Version effective from 19th of June 2026

Luminor
Unified Service Terms

Table of Contents

INTRODUCTION. What is this document? 6
PART I. LUMINOR GENERAL BUSINESS TERMS 7
1. Who are we? 7
2. What is this document? 7
3. How do you start using our services? 7
4. What documents apply to your relationship with us? 8
5. How will we inform you about the rules applicable to your agreement with us? 8
6. What do you need to know about security? 9
7. What is a distance agreement and what do you have to know about it? 9
8. How can you withdraw from a distance agreement? 9
9. Will we perform any background checks on you? 10
10. What are the requirements for the documents that you provide to us? 10
11. What happens if you don't cooperate? 11
12. What sustainability related information can we ask from you? 11
13. Can you appoint a representative to act on your behalf? 12
14. How can you communicate with us? 12
15. How will we communicate with you? 12
16. When is communication deemed to have been received? 13
17. What language will we use to communicate with each other? 13
18. How much should you pay for the services that we provide? 14
19. Do we provide tax or legal advice? 14
20. How will we collect fees from you? 14
21. Do we have set-off rights? 15
22. What national or international sanctions do we follow, and do you have to follow any? 15
23. Can we restrict or refuse to provide our services? 15

Luminor

Luminor Bank AS Lithuanian branch
Konstitucijos str 21A, 03601 Vilnius, Lietuva • Reg. no: 304870069
+370 5 239 3444 • info@luminor.lt • www.luminor.lt

24. How can we or you end an agreement? ... 16
25. Are there additional cases when we can end an agreement? ... 16
26. Do we process your personal data? ... 18
27. Will we share your data with someone? ... 18
28. Can we or you assign rights or obligations to someone else? ... 19
29. What happens if you receive funds which you should not have received? ... 19
30. What happens if there is a force majeure event? ... 20
31. If you incur a loss due to our fault, will we compensate you? ... 20
32. Will our services ever change? ... 21
33. Can we amend the rules applicable to our agreement? ... 21
34. What is a security arrangement, pledge, and financial collateral and how do they work? ... 21
35. What pledge and financial collateral rules apply to you? ... 22
36. What is variable interest base rate? ... 23
37. What happens if the variable interest base rate becomes negative, will we pay you? ... 24
38. Can we replace the reference rate with a different rate? ... 24
39. How will we inform you of the replacement of the reference rate? ... 24
40. How can you disagree with the replacement of the reference rate with a different rate? ... 25
41. What laws are applicable to our legal relationship? ... 25
42. How can you file a complaint? ... 25
43. Where can you file a claim to court? ... 26
44. Who supervises our activities? ... 26
45. Definitions of Luminor General Business Terms ... 26
46. Table of reference ... 28
PART II. ACCOUNTS SERVICE TERMS ... 30
1. General ... 30
2. Opening an Account and Entering into the Service Agreement ... 30
3. Account Currencies ... 30
4. Opening a Basic Account ... 31
5. Account for Holding Other Persons' Money ... 31
6. Opening a Temporary Account ... 31
7. Assigning and Changing the Account Number ... 31
8. Your Representatives and the Authorisation Document ... 32
9. Using the Account ... 32
10. Deductions from the Account ... 32
11. Service Packages and Fees ... 32
12. Interest on Account Balance ... 33
13. Account Statement and Information on Account Transactions ... 33
14. Availability of Account Statements ... 34
15. Restriction of Account Operation ... 34
16. Restoring Account Operation ... 35
17. Closing the Account ... 35
18. Termination of the Service Agreement ... 35

19. Liability ... 36
20. Applicable Rules ... 37
PART III. DIGITAL CHANNELS SERVICE TERMS ... 38
1. General rules ... 38
2. Use of digital channels ... 38
3. Security requirements ... 39
4. Rights to use digital channels ... 39
5. Liability ... 39
6. Termination ... 40
PART IV. PAYMENTS SERVICE TERMS ... 41
1. General Provisions ... 41
2. Types of payments ... 41
3. Submission of a payment order ... 42
4. Verification of payee ... 43
5. Acceptance of a payment order ... 43
6. Execution of a payment order ... 44
7. Refusal to execute a payment order ... 44
8. Incoming payment order ... 45
9. A standing order ... 45
10. Payment information ... 46
11. Amendment and Cancellation of Payment Order ... 46
12. Currency Exchange and Exchange Rates ... 47
13. Fees ... 47
14. Your Liability ... 48
15. Liability for payments you have not confirmed ... 49
16. Liability for execution of payment ... 50
17. Exclusions of our liability ... 50
18. Definitions of Payments service terms ... 51
PART V. CARDS SERVICE TERMS ... 52
1. General provisions ... 52
2. Issuance, renewal, validity and activation of a card ... 52
3. PIN and security measures ... 53
4. Card transactions ... 54
5. Credit and usage limits ... 56
6. Blocking a card ... 57
7. Fees and interest ... 57
8. Contesting card transactions ... 58
9. Liability ... 58
10. Closing the card ... 59
11. Additional services and insurance ... 59
12. Definitions of Cards service terms ... 60

PART VI. CLICK TO PAY TERMS **61**
1. Scope and Applicability 61
2. Functionality 61
3. Registration and Security 61
4. Transaction Processing 61
5. Service Availability 62
6. Eligibility 62
7. Privacy and Data Processing 62
8. User Conduct 62
9. Modification and Termination 62
PART VII. DIGITAL WALLET TERMS **63**
Your Security Responsibilities 63
Making Payments 63
The Role of Third Parties 63
PART VIII. DEPOSITS SERVICE TERMS **64**
Common Provisions for All Deposits 64
General rules 64
A Deposit Account 64
Payments and Fees 64
Interest 65
Statements and Records 65
Amendments to these terms 65
Termination of the deposit agreement 65
Specific Terms for Savings Account 65
Opening and Using Your Savings Account 65
Interest on Your Savings Account 66
Withdrawals from Your Savings Account 66
Term and Termination of Your Savings Account 66
Specific Terms for Term Deposits 66
Opening and Using Your Term Deposit 66
Interest on Your Term Deposit 66
Term and Termination of Your Term Deposit 67
Automatic Extension of Your Term Deposit 67
PART IX. INFORMATION ON THE PROTECTION OF THE STATE-GUARANTEED DEPOSITS **68**
PART X. FEE INFORMATION DOCUMENT **72**
PART XI. AMENDMENTS TO SERVICE TERMS **78**
PART XII. E-INVOICES SERVICE TERMS **79**
1. General rules 79
2. Applying for forwarding of E-invoices 79
3. Cancellation and changing of E-invoices 79
4. Forwarding E-invoices to you 79
5. Providing information to you 80

6. Automatic payment of an E-invoice 80
7. Changes to the automatic payment order 81
8. Cases of non-execution of the automatic payment order 82
9. End of validity of the automatic payment order 82
10. Liability 82
11. Definitions of E-invoices service terms 83

INTRODUCTION. What is this document?

This document is called Luminor Unified Service Terms. Unified Service Terms is a contract that creates contractual rights and obligations between you and us and sets the general rules that apply to your relationship with us.

We, Luminor Bank AS, operate under a credit institution activity license (the permit No 4.1-1/54) granted by a financial supervision and crisis resolution authority of the Republic of Estonia (Finantsinspektsioon).

Once you apply for our services, start using them, or enter into an agreement with us, you agree to be bound by these Luminor Unified Service Terms, our other service terms, and our pricelist.

Luminor Unified Service Terms cover a range of our services and features. These terms apply only to the services you use or have applied for. You can find this information on our website or simply ask us.

Luminor Unified Service Terms consist of several parts:

- Introduction. What is this document?
- Part I. Luminor General Business Terms
- Part II. Accounts service terms
- Part III. Digital channels service terms
- Part IV. Payments service terms
- Part V. Cards service terms
- Part VI. Click to pay terms
- Part VII. Digital wallet terms
- Part VIII. Deposits service terms
- Part IX. Information on the protection of the state-guaranteed deposits
- Part X. Fee information document
- Part XI. Amendments to service terms
- Part XII. E-invoices service terms

Each part of Unified Service Terms could be referred to, reproduced and published also as a standalone document.

The reference to Luminor General Business Terms means reference to Part I of Unified Service Terms. The reference to our service terms means reference to respective part of these Unified Service Terms, for example, regarding accounts to Part II – Accounts service terms.

Reference to any document (irrespectively how this document was named in the past) having provisions within the scope of these Unified Service Terms means a reference to these Unified Service Terms.

You must use our services fairly and reasonably. You must not misuse the service, for example, by circumventing

applicable pricing, using consumer service for business purposes, or using the services excessively or in a manner inconsistent with their intended use.

If we reasonably believe you have misused the service, we may apply fees, restrict functionality, or terminate the agreement with you in accordance with Unified Service Terms.

PART I. LUMINOR GENERAL BUSINESS TERMS

1. Who are we?

We are Luminor Bank AS, a credit institution established in the Republic of Estonia. We have branches in the Republic of Latvia and the Republic of Lithuania. Our contact details are as follows:

Luminor Estonia: Luminor Bank AS, registry code 11315936, address: Liivalaia 45, 10145, Tallinn, Republic of Estonia, telephone: +372 628 3300, e-mail: info@luminor.ee, website: www.luminor.ee.

Luminor Latvian branch: Luminor Bank AS Latvian Branch, registry code 40203154352, address: Skanstes iela 12, LV-1013, Riga, Republic of Latvia, telephone +371 67171880, e-mail: info@luminor.lv, website: www.luminor.lv. Luminor Lithuanian branch: Luminor Bank AS Lithuanian Branch, registry code 304870069, VAT identifier: LT100011758514, address: Konstitucijos ave. 21A, 03601 Vilnius, Republic of Lithuania, telephone: +370 5 239 3444, e-mail: info@luminor.lt, website: www.luminor.lt.

2. What is this document?

This document is called Luminor General Business Terms. It is a contract that creates contractual rights and obligations between you and us and sets the general rules that apply to your relationship with us.

You might come across a reference to a document that contains rules which cover similar topics as these Luminor General Business Terms. Irrespective of the name of such document, such a reference means a reference to these Luminor General Business Terms.

3. How do you start using our services?

To start using our services, you will need to enter into an agreement with us. We may refuse to enter into an agreement with you without giving any explanation or justification.

You may enter into an agreement with us in the following ways, if it is acceptable to us:

a. in writing,
b. in a form that can be reproduced in writing,
c. electronically,
d. verbally,

e. by implication. For example, when you start using our service, it means that you accept the agreement for the provision of such service.

If we ask you to confirm the conclusion of the agreement by signing a copy of it or in another way, you must confirm it. However, even if you do not confirm it as we have asked, the agreement will still be valid.

You and us both may sign or approve a document electronically by using any type of electronic signature acceptable to us. You and us both agree that such an electronic signature is equal to handwritten signature. We are not responsible for the operation, validity, and use of the electronic signature not issued by us. You must follow the rules established by the party who has issued the electronic signature.

4. What documents apply to your relationship with us?

Once you apply for our services, start using them, or enter into an agreement with us, you agree to be bound by these Luminor General Business Terms, our service terms, and our pricelist.

If Luminor Estonia services you, the documents made available by it will apply to our relationship with you. If Luminor Latvian Branch services you, the documents made available by it will apply to our relationship with you. If Luminor Lithuanian Branch services you, the documents made available by it will apply to our relationship with you.

The following is the hierarchy of the legal force of different documents that are part of our contract with you:

a. service agreement,
b. our pricelist,
c. service terms,
d. Luminor General Business Terms.

This means that the service agreement's provisions prevail over our pricelist, the service terms, and Luminor General Business Terms. The provisions of our pricelist prevail over the provisions of the service terms and Luminor General Business Terms. The provisions of the service terms prevail over the provisions of Luminor General Business Terms.

If there are any mandatory legal requirements set in the law which differ from the provisions in any of these documents, both you and we will follow the law.

5. How will we inform you about the rules applicable to your agreement with us?

We will provide you with the rules applicable to your agreement with us in any of the following ways:

a. on our website,
b. at our on-site customer service areas,

c. remote communication, such as e-mail, internet bank, or postal mail.

6. What do you need to know about security?

You must keep all information that enables access to your funds as well as any other personal information secure. This includes any login names, PIN codes, security codes, passwords, user numbers, authentication tools, payment cards, devices, and other data. Do not share this data with anyone and do not let anyone access it.

If you have any concerns about the security of your data, you must let us know immediately. This includes situations such as theft or loss of your payment card, phone, or authentication tool, as well as any unauthorized access to your PIN code, user number, authentication tool, or other data that enables access to your funds.

Our phone number and other contact information can be found on our website and in Section 1 above.

7. What is a distance agreement and what do you have to know about it?

A distance agreement is an agreement you enter without meeting us in person, for example, using the internet or the telephone.

By entering into a distance agreement with us, you agree that we begin executing it immediately, that is, before the expiry of the withdrawal deadline indicated in Section 8 below. This includes distance agreements on services where you must pay immediately or later.

The terms and conditions of a distance agreement and other mandatory information is available in the languages listed in Section 17 below.

8. How can you withdraw from a distance agreement?

If you are a consumer, in certain cases the law may grant you a withdrawal right. It means that in these certain cases you may withdraw from a distance agreement within the withdrawal deadline below. However, you will have to pay for the services that we have already provided to you.

If you wish to use the withdrawal right, you must notify us within the withdrawal deadline. The withdrawal deadline means a period of fourteen calendar days from:

a. the moment you entered into the distance agreement with us, or
b. the moment you received the terms and conditions of the distance agreement and other mandatory information if it is later than the moment you entered into the agreement with us.

You may submit the withdrawal notification to us by mail, e-mail, digital channels or in person by visiting our customer service area. You must sign this notification by hand or by using a qualified electronic signature.

If you miss the withdrawal deadline, you may withdraw from the distance agreement only in cases provided by the law or the distance agreement.

9. Will we perform any background checks on you?

We must and will perform regular due diligence on you. This may include the due diligence of your counterparties and your transactions. We will perform due diligence according to legal requirements and our internal policy. To do so, we may ask you for information and documents, for example:

a. country of your tax residence,
b. your residence address,
c. your tax identification number,
d. documents supporting your transactions, including documents regarding business relationship with your counterparty,
e. documents confirming your source of income and wealth,
f. documents confirming your management and ownership structure,
g. information on your compliance with sanctions that we follow.

You must submit the requested details in a format and within a deadline set by us.

While we perform due diligence, we may apply any restrictions to any service available to you, for example, suspend an incoming or an outgoing payment, restrict your access to digital channels, etc.

10. What are the requirements for the documents that you provide to us?

The documents you provide to us must be true, exact, correct, and of good quality – clear, easy to read, and complete.

Regarding any document that you submit to us, we may ask you to, and you must at your own expense:

a. provide us with the original of the document or a notarized copy of it,
b. sign the document using a qualified electronic signature or sign it by hand, making sure the document has the notary confirmation on it,
c. legalize the document or add an apostille to it, if the document was made abroad,
d. have the document translated into one of the languages listed in Section 17 below,
e. have the translation of the document notarized or approved by a sworn translator.

Until you complete our request in full, we may consider that the document that you submitted is void.

You must always keep all information and documents that you have provided to us up to date. This includes, but is not limited to, information and documents on:

a. you and your beneficial owner,
b. representatives of you and your beneficial owner,
c. your transactions.

You must inform us without delay if there are any changes in the information or documents that you provided to us. This includes, for example, information on the initiation or institution of your bankruptcy, restructuring or liquidation proceedings, your reorganization, etc.

Until we receive a notification from you about such changes, we will rely on the information and documents that we have. In this case you may not claim that our actions which we based on such documents are wrong.

11. What happens if you don't cooperate?

If you fail to fulfil your obligations set in Sections 9 and 10 above, if we aren't satisfied with the result of the due diligence, or if the result doesn't comply with the law, we may:

a. refuse to establish a business relationship with you,
b. end, suspend, and/or restrict an ongoing business relationship with you,
c. stop, suspend, and/or restrict providing any service to you,
d. refuse, suspend, and/or restrict any transaction initiated by you or meant for you.

We won't be liable for any damages or loss that you or any other party may suffer in any of the events above. Additionally, we may claim from you all direct and indirect loss and damages we have incurred because of such events.

12. What sustainability related information can we ask from you?

When providing services to you, we follow our Sustainability Policy. It covers our environmental, social and governance related aims. You can find this policy on our webpage. Additionally, we must:

a. consider and manage sustainability risks impacting our activities,
b. consider and manage our impact on sustainability factors,
c. disclose related information on a regular basis.

To achieve this, we may ask you to, and you must, provide environmental, social or governance-related information and data. This may include social responsibility, sustainability policies, or related internal documents and reports; information on greenhouse gas emissions or input data for their calculation (for example, energy consumption); information on waste management; building's energy performance certificates; data and documents required to determine if activities align with environmentally sustainable criteria or objectives.

13. Can you appoint a representative to act on your behalf?

You may authorize one or several representatives to act on your behalf when dealing with us. Your representative must provide us with proof of authorization that complies with our requirements. For example, we may ask to notarize the authorization or certify it in another way.

We may verify the authorization submitted to us. Until we complete the verification, we may disregard the orders of the representative and not allow them to use our services. If we aren't satisfied with the evidence of the authorization, we may:

a. refuse to carry out any transaction initiated by the representative,
b. refuse or suspend provision of any service initiated by the representative.

