreement is signed) and / or
- Model-Based Portfolio Advisory Rules (if you have confirmed in writing that you have read and agree to the Rules)

! Note. If in the manner agreed between us, you confirm the financial instruments eligibility form, you agree that the information provided by you is correct.

! Note. In case of any discrepancies between the Rules, the Model-Based Portfolio Advisory Rules and / or the Advisory Agreement, provisions of the present Rules apply to the extent that they do not contradict the Model-Based Portfolio Advisory Rules and / or the Advisory Agreement.

Section 2. What is a personalised recommendation and what to know about it?

Personalised recommendation is a recommendation that has been formulated specifically for you and which may be used by you in selecting:

- loan or investments, if a personal financial plan is prepared for you; or investments, if advisory service is rendered using the SEB mobile app; or
- financial derivatives for the financial risk management arising from business activities – if advisory service on the financial risk management is rendered to you (applies to legal entities only)

We deem that you follow the recommendation, if during the term established in the Rules for Advisory Services, you independently conclude an agreement on the credit or investments specified in the recommendation or place an order for the recommended transaction.

- The recommendation provided to you is not public; it is a personalised recommendation intended for you only
- We do not provide independent recommendations. This means that the recommendation has been formulated upon analysing financial instruments issued or offered by us or the SEB Group members, and the credit recommendation has been formulated based on an analysis of

mortgage credits granted by us

- The recommendation is valid for 21 (twenty one) calendar day unless specified otherwise
- You may not disclose the recommendation to third parties and may not rely on it in the settlement of legal disputes

! Note. Lending advisory services involve advice on the housing purchase, construction, refurbishment, reconstruction, etc.

! Note. Investment advisory services, if a personal financial plan is prepared, involve advice on investment in deposits, units of the investment funds, pension funds, other financial instruments or unit-linked life insurance contracts issued or offered by us or by the SEB Group member. **An investment consulting using the SEB mobile app covers consultations on investments in units of the investment funds issued by us or by the SEB Group members.**

! Note. A consultation on the financial risk management issues involves only the consultations on foreign exchange and interest rate derivatives issued by us.

! Note. While following the recommendation, you have to take account of your needs, requirements, financial standing, objectives, risks and consequences; in case of an investment consulting – also of the acceptable investment risks and your knowledge and investment experience.

Section 3. How do we provide recommendations?

We provide the advisory service to you free of charge, in accordance with legal acts, accurately, with foresight and taking your needs into consideration, as an experienced consultant.

Upon providing a recommendation, we do not undertake to:

- update it
- manage your investments and provide related information
- consult you or provide opinions or recommendations on taxation or legal issues
- provide securities portfolio management or asset management services
- grant a loan

The above provisions do not apply, if we have entered into a written agreement on a specific service.

! Note. We are not responsible for the suitability of the recommendation provided to you, if you:

- do not follow the recommendation
- follow the recommendation upon expiry of its validity period and / or upon change in the information on the basis of which the recommendation was formulated or if such information is incorrect or incomplete

! Note. If the recommendation is provided using an electronic channel, we agree that we have the right to record and store it. At your request, audio recordings and electronic communications, if

recorded, may be provided to you during five years after the making of the recording or the day of electronic communication and may be used as evidence in disputes between us.

! Note. Advisory service in the SEB mobile app is automated (without our direct assistance). Carefully read explanations available in the SEB mobile app and provide detailed and precise answers to given questions, whereas our recommendation will be based on information provided by you. If you have any questions regarding this service, please contact us, and we will respond to your questions or agree on a time of personal financial consultation.

! Note. If our advisory service is provided using an electronic channel, you will receive our recommendation through the Internet Bank or by email, and you confirm that you agree with this and that you have the Internet access. If you would like to receive a specific recommendation in hard copy format, you agree that you will receive it by visiting any unit of the bank.

Section 4. How do we gather and use the information that you have entrusted to us?

- In order to formulate and provide the recommendation, we have to receive sufficient information about your needs, financial position and financial capacity, objectives, acceptable investment risks, your knowledge and experience
- The more accurate and detailed information that you provide, the better we can tailor the recommendation to your needs
- We act on an assumption that the information provided by you is correct, accurate and complete. In formulating the recommendation, we assess your information as a whole instead of relying of individual responses received from you
- **The bank on its own initiative does not verify information provided by you on the basis of which the recommendation is issued**, therefore we suggest that you apply to us on a regular basis (at least once in a year) and / or upon any change in the information provided to us, so that we can review the recommendation and verify that it is still appropriate

! Note. We will not be able to provide the recommendation, if

- the information provided by you is insufficient
- you failed to confirm the accuracy of the information or have refused to accept the Rules
- a circumstance arose due to which we are unable to provide the recommendation to you

Section 5. How do we classify you when providing the investment or financial risk management consulting?