If we find it necessary, we may ask you to:

a. carry out any transaction yourself, if you are a natural person,
b. carry out any transaction by your duly registered legal representatives, if you are a legal entity or arrangement,
c. approve any transaction initiated by your representative.

We may suspend the transaction initiated by your representative until you fulfil our request. We won't be liable for any damages or loss that you or any other person suffers if we exercise our rights.

14. How can you communicate with us?

You can communicate with us by using our contact details on our website. If we ask you to communicate with us in a specific way or format, you should follow our request. We do this to keep your personal data and transactions secure and to prove your identity.

15. How will we communicate with you?

We will provide information to you either publicly or personally.

We will provide publicly available information using channels of our choice accessible to public, for example, our customer service areas, website, social media.

We will notify you personally using means of remote communication of our choice, for example, digital channels, e-mail, SMS, postal letter. If we ask, you must collect notifications from us personally, or confirm the receipt of them.

We may choose not to sign any documents and you agree that they are binding on you and us irrespective of that. If you're not sure the document you received came from us, contact us using the contact details provided in Section 1 or on our website.

We will communicate with you using the contact details that you've provided to us. You are responsible that these contact details are always correct and up to date. We may use these contact details until we receive your notification that they have changed. We will not be liable if any documents that we send to you don't reach you due to your failure to update us on your contact details.

We may, but it's not our duty, communicate with you using your contact details that are recorded in a public registry.

We may record, track, and keep any communication between you and us to the extent permitted by the law. Such records are our property, and we may admit them as evidence in legal proceedings.

16. When is communication deemed to have been received?

You and we agree to consider that the addressee has received the communication:

a. on the fifth business day from the day the sender submitted it to a postal service provider to be sent by mail,
b. on the following business day, if the sender sent it by e-mail or other means of remote communication,
c. on the day, the addressee signed receipt of delivery, if the sender sent it by courier or delivered it personally,
d. on the same day, if the sender communicated it by phone,
e. on the earliest possible day of receiving the communication, if the sender communicated it over several channels.

Additionally, you and we agree to consider that you have received our public communication on the following business day after we publish it.

You must without delay:

a. inform us if you have not received communication that you should have received from us,
b. verify information received from us and notify us if you reveal any mistakes or discrepancies.

17. What language will we use to communicate with each other?

You and we will communicate with each other in:

a. Estonian, if you are serviced by Luminor Estonia,
b. Latvian, if you are serviced by Luminor Latvian Branch,
c. Lithuanian, if you are serviced by Luminor Lithuanian Branch.

We may agree to communicate with you in another language.

We may provide you with a document in Estonian, Latvian, or Lithuanian language alongside another language. In this case, the wording in Estonian, Latvian or Lithuanian language will prevail.

18. How much should you pay for the services that we provide?

You must pay us for the services that we provide to you. Our fees are set in our pricelist that we have published on our website. You and we may agree on additional fees or different fees from those set in our pricelist. You must pay us the fees that are in force at the moment when we provide the service to you.

You must pay us all amounts due in full and without any deductions. If you are required to deduct tax or similar contributions, you may not deduct it from the amount that you must pay to us. Instead, you must pay the deductible amount in addition to the amount due to us.

It may happen that you request, and we provide a service that is not covered in our agreement with you or our pricelist. It may also happen that we provide you with a service that is not covered in our agreement with you so we can provide other services covered by our agreement with you. In these cases, you must pay us the amount we have determined for the service provided.

Additionally, you must cover our expenses in the following cases:

a. we suffered additional expenses when fulfilling your request,
b. we covered expenses on your behalf (for example, we paid a notary or state fee, tax, security registration fee on your behalf),
c. we incurred costs while performing activities required by law, for example, submitting reports on you, your transactions, or the services you use to tax or other authorities, executing bailiff or court orders.

19. Do we provide tax or legal advice?

We don't provide tax or legal advice. You must yourself investigate tax and legal implications of being our customer and using any of our services.

20. How will we collect fees from you?

If you owe us any money, we will collect it from any of your accounts held with us. If we ask, you must pay the money you owe us by credit transfer or in cash.

You and we may agree that we should collect money that you owe us from a specific account. In that case you must make sure that on the due date, there is enough money on this account. There may be cases when you fail to do so, or there may be other reasons that prevent us from collecting money from this specific account. In such an event we will collect the money you owe us from any of your accounts held with us.

We will collect the money you owe us primarily in the currency agreed with you. We may also collect the money in any other currency at the exchange rate set by us at the time of collection. You must cover any costs and charges arising from such a currency exchange.

If we receive funds from you, but they are not enough to cover all the outstanding payments you have under different agreements with us, we will decide which payment to cover first considering also mandatory legal provisions in that regard.

21. Do we have set-off rights?

We may set off any matured obligation due from you to us against any matured obligation we owe you. This is regardless of the place of payment or currency of either obligation. If the obligations are in different currencies, we may convert either obligation at the exchange rate set by us at the time of conversion.

You may set off any matured obligation due from us to you against any matured obligation you owe us only after you receive our written consent. If you are a consumer, our consent is not necessary if all the following is true:

a. we failed to perform our matured obligation in due time as provided under our agreement with you,
b. neither the law, nor our agreement with you provides our right to withhold, suspend or postpone the performance of our obligation,
c. we did not rectify the failure within thirty business days after you notified us.

22. What national or international sanctions do we follow, and do you have to follow any?

We follow sanctions which are set by the United Nations, the European Union, governments of the countries where we and our affiliates operate, the United Kingdom, the United States as well as other countries, international organizations, and authorities at our discretion. We may prohibit to use our services in and from countries or territories that are subject to sanctions that we follow. We maintain a list of such authorities, international organizations, countries, and territories on our website. We may amend this list at any time.

You must ensure that neither you, nor any person related to you:

a. act in a way that breaches or could breach sanctions that we follow,
b. act in a way that puts or could put you, any person related to you and/or us at risk of breaching sanctions that we follow,
c. use directly or indirectly our services or proceeds under agreements with us in a way that could breach or could put us at risk of breaching sanctions that we follow,
d. participate in activities which lead or may lead to circumvention of sanctions that we follow.

We perform due diligence in line with Section 9 above to ensure that we are not being put at risk of breaching sanctions that we follow.

23. Can we restrict or refuse to provide our services?

We may refuse to provide, suspend, restrict, or terminate the provision of any service to you, including the

execution of any transaction, in any of the following cases:

a. an agreement with you provides such a right to us,
b. we are required to do so by the law,
c. we are requested to do so by a public authority, our correspondent bank, or other bank that we cooperate with,
d. the service or transaction is directly or indirectly related to a restricted party, goods, or services that are subject to sanctions that we follow,
e. the service or transaction is related to a person or entity that is directly or indirectly affiliated with a restricted party,
f. our services are accessed or used in or from a country or a territory that is subject to sanctions that we follow,
g. you become a restricted party,
h. we suspect fraudulent use of the service,
i. your or your representative's activities are in breach of the law or our agreement with you,
j. we are unable to continue providing the service due to requirements of our partners involved in providing it,
k. in our reasonable opinion a continued relationship with you may negatively affect our or our customers' best interests,
l. we suspect that you or a person related to you is involved in or related to financial crime or other illicit activities (e.g., money laundering, terrorism financing, proliferation of weapons of mass destruction, sanctions evasion, human trafficking, smuggling, fraud etc.).
m. your activities do not correspond with our risk appetite. Information on limitations of our risk appetite is provided on our website.

We will strive to notify you in advance; however, it is not our duty in the cases mentioned previously.

24. How can we or you end an agreement?

You and we may at any time unilaterally end any agreement which was concluded for an unspecified term. Neither you, nor us must give any reason for it. The party who wishes to use this right must notify the other party at least ten calendar days in advance. The notification must meet the requirements set under Sections 14–17 above. Both you and us must fulfil all outstanding obligations under such an agreement until the termination date.

25. Are there additional cases when we can end an agreement?

We may end an agreement immediately in any of the following events:

a. you or the security arrangement provider fail to secure performance of obligations. This also includes events when a security arrangement is no longer fully valid, but you have not satisfied the obligations that it intended to secure.
b. you or the security arrangement provider fail to observe any obligation toward us under any agreement

with us and/or any security arrangement provided to us.

c. you or the security arrangement provider fail to observe any obligation toward our affiliate under any agreement with them and/or any security arrangement provided to them,

We will grant you additional time to remedy these events, if the law requires us to do so. If you fail to provide remedy on time, the agreement will end the day after the deadline. In that case we may claim from you all direct and indirect loss and damages we have incurred.

We may end an agreement immediately without granting any additional time to remedy (extraordinary termination) in any of the following events:

a. you or the security arrangement provider:

   i. are dissolved (except following a merger or demerger) or deceased,
   ii. become insolvent or unable to pay debts,
   iii. admit in writing that you are unable to pay debts,
   iv. make a general assignment or settlement with or for the benefit of creditors,
   v. seek or become subject to the appointment of an administrator, liquidator, or other similar official for you, the security arrangement provider, all or the majority of your or the security arrangement provider's assets.

b. any agreement that you concluded with us, or any security arrangement becomes or may become unlawful in any part.
c. the change of your direct or indirect shareholder, or beneficial owner is unacceptable to us.
d. a representation made by you, or the security arrangement provider is incorrect or misleading.
e. you or any of the following persons become a restricted party:

   i. the security arrangement provider or their representative,
   ii. a person related to you,
   iii. a person who has common economic interests or dominant influence over you or any person indicated above.

f. any public authority requests us to end an agreement or the business relationship with you.
g. the law requires us to end an agreement or the business relationship with you, for example, if you refuse to provide information or documents that we have requested to perform due diligence.
h. You or any person related to you are in breach of any obligation arising from such agreement.
i. On circumstances set out in Section 22 above.

Additionally, we may perform any of the following actions when any of the events listed in this Section occur:

a. cancel or suspend providing any service to you,
b. cancel or suspend fulfilling our obligations under any agreement,

c. block your assets held with us,
d. restrict operations in any accounts opened with us, for example, payment accounts, deposit accounts, and securities accounts,
e. declare that any of your outstanding obligations towards us are immediately due. In such an event you must immediately fulfil your obligations towards us in full. This includes your payment obligations.

We may perform the actions above in addition to what is provided under the law and our agreement with you.

26. Do we process your personal data?

We process your personal data. Our Privacy Policy describes how we process your personal data. Our Privacy Policy is available on our website.

27. Will we share your data with someone?

We may share your data with others either because it's required by law, or we agreed so in our agreement with you which also includes our Privacy Policy.

Additionally, you agree and allow us to share any of your data, including data subject to banking secrecy, which the law requires us to keep confidential, with the following persons:

a. our affiliate,
b. a person intending to become our affiliate if it's necessary to complete the transaction,
c. a person who has acquired our direct or indirect holding,
d. a person directly or indirectly controlled by the person above ("c"),
e. a person to whom or in whose favor we intend to assign, pledge, transfer, or otherwise involve in any part of our business, rights, claims, or obligations (this includes agents of such a person),
f. a third party, if it is necessary to complete or enforce the transaction above ("e"),
g. cover pool monitor, cover pool administrator, bankruptcy administrator of the cover pool and the potential assignees of the covered bond portfolio,
h. Our representatives, subcontractors, and third parties, their representatives and subcontractors are involved in providing a service to you. This may include, for instance, correspondent banks, financial institutions, insurance companies, financial intermediaries, brokers, participants of payment, clearing or settlement systems, exchanges, etc.
i. third parties who provide services to us, and their subcontractors, if it is necessary due to the purpose or specifics of such services. This may include, for instance, parties whom we have contracted to provide us services to:

    i. ensure our compliance with our obligations, industry best practices, guidelines, or recommendations of public authorities, our or our affiliates' internal rules in any area. Such parties may include, for instance, auditors, external due diligence performers, external compliance, legal, financial, or other consultants, IT service providers.

ii. implement, perform, exercise, or enforce our rights under any agreement or security arrangement. Such parties may include, for instance, insurers and valuators of collateral, security arrangement providers, contracting parties to any agreement that we conclude with you.
iii. protect or enforce our rights and legitimate interests. Such parties may include, for instance, our and our affiliates' advisors and consultants.
iv. collect debt. Such parties may include, for instance, debt collection agencies and law offices.
v. provide rating to us, our affiliates, or any instruments that we or our affiliates issue. Such parties may include, for instance, rating agencies and their consultants.

j. third parties and their advisors who:

i. provide or intend to provide financing for us or our affiliate,
ii. are involved in the provision of financing or raising funds for us or our affiliate. This may include, for instance, appraisers, auditors, security, payment and other agents, pledgees.

The types of financing may include, for instance, loan, public offering, issuing of a financial instrument.

k. registrar or holder of a private or public database or register. This may include, for instance, company register, credit register, security register, financial crime and compliance database.
l. public authority or any party fulfilling public functions for the purpose of fulfilling such functions. This may include, for instance, bailiff, notary.

We will ensure, to the best of our ability, that all parties to whom we disclose your data are bound by a contractual or statutory duty to protect your data from further disclosure. We will not ensure this if we are required to disclose your data by law or by request of a public authority. We will also not ensure this if such an obligation cannot be ensured due to the purpose of your data disclosure.

28. Can we or you assign rights or obligations to someone else?

We may assign any of our rights and obligations to any person without acquiring your separate consent. This includes cases when we transfer a separated covered bond portfolio to a third party.

You may assign any of your rights and obligations to any person only after you receive our written consent.

29. What happens if you receive funds which you should not have received?

You must return to us all assets that you received incorrectly or unjustly. This includes funds, securities, and any other assets. We may withdraw such funds or assets from your accounts without acquiring your separate consent.

If we make incorrect entries on your accounts, we may correct such entries without acquiring your separate consent.

You must inform us immediately if you find out that:

a. you have incorrectly or unjustly received any assets,
b. we have incorrectly executed any transaction,
c. we have made an incorrect entry on your accounts.

30. What happens if there is a force majeure event?

Neither you nor we will be liable for non-performance of an obligation if all the following is true:

a. it is a consequence of an event which is beyond reasonable control of the affected party,
b. the affected party could not have reasonably prevented such an event from occurring,
c. at the moment of concluding the agreement the affected party could not have reasonably foreseen that such an event could occur,
d. because such an event has occurred, the obligation of the affected party cannot be objectively fulfilled.

Such an event is called force majeure. If your or our counterparty lacks financial resources, this is not force majeure.

The party affected by force majeure may suspend the performance of the agreement for the duration of force majeure if it is temporary. After the end of force majeure, the affected party must resume performance of the agreement in full.

The affected party must notify and provide proof to the other party about force majeure and its impact on the agreement. The affected party must fulfil this obligation within a reasonable period after it has been able to find out about force majeure. If the affected party fails to notify the other party as mentioned above, the affected party is not released from liability towards the other party and may not suspend performance of the agreement.

The existence of force majeure does not affect our right:

a. to terminate or suspend the performance of any agreement, or
b. to request immediate fulfilment of any obligations that you owe us.

31. If you incur a loss due to our fault, will we compensate you?

Our liability under any agreement with you is limited only to direct loss suffered by you. For this reason, you may not claim from us any indirect loss, for instance:

a. lost revenue, lost profit, and lost opportunity,
b. moral and reputational damage.

The limitations of our liability mentioned above don't apply if we intentionally violated an agreement with you or due to gross negligence.

We are not liable for any disruption in any service for any reason if:

a. we make reasonable effort to restore the service, or
b. we offer you a back-up solution. The service level of the back-up solution may be lower compared to the disrupted service.

However, sometimes we might not be able to restore the service or offer you a back-up solution within a reasonable period. In this case, we will return the fees which you paid for the transaction that was not executed due to the service disruptions.

32. Will our services ever change?

We may suspend, terminate, or modify any service at any time. We will inform you about it in advance.

33. Can we amend the rules applicable to our agreement?

We may amend these Luminor General Business Terms, our service terms, and our pricelist at any time.

We may amend the service agreement if such amendments are necessary due to important reasons such as:

a. replacement or upgrade of the software or hardware that we use,
b. changes in the service (see Section 32 above),
c. restructuring in our organization,
d. changes in the law.

We will inform you about amendments to any of the documents mentioned above before they come into force. If you object to proposed amendments, you may end the respective service agreement by sending us a written notice as described in Section 24 above. In such a case you must fulfil your obligations until the date on which amendments enter into force. If we don't receive your notice and you don't fulfil your obligations until the date on which amendments enter into force, it means that you accept the proposed amendments.

There may be cases when you and we enter into an agreement at a time when these Luminor General Business Terms, our service terms, or our pricelist are being amended. In that case, the versions of these documents that will apply to your relationship with us will be the ones containing all the relevant amendments.

34. What is a security arrangement, pledge, and financial collateral and how do they work?

A security arrangement is when you or another person conclude an agreement with us or provide a unilateral

commitment to us to ensure fulfilment of your obligations under an agreement. Pledge, surety, guarantee, and financial collateral are examples of a security arrangement. The person who provides the security arrangement is called a security arrangement provider.

A pledge is an asset that you or another person provide to us as a security to ensure fulfilment of your obligations under an agreement. For example, when you take out a mortgage loan, you may pledge real estate that you own to us, providing us with security that we will receive loan repayment. If you fail to repay the loan, you may lose the ownership right to this property because we will have the right to sell it to pay the debt.

Financial collateral is a type of pledge where the asset that you or another person pledges to us is typically money or financial instruments.

35. What pledge and financial collateral rules apply to you?

The following applies if we have indicated in the agreement with you that it is concluded with the involvement of the Luminor Latvian Branch:

a. you and we consider all the following pledged to us to ensure fulfilment of your liabilities toward us:

   i. all your deposits and financial instruments held with us now and in the future,
   ii. all funds that we owe to you now and in the future,
   iii. other property you own that is held with us,

"i" and "ii" above is financial collateral,

b. you and we agree that we have concluded the financial collateral agreement with you the moment these Luminor General Business Terms become binding to you,
c. you must receive our written consent to:

   i. pledge or encumber any part of the financial collateral,
   ii. exercise your rights regarding financial collateral if it could contradict your obligations to us,
   iii. exercise your rights regarding the financial collateral if it could terminate or limit our rights under any agreement,

d. you may carry out transactions with the financial collateral in keeping with the restrictions indicated above ("c"). However, if we decide to exercise our rights regarding financial collateral, you must first fulfill the claims that we have secured with it. In this case, you may carry out transactions with the remaining part of the financial collateral,
e. when your obligation toward us comes due, we may without notifying you in advance:

   i. suspend debit operations with the financial collateral, and
   ii. use the financial collateral to cover what you owe to us. If the financial collateral secures several

obligations, we may choose which obligations to cover and in what amount,

f. we may request that you provide security or increase an existing one. You must comply with our request. We may do so if the underlying conditions of our relationship with you have changed, or if we believe that the due performance of your obligations may be negatively affected. This includes the following cases:

   i. your economic situation has worsened or may worsen, or
   ii. the value of your existing security has decreased or may decrease.

The following applies, if we have indicated in the agreement with you that it is concluded with the involvement of Luminor Lithuanian Branch:

a. you and we consider all the following pledged to us to ensure fulfilment of your liabilities toward us:

   i. all your deposits, financial instruments, and other assets held with us now and in the future,
   ii. all funds that we owe to you now and in the future,

b. if you are a legal entity or arrangement, our agreement with you for the provision of our services is considered a financial collateral agreement in accordance with the Law on Financial Collateral Arrangements of the Republic of Lithuania. As such, you and we consider all the following pledged to us to ensure fulfilment of your liabilities toward us:

   i. all your deposits and financial instruments allowed by the law held with us now and in the future,
   ii. all funds that we owe to you now and in the future.

"a" and "b" above are financial collateral. The financial instruments do not have to have an explicit indication about their status as financial collateral when they are transferred to us. Such status is granted by these Luminor General Business Terms,

c. you may substitute, supplement, and withdraw financial collateral, if there are no restrictions to perform these actions under any of our agreements with you. We may restrict these rights if you fail to fulfil any of your obligations toward us. We may also restrict these rights in case of an event that gives us the right to end an agreement with you,
d. if you fail to perform your obligations toward us or any of the events listed in Section 25 above, or a similar event occurs, we may without notifying you in advance:

   i. suspend debit operations with the financial collateral, and
   ii. use the financial collateral and property pledged to us to cover what you owe us.

36. What is variable interest base rate?

You and we may agree to use a variable interest base rate to determine the interest rate. Usually, a variable

interest base rate is linked to a reference rate – an index used as a benchmark. The reference rate will fluctuate with the market conditions and so will the variable interest base rate. Neither you, nor we have any influence or control over it.

37. What happens if the variable interest base rate becomes negative, will we pay you?

The variable interest base rate may become negative. In such an event you may not claim from us to, and we will not pay you the negative rate.

38. Can we replace the reference rate with a different rate?

We may replace the agreed reference rate with a replacement rate in the following cases:

a. it is unlawful for us to continue using the reference rate,
b. the methodology, formula, or other means of setting the reference rate have materially changed,
c. the reference rate is unavailable,
d. the use of the reference rate is impossible for any period or significantly more difficult due to reasons beyond our control.

If the reference rate is unavailable, we may apply the value of the reference rate published two business days before it became unavailable. We will apply this value for no longer than 180 calendar days. We may replace it at any time with a replacement rate.

The replacement rate may be a similar index to the reference rate or another variable or fixed value.

We may use a replacement rate which is designated, nominated, or recommended as the replacement for the reference rate by:

a. the administrator of the reference rate, or
b. the central bank, regulatory or supervisory authority, Financial Stability Board, or
c. working group or committee sponsored, chaired, or constituted by or at the request of any of the authorities above (“b”), or
d. in the absence of any of the above (“a”, “b”, “c”), by a third party. In that case we will use the replacement rate only if it can be used as a reference rate, considering its financial and economic qualities.

39. How will we inform you of the replacement of the reference rate?

We will strive to inform you of the replacement of the reference rate at least ninety calendar days in advance. There may be cases when it is impossible or extremely difficult due to reasons beyond our control, or disproportionately burdensome to observe this term. In that case we will inform you of the replacement of the reference rate at least thirty calendar days in advance.

40. How can you disagree with the replacement of the reference rate with a different rate?

If you disagree with the replacement of the reference rate, you may end the agreement affected by it (extraordinary termination). If you choose to use this right, you must notify us in writing within fifteen calendar days after receiving our notification on the replacement of the reference rate. In that case you and we must pay all amounts due under the respective agreement. This must happen until the date the replacement rate takes effect unless we indicate otherwise in our notification. If you fail to do so:

a. the agreement will continue to be in force and
b. you will have agreed to the replacement of the reference rate with the replacement rate that we notified to you.

41. What laws are applicable to our legal relationship?

The laws applicable to our legal relationship with you are the laws of the Republic of Estonia. However, if we have indicated in our agreement with you that it is concluded with the involvement of:

a. the Luminor Latvian Branch, then the laws of the Republic of Latvia apply,
b. the Luminor Lithuanian Branch, then the laws of the Republic of Lithuania apply.

42. How can you file a complaint?

If you are dissatisfied with the service you received, we would appreciate receiving your feedback. You may also file a complaint with us. You can find information on how we handle complaints on our website. To file a complaint, you may use our contact details that we have provided on our website.

We will investigate your complaint and reply to you within fifteen calendar days after receiving it. If we need more time, we will inform you, providing a reason for it. In any case, we will provide you with a final response within thirty calendar days after receiving your complaint.

You may also file a complaint to the local financial supervisory authority:

a. Finantsinspektsioon (address Sakala 4, 15030 Tallinn, Estonia, phone +372 6680 500, fax +372 6680 501, e-mail: info@fi.ee, webpage: www.fi.ee),
b. Latvijas Banka (address: K. Valdemara str. 2A, Riga, LV-1050, Latvia, phone: +371 67 022 300, e-mail: info@bank.lv, webpage: www.bank.lv), if it concerns Luminor Latvian Branch,
c. Lietuvos Bankas (address: Totorių str. 4, LT-01121 Vilnius, Lithuania, phone +370 800 50 500 (+370 5 251 2763 (for international callers) More: https://www.lb.lt/en/contacts), e-mail: info@lb.lt, webpage www.lb.lt), if it concerns Luminor Lithuanian Branch.

If you are a consumer, you may also file a complaint to:

a. the Consumer Disputes Committee of the Estonian Consumer Protection and Technical Regulatory Authority (address Endla 10A, 10122 Tallinn, Estonia phone +372 6201 707, e-mail: info@ttja.ee, webpage: https://www.ttja.ee/),
b. the Consumer Rights Protection Centre (address Brivibas str. 55, Riga, LV-1010, Latvia, phone +371 65 452 554, e-mail: pasts@ptac.gov.lv), if it concerns Luminor Latvian Branch,
c. Lietuvos Bankas (address: Totorių str. 4, LT-01121 Vilnius, Lithuania, phone +370 800 50 500 (+370 5 251 2763 (for international callers) More: https://www.lb.lt/en/contacts), e-mail: info@lb.lt, webpage www.lb.lt), if it concerns Luminor Lithuanian Branch.

43. Where can you file a claim to court?

You and we should strive to resolve our disputes by mutual agreement. If either you or we find it impossible, you or we may file a claim to the court of the Republic of Estonia. However, if we have indicated in the agreement that it is concluded with the involvement of:

a. the Luminor Latvian Branch, then you or we may file a claim to the court of the Republic of Latvia,
b. the Luminor Lithuanian Branch, then you or we may file a claim to the court of the Republic of Lithuania.

In any case, we may file a claim to the court at the location where you are domiciled, have your registered office or assets, or have an affiliate or representative office.

44. Who supervises our activities?

Our activities as a credit institution are supervised by the European Central Bank. They do this in cooperation with the financial supervisory authorities of the Republic of Estonia, the Republic of Latvia, and the Republic of Lithuania as mentioned in Section 42 above.

45. Definitions of Luminor General Business Terms

Below we have listed definitions for some of the terms used in these Luminor General Business Terms. We have used other terms according to their definitions provided in the law.

we (us, our) – Luminor Bank AS, registry code 11315936, address: Liivalaia 45, 10145, Tallinn, Estonia (Luminor Estonia), which is represented:

a. within the Republic of Latvia by Luminor Bank AS Latvian branch, reg. No 40203154352, address: Skanstes iela 12, LV-1013, Riga, Latvia (Luminor Latvian Branch); and
b. within the Republic of Lithuania by Luminor Bank AS Lithuanian branch, company code 304870069, address: Konstitucijos ave. 21A, 03601 Vilnius, Lithuania ((Luminor Lithuanian Branch).

the law – any document issued by a competent authority which is binding to us or our relationship with you.

affiliate – any of the following:

a. a legal entity or arrangement which is controlled by the legal entity (e.g., a subsidiary),
b. a legal entity or arrangement which has control over the legal entity (e.g., a parent company),
c. a legal entity or arrangement which is controlled by the same person who has control over the legal entity (e.g., a sister company).

Control means rights arising from the laws or transactions that provide a legal or natural person – whether acting individually or jointly with other persons, directly or indirectly – with any of the following possibilities:

a. to use more than 50% of votes in a shareholder meeting legal entity,
b. to control the authorized capital of the legal entity,
c. to have a decisive effect on the legal entity,
d. to give binding instructions relating to the legal entity's operations or finance management.

business day – any day which is not a public holiday, national day (only in respect to Estonia), Saturday, or Sunday.

covered bonds – a secured debt instrument issued by us.

cover pool – a pool of assets that have been registered as collateral (cover assets) for covered bonds.

digital channel – a remote access system which is provided by us and enables you to use our services and/or to communicate with us remotely.

means of remote communication – any means which allow to transfer information without the sender and the recipient having to be at the same place at the same time (e.g., mail, telephone, e-mail, digital channel).

our website – an internet website at the address www.luminor.ee (for customers serviced by Luminor Estonia); www.luminor.lv (for customers serviced by the Luminor Latvian Branch); www.luminor.lt (for customers serviced by the Luminor Lithuanian Branch).

person related to you – an affiliate, beneficial owner, direct or indirect shareholder, director, member of management or supervisory body, officer, employee, agent, or representative of any of the following:

a. you,
b. your shareholder,
c. your beneficial owner,
d. your affiliate.

restricted party – any natural person, legal entity, or arrangement that is any of the following:

a. targeted by sanctions that we follow,
b. directly or indirectly owned or controlled by a person that is targeted by sanctions that we follow,
c. residing in, or incorporated under the laws of any country or territory that is subject to sanctions that we follow,
d. providing services or goods that are prohibited by sanctions that we follow,
e. acting on behalf, at the direction or for the benefit of any person that is any of the above.

you – a natural person, legal entity or arrangement who uses, has used, or intends to use our services.

46. Table of reference

Below we have listed terms that may have been used in your agreements with us and the definitions of those terms or a reference to a corresponding term in these Luminor General Business Terms.

Term	Definition
Applicable Law	See "the law".
Affiliate	See "affiliate".
Bank	See "we".
Latvian Branch	See "Luminor Latvian Branch".
Lithuanian Branch	See "Luminor Lithuanian Branch".
Bank's website	See "our website".
Bank Secrecy	information which the law requires us to keep confidential. In these Luminor General Business Terms we refer to this information as "banking secrecy".
Beneficial Owner	according to definition provided in the law.
Business Day	See "business day".
Covered Bonds	See "covered bonds".
Cover Pool	See "cover pool".
Customer	See "you".
Digital Channel	See "digital channel".
Event of Default	Events listed in the first paragraph of Section 25 above.

Term	Definition
General Business Terms	These Luminor General Business Terms.
Means of Distance Communication	See "means of remote communication".
Party	We or you.
Person Related to Customer	See "person related to you".
Price List	A document which sets our fees, and which is published on our website. In these Luminor General Business Terms we refer to this document as "our pricelist".
Restricted Party	See "restricted party".
Sanctions	A set of restrictive measures (sanctions) imposed by the competent Sanctions Authorities against the states, natural persons and legal entities, as well as other subjects. In these Luminor General Business Terms we refer to this as "sanctions".
Sanctions Authorities	Entities listed in the first paragraph of Section 22 above.
Sanctions List	A sanctions designation or target listed, adopted, or maintained by entities listed in the first paragraph of Section 22 above.
Security Arrangement	A security arrangement is when you or another person conclude an agreement with us or provide a unilateral commitment to us to ensure fulfilment of your obligations under an agreement. In these Luminor General Business Terms we refer to this as "security arrangement".
Security Arrangement Provider	The person who provides the security arrangement (other than you). In these Luminor General Business Terms we refer to this person as "security arrangement provider".
Service	A service that we offer or provide. In these Luminor General Business Terms we refer to this as "service".
Service Agreement	Agreement between you and us on the provision of our services. In these Luminor General Business Terms we refer to this as "service agreement".
Service Terms	The terms and conditions for the provision and use of a service. In these Luminor General Business Terms we refer to this as "service terms".
Termination Event	Events listed in third paragraph of Section 25 above.

PART II. ACCOUNTS SERVICE TERMS

1. General

1.1. These Accounts service terms explain how we, Luminor, maintain your account and how you may use it. Account maintenance is our service that includes opening, activating, servicing, restricting, and closing the account.
1.2. These terms are a service agreement that creates contractual rights and obligations between you and us and sets the rules that apply to account maintenance.
1.3. Any reference to a document (regardless of the document's previous name) containing provisions about account maintenance means a reference to these Accounts service terms.
1.4. In these terms, account means any payment account we have opened.

2. Opening an Account and Entering into the Service Agreement

2.1. You must submit an application in the form and manner we require if you want to open an account. This application becomes an integral part of the service agreement.
2.2. We will verify information and documents you submit. We may ask you for additional information and documents.
2.3. We open and activate the account after we are satisfied with the results of the verification.
2.4. You and we enter into the service agreement when we open your account. The service agreement enters into force for an indefinite term.
2.5. The service agreement is valid even if we and you do not sign a separate document.
2.6. We may refuse to open or activate an account.

3. Account Currencies

3.1. We are entitled to determine currencies in which we offer to open an account and provide services.
3.2. We may offer you a separate account for each currency or one account for multiple currencies. It may vary from country to country.
3.3. If we stop providing services in a certain currency, we will notify you. Within the period we set, you must provide us an account at another credit institution or payment service provider where we can transfer the money in that currency. You can also convert the currency to one we still provide. If you do not do this, we may:

a. transfer the money back to the account from which we received it, or
b. convert the money to euros under our currency exchange rules.

3.4. We are not liable for any losses caused by currency exchange or exchange rates.

4. Opening a Basic Account

4.1. We open a basic account at your request. We open a basic account only for a natural person acting as a consumer.
4.2. We may ask you to submit a basic account application in the required form and manner and sign the agreement on basic account maintenance. Acquiring our other services and entering other contracts is not mandatory. More information about the basic account is available on our website.
4.3. We refuse to open a basic account only in cases defined by law.

5. Account for Holding Other Persons' Money

5.1. We may open an account for you to hold money that belongs or is due to other persons only if we agree on this with you in advance.
5.2. You must prove that the law requires you to keep money that belongs or is due to other persons separate from your own money.

6. Opening a Temporary Account

6.1. If you are establishing a company, you may ask us to open a temporary account to deposit the share capital.
6.2. We may ask you to submit a temporary account application in the required form and any other necessary documents.
6.3. We open a temporary account so that you can deposit the share capital until the company is registered in the relevant public registry. We have the right to close the temporary account if you do not pay the fee set in the pricelist within three business days after we open the temporary account.
6.4. You cannot use the money in the temporary account until we convert it into a regular account. If you stop establishing the company and inform us of this in writing, we transfer the money in the temporary account to the persons who deposited it.
6.5. We convert the temporary account into a regular account after the company is registered and after you submit the required documents. You must do this within three months after we open the temporary account.
6.6. If you do not submit the documents, we may charge the applicable fee and close the temporary account. If we close the temporary account, we transfer the money in it to the persons who deposited it. We may deduct any necessary fees from that money.

7. Assigning and Changing the Account Number

7.1. We assign each account a unique number that is a unique identifier and is known as an IBAN (International Bank Account Number). You will find your account number (IBAN) either in the agreement, if we conclude it in writing, or in our digital channel you use.
7.2. We may change the account number, but we will inform you in advance.