- We classify you as a retail client, except for cases where you inform us or we learn that we meet the set criteria and may be classified as a professional client
- You have to furnish us with any changed information that may affect your classification as a professional or retail client

Section 6. Your obligations with respect to familiarisation with information

Prior to provision of the investment or financial risk management consulting to you, you have to familiarise yourself with the information available on www.seb.lt/svarbi-informacija-ir-dokumentai/investuotoju-apsauga including:

- description of risks related to financial instruments
- information about financial instruments offered by us and investor protection
- policies for avoiding conflicts of interest
- information about the client category, including the procedures for classifying a retail client as a professional client and including information about the rights granted to retail clients only, however not granted to professional clients
- order execution policy

You confirm that you have examined the information provided by us to you carefully, that you would like to receive the information referred to in this Section on the website only, and that you have the Internet access. If you would like to receive the information in hardcopy format rather than on the website, you agree that you will receive it by visiting any unit of the bank.

- ! Please note that taxes applied by the Republic of Lithuania or other countries depend on your individual circumstances and are subject to change. You should bear this in mind when we describe certain aspects of taxation in Lithuania or other countries in the documents provided to you.
- ! Please note that you are obliged to monitor your investments and other financial instruments independently on a regular basis.

Electronic Invoice Forwarding and Payment Rules

Section 1. Briefly about this Annex and information contained therein

This Annex contains information about the procedures and rules for the forwarding and payment of electronic invoices. In this Annex, electronic invoices are hereinafter referred to as 'e-invoices' and the procedures for their forwarding and payment as the 'E-invoice Rules'.

We will be able to provide e-invoices to you and effect relevant automated payments in line with the E-invoice Rules, if

- you have filled out an application for receiving e-invoices
- you have a valid agreement on automated payment of e-invoices
- you have given a consent to a direct debit, which has been replaced by an agreement on automated payment of e-invoice
- we have agreed on sending e-invoices with the seller

Please note that the E-invoice Rules form an integral part of the General Rules, therefore, it is important that you familiarise yourself with the General Rules, which provide answers to questions about matters not covered by the E-invoice Rules.

Charges may apply for the sending e-invoices and / or automated payment against e-invoices, if such charges are included in the price list.

Section 2. How can you order e-invoices?

If you would like to receive e-invoices, you have to submit an application to us or to the seller.

You may submit the application to us in the Internet Bank, by calling us on the contact numbers provided on our website, by visiting any unit of the bank or by any other method agreed with us.

Upon receipt of your application, we will deem that you agree to receiving e-invoices according to the E-invoice Rules.

Please note that you will be able to receive e-invoices only from those sellers, which provide the service to clients of SEB bank. The list of sellers offering the e-invoice forwarding service is always available on our website.

Section 3. How can you cancel receiving e-invoices?

You can do this at the bank or by applying to the seller. You can withdraw your application for e-invoices using the same methods available for the submission of e-invoices.

! If you have submitted your application for e-invoices to the seller, you will be able to withdraw it through the bank only after the seller sends you at least one invoice.

Section 4. How, when and where can you receive e-invoices?

You may receive e-invoices in the Internet Bank or at the bank unit. The e-invoice we provide to you is exactly as we receive it from the seller. If you have submitted an application for e-invoices but are not receiving them or have questions about the e-invoices received, you should approach the seller.

We will provide the seller's e-invoice to you no later than 2 (two) days prior to its due date and store it for 15 (fifteen) months.

Section 5. What is a partial e-invoice and when is it sent?

Partial e-invoice is an e-invoice containing only the details necessary for making a payment against the e-invoice. It does not contain information about the services and / or goods provided.

A partial e-invoice may be issued to you in the following cases:

- you are not the recipient of the services for which the e-invoice is issued
- you are not using the Internet Bank
- in other cases as decided by the seller

Please note that in the case of issuance of a partial e-invoice the service recipient has the right to have a full invoice containing detailed information. Full invoices are issued to the service recipient by the method agreed by and between the service recipient and the seller.

Section 6. Methods of payment against e-invoices

If you have ordered e-invoices you can make payments against them by one of the following methods:

- automatically (upon concluding an agreement on automated payment of e-invoices);
- by a one-off funds transfer;
- by another method selected by you.

Section 7. What is important to know about automated payment of e-invoices

We will pay your invoice automatically, if starting from 00:00 on the day selected by you, a sufficient balance is available in your account for the payment of the e-invoice and the e-invoice amount does not exceed your set limits.

If on the payment day your account balance is insufficient or your set limit is too small for the payment, we will attempt to pay the e-invoice before expiry of the payment due date stated in the e-invoice. Therefore, to ensure that the e-invoice is paid, you have to make an additional deposit to your account or increase the limit until due date stated in the e-invoice.

Automated payment of your e-invoices will be impossible if:

- disposal of funds in your account is restricted (e. g. the funds have been seized, etc.)
- on due date, your account balance is insufficient and / or the set limit is too low and you have not selected the option of partial payment of e-invoices
- the due date specified in the e-invoice is earlier than the set payment date

If you wish that payment against a specific e-invoice is not made automatically, you have to submit an application to us no later than 1 (one) day prior to the payment date.

Section 8. How to make a partial payment against e-invoice?

If you have opted for partial payment of an e-invoice and as on the payment due date, your account balance is insufficient or the set limit is too small, we will transfer only the amount equal to your relevant account balance without exceeding the set limit to the seller.