8. Your Representatives and the Authorisation Document

8.1. The authorisation document means a document in which you authorise one or more representatives to act on your behalf with us, for example, a notarized power of attorney or a specific form prepared by us for a legal entity's representative.
8.2. If you are a legal entity, we may request you to submit an authorisation document in the specific form we have prepared for a legal entity's representative.
8.3. We may require you to sign the authorisation document in our presence or in the presence of a notary, or with a secure electronic signature, or in another way.
8.4. We rely on the authorisation document. If other documents limit your representative's authority, such as setting transaction limits or requiring additional approval, we are not obliged to verify this. Such limits do not make a transaction we executed invalid.
8.5. We are not liable if the authorisation document is not genuine and turns out to be forged. You bear the risk and responsibility for your representative's actions based on the authorisation document, including if the document later proves to be forged.
8.6. You must update the authorisation document if we ask you to do so. We may ask for an update for various reasons, for example, when your representative or their data changes, or when the company you represent reorganizes.

9. Using the Account

9.1. Only you or your representative can use the account.
9.2. You may use only the money that is freely available in the account, unless we have agreed with you otherwise.

10. Deductions from the Account

10.1. We have the right to deduct money from your account without your consent in accordance with the law, our Unified Service Terms, our other service terms, and the agreements between us.
10.2. We deduct our fees and payments due to us first, even if you or third parties give different instructions.
10.3. We have the right to make deductions even if your account does not have enough money. If there is not enough money, the account balance becomes negative. In this case you must immediately repay the amount by depositing it into the account.
10.4. For each day when your account balance is negative, we may ask you to pay us a fee according to the pricelist. When calculating fees, expressed as a percentage per year, we relate the actual number of days to the number of days per year.

11. Service Packages and Fees

11.1. We may offer services in packages. The pricelist shows the types of packages and the services included in each. We may require you to choose one of these service packages. In some cases, we may ask you to have two service packages for a certain period of time.

11.2. You may change your selected package following the required process. We will activate the package within 2 business days.
11.3. From time to time, we may update service packages, their types, services included, and fees. We will inform you in advance.
11.4. From time to time, we may include in the service package a special offer, campaign or benefit, for example, cashback benefit. We publish the rules of such offers, campaigns or benefits on our website or in our digital channel. We may introduce, amend or cancel our offer, campaign or benefit at any time. We will inform you about it.
11.5. We may change your selected package based on the payment card and other services you have applied for or currently use.
11.6. The pricelist shows the fee for each package and all other fees.
11.7. For services not included in the package, for example, payments above the number included in the package, we charge the fee indicated in the pricelist. When determining the number of payments made in a month, we count the payments that were completed in the relevant month.
11.8. We deduct the package fee from any of your accounts each calendar month for the previous month. Charges will apply only for the period when your package was active. We deduct other fees for services not included in the package from any of your accounts together with respective transaction or on each calendar month for the previous month.

12. Interest on Account Balance

12.1. We may pay you interest on the money in your account if we decide so. We will inform you about this personally or will publish information on our website. No notice will be given of more favorable changes. You may also request this information in printed form at our customer service areas.
12.2. We set the interest rate unilaterally, as well as the minimum and maximum account balance on which the interest is calculated. Different interest rates and conditions may apply to different customers.
12.3. We calculate interest on a daily basis if your account balance at the end of the day is not less than the minimum set by us and not higher than the maximum set by us. We calculate the interest for the actual number of days, based on a 365-day year. We credit the calculated interest to your account.
12.4. We have the right to change the interest rate, the minimum and maximum balance, or cancel interest payments. If you do not agree with the changes, you may end the account maintenance agreement in accordance with Luminor General Business Terms.

13. Account Statement and Information on Account Transactions

13.1. We provide information about your transactions in your account statement.
13.2. You must check your account statement at least once a month and make sure your transactions and the statement are correct.
13.3. You must inform us in writing without delay if you find any error, and no later than 15 days after the statement becomes available. We may reject any claim submitted later. If you do not notify us within 15 days after the account statement becomes available, we may assume you have no objections.
13.4. We have the right to correct erroneous transactions, the account balance, or entries in the statement.

We can do so even after we have issued you the statement for the relevant period or if your account does not have enough money.

14. Availability of Account Statements

14.1. We provide your account statement in the format we set through our digital channels, such as the internet bank.

14.2. The account statement is considered available and known to you if you have agreed to use our digital channel. If you have not agreed to use our digital channel and you are a consumer, we will provide you with an account statement for the previous month once a month free of charge at our customer service location upon your request.

14.3. Not collecting or reviewing the statement does not release you from your duty to check it and notify us about errors.

14.4. We may agree on a different statement format, content, or delivery method. We have the right to charge a fee for this according to the pricelist. We may also refuse or, after prior notice, stop providing statements in another way.

14.5. We keep transaction information for at least 36 months. Regarding transactions older than 36 months we decide how long transaction information remains available. We are not obliged to provide a specific statement format or to make statements available specifically in digital channels. After your account is closed, statements are available only at our customer service location upon your request.

15. Restriction of Account Operation

15.1. When we restrict your account, we fully or partially stop transactions on it.

15.2. You may ask us to restrict or restore the account operation. We may also restrict your account based on your phone request if there is a fraud risk, for example, if you've lost your authentication tools or noticed suspicious activity in the account. If we doubt the caller is really you, we may refuse to restrict the account or ask you to confirm in writing. If you do not provide written confirmation, we may restore the account operation.

15.3. If your account is restricted at your request, it does not stop a transaction if:

a. the transaction settles your obligations to us or to one of our affiliated companies;
b. the transaction is required by law, for example, tax withholding or an authority's order.

15.4. We have the right to restrict your account in accordance with our General Business Terms. We may also restrict your account operation if we receive conflicting documents about your authorized representatives.

15.5. If we restrict your account, you must immediately repay any credit linked to your account and payment card and pay other account-related fees.

15.6. We are not liable for any losses caused by the restriction of your account operation.

16. Restoring Account Operation

16.1. Before restoring your account operation, we may ask you to submit additional documents or perform other verifications, for example, verify your identity again.

16.2. We restore the account operation:

a. when the law requires it,
b. when the reason for the restriction no longer exists.

17. Closing the Account

17.1. You may request to close your account in writing at any time. If you ask to close all accounts or your only account, this will terminate your account maintenance agreement with us.

17.2. After we receive your request, we may limit account activity – for example, refuse to execute your orders or new transactions, and refuse incoming payments.

17.3. We close your account within a reasonable time. If a payment card is linked to the account, we will close it within 2 months after your request.

17.4. Before closing your account, we will deduct all fees and amounts due to us from your account. We will transfer any remaining money to you by a non-cash transfer as agreed. We may require that:

a. you provide a payment account with a bank or another institution authorized to provide payment services in a European Union Member State;
b. the account is in your name.

17.5. If you do not provide a suitable account within our deadline, we may transfer the remaining money to another account of yours known to us or to the account from which we received the money or to our internal account. We may also treat the account as inactive and charge a fee according to our pricelist. We will continue charging the inactive account fee until you provide a valid account for transferring the remaining money, or until the account balance reaches zero.

18. Termination of the Service Agreement

18.1. You and we have the right to unilaterally terminate any service agreement that is concluded for an indefinite period, in line with the law and our General Business Terms. If you or we terminate the agreement, we will close your accounts.

18.2. We may refuse to close the account, and you cannot unilaterally terminate the agreement:

a. if you have not fulfilled obligations, for example, unpaid service fees,
b. or if another service agreement requires you to have an account with us.

18.3. We have the right to unilaterally terminate the agreement at any time by notifying you:

a. at least 2 months, but not less than 60 days, in advance, if you are a consumer,
b. at least 10 days in advance, if you are not a consumer.

18.4. We have the right to terminate the agreement immediately and without notice if you violate its terms or the law. We also have this right in other cases, if the law or another service agreement allows it.

18.5. If you or we have given notice to terminate the service agreement, we have the right to limit your transactions and actions with your accounts from that moment, including:

a. refuse to carry out your transaction orders,
b. refuse incoming transactions to your accounts,
c. stop paying interest on money held in your accounts,
d. suspend or terminate cards linked to your account,
e. withdraw from other service agreements that require an account,
f. treat the account as inactive and charge the fee according to our pricelist,
g. close your accounts.

18.6. Upon our request and within the timeframe we specify, you must pay all fees and fulfill obligations outlined in the agreements and pricelist. If the service agreement on account maintenance was concluded for a period shorter than six months and you terminate it before that period ends, we may charge a reasonable termination fee.

19. Liability

19.1. Luminor General Business Terms set our liability and how we compensate for losses caused by our fault. The Payment service terms set our liability for payments that you have not confirmed.

19.2. You are liable for any losses caused by your or your representative's actions or inaction, including negligence.

19.3. When you request compensation from us, you must give us accurate and truthful information. If you provide false information or carry out any illegal actions, you must reimburse all our costs and losses.

19.4. We are not liable for services provided by other persons, even when we intermediate them. We are also not responsible for any losses caused by other persons during service delivery.

19.5. We are not liable for losses caused by:

a. suspension or termination of the transaction or provision of the service, if we have done it for the purpose of prevention of money laundering, terrorism financing, fraud or other unlawful actions,
b. communication failures, availability interruptions, technical problems beyond our control, or due to other person's actions,
c. delays, shipment loss, or errors in sending information caused by time zone differences, currency exchange fluctuations, or other circumstances beyond our control.

20. Applicable Rules

20.1. When you apply to open an account, you agree to our Luminor Unified Service Terms and our pricelist.
20.2. The acceptance, execution, refusal and withdrawal of payment are regulated in the Payment service terms.
20.3. We will apply other parts of our Unified Service Terms if this part, "Account service terms", does not regulate a particular matter. For example, the General Business Terms set document requirements, how we and you communicate, how we deduct fees, how you can submit complaints, how we handle complaints, how to settle disputes, and which authorities supervise us.
20.4. You and we must follow mandatory law requirements when they differ from these terms.
20.5. If you are not a consumer we may not apply all or part of the provisions of Chapter III of the Law on Payments, Items 1, 2 and 3 of Article 4, Paragraphs 1, 2 and 5 of Article 11, Paragraph 3 of Article 29, Articles 37, 39, 41, 44, 51 and 52 of this law and respective clauses of these terms implementing said provisions.

PART III. DIGITAL CHANNELS SERVICE TERMS

1. General rules

1.1. These terms explain how we, Luminor, maintain our digital channels and how you may use them. A digital channel is our online system such as internet bank, mobile application, telephone bank notifications, or another channel for accessing our services remotely.

1.2. We will apply other parts of our Unified Service Terms if this part, "Digital Channels service terms", does not regulate a particular matter. For example, complaints and disputes are handled according to General Business Terms.

1.3. Our other documents may refer to rules on topics similar to those in these terms, for example, terms on digital channels, internet bank, mobile application or remote access instruments. Regardless of the title of those terms, such references mean these terms.

1.4. Third-party services such as account information and payment initiation services may be available via digital channels, but we are not liable for services provided by a third party.

1.5. You must pay for the digital channel related fees according to the pricelist.

2. Use of digital channels

2.1. You or your representative is authenticated using authentication tools accepted by us. Authentication tools are methods for verifying identity or authorising an operation, including Smart-ID, ID card, Mobile ID, biometric data, electronic signatures, code generators, passwords, PINs, and other security tokens or devices.

2.2. Authentication tools are issued by us or third parties.

2.3. Operations are confirmed using authentication tools. In these terms operations mean any action taken via digital channels, for example:

- accessing account information,
- initiating payments,
- submitting and exchanging information,
- confirming transactions,
- signing, amending, or terminating agreements,
- other available functionalities.

2.4. You may need specific software, such as our mobile application, and equipment, for example, a smart phone with an internet connection, to use authentication tools. More information about authentication tools is available on our website. We may request you update our mobile application from time to time to continue using our services.

2.5. Only confirm operations that you have initiated. If you have any doubts, double-check the information and either suspend or cancel the operation.

2.6. We may refuse operations for reasons such as insufficient funds, exceeded limits, security concerns, or other reasons provided in the General Business Terms or applicable service terms.

2.7. We set limits unless otherwise agreed with you. In these terms, limits mean service-related limits in digital channels, for example, access, operations, amounts. You can see and change the limits on digital channels. We may set restrictions on limits. Some transactions, for example, payments between your accounts open with us, may be excluded from limits.

2.8. We may provide confirmations for operations with an electronic signature or an electronic seal. The electronic signature or the electronic seal we use is treated as equivalent to a handwritten signature.

3. Security requirements

3.1. You must follow the security requirements available on our website, use secure devices, software, connections (internet) and monitor operations on digital channels regularly.

3.2. You must protect your authentication tools (including devices and software) and not share them with anyone. Your authentication tools are personal, and keeping them safe helps prevent fraud or any other type of misuse.

3.3. If your device is transferred to anyone else or you want to install authentication tools on another device, you must delete the authentication tools and information installed and saved on the device you will no longer use.

3.4. Electronic signatures must meet the law and the issuer's and our rules.

3.5. You must notify us about the loss or theft of your authentication tools.

3.6. You must notify us about losses, theft, unauthorised operations, or any suspicious activity immediately.

3.7. We may suspend or block your or your representative's access or require additional verification for security reasons (suspicious activity), breach of agreement or other reasons specified in the General Business Terms. We will restore access once the reason for suspension or blocking is resolved.

4. Rights to use digital channels

4.1. You may appoint representatives with specific rights to use and gain access through digital channels.

4.2. We may provide access with predetermined functionalities and limitations.

4.3. Representatives may be given access based on the law requirements, for example, legal representation, and by public authorities, for example, a court.

4.4. You must notify us if there are any changes related to your user rights or representatives.

4.5. Changes to user rights take effect by methods enabled by us and once activated in the digital channel.

4.6. You can request blocking at any time.

4.7. Incorrect login attempts may trigger blocking as well.

5. Liability

5.1. You are responsible for all operations, losses and damages on digital channels, unless there are service-related exemptions according to the service terms or law.

5.2. You are responsible for the actions carried out by your representatives, including compliance with all usage and security requirements. We are liable to cancel access rights of your representative once you have notified us.

5.3. We are not responsible for any restrictions or limitations applied under these rules, the General Business Terms, or other applicable Luminor service rules.
5.4. We are not liable for devices, software, connections or authentication tools offered by third parties. This concerns liability for availability, functioning, security, and damages.

6. Termination

6.1. We agree on the use of digital channels for an indefinite term.
6.2. You may terminate the use of a digital channel by contacting us.
6.3. We may terminate the use of a digital channel by giving notice (at least 2 months but not less than 60 days for consumers, at least 15 days for other persons), or immediately according to General Business Terms.

PART IV. PAYMENTS SERVICE TERMS

1. General Provisions

1.1. Payments service terms apply to any payment initiated from your account or received to your account.

1.2. These terms start to apply when we open your payment account and apply as long as you have a payment account opened with us.

1.3. To a payment by a card also Cards service terms apply, and in case of discrepancies Cards service terms prevail.

1.4. We will apply other parts of our Unified Service Terms if this part "Payments service terms" does not regulate a particular matter. For example, any complaints or disputes will be resolved according to Luminor General Business Terms.

1.5. You or we may set limits for payments in accordance with the law and service agreements.

1.6. If you are not a consumer we may not apply all or part of the provisions of Chapter III of the Law on Payments, Items 1, 2 and 3 of Article 4, Paragraphs 1, 2 and 5 of Article 11, Paragraph 3 of Article 29, Articles 37, 39, 41, 44, 51 and 52 of this law and respective clauses of these terms implementing said provisions.

1.7. In these terms payments mean credit transfers when we or another account provider transfers money, on the instruction of you or another account holder, from your or the account holder's account to another account.

2. Types of payments

2.1. **Internal payment** is a payment between the accounts opened with us.

Processed on digital channels around the clock and every day. Payment orders made in other currency than euro or on digital channels after 23:00 may reach the account and be reflected on the next day's account statement.

2.2. **SEPA payment** is a payment made in euro within the Single Euro Payments Area (SEPA).

SEPA payments made to another bank will be executed on the same business day if the payment order is submitted before 15:15 on the business day. Subsequent payment orders are executed by the next business day. SEPA payment can be executed as an instant payment if the payee's bank is a member of the instant payment system.

2.3. **Instant payment** is a SEPA payment executed immediately, around the clock and every day.

2.4. **Urgent euro payment** is a payment settled in real time to the account of a payee's bank participating in the pan-European interbank express payment clearing system.

Urgent euro payments made to another bank are executed on the same business day if the payment

order is submitted before 17:00. The payee's address must be indicated.

2.5. **Cross-border payment** is a payment when either:

2.5.1. the payer's or the payee's account is not based within the Single Euro Payments Area (SEPA);
2.5.2. the payment is made in a currency other than euro.

Executed on a day, when we debit the money from your account and transmit the payment to the payment intermediary or the payee's bank. We will perform this no later than within 4 business days from the moment we receive your payment order. However, the exact date on which the payee receives or can access the funds may vary due to factors outside of our control. You can choose to make cross-border payments as ordinary, urgent or express payments. The payee's address must be indicated, and the payment explanation must be in English.

2.6. **Standing order** means a payment that you instruct us to make regularly from your account.

3. Submission of a payment order

3.1. You must give your consent and submit a payment order to us in the following ways:

3.1.1. sign a printed payment order and submit it at our on-site customer service area,
3.1.2. authorize a payment order remotely on our digital channel using authentication tools, allowed by us or agreed with you,
3.1.3. in other ways agreed with you;
3.1.4. via the payee or the payment initiation service provider, if we provide such an option.

3.2. We consider that a payment order is submitted to us when we receive all the information, we need to execute the payment, but not earlier than:

3.2.1. in printed form – when we affix a stamp with the receipt date,
3.2.2. via digital channels:

3.2.2.1. instant payment when we receive it,
3.2.2.2. other payments on the same business day, if you submit a payment order on the business day, or, if outside the business day, on the next business day,

3.2.3. on the date you have specified in the payment order with a future execution date,
3.2.4. if you do not have enough money in your account when the payment is submitted – when the amount required for the payment is deposited in your account, if we haven't refused the payment order yet.

3.3. When you submit us a payment order, it becomes binding to you.

3.4. You can submit a payment order with a future execution date in printed form or via a digital channel if selected digital channel supports this feature. The date of execution of the payment order shall be accepted by us and must be no later than 90 days from the date of submission of the payment order.

4. Verification of payee

4.1. Before submission of SEPA payment, Internal payment or Instant payment order, we will offer you the verification of payee. We can also carry out the verification of payee for other types of payments.

4.2. When verifying the payee, we check whether the name of the payee matches, almost matches or does not match the payee's IBAN. After receiving the notification about verification of payee, you can choose to confirm or cancel the payment order. We will inform you:

4.2.1. in the event of mismatch, you receive from us No Match notification, and if you still confirm the payment, the money may be transferred to the wrong payee, that is, to IBAN that is not IBAN of the payee specified by you,

4.2.2. in the event of almost match, you receive from us Close Match notification, and we will provide the name of the payee that matches the payee's IBAN you provide,

4.2.3. if the verification of payee is not available at that moment.

4.3. We shall not indemnify you for any loss incurred as a result of a confirmed payment order, including the transfer of funds to a payee who is not named by you, if either

4.3.1. you confirm a payment for which we have notified you of mismatch or almost match following the verification of payee, except if our notification about the match turns out to be incorrect,

4.3.2. you have opted out of the verification of payee.

4.4. If you are not a consumer, we may offer the possibility to waive the verification of payee service if multiple payment orders are submitted as a package. If you submit multiple payment orders to us as a package via Luminor Web Services, you automatically waive the verification of payee. To use the verification of payee, you should use another digital channel that supports submission of multiple payment orders as a package.

4.5. If the payee is a legal entity, we may provide the verification of payee based on other data (for example, registration code, VAT number) that uniquely identify the payee.

5. Acceptance of a payment order

5.1. We determine the time until which we accept payment orders on the business day. You can find working hours of our business day on our website or on our pricelist, or at a customer service area. We accept an instant payment order on our digital channel at any time.

5.2. We accept only payment orders that meet our requirements.

5.3. To execute a payment order, the necessary information must be provided on the form required by us.

5.4. The details required on a payment order are described on the payment form in digital channels

or explained at our on-site customer service area. The payment order must be completed in Latin alphabet. We may replace any letter with a letter of Latin alphabet.

5.5. We use IBAN to execute the payment order. Verification of payee service notwithstanding, this means that IBAN and no other payment details (such as name or address of the payee) is the key element that determines where a payment is sent or received. If IBAN is not used in the payee's country, you shall indicate the payee's unique identifier and SWIFT/ BIC code of the payee's bank, or any other identifier. A SWIFT/BIC code is a unique identifier assigned by the Society for Worldwide Interbank Financial Telecommunication (SWIFT) to financial institutions, used to facilitate international transactions. If the BIC is missing or incomplete, we may use a known BIC.

6. Execution of a payment order

6.1. We execute a payment order as of the moment of receipt by the deadline indicated in these terms.

6.2. If you submit the payment order on a day that is not a business day, we may consider it as received on the next business day.

6.3. We will not execute a payment order with a future date if we are aware that the payer has died or the legal person has been removed from the register.

6.4. We may request evidence of the origin of the funds used to execute a payment order.

6.5. You must ensure that sufficient funds are available to execute the payment order and to pay the fees. If you submit multiple payment orders and there is no set order of execution of payments, and you do not have enough money in your account for all payments and fees, we may choose the order of execution of payments.

6.6. If an instant payment cannot be executed, we process it as a SEPA payment or as another type of payment. You are free to change this setting and select other preferred payment type eligible for respective payment.

6.7. If we suspect fraud, for example, if a payment is uncharacteristic of you, we may withhold your payment. We may contact you to find out if you are making this payment yourself and consider a payment order received only when you have confirmed it. We may also execute the payment if we cannot contact you.

6.8. We may use a payment intermediary of our choice to execute the payment order. If an intermediary is involved in the execution of the payment, the payment is also subject to the laws binding upon the payment intermediary and rules of the payment intermediary.

6.9. We may forward your and the payer's details to a payment intermediary, the payee's bank, and the payee. Your data can be shared also with a payment initiation service provider.

7. Refusal to execute a payment order

7.1. We do not execute the payment order if either:

7.1.1. there are not enough funds in the account,

7.1.2. the payment order is incorrect or contains incomplete information,

7.1.3. you do not submit the information or documents we have required for execution of the

payment order,

7.1.4. the law, payment intermediaries or public authorities, or limits of payments restrict the execution of a payment order,

7.1.5. there is a security or fraud risk or another reason for us to believe that the payment order does not correspond to your intention,

7.1.6. other circumstances specified in our General Business Terms or our service terms apply,

7.1.7. the instant payment cannot be executed, and you decline in the payment order the option to repeat the payment as a SEPA payment,

7.1.8. the payment intermediary or the payee's bank refuses to execute the payment order.

7.2. If the payment order does not comply with our requirements, we will set a deadline for you to correct the payment order. If you fail to correct the payment order by the deadline or if we are unable to apply the due diligence measures specified in the law, we will not execute the payment order and will inform you.

7.3. We will notify you if we refuse to execute the payment order. We may charge a fee for this notification in accordance with the pricelist. You have the right to obtain information from us about inaccuracies in the payment order.

8. Incoming payment order

8.1. We will transfer the money to your account if you are the payee and the payee's details are correct.

8.2. As a rule, we execute the incoming payment as soon as we receive it on the condition that the payment order is correct. Incoming payment received outside the business day may be executed the next business day at the latest.

8.3. We may reject or delay execution of an incoming payment, for example, if we receive a payment order with inaccurate information.

8.4. We may credit the payee's account before the funds have been received. We may reserve this amount until the funds have been credited to the payment intermediary's account. If we do not receive such funds until the next business day, we shall have the right to debit the funds with accrued interest from your account or request to repay the funds.

8.5. If money is credited to your account due to an error by the payer or the payer's bank, we will ask for your help to clarify the situation. You should cooperate with us and answer our questions. We may restrict your ability to use this money until the situation is resolved.

8.6. We have the right to charge a fee for the incoming payment in accordance with our pricelist. We may deduct the fee from the money transferred to you. We may do this before the money reaches your account. We may also debit this fee from any of your accounts with our bank.

9. A standing order

9.1. In a standing order you shall specify:

9.1.1. the date on which we shall start execution of each individual payment,

9.1.2. the period during which we are required to execute each individual payment.

9.2. You have the right to cancel the standing order. You shall notify us at least 1 business day before the next payment date.

9.3. We have the right to cancel the standing order. If you are a consumer, we will give you 2-month prior notice. In other cases, we will notify you within a reasonable period. We may cancel the standing order also immediately, for example if your account is closed or in other cases specified in our General Business Terms or by law. If we comply with these terms, we are not liable for any damage caused.

9.4. If you have submitted multiple standing orders, we can choose the order of their execution.

10. Payment information

10.1. Details of your payments are available in your account statement in accordance with our Accounts service terms.

10.2. If you want to find out information about a payment you have made or received, submit a request to us in our digital channel or in written at our on-site customer service area. Please provide details of the payment and the reason for your inquiry in your application. We will do our best to find the details of this payment and will notify you of the inquiry results. You will have to cover the costs of the payment search.

11. Amendment and Cancellation of Payment Order

11.1. You may request the amendment of a cross-border payment order by submitting the corrected information in writing or by an agreed method. We will try to correct the payment order but will not be liable if this fails.

11.2. You may cancel a payment order if we have not yet started to execute the payment order. The payment order is cancelled at the expense and risk of you.

11.3. To cancel a payment order, you must submit to us a cancellation request containing the reason and the essential information like the transaction registration number or the payment order number. You can submit the cancellation request in the same way as you submitted the payment order or via phone. We will return the payment amount to the account from which the payment was initiated once we have received it back.

11.4. If we have executed the payment order, you may cancel the payment order only if we the payment intermediary, the payee's bank, and the payee consent to it. We may refuse to amend or cancel a payment order once you have submitted it to us. If we agree, we inform the payment intermediary or the payee's bank. We do not assume any liability for refunds, and we will only refund your money once we have received it back.

11.5. You will pay to us according to the pricelist for any enquiries, cancellations, amendments and confirmations related to payments, including pay in full the service fees of the payment intermediary and the payee's bank.

12. Currency Exchange and Exchange Rates

12.1. If currency exchange is required for execution of payment, or amendment or cancellation of a payment, we use our currency exchange rate that is effective at that moment. We only exchange currency in non-cash money.

12.2. If the payment is amended, cancelled or returned to you and we repeat the currency exchange, we do not have to use the same exchange rate.

12.3. You will bear all charges related to the currency exchange and the risk of any potential losses resulting from exchange rate fluctuations.

12.4. We can change exchange rates at any time. We do not need to notify you in advance. You can find our exchange rates on our website, digital channels or on our on-site customer service areas. You will find out the exchange rate for a specific payment when you make the exchange at our on-site customer service area or via a digital channel. If you are a consumer, we will inform you of the exchange rate, amount and costs before confirming the payment.

12.5. You can obtain information on the exchange rate for a specific payment executed in your account statement.

12.6. Specific rules or restrictions may apply to transactions in foreign currencies. They are determined by the laws of the country where the currency comes from. We are bound by these rules and can apply them when exchanging the respective currency.

12.7. In certain cases, for example, when we need to check limits or perform a contract, we may use the euro reference rate set by the European Central Bank. This condition applies, unless your service agreement says otherwise.

12.8. In some cases, for example, stipulated by the service agreement, we use the euro reference rate set by the European Central Bank. We use it when we exchange currencies or convert amounts. Some currencies do not have such a rate. In that case, we can use a different exchange rate to euro. We get it from sources like Bloomberg, Reuters or The Financial Times. We use the exchange rate in effect at the start of the respective day. You can find information about these exchange rates on the websites of the European Central Bank, local central banks or other financial information or service providers. We are under no obligation to notify you of changes to these rates.

13. Fees

13.1. You pay us the fees for payments, currency exchange and other related services according to the pricelist.

13.2. We may charge the fee already before debiting the payment amount from the payer's account or crediting the payee's account.

13.3. We will not refund the fee if the payment is returned due to inaccurate information or is cancelled.

13.4. If there are insufficient funds in your account, we can debit the amount from another your account.

13.5. Different payments have different types of fees:

13.5.1. Shared costs (SHA/SHAR) – the payer pays the fees of their bank, and the payee pays the fees of the payee's bank and the payment intermediaries.

13.5.2. Payer pays (OUR/DEBT) – the payer pays the fees of their bank and payment intermediaries, and the payee pays the fees of the payee's bank.

13.5.3. Payee pays (BEN/CRED) – the payee pays the fees of their bank and payment intermediaries, and the fees of the payer's bank. In case we receive a payment with this type of fee, we will inform you about all deducted fees.

13.6. The fee is split between you and the payee if you made a SEPA payment or any other payment in which the payer's bank and the payee's bank are located in a Member State of the European Economic Area, Switzerland or Monaco, or in any Member State of the Single Euro Payments Area (SEPA), and which is made in euro or in any other national currency of any of the aforesaid countries. If you specify a different type of fee for these payments, we may change it to a shared or SHA fee or we may refuse to execute such a payment order. We apply the shared or SHA fee also if you do not specify the fee method in the payment order.

13.7. Payment intermediaries may also charge fees in addition to the fees charged by the payee's bank. Fees charged by the payment intermediary, about which we know in advance, are covered according to the information provided in the payment order. We may not know about some expenses in advance. If we were not informed about the expenses in advance, you will have to pay them. We have the right to debit these expenses from any of your accounts.

13.8. We will charge fees in euro applying our currency exchange rate but display them on the account statement in the currency of the account.

14. Your Liability

14.1. Your liability is subject to these Payments service terms, Accounts service terms, General Business Terms and other service terms and agreements.

14.2. You must notify us immediately if you have any suspicions or concerns about security of your money or data, for example, if payment instrument, authorisation tools or their data have been lost, stolen or have become available to other persons. Also report if you suspect that your PIN codes have become known to someone else.

14.3. You are obliged to notify us immediately. You can call us at any time of the day. The phone number is +370 5 239 3444. You can also submit a report at our on-site customer service area or via our digital channels.

14.4. If you notice a payment that you haven't made or an erroneous payment, please notify us in writing. Do this as soon as you become aware that the money has been withdrawn from your account. You must notify us immediately without undue delay, but not later than 13 months after money withdrawal from your account. We may refuse to reimburse you if you fail to notify us without undue delay even though you notify us within 13 months.

14.5. If we have not provided you with details of your payments in your account statement in accordance with our Accounts service terms, you shall notify us of an unauthorized or erroneous payment as soon as you become aware of it.

15. Liability for payments you have not confirmed

15.1. Payments that you have not confirmed are considered unauthorised payments. We shall require strong customer authentication in the cases required by law. If we do not require it, we will be liable, unless you have acted fraudulently. If the payee or the payee's bank does not accept strong customer authentication, they shall cover your losses according to the law.

15.2. We will indemnify you for unauthorised payments in accordance with the law and these terms if either:

15.2.1. you have notified us of unauthorised payment within the period and in the manner set out in these terms,

15.2.2. the payment was made using a payment initiation service.

15.2.3. you were unable to detect the loss, theft or misappropriation of a payment instrument, for example, a card, before the payment,

15.2.4. your loss is caused by any act or omission of our employee, agent, branch or outsourcing provider,

15.2.5. your loss occurred after you notified us that the payment instrument has been lost, stolen or otherwise misappropriated.

15.3. We will indemnify you promptly, but not later than by the end of the next business day on which we:

15.3.1. refund the unauthorised payment to you, or

15.3.2. restore your account balance to what it was before the unauthorised payment.

15.4. You are liable for unauthorized payments up to the amount of 50 euros unless stated otherwise according to the law or our terms. This limitation applies if someone has made a payment without your permission, if you lose a payment instrument, for example, a card, or if its data or the payment instrument is stolen or otherwise misappropriated.

15.5. We will not cover any of your losses resulting from unauthorized payment if we have reasonable grounds to suspect that you have acted either fraudulently, intentionally or with gross negligence. You act fraudulently, intentionally or with gross negligence when you fail to comply with our terms or the law, including any of the following obligations:

15.5.1. keep the payment instrument and its data secure,

15.5.2. notify us immediately as soon as you become aware that a payment instrument has been lost, stolen or otherwise misappropriated, or if its use has been unauthorised.

15.6. If you have not notified us of a payment that you have not confirmed within the time and in the manner set out in these terms, it shall be considered that you have no claims regarding this payment. We do not cover any loss arising from such payment. We may reject your claims submitted after the period set out in these terms. Please see the section on your liability in these terms.

16. Liability for execution of payment

16.1. We are liable for the execution of your payment order, except cases specified in these Payments service terms, General Business Terms and other service terms and agreements.
16.2. If a payment is delayed due to our fault, we are obliged to pay interest for each day of delay.
16.3. If we make an unjustified deduction, we will immediately return the deducted money to you.
16.4. If we fail to execute a payment order, we will take all necessary steps to execute it or return the payment amount to your account.
16.5. If we are liable, we will cover your actual costs incurred because of a non-executed or erroneously executed payment. This liability refers only to SEPA, instant and internal payments or payments made in the national currency of a Member State of the European Union Member State by a consumer where the payer's bank and the payee's bank are in a Member State of the European Union. If you are not a consumer, it applies to you only in the cases stipulated by law.
16.6. If a payment order is not executed or is executed erroneously, after you have notified us of the situation, we will immediately try to trace the payment and inform you of the investigation result. If we are responsible as the payer's bank, we will refund you or restore your account to what it would have been if the erroneous payment had not been made. We do not refund money if the payee's bank has already received the payment, even if the payment execution is delayed. If we are responsible as the payee's bank, we will pass on the payment to you by crediting the money to your account. These obligations apply only in case of SEPA payments or payments made in the national currency of a Member State of the European Union Member State by a consumer where the payer's bank and the payee's bank are in a Member State of the European Union. If you are not a consumer, it applies to you only in the cases stipulated by law.