! We will not be able to pay your e-invoice, if there is less than EUR 1 (one euro) in your account.

Section 9. How can you conclude an e-invoice automated payment agreement?

If you wish that e-invoices received by you are paid automatically, you should conclude an agreement on automated payment of e-invoices with us. You can conclude the agreement at your convenience:

- in the Internet Bank;
- by calling us on the contact telephone numbers provided on the website;
- by visiting the bank unit;
- by applying to the seller (provided that we have authorised the seller to conclude such agreements).

Section 10. What terms of automated payment of e-invoices can be selected?

By concluding the agreement on automated payment of e-invoices you may select the following terms:

- payment date;
- daily and / or monthly limit;
- start date and end date of the agreement;
- account, which will be debited automatically for the purposes of e-invoices;
- partial payment of e-invoices.

Section 11. Amendments to e-invoice automated payment agreement

You may make amendments to the special conditions of the agreement on automated payment of e-invoices in the Internet Bank, by visiting the bank unit, by calling us on the contact telephone numbers provided on the website, or by any other method agreed with us.

! If the seller has specified a new payment period for the e-invoice, which does not include the payment date that you have selected, we may change the payment date, without a special arrangement with you, so that the e-invoice is paid.

Section 12. Termination of e-invoice automated payment agreement

You have the right to terminate the agreement on automated payment of e-invoices free of charge by giving us a 1 (one) working day notice. You can do this in the Internet Bank, by visiting the bank unit, by calling us on the contact telephone numbers provided on the website, or by any other method agreed with us.

We may also terminate the agreement on automated payment of e-invoices by giving you a 30 (thirty) calendar days' written notice via electronic channels or by publishing this on our website. We may terminate the agreement on automated payment of e-invoices without complying with the 30 (thirty) calendar days' written notice requirement only for valid reasons.

Section 13. What you should know about validity of the e-invoice automated payment agreement?

The agreement on automated payment of e-invoices takes effect on the date of its signature or on the date specified by you.

The agreement on automated payment of e-invoices may be an open-ended agreement or a fixed term may be set.

The agreement on automated payment of e-invoices will be terminated, if:

- the account from which automated payments of the e-invoice are to be made is closed;
- we are closing the account, the number (e-invoice forwarding address) of which is used for e-invoice forwarding;
- you have submitted an application for the termination of the sending of e-invoices;

- an arrangement on the e-invoice service between us and the seller has become invalid;
- we or you have terminated the agreement on automated payment of e-invoices.

Upon expiry of the agreement on automated payment of e-invoices, you will continue receiving e-invoices until you cancel them, however, no automated payments will be made.

Section 14. What you should know about amendments to the E-invoice Rules

We may amend the E-invoice Rules on a unilateral basis by giving you a notice according to the procedure set out in the General Rules.

If you do not agree to the amendments to the E-invoice Rules, you have the right to terminate the agreement on automated payment of e-invoices free of charge by giving us a 1 (one) working day notice prior to the effective date of the amendment. If you do not terminate the agreement on automated payment of e-invoices, we will deem that you agree to the amendments to the E-invoice Rules.

Section 15. Your and our responsibility

You are responsible for the correctness of details in the application for receiving e-invoices and the agreement on automated payment of e-invoices.

We are responsible for the provision of e-invoices and for the automated payment of e-invoices according to the E-invoice Rules and the agreement on automated payment of e-invoices concluded with you.

We are not responsible for the:

- correctness of details provided in the e-invoice (including payable amount) and other content of the e-invoice;
- non-payment or delayed payment of the e-invoice and your losses arising therefrom, if this occurred not due to our fault (e. g. the seller did not provide the e-invoice; funds in your account were insufficient, etc.);
- fulfilment of mutual obligations between you and the seller. Please note that we do not consider mutual claims between you and the seller.

Section 16. Recovery of funds

(Applicable to private persons only)

You are entitled to a refund of the e-invoice amount paid automatically, if you submit an application for the refund to us within 8 (eight) weeks after the debiting of the funds, provided that both of the following conditions are met:

- when giving your consent to the automated payment of the e-invoice, you failed to specify the accurate amount of the payment transaction;

- amount of the e-invoice received was larger than the amount that you could have reasonably expected having regard to your previous expenses, the terms and conditions of the agreement signed with the seller, etc. Please note that in case, if you have specified transaction limits, we will deem that you could have reasonably expected the amount of the e-invoice received.

! We may ask you to provide documentary evidence of meeting the above conditions. Also please note that you cannot apply for a refund, if the e-invoice was forwarded to you at least 4 (four) weeks prior to the date of the automated payment of the e-invoice.

On receipt of your application for refund of the amount used for the automated payment of the e-invoice, within 10 (ten) business days we will refund you in full or will specify the reasons for our refusal to refund and specify the procedure for appealing against our decision.

You are also entitled to a refund of the amount used for the automated payment of the e-invoice in case of an unlawful debiting of your account. In such a case, you have to submit a claim concerning an unlawful debiting no later than within 13 (thirteen) months after the debiting day.

For more detailed information about the General Rules, terms and conditions, and service charges please visit www.seb.it or call us on contact telephone numbers provided on our website.

www.seb.it