17. Exclusions of our liability

17.1. We shall not be liable for refusal, non-execution or delay in execution of a payment order if our liability is excluded by the law, or our Unified Service Terms, or the agreement or if we fulfil our obligations stipulated by the law.
17.2. We are not liable if the payment order does not contain all the required information or if this information is inaccurate, incomplete or erroneous, or if IBAN or other unique identifier is incorrect.
17.3. We are not liable if the payee's bank do not follow the payer's instructions. If we can prove that the payee's bank has received the payment, the payee's bank is responsible for correct execution of the payment. We are not responsible for actions of the payee's bank or its solvency.
17.4. If you are not a consumer, or if the payment is not a SEPA payment or a payment made in the national currency of a Member State of the European Union where the payer's bank and the payee's bank are in a Member State of the European Union, we:

17.4.1. are liable only if we are responsible for the non-execution or erroneous execution of the payment or if this is expressly stipulated by law,
17.4.2. are not liable for any errors or delays by the payment intermediary.

17.5. We are not liable for the execution of a payment order requiring currency exchange if this is impossible due to circumstances beyond our control, for example, due to currency restrictions or cash withdrawal limits in any country or if the required currency is not available.

17.6. We are not liable for any losses related to exchange rate fluctuations.

17.7. If we are not responsible for a non-executed or erroneously executed payment, we will only refund your money after we have recovered it ourselves. We are not obliged to refund the fees you paid for this payment or any interest. We may deduct our direct and provable expenses of recovery from the money recovered.

17.8. We are not liable for any non-executed or erroneous payment if you have not notified us of such payment within the time and in the manner set out in these terms.

17.9. We are not liable for any losses caused by third parties involved in the execution of payments or other transactions. We are not liable if someone refuses to accept your payment instrument or restricts its use. We are not liable for the quality of goods or services you have paid for by using a payment instrument. We are not liable for any failure of communications or technical equipment that is not caused by us.

18. Definitions of Payments service terms

Below are the meanings of some of the definitions used in these Payments service terms. We have also used some other definitions according to the law, General Business Terms and Accounts service terms.

a. **IBAN** means a unique identifier expressed as an international bank account number.
b. **unique identifier** means the account number or any other combination of letters, symbols or numbers designated by us or the payee's bank.
c. **payment intermediary** means a bank or payment system that is involved in a transaction but is neither the payer's nor the payee's bank.
d. **payer** means the person who gives the payment order.
e. **payee** means the person who receives the funds transferred.
f. **payee's bank** means the bank or other payment service provider in which the payee's account is open.

PART V. CARDS SERVICE TERMS

1. General provisions

1.1. These terms govern the use of the debit or credit card and the rights and obligations of you and us.
1.2. To apply for a card, you must have a payment account with us. The card is always linked to the account.
1.3. We will apply other parts of our Unified Service Terms if this part, "Cards service terms", does not regulate a particular matter. For example, the General Business Terms set document requirements, how we and you communicate, how we deduct fees, how you can submit complaints, how we handle complaints, how to settle disputes, and which authorities supervise us. Payments Service Terms apply to those payment matters that these terms do not specify.
1.4. In addition to the above documents, the use of the card is governed by regulations of international card organizations (depending on the type of card) as far as they relate to the use of the card.
1.5. We may amend the terms unilaterally with prior notice in accordance with General Business Terms and Unified Service Terms.
1.6. We may issue the card to you and also to another person indicated by you. You must inform a cardholder of Luminor Unified Service Terms.

2. Issuance, renewal, validity and activation of a card

2.1. We issue cards in physical and digital form. A card is our property.
2.2. We issue each card with a PIN. If we send the card by mail, we deliver your PIN separately, either through a digital channel or in a separate mailing. The cardholder may also receive the card and the PIN in person at our on-site customer service area. For a digital card, we provide the PIN in a digital channel.
2.3. If we send the card by post, it is inactivated. The cardholder must activate the physical card within 3 months via our internet bank or another digital channel that supports card activation. If you receive a card at our on-site customer service area, we activate the card. We may destroy and terminate any card which is not received and activated in due time; the related fees will be withheld from you, nevertheless.
2.4. A card is valid until the end of the month indicated on the card or visible in a digital channel. We can set a different expiry date of the card. In such a case, we will inform you or the cardholder.
2.5. We will automatically issue a new card before the current card's expiry date. We will send the new physical card to the designated address or hand it over to a cardholder at our on-site customer service area. The digital card number will be available immediately on digital channels.
2.6. If you don't want a new card after the current card expires, you must notify us at least 60 days before the expiry date.
2.7. We may unilaterally select or change the international card organization and issue a new card.
2.8. If the card international organization is changed or a new card is issued for another reason, we will notify you in advance and deliver the card in the agreed manner.
2.9. We may refuse to issue a new card if you or a cardholder breaches or does not meet these or other

applicable terms or if:

2.9.1. the account or card is blocked or restricted,
2.9.2. the account is seized,
2.9.3. the cardholder has not used the card for transactions for 3 (three) calendar months prior to the month when the issuance of the new card is planned,
2.9.4. you or the cardholder has outstanding payment obligations to us (including any negative balance on the account).

2.10. If you or the cardholder asks us to replace the card with a new one, we close the current card upon your application for a new card. You or the cardholder must request change of the card if the cardholder's name or surname has changed.
2.11. We issue a new card of the same type. If we no longer distribute such cards, we will issue the card closest in characteristics. If you do not agree to use another type of card, you can refuse such card by notifying us and without paying any fees.

3. PIN and security measures

3.1. The card and PIN are personal. Only the cardholder may activate and use the card and receive the PIN.
3.2. The cardholder must:

3.2.1. keep the card safe,
3.2.2. destroy the PIN envelope after memorizing the PIN,
3.2.3. ensure that the card, PIN, and security details are not shared,
3.2.4. never write down or store PIN and card details,
3.2.5. keep the PIN securely,
3.2.6. not copy or alter the card,
3.2.7. protect any linked smart device with a security code, biometric data or another security method known only to the cardholder, use a smart device that is accessible only to the cardholder and is protected from accidental or intentional use by other persons,
3.2.8. change the PIN or security code immediately if compromised or at risk,
3.2.9. keep the receipt if the card transaction is authorized by signature,
3.2.10. follow instructions available on our website for contesting card transactions and for actions if the card is lost,
3.2.11. not use a suspended, closed, invalid, or unusable card or its details,
3.2.12. destroy unusable physical cards so that all data (magnetic stripe, chip) is unreadable (for example, cut up the card),
3.2.13. avoid making card transaction without authorization (higher risk: online or phone payments),
3.2.14. prevent mechanical damage to the physical card and keep it away from heat and electromagnetic fields,
3.2.15. check that planned transaction amount is correct before confirming the card transaction,

3.2.16. notify us immediately of the loss, theft or other misappropriation of the card or its data, or of the PIN, or of any unauthorised or incorrectly executed card transaction.

3.3. Non-compliance with obligations of the cardholder specified above shall be considered gross negligence. Non-compliance with any other obligations of the cardholder also may be recognized as gross negligence.

3.4. For online card transactions, we require Smart ID, electronic signature or another approved security method.

3.5. We may block and close a card for security reasons, for example, if the PIN is entered incorrectly several times in a row. Where possible, we will notify you or the cardholder.

3.6. An ATM will keep the card if the PIN is entered incorrectly several times in a row, and we will block and destroy the card.

3.7. A person accepting the card may ask for a cardholder's identity document or may refuse to accept the card.

3.8. If the card is lost, stolen, compromised, or the PIN becomes known to someone else, the cardholder or you must immediately notify us by phone, at our on-site customer service area, via a digital channel or by another method accepted by us. We usually block the card upon receiving such notice.

3.9. If the cardholder forgets the PIN, it can be viewed in digital channels.

3.10. If the PIN is compromised, we will issue a new card and the PIN upon the account holder's request.

3.11. At our request, the cardholder must provide details about how the card or PIN was compromised.

3.12. We will replace blocked cards upon the account holder's request.

3.13. We may ask the cardholder to present a password. We may ask this password for identifying the cardholder, when the cardholder contacts us via phone.

3.14. We may offer in our digital channel the option to apply for informative texting service (SMS) to your mobile phone number on incoming payments and card transactions. Some payments and transactions could be excluded, for example, card transactions without online authorization (on an airplane or a ship). Applying for this service does not release the account holder from the duty to inspect the account statement. For every SMS, the account holder must pay to us the fee stipulated in the pricelist. The account holder can cancel the informative texting service in our digital channel or by notifying us in advance.

4. Card transactions

4.1. The cardholder must use the card only at terminals and on-site or online points of sale marked with the respective international card organization's logo. The cardholder may also withdraw cash at ATM and with physical card deposit cash at ATM.

4.2. A card transaction is valid if the cardholder authorizes it by:

4.2.1. entering the correct PIN,
4.2.2. signing the receipt,
4.2.3. providing card details for online payments as instructed,
4.2.4. giving card details for pre-authorized transactions,

4.2.5. using the card for contactless payment,
4.2.6. using digital wallet service or Click to Pay service;
4.2.7. any other method accepted by us.

4.3. Only a cardholder may perform card transactions. We assume all authorized card transactions are performed by the cardholder unless proven otherwise.
4.4. When starting to use a digital wallet, the cardholder might need to approve the first card transaction by entering the PIN code. The cardholder must add the digital card to the digital wallet to use it for:

4.4.1. cash withdrawals at ATMs with contactless payment functionality (cash deposits are not available for the digital card),
4.4.2. payments at card acceptance terminals, or at another on-site terminals or point of sales with contactless payment functionality.

4.5. Contactless payment functionality allows a cardholder to perform a card transaction without entering the PIN, if the amount of a card transaction does not exceed the maximum amount set for the specific on-site terminal and the card. Contactless payments with physical card are enabled automatically after the first card transaction by entering the PIN. You can disable the contactless payment functionality in digital channels.
4.6. Cardholder must not use the card for illegal purposes or in ways that could harm us or others.
4.7. We may refuse a card transaction if:

4.7.1. the account or card is blocked or restricted,
4.7.2. the account is seized,
4.7.3. the card transaction exceeds the account balance or usage limit,
4.7.4. if the card transaction is not authorized and is initiated using only the data specified on the card,
4.7.5. other legal reasons apply.

4.8. All card transactions appear in the account statement, available for free on digital channels or in accordance with Accounts Service Terms. We are entitled to disclose to the cardholder information on the card, card transactions and the account including the name of the account holder.
4.9. After the cardholder authorizes the card transaction, we may restrict operations in respective amount and reserve these funds in the account. If within 10 days from the reservation of funds, we do not receive from the recipient of funds the data confirming the card payment, we will cancel the reservation of funds.
4.10. We activate the online payment functionality automatically or the cardholder can activate it via the digital channel. The cardholder may be subject to additional fees set by online merchants and internet connection and equipment providers. The cardholder may deactivate the online payment functionality via the digital channel or at our on-site customer service area.
4.11. When the cardholder gives consent to the recipient of funds to initiate a payment for hotel or accommodation services, car rental services, subscriptions to other services and in similar cases, we

may reserve or debit the funds from the account. Such consent shall be valid until the cardholder revokes it in accordance with the procedure agreed with the recipient of funds.

4.12. When converting currency for a card transaction, the international card organization sets the exchange rate. The currency exchange rate on the debit or set-off date may differ from the currency exchange rate on the date of initiation of the card transaction. To this exchange rate we add the currency exchange fee specified in the pricelist. Our currency exchange fee is included in the exchange rate applied to the card transaction and is not separately debited or distinguished in the account statement.

4.13. The cardholder can find the exchange rate applied by the international card organization on our website or on Visa Inc website – https://www.visa.co.uk/support/consumer/travel-support/exchange-rate-calculator.html.

4.14. We may apply also one of the following currency exchange rates:

4.14.1. if the transaction is processed by a payment processing centre other than the international card organization, the Euro Foreign Exchange Reference Rate published by the European Central Bank shall apply;

4.14.2. if the transaction is processed only by us, the currency exchange rate set by us and effective when we process the payment shall apply in accordance with Payments service terms.

4.15. Changes in the currency exchange rates apply immediately without any prior notice.

5. Credit and usage limits

5.1. For credit card transactions, personal funds are debited first, followed by the agreed credit limit.

5.2. Card use is restricted by the card's usage limits or the available account balance. Do not make transactions that exceed the usage limit or available account balance.

5.3. If multiple cards are linked to the same account, the available account balance and credit limit (if available) can be used within each card's usage limits.

5.4. Transactions can only be made within the usage limits set by you or us. If no limits are set, our default usage limits apply.

5.5. We may change usage limits at your request, or you may change them in digital channels. Only the account holder is entitled to change the usage limits, not the cardholder. We may set maximum usage limits or refuse to increase the usage limits.

5.6. We may change usage and credit limits unilaterally and will notify you or the cardholder of such changes.

5.7. The interest on transactions made using the credit limit is calculated from the transaction date until the credit is repaid.

5.8. If payments made to the account exceed the credit limit, the excess amount is treated as your personal funds.

5.9. For transactions where the exact amount is unknown (for example, hotel bookings), we may temporarily reserve more funds than the estimated amount. We release the excess of the reserved funds after the final amount is confirmed by the recipient of the funds.

5.10. Depending on the type of the card and the requirements of international card organization, a cardholder may initiate, and we may execute card transactions exceeding available account balance, for example, when purchasing goods during an airplane flight or at other points of sale in case of a disruption of the internet connection. In such cases, the account user must cover the negative balance of the account in accordance with Accounts service terms and Payments service terms.

6. Blocking a card

6.1. Blocking a card means that card transactions are either partially or completely suspended.
6.2. You or the cardholder may request us to block the card at any time.
6.3. We may block the card or credit limit (fully or partially) if:

6.3.1. the law or our service terms, or the service agreement are violated,
6.3.2. it is required by the law or allowed by other applicable service terms, for example, our General Business Terms,
6.3.3. obligations under the service agreement are not met,
6.3.4. fraud is suspected,
6.3.5. the account is blocked or frozen,
6.3.6. the card or its details are being misused or are at risk due to security reasons.

6.4. The card can be unblocked:

6.4.1. by us once the reason for blocking is resolved,
6.4.2. by the account holder on a digital channel or by submitting us an unblocking request, if there is no other reason for blocking the card.

7. Fees and interest

7.1. Fees and interest rates are indicated in the pricelist.
7.2. You start paying the fee for the card from the month following the month when the card was issued.
7.3. We debit fees and interest from the account each calendar month for the previous month, unless the credit limit agreement specifies another time or date for the interest payment, and on the last day of the effective period of the respective credit limit agreement. Fees related to a specific card transaction are debited together with the card transaction.
7.4. Interest is calculated daily, if the pricelist or the agreement does not indicate differently. Fees apply even if the card is blocked or inactive.
7.5. Where we have granted an interest-free period and, by its expiry, the account holder has not repaid the credit limit drawn over the previous calendar month, we calculate interest on the outstanding amount of the credit limit from the day following the expiry of the interest-free period.
7.6. International card transactions may involve extra fees applied by international card organizations. Such fees may be debited also by us.
7.7. You must ensure that sufficient funds are available on the account.

7.8. We may debit other accounts to collect due fees and interest.

8. Contesting card transactions

8.1. Complaints must be submitted to us without undue delay:

8.1.1. consumers – not later than in 13 months after the unauthorised or incorrectly executed card transaction,
8.1.2. other persons – within 1 month.

8.2. We may refuse to reimburse you if you fail to notify us without undue delay even though you as a consumer notify us within 13 months after the unauthorised or incorrectly executed card transaction.
8.3. You or a cardholder may request a refund if the exact amount was not known at the time of authorizing the card transaction and the amount exceeded the cardholder's expectations.
8.4. If you or a cardholder has provided us with untrue information, you shall reimburse to us costs and losses related to the investigation of the complaint and the card transaction. These costs and losses include also the costs for requesting and obtaining card transaction verification documents and other payments made by us to any third parties involved in processing the respective card transaction and investigating the complaint.

9. Liability

9.1. You are liable for all card transactions unless excluded by law. You are liable also for card transactions made by a cardholder and for the cardholder's compliance with obligations under these terms.
9.2. You bear the risk of losses related to:

9.2.1. unauthorized transactions until notifying us without undue delay, but not later than specified in clause 8.1. above,
9.2.2. the postal services, if the PIN code or the card is sent by mail, including any losses arising from an incorrect postal address provided by you, or from the card, card data or PIN falling into the hands of a third party, as well as any losses caused by circumstances beyond our control.

9.3. We are not liable for third-party actions or their refusal to accept the card. We do not provide the digital wallet service and the Click to Pay service and are not liable for their correct operation. You and the cardholder must read the digital wallet service and Click to Pay service rules of the respective service providers and our Unified Service Terms.
9.4. Liability for the execution of payments, as well as for unauthorised payments, including those made due to loss, theft or other misappropriation of a card, is regulated by Payments service terms.

10. Closing the card

10.1. You, the cardholder or us may close the card. You may close your card at any time, unless doing so would violate the service agreement or our service terms.
10.2. We may close the card by informing you at least 2 months, but not less than 60 days in advance.
10.3. We may close the card without credit limit by notifying non-consumers at least 1 month in advance.
10.4. We may close the card immediately according to General Business Terms, Accounts service terms or Payments service terms.
10.5. We may also close the card immediately, if:

10.5.1. you have delayed either fully or partially at least 3 consecutive credit limit or interest repayments, if you are a consumer, or credit limit or interest repayments for at least 30 days if you are not a consumer. Before termination we will grant you an additional term for settling the debt,
10.5.2. any information provided to us by you or a cardholder is incorrect or misleading.

10.6. We may also close the card in any of these cases:

10.6.1. the cardholder has not carried out card transactions with the card for more than 1 year,
10.6.2. the card is temporarily blocked for more than 90 days,
10.6.3. the account associated with the card is being closed.

10.7. We may close the card automatically without notification if the card is not renewed or within 3 months from issuance the physical card is not activated or digital card is not used.
10.8. Closing the card does not end or affect the obligations that arose from using the card. You must fulfil all obligations to us by the time the card is closed. We may debit all outstanding fees and amounts from your accounts.
10.9. We can decline card transactions from the moment you request to close the card.

11. Additional services and insurance

11.1. Cards may include additional services, insurance or discounts. We will provide a description and terms of such services on our website. You can request this information also at our on-site customer service area or via a digital channel.
11.2. The use of additional services is voluntary.
11.3. Additional services may be provided by third parties. We are not liable for their terms or quality.
11.4. When using additional services, the cardholder must comply with the terms and procedure for the provision of additional services established by the additional service providers.
11.5. We may change the terms and conditions of additional services, the provider of additional services, and may refuse part or all of the additional services at our own discretion by announcing it on our website at least 30 days in advance.
11.6. We may but are not obligated to provide to the cardholder travel, purchase or other insurance.

We enter into an insurance agreement at our discretion and at our expense pursuant to the terms and conditions that are acceptable to us. If we provide insurance, the insurance is effective for the cardholder only during the effective period of the card. We may amend or terminate the insurance at any time by notifying you.

11.7. The card user is obliged to get acquainted with the insurance terms and conditions and comply with the duties listed therein. The card user shall check on the validity of the insurance, evaluate the correspondence of the insurance terms and conditions, including on the amount of insurance, the territory covered by the insurance, insured risks, exceptions, to their needs.

11.8. We are not liable for the damages and costs if the insurance company refuses to pay insurance compensation.

12. Definitions of Cards service terms

Below are the meanings of some of the definitions used in these Cards service terms. We have also used some other definitions according to the law and other parts of Unified Service Terms.

a. **card** – payment instrument issued by us, including digital card and digitized versions linked to smart devices.
b. **cardholder** – the person authorized to use the card.
c. **account holder** – the person for whom we have opened the account linked to the card.
d. **account** – the payment account to which the card is linked.
e. **ATM** – an automated teller machine that allows withdrawing and depositing cash, checking account balances and performing other available card transactions.
f. **card transaction** – a payment or other activity made by a card including cash withdrawals and deposits at ATM, account inquiries, and other available operations.
g. **personal funds** – the funds in the account which belong to you.
h. **PIN** – a confidential personal identification number issued by us.
i. **terminal** – ATM, payment or card acceptance terminal, or online platform used for card transactions.
j. **digital wallet service** – a service available by linking a card to a smart device digital wallet according to Digital Wallet terms.
k. **Click to Pay** – a service enabling the storage of card information and the cardholder's contact details and sharing stored card and contact details with merchants or third parties displaying the Click to Pay icon or Visa Checkout mark, to facilitate card transactions according to Click to Pay terms.
l. **usage limits** – daily and monthly card transaction limits.
m. **credit limit** – the money amount linked to the card and the account to the extent of which we have agreed to grant you a credit.
n. **interest** – the fee for using the credit limit, calculated daily in accordance with the actual number of days to the actual number of days per year.
o. **available account balance** – the unused amount of the credit limit plus personal funds.
p. **international card organization** – Visa Inc, its subsidiaries and companies otherwise associated with Visa Inc, or MasterCard International Incorporated, its subsidiaries and companies otherwise associated with MasterCard International Incorporated.

PART VI. CLICK TO PAY TERMS

1. Scope and Applicability

These terms govern your use of the Click to Pay service provided by us, Luminor. They form part of your contractual relationship with us and are subject to the Luminor General Business Terms and applicable service terms.

2. Functionality

Click to Pay enables you to:

2.1. Store payment card information and contact details (including email, phone number, billing and delivery addresses) for your Visa credit and debit card.
2.2. Share stored card details with merchants or third parties displaying the Click to Pay icon or Visa Checkout mark to facilitate transactions.

3. Registration and Security

By registering or activating a card for Click to Pay, you agree to:

3.1. Provide accurate and complete information and update such information when necessary.
3.2. Maintain the confidentiality and security of your credentials and devices.
3.3. Notify us immediately of any unauthorized access or suspected security breach.

We may:

3.4. Verify your identity using strong customer authentication.
3.5. Suspend or terminate access if account security is compromised.
3.6. Enable biometric or device-based authentication where available.

You must comply with all security obligations as outlined in the Luminor General Business Terms and Cards service terms.

4. Transaction Processing

When using Click to Pay:

4.1. Your card details are transmitted securely to merchants or third parties.
4.2. Visa may generate a token (a numerical surrogate of your card number) to enhance transaction security.
4.3. You authorize the merchant or third party to transmit transaction details to us and to debit your selected card accordingly.

5. Service Availability

We may:

5.1. Limit the availability of Click to Pay to certain cards.
5.2. Restrict or remove cards from the service at its sole discretion.

6. Eligibility

To enroll your card to Click to Pay, you must:

6.1. Be the holder of a Visa card issued by us.
6.2. Have access to our digital channels.
6.3. Be at least 14 years of age.
6.4. Have internet access and a compatible device.

7. Privacy and Data Processing

We process your personal data to provide Click to Pay in accordance with Luminor Privacy Policy. Visa, as a card organization, may also process your data independently. Data may be shared with third parties (e.g., merchants, card organizations) for transaction processing, benefit verification, or other purposes based on your consent.

8. User Conduct

You agree to:

8.1. Use Click to Pay in compliance with applicable law and these terms.
8.2. Not disrupt or misuse the service.
8.3. Comply with any additional requirements imposed by us or Visa.

9. Modification and Termination

9.1. We may amend, suspend, or discontinue Click to Pay at any time, with or without notice according to Luminor Unified Service Terms. Continued use of the Click to Pay service after amendments constitutes your acceptance of the updated terms.
9.2. You may terminate your use of Click to Pay at any time by unrolling from the service.
9.3. We may suspend or terminate your access immediately if you breach these terms or other applicable terms.
9.4. We are not responsible if Click to Pay service is amended, suspended, discontinued or terminated by Visa.
9.5. Upon termination, you remain liable for all obligations incurred under these terms.

PART VII. DIGITAL WALLET TERMS

When you add your Luminor card to a digital wallet, you agree to our and digital wallet provider's terms and conditions. Be sure to review our General Business Terms, Privacy Policy, the pricelist, and Cards service terms, all available on our website, and our Digital Wallet terms below.

Your Security Responsibilities

1. **Secure Your Device**: You must only use the digital wallet on a device that you control. Protect it with a secure PIN, fingerprint, or other method to ensure only you can use it.
2. **Report Loss or Theft Immediately**: You must contact Luminor right away if your device is lost or stolen, or if you suspect someone else knows your PIN or other security details.
3. **Remove Card from Old Devices**: Before you sell, give away, or stop using a device, you are required to remove your Luminor card from its digital wallet.

Making Payments

4. **How You Approve Payments**: Tapping your device at a payment terminal or using your fingerprint, face ID, or PIN to confirm a purchase authorizes a payment from your account.
5. **Your Card Limits Still Apply**: Your regular spending limits on your Luminor card also apply to all payments you make using the digital wallet.

The Role of Third Parties

6. **Follow Digital Wallet Provider Rules**: You agree to follow all terms and conditions of your digital wallet provider (for example, Apple Pay, Google Pay).
7. **Luminor Is Not the Digital Wallet Provider**: The digital wallet is a service from another company (like Apple or Google), not Luminor. Therefore, we are not responsible for its technical performance or any issues with the wallet itself.
8. **Data Sharing for Transactions**: To successfully process your payments, we may need to share your transaction and personal data with the digital wallet provider.

PART VIII. DEPOSITS SERVICE TERMS

Common Provisions for All Deposits

General rules

1. These terms apply to our deposits. A deposit is our service when you place a money with us and we pay interest and return the money according to these terms and the agreement.
2. We have the following types of deposits:

    a. a savings account with an open-ended term,
    b. a term deposit with a specified, fixed term.

3. We specify the currencies, minimum amounts, terms and annual interest rates for our deposits on our website or at our customer service areas.
4. Your deposit agreement with us is governed by these terms, our General Business Terms, and our pricelist.
5. If any other document refers to deposit opening and maintenance, it means these terms.

A Deposit Account

6. To open a deposit account, you must have a payment account with us in the same currency as the deposit.
7. The deposit agreement is concluded as soon as we open a deposit account for you.
8. You can open multiple deposit accounts.
9. You must maintain the payment account for the entire term of the deposit. If you do not have a payment account, we can open for you a payment account to pay out withdrawals from the deposit account.

Payments and Fees

10. You agree to pay us service fees as outlined in our pricelist. We have the right to debit these fees from any of your accounts with us.
11. Payments to a deposit account or withdrawals from it cannot be made in cash. All transactions must be non-cash.
12. We will convert the payment at the currency exchange rate set by us on that day, if either:

    a. you make a payment in a currency other than the deposit account's currency,
    b. we make a payment to your payment account from the deposit account, and the currencies of these accounts are different.

13. We are not liable for any losses caused by currency exchange or exchange rates.

Interest

14. If an interest payment date falls on a non-business day, we pay the interest by the next business day.
15. Interest is calculated on a basis of the actual number of days to the 365 days per year.
16. We are entitled to withhold any taxes required by law from your interest payments.

Statements and Records

17. We will keep records of all transactions on your deposit account.
18. You can get information about your deposit account balance and interest paid out through our digital channels or at our customer service area.

Amendments to these terms

19. We have the right to unilaterally change these terms by notifying you 1 month in advance, as specified in our General Business Terms.
20. If you do not agree with the changes, you have the right to cancel your agreement without any penalty. If you do not cancel within the notice period, you are considered to have accepted the changes.

Termination of the deposit agreement

21. We have the right to terminate your deposit agreement with 1 month's notice. We will pay the interest accrued up to the termination date.
22. We have the right to terminate your agreement immediately:

    a. we have used the deposit for repayment of obligations that are secured by the deposit, or
    b. in accordance with the law or General Business Terms.

23. If we are entitled or obliged to terminate the deposit agreement immediately, we may not calculate and pay the interest to you.
24. If you have secured any obligations by the deposit, you do not have the right to terminate the deposit agreement before these obligations are fulfilled.

Specific Terms for Savings Account

Opening and Using Your Savings Account

25. When you apply for a savings account, we may request you to make an initial payment. Afterwards, you can make additional payments at any time.
26. You may set up a standing order for automatic payments to your savings account from your payment

accounts with us. You can set the amount and frequency, and you can cancel this standing order at any time.

Interest on Your Savings Account

27. We calculate interest based on the daily balance in your deposit account.
28. The interest rate is variable and is set by us. We may change this rate without further notice to you.
29. We will pay interest accrued for the previous month to the deposit account by the first business day of each month. We will also pay out any final accrued interest when your savings account is closed.

Withdrawals from Your Savings Account

30. You can make withdrawals at any time, in any amount up to your deposit account balance.
31. We pay out withdrawals to you to your payment account only.
32. We may charge a withdrawal fee as set in our pricelist.

Term and Termination of Your Savings Account

33. Your deposit agreement is for an indefinite term.
34. If you have not secured any obligations by the deposit, you have the right to terminate the agreement at any time by submitting an application to us.
35. Withdrawing the full balance does not automatically terminate the agreement.
36. We will process your termination request within 3 business days by transferring the remaining balance to your payment account with us.
37. We may terminate your savings account without notice if the deposit account balance has been less than 10 euros for the last three months.

Specific Terms for Term Deposits

Opening and Using Your Term Deposit

38. You agree to make initial payment to the deposit account.
39. No additional payments, withdrawals, or transfers can be made to or from the deposit account during the term deposit term.

Interest on Your Term Deposit

40. We apply the interest rate effective on the date of opening of the deposit account.
41. We calculate interest from the initial date of your deposit (included) to the maturity date (excluded).
42. We pay the interest to the deposit account on the deposit's maturity date.

Term and Termination of Your Term Deposit

43. Your deposit agreement is for a fixed term and expires on the deposit's maturity date.
44. On the maturity date, we will pay out the full deposit amount and any accrued interest to your payment account.
45. To terminate your deposit before the maturity date, you must submit an application to us. We will process it within 15 business days. You must terminate the deposit for the full amount.
46. If you terminate early, we do not pay any interest on the deposit.

Automatic Extension of Your Term Deposit

47. If agreed upon, your term deposit can be automatically extended.
48. We extend the deposit on the deposit's maturity date for the same term. If we do not offer the same term, we extend the deposit for the next shorter available term.
49. For each new period, we will apply the interest rate that is valid on that day for the same type of deposit.
50. The number of automatic extensions shall not be limited.
51. You can cancel the extension by notifying us at least 1 business day before the deposit's maturity date.
52. If you have secured any obligations by the deposit, we may extend your deposit agreement under these terms until these obligations are fulfilled.
53. If the terms at the time of an automatic extension do not allow for it, we will consider the extension order void and terminate the deposit agreement.

PART IX. INFORMATION ON THE PROTECTION OF THE STATE-GUARANTEED DEPOSITS

Basic information on deposit coverage

Deposits held at Luminor Bank AS Lithuanian branch are covered	by "Tagatisfond" (the Estonian Guarantee Fund)
Payout limit	up to EUR 100,000 per depositor per credit institution[1]
If you have more deposits at the same credit institution	all your deposits held at the same credit institution are added up and the total is subject to the limit of EUR 100,000[1]
If you have a joint account with other person(s)	the limit of EUR 100,000 applies to each depositor[2]
Reimbursement period in case of credit institution's failure to meet its obligations	7 working days[3]
Currency of reimbursement	Euro
Contact	**Tagatisfond (Estonian Guarantee Fund)** Sakala 4, 15030 Tallinn, Estonia +372 6680 583 tf@tf.ee
More information	www.tf.ee
Acknowledgement of information receipt by the Depositor	

Notes:

[1] If a deposit is not reimbursed because a credit institution is unable to meet its financial obligations, depositors will be repaid by the Estonian Guarantee Fund. This repayment covers at maximum EUR 100,000 per depositor per credit institution. In order to determine the coverage level, all deposits at the same credit institution are added up. If, for instance, a depositor holds a savings account with EUR 90,000 and a current account with EUR 20,000, he or she will only be repaid EUR 100,000.

In some cases deposits are protected above EUR 100,000 (in case the depositor's account, not earlier than 6 months before the day of an insured event, has been credited in relation to sale of a residential property owned by the depositor; sums received by the depositor in respect of a legacy or by operation of law; sums received by the depositor as the beneficiary of a life insurance benefit or analogous benefit payable on death; sums received by the depositor as compensation in the cases provided by law in respect of other person's death in the course of performing work or official duties or analogous benefits; benefits or compensations for damage caused by violent crimes).

More information can be obtained at the website: www.tf.ee

[2] If you have a joint account with other person(s), the limit of EUR 100,000 applies to each deposit co-owner separately.

[3] Payment of insurance compensations.

The Estonian Guarantee Fund (Tagatisfond) is responsible for the deposit insurance system (Sakala 4, 15030 Tallinn, Estonia, phone +372 6680 583, e-mail: tf@tf.ee, website: www.tf.ee). It will repay your deposits (up to EUR 100,000) not later than 7 working days from the date the inaccessibility of deposits has occurred on.

If no insurance compensation is paid to you within these deadlines, you should contact the Estonian Guarantee Fund. More information can be obtained at www.tf.ee.

Other important information

In principle, all retail depositors and businesses are covered by the Estonian Guarantee Fund.

Exceptions for certain deposits are stated on the website of the Estonian Guarantee Fund www.tf.ee. Your credit institution will also inform you on request whether certain products are covered or not. If deposits are covered, the credit institution shall also confirm this on the statement of account.

Additional information:

1. Funds available in the account held at the Bank (hereinafter – the Funds) are covered by the Estonian Guarantee Fund. Information about the cases where the Funds are not covered and where the payout limits are applicable is published at www.luminor.lt. A free printed copy of the terms and conditions for covering the Funds is available at any outlet of the Bank.
2. Deposits held at the Bank are covered by the Estonian Guarantee Fund . Information about the cases where deposits are not covered and where the payout limits are applicable is made available at www.luminor.lt. A free printed copy of the terms and conditions for deposit coverage is available at any outlet of the Bank.

CASES WHEN DEPOSITS ARE NOT INSURED OR RESTRICTIONS TO PAYMENT OF DEPOSIT INSURANCE COMPENSATION APPLY

The object of deposit insurance coverage shall not be:

Deposits deposited as at the date on which deposits become unavailable by the Estonian state or foreign state or the following Estonian or foreign persons shall not be secured or compensated:

1. deposits of local authority;
2. deposits of another credit institution;

3. deposits of insurance undertaking or reinsurance undertaking;
4. deposits of management company or investment fund;
5. deposits of investment firm;
6. deposits of e-money institution;
7. deposits of payment institution;
8. deposits of creditor or credit intermediary;
9. deposits of another financial institution not specified in clauses 4–8 above, including a financial holding company, a mixed financial holding company and an asset management company specified in point (26) of Article 4(1) of Regulation (EU) No 575/2013 of the European Parliament and of the Council on prudential requirements for credit institutions and investment firms and amending Regulation (EU) No 648/2012 (OJ L 176, 27.06.2013, p. 1–337), excluding insurance holding companies and mixed-activity insurance holding companies for the purposes of the Insurance Activities Act of Republic of Estonia.

Claims arising from the following shall not be secured or compensated:

1. capital instruments recorded under the own funds of a credit institution pursuant to point (118) of Article 4(1) of Regulation (EU) No 575/2013 of the European Parliament and of the Council;
2. debt securities, acknowledgements of obligation and promissory notes issued by a credit institution.

The restrictions to payment of deposit insurance compensation:

1. Insurance compensations are not paid for deposits, funds, money, securities, and liabilities that are not the object of the deposit insurance coverage (as mentioned in this form above).
2. in addition to the above, also the following deposits shall not be compensated:

    2.1. deposits the owner of which has liabilities that have fallen due to the same credit institution, to the extent of such liabilities;
    2.2. deposits the owner of which cannot be identified by the credit institution.

3. Deposits confiscated on the basis of a judgment of conviction in a court case concerning money laundering or terrorist financing shall not be secured. If the disposal of the deposit has been restricted by the precept of the Estonian Financial Intelligence Unit or the deposit has been seized in criminal proceedings of a case concerning money laundering or terrorist financing, the compensation for the deposit shall be suspended until the precept has been revoked or the court judgment has entered into force.
4. Deposits belonging to persons subject to international sanctions as at the day of compensation for the deposit are not compensated, unless otherwise decided pursuant to subsection 2^1 of § 41 of Guarantee Fund Act of Republic of Estonia. A person in which a qualifying holding is held by or which is controlled by a person subject to an international sanction is also deemed to be a person subject to an international sanction.

The payment of deposits insurance compensation shall be deferred (delayed):

In cases provided for in the Guarantee Fund Act of Republic of Estonia (read more at www.tf.ee) the payment of insurance compensation for deposits may be deferred (delayed), for example, in cases of insufficient information to evidence the right to insurance compensation for the deposit, or in the case of an ongoing court dispute about the deposit, or if the depositor's right to dispose of the deposit is restricted.

PART X. FEE INFORMATION DOCUMENT

Account provider name: Luminor Bank AS Lithuanian branch
Account name: Bank account
Date: 2026.03.01

- This document provides information on the fees applicable to the main services related with a payment account. It will help you compare these fees with those of other accounts.
- The fees can be also applied to services connected with the account but not listed herein.

Full information is available on our price list here: www.luminor.lt

- A glossary of the terms used in this document is available free of charge.

Service	Fee	
General account services		
Maintaining the account		
Luminor Bloom package		
Lithuanian and EEA[1] resident		0,00 EUR
Account opening	**Total annual fee**	**0,00 EUR**
Non-EEA[1] resident		Service not available
Account closing		
At the request of the customer		0,00 EUR
At the initiative of the bank		
Total annual fee includes a package of services consisting of:		0,00 EUR
Digital Bloom card;		
Account;		
Unlimited number of EUR payments within Lithuania and to Single Euro Payments Area (SEPA) member state;		
Cash withdrawal at Luminor ATMs in Baltics and Medus ATMs in Lithuania with contactless functionality.		

Service	Fee	
Payments (excluding cards)		
Payment within Lithuania (EUR)		
Internal payment	Mobile application	0,00 EUR
Credit transfer SEPA		
Instant payment		
Payment within Single Euro Payments Area Member States (EUR)		
Credit transfer SEPA	Mobile application	0,00 EUR
Instant payment		
Payment at Customer Service Centre or via Customer Support (EUR)		5,00 EUR
Internal payment		
Credit transfer SEPA		
Instant payment		
Credit transfer non-SEPA		Service not available
Standing order		Service not available
E. invoice automatic payment		Service not available
Cards and cash		
Providing a debit card		
Only digital Bloom card available		0,00 EUR
	Total annual fee	0,00 EUR
Providing a credit card		Service not available
Cash withdrawal		
1. At Luminor ATMs in Baltics and Medus ATMs in Lithuania with contactless functionality		Free
2. At other ATM in the Baltics with contactless functionality		1,50 EUR per transaction

Service	Fee	
Cash withdrawal		Service not available
1. At a customer service center 2. At an ATM, using debit card		
Cash deposit		Service not available
Other services		
Mobile application		
	Sign-up fee	0.00 EUR
	Monthly fee	0.00 EUR

[1]EEA - (European Economic Area) countries - Austria, Belgium, Bulgaria, Czech Republic, Denmark, France (including French Guiana, Guadeloupe, Martinique, Réunion), Greece, Croatia, Estonia, Italy, Ireland, Iceland, Cyprus, Latvia, United Kingdom (including Gibraltar), Lithuania, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Finland, Spain, Switzerland, Hungary, Germany, Sweden.

Term of the service linked to a payment account	Definition of the service linked to a payment account	Additional comment
Maintaining the account	The account provider maintains the account opened in the name of the customer.	The service includes account administration and connection of account to the Internet bank. This service is part of banking package or minimum service fee.
Providing debit card	The account provider issues a payment card linked to the customer's account. The whole amount of every payment with the card is immediately written off the customer's account.	This service includes the issuance, administration, replacement and renewal of cards.
Providing a credit card	The account provider issues a payment card linked to the customer's payment account. The amount of payments made with the card within the agreed period is fully or partially written off the customer's account on the established day. The agreement between the account provider and the customer specifies whether the customer must pay interests for the borrowed amount.	This service includes the issuance, administration, replacement and renewal of cards.
Cash withdrawal	The customer withdraws cash from his/her account.	Cash can be withdrawn by debit or credit card at Lithuanian and foreign ATMs and in network of the bank's partners via POS terminals.
Cash deposit	The customer deposits cash to his/her account	Cash can be deposited to your card account by debit or credit card at the ATMs in Lithuania or in network of the bank's partners via POS terminals.

Term of the service linked to a payment account	Definition of the service linked to a payment account	Additional comment
Credit transfer SEPA	Upon the customer's request, the provider transfers money from the customer's account to another account. Transfers are made in euros to accounts opened in SEPA countries.	This service includes internal payments and payments in EUR to other payment service providers registered in Lithuania, other European Union (EU) countries, Switzerland, United Kingdom and European Economic Area (EEA) countries - Norway, Iceland and Liechtenstein. It also includes payments to the payee's account according to a payment order when paying for goods / services in an e-shop within the bank or when paying for services in the Internet bank.
Credit transfer non-SEPA	Upon the customer's request, the provider transfers money from the customer's account to another account. Transfers are made in currencies other than euros to accounts opened in non SEPA countries.	This service includes payments in another currency within the bank and to other banks, as well as payments in EUR to countries outside the European Economic Area.
Direct debit	The customer authorizes another person (beneficiary) to submit a payment order to the account provider ordering to transfer money from the customer's account to the beneficiary's account. The account provider transfers money to the beneficiary on the day agreed upon between the customer and the beneficiary or on agreed dates. The amount may vary.	Service is not provided in the Bank.
E. invoice automatic payment	Upon the customer's prior order, the account provider pays for the e. invoice submitted by the beneficiary in the Internet banking system.	This service is part of banking package or minimum service fee.

Term of the service linked to a payment account	Definition of the service linked to a payment account	Additional comment
Crediting of incoming payments in EUR	The account provider enters to the customer's account the payments received in euros from accounts opened in SEPA countries.	This service includes crediting both within the bank and from other payment service providers registered in EEA countries, when the payment is submitted according to the credit transfer SEPA or when the Luminor Bank AB SWIFT (BIC) code is correctly entered, the payee 's account number is in IBAN format and the transfer fees are paid by both the payer and the payee (SHA).
Crediting of incoming foreign payments	The account provider enters to the customer's account the payments received in currencies other than euros from accounts opened in non-SEPA countries.	This service includes payments in another currency within the bank as well as transfers in another currency from other payment service providers or transfers in euros from other payment service providers when a credit transfer is made outside SEPA.

PART XI. AMENDMENTS TO SERVICE TERMS

1. We may amend our service terms and service agreements as described in our General Business Terms.
2. If our respective service terms or service agreement don't specify another term, we will inform about amendments:

    2.1. consumers at least 2 months but not less than 60 days in advance;
    2.2. other persons at least 15 days in advance.

3. If you do not agree with the amendment, you may terminate our relationships and a service agreement with us by notifying us in advance before the amendments take effect. Otherwise, it will be deemed that you have agreed to the amendments.

PART XII. E-INVOICES SERVICE TERMS

1. General rules

1.1. E-invoices service terms regulate the general terms for forwarding and paying E-invoices.

1.2. For forwarding and paying E-invoices you pay us the fees specified in the pricelist. For each E-invoice payment, we debit the fee on the transaction date from your account from which the respective payment is made.

1.3. We will apply other parts of our Unified Service Terms if this part, "E-invoices service terms", does not regulate a particular matter. For example, Payments service terms apply to those payment matters that these terms do not specify.

1.4. We may amend the terms unilaterally with prior notice in accordance with General Business Terms and Unified Service Terms.

2. Applying for forwarding of E-invoices

2.1. You must submit an application to us to order the forwarding of E-invoices. You can submit the application at our customer service area, in the internet bank, by calling the phone number indicated on our website, or by any other means specified by us.

2.2. If the account co-holders, or any one of them, submit the application for forwarding of E-invoices, any of them shall be entitled to receive E-invoices, revoke the application, pay E-invoices, and view E-invoice information, irrespective of the account management method.

3. Cancellation and changing of E-invoices

3.1. You may cancel the application for forwarding of E-invoices submitted to us in the same way as you submitted it.

3.2. We have the right to change the E-invoice sending address specified in your application if your account number with us changes.

3.3. We automatically replace the payer code specified in your application with a new one if the E-invoice sender changes it.

3.4. Your application for forwarding E-invoices shall cease to be valid if your account with us specified as the E-invoice sending address is closed or there is no valid agreement on sending E-invoices between us and the E-invoice sender's payment service provider.

4. Forwarding E-invoices to you

4.1. We send the E-invoice to the E-invoice sending address in the internet bank or through other digital channels intended for e-invoicing once we have received the E-invoice and other necessary data from the E-invoice sender.

4.2. You may receive only the E-invoice data required to make the payment. The data does not contain information about the services or goods provided. Such E-invoice data shall be sent if you are not

the recipient of goods or services and in other cases established by the E-invoice sender.

4.3. We will not forward E-invoices to you in any of the following cases:

4.3.1. the E-invoice sender or its payment service provider does not transfer the data and information required to submit the E-invoice, including the cases where the transferred data and information do not correspond to the applicable requirements,

4.3.2. we receive the E-invoice data less than 3 (three) days before the payment due date of the E-invoice,

4.3.3. the E-invoice sender breaches agreement with us regarding forwarding E-invoices to you.

4.4. We do not assume any responsibility for the correctness and appropriateness of the data of the E-invoice provided to us, as well as the date of submission, frequency and periodicity, nor do we verify such data. You use active links contained in the E-invoice at your own risk and assume all relevant responsibility. We do not accept or examine any claims regarding the content of E-invoices.

5. Providing information to you

5.1. At your instruction, we send information notifications to you on the E-invoice reception date and on the payment due date stated in the unpaid E-invoice. Information notifications are sent by email or in other ways suggested by us.

5.2. We allow you to view the E-invoice in our digital channel for 18 (eighteen) months from the date we receive the respective E-invoice.

6. Automatic payment of an E-invoice

6.1. To execute the automatic payment of an E-invoice you must submit to us an automatic payment order according to our requirements.

6.2. Before submitting an automatic payment order, you must submit to us the application for forwarding of E-invoices.

6.3. We execute the automatic payment order in euros only. You must ensure that the account from which the automatic payment of an E-invoice will be made has a sufficient balance in euros to execute the payment and to debit the fee.

6.4. The automatic payment order becomes effective on the validity start date of the automatic payment of an E-invoice specified therein and remains in effect until the end date specified therein. If we provide for a possibility not to specify the validity end date and you do not set it, the automatic payment order is valid for an indefinite term.

6.5. The E-invoice automatic payment execution date can be:

6.5.1. the third day following the E-invoice submission;

6.5.2. the payment date stated in the E-invoice;

6.5.3. a specific day of the month that you can choose depending on the possibilities offered by the E-invoice sender.

6.6. We execute the automatic payment order on the payment execution date stated in it. In case your specified validity end date of the automatic payment of an E-invoice coincides with the E-invoice payment execution date, the end date shall be extended by one day.

6.7. If you specify the number of additional attempts to execute the automatic payment order, we will attempt to execute the payment once per day. If you specify to execute a partial automatic payment of an E-invoice, we will execute the partial automatic payment of an E-invoice at the last attempt.

6.8. We will automatically pay E-invoices received before the start date of the automatic payment order, if their payment date is on or after the start date of the automatic payment order.

6.9. When executing the automatic payment order we debit the funds from your account specified in this order and transfer them to the payee's account specified in the E-invoice.

6.10. In case there is more than one automatic payment order from the same account with the same payment execution date, we decide on the sequence of order execution.

6.11. We execute an automatic payment order if the balance of the account from which the funds are transferred is sufficient to pay more than half of the amount specified in the E-invoice and to debit the fee.

6.12. In case the E-invoice amount exceeds the maximum payment transaction limit and you have permitted to execute a partial payment of an E-invoice, we execute a partial payment in the amount that does not exceed the maximum payment transaction limit.

6.13. In case the automatic payment order is submitted by the account co-holders or one of them, any of them is entitled to receive E-invoices, revoke or change the automatic payment order submitted, pay E-invoices, and view E-invoice information, irrespective of the account management method.

7. Changes to the automatic payment order

7.1. You can change the following conditions of the automatic payment order :

7.1.1. validity start date, if it is later than the date of its change;
7.1.2. validity end date;
7.1.3. maximum single payment transaction amount;
7.1.4. monthly limit;
7.1.5. feature specifying whether or not a partial payment of an E-invoice is permitted;
7.1.6. E-invoice payment execution date;
7.1.7. number of additional attempts to execute the payment of an E-invoice.

7.2. These changes to the automatic payment order come into effect on the following business day and shall apply to the E-invoices unpaid and partially paid if their payment due date has not expired.

7.3. You may revoke the automatic payment of a specific E-invoice without terminating the automatic payment order in respect of other E-invoices.

7.4. In case the E-invoice sender changes the payer code specified in the E-invoice, we change the code in the automatic payment order.

8. Cases of non-execution of the automatic payment order

8.1. We will not execute the automatic payment order in the following cases:

8.1.1. the E-invoice is not submitted;
8.1.2. the E-invoice amount exceeds the maximum payment transaction limit per payment or per calendar month;
8.1.3. the balance of the account from which the automatic payment of an E-invoice will be made is insufficient in euros to execute a payment and to debit the fee;
8.1.4. the funds in the account from which the automatic payment of an E-invoice will be made are seized or your right to use the funds in the account is subject to other restrictions;
8.1.5. in other cases prescribed by the law or provided for in the agreement concluded between you and us, when we have the right or are obligated to reject orders to debit funds from the account from which the automatic payment of an E-invoice will be made.

9. End of validity of the automatic payment order

9.1. The automatic payment order ceases to have effect from the moment when at least one of the following documents becomes invalid:

9.1.1. your application for forwarding of E-invoices,
9.1.2. the account agreement concluded between you and us,
9.1.3. any agreement in relation to E-invoices concluded with us by the E-invoice sender's or the E-invoice sender's payment service provider, or other payment service providers.

9.2. You and we shall have the right to terminate the automatic payment order at any time by notifying each other thereof. In case only the automatic payment order is terminated, we will continue forwarding the E-invoices to you in the way specified by you.
9.3. We have the right without prior notice to terminate the automatic payment order if we have not received any E-invoice from the E-invoice sender to you for 24 (twenty-four) subsequent months.

10. Liability

10.1. To execute the automatic payment order, we use the data of the E-invoice. We are not liable for the correctness of the E-invoice.
10.2. We are not liable for not paying the E-invoice in the following cases:

10.2.1. the E-invoice sender or another payment service provider have not sent the E-invoice data to us or sent it when the automatic payment order could not be executed under the conditions specified therein,
10.2.2. due to the insufficient balance of your account, including to debit our fee.

10.3. The money debited for execution of the automatic payment order may be refunded to you in accordance with our Payments service terms.

11. Definitions of E-invoices service terms

Below are the meanings of some of the definitions used in these E-invoices service terms. We have also used some other definitions according to the law, General Business Terms and Payments service terms.

a. **E-invoice** means an electronic invoice issued to you by the E-invoice sender through us.
b. **E-invoice** sending address means your account number in IBAN format.
c. **E-invoice** sender means the provider of goods or services who issues the E-invoice to you.
d. **Automatic payment order** means the order to execute automatic payments of the E-invoices.