



# Card Products

## Tariffs and Other Conditions

*for individuals (including sole entrepreneurs) and legal entities*

## Choose a card that suits your lifestyle best



Get access to your cash in Armenia and in more than 160 countries worldwide with your **International Visa Plus ATM card** and enjoy free encashment from HSBC Bank of Armenia over 50 ATMs.



**ArCa Classic Card** is designed to be used to make non-cash payments and cash withdrawals in Armenia only and internet payments and shopping at web sites displaying ArCa logo. Get up to 45 days of grace period for all non-cash transactions effected with your ArCa Card.



Designed both for cash and non-cash transactions **MasterCard Standard Flexi card** will become part of your everyday life. Get a card with no provision and monthly maintenance fee, as well as make free of charge encashment from HSBC Bank Armenia's ATMs.



**MasterCard Standard Card.** Whether you're travelling abroad or doing your routine grocery shopping, Master Card Standard Card is right for you. Enjoy worldwide acceptance and discounts at millions of locations, secure internet shopping, credit limit to suit your needs and up to 45 days of grace period in case of non-cash transactions.



**MasterCard Gold Card** is an international Credit Card which allows the cardholder to enjoy number of benefits – higher credit limits, additional card with no provision and service fee as well as bigger discounts at sales and service centers. Furthermore, use your card home and abroad and get up to 45 days grace period for non-cash transactions.



**MasterCard Platinum Card** is one of the most prestigious Credit Cards in the world, and grants the cardholder various benefits such as higher limits for cash and non-cash transactions, free International Concierge service, emergency card replacement and emergency cash advance services abroad. With your MasterCard Platinum Card you can enjoy attractive discounts in sales and service points in Armenia and worldwide and get up to 45 days of grace period.



**Premium level MasterCard Black Edition card** will stress your unique status and will take your card payments to a new level. Card benefits include lower credit interest rate, free Travel Insurance, free Priority Pass card for airport lounges, free International Concierge service, as well as emergency card replacement and emergency cash advance services abroad.

## International VISA PLUS ATM Card

### Tariffs and other conditions

ATM Card issuance fee	Free <sup>1</sup>
Card monthly service fee	Free
• Individuals	Free
• Legal entities/Sole entrepreneurs	AMD 1,000 <sup>2</sup>
Additional card issuance fee	AMD 3,000 <sup>1</sup>
Additional card service fee	
• Individuals (applied annually)	AMD 6,000
• Legal entities/Sole entrepreneurs (applied monthly)	AMD 1,000
Card replacement	AMD 3,000 <sup>3</sup>
Transfer of funds between accounts held at the bank	Free
Daily transfer limit of funds between accounts held at the bank (in AMD)	
• Individuals	AMD 1,000,000
• Legal entities/Sole entrepreneurs	AMD 3,000,000 <sup>4</sup>
Cash withdrawal at bank's ATMs	Free
Cash withdrawal daily limit (in AMD)	
• Individuals	AMD 500,000
• Legal entities/Sole entrepreneurs	AMD 3,000,000 <sup>4</sup>
Fee for each cash withdrawal at other banks' ATMs	AMD 2,000

### Notes

- Your card currency is the same as the main account currency to which the card is linked.
- One ATM card can link up to three accounts.
- ATM card is intended for performing cash transactions via ATMs. For non-cash transactions and payments HSBC Bank Armenia offers range of credit and payment cards which are presented in the next section of this booklet.
- The list of Bank ATMs is available at [www.hsbc.am/atms](http://www.hsbc.am/atms)

<sup>1</sup> First three Corporate ATM Cards are issued free of charge (applicable to legal entities only). Starting from fourth card issuance is subject to additional card issuance fee per card.

<sup>2</sup> Monthly service fee is charged at the beginning of each month for the preceding month.

<sup>3</sup> No charge will be applied, if card replacement is done via Internet/Mobile or Phone Banking services (applicable to individuals and sole entrepreneurs only). Card will be sent to the branch of your choice within 3 working days after receipt of the request.

<sup>4</sup> Cards daily transactional limit is a total limit for all ATM Corporate cards issued to the company (applicable to legal entities only).

# Credit and payment cards

Tariffs and other conditions	ArCa Classic Card	MasterCard Standard Flexi Card <sup>1</sup>	MasterCard Standard Card
Card issuance fee	Free	Free	Free
Card account monthly service fee	Free	Free	AMD 1,000
Facility up-front fee (for Corporate Credit Cards)	0.5 - 1% of credit limit (minimum AMD 35,000)	-	0.5 - 1% of credit limit (minimum AMD 35,000)
Additional card issuance fee <sup>2</sup>	Free	Free	Free
Additional card monthly service fee <sup>2</sup>	AMD 500	Free	AMD 500
Annual nominal interest rate	22%	18%	21%
Encashment fee when using HSBC Bank Armenia ATMs and POS terminals	AMD 250 (per transaction)	Free	Free
Encashment fee when using other ATMs and POS terminals within ArCa system	1.5% (minimum AMD 500)	1.5% (minimum AMD 500)	1.5% (minimum AMD 500)
Encashment fee when using other ATMs and POS terminals outside ArCa system	-	2.5% (minimum AMD 1 000 from ATMs, minimum AMD 3,000 from POS terminals)	2.5% (minimum AMD 1 000 from ATMs, minimum AMD 3,000 from POS terminals)
Card to card money transfer (via ArCa website www.arca.am)	0.5% of transfer amount	0.5% of transfer amount	0.5% of transfer amount
Card reissuance fee	AMD 2,500	AMD 5,000	AMD 5,000
Card PIN unblock fee	AMD 1,000	AMD 1,000	AMD 1,000
Charge slip retrieval	AMD 5,000 <sup>3</sup>	AMD 8,000 <sup>3</sup>	AMD 8,000 <sup>3</sup>
Dispute of genuine transaction	AMD 10,000	AMD 15,000	AMD 15,000
Card limit permanent or temporary review	Free	Free	Free
SMS service	Free	Free	Free
Monthly statement delivery (within Armenia)	Free	Free	Free
Fee for each copy of card account statement (if earlier than 6 months)	AMD 3,000 <sup>3</sup>	AMD 3,000 <sup>3</sup>	AMD 3,000 <sup>3</sup>
<b>Late payment fee</b>	<b>10% of overdue amount</b>	<b>10% of overdue amount</b>	<b>10% of overdue amount</b>
<b>Credit overlimit fee</b>	<b>10% of overlimit balance</b>	<b>10% of overlimit balance</b>	<b>10% of overlimit balance</b>
Maximum cash withdrawals per day	AMD 300,000	AMD 400,000	AMD 400,000
Number of cash withdrawals per day	Maximum 2	Maximum 3	Maximum 2
Total number of transactions per day (including cash and non-cash transactions and balance enquiries)	20	20	20
Maximum limit for each non-cash transaction	AMD 1,000,000	AMD 5,000,000	AMD 5,000,000
Lost card liability, after the customer has informed the Bank <sup>4</sup>	Up to AMD 25,000	Up to AMD 25,000	Up to AMD 25,000
Minimum payment due	10% of closing debit balance (minimum AMD 5,000)	10% of closing debit balance (minimum AMD 10,000)	10% of closing debit balance (minimum AMD 10,000)
Declined authorisation fee (applied by MasterCard)	-	AMD equivalent of USD 0,25 (for each case)	AMD equivalent of USD 0,25 (for each case)
Credit limit and currency <sup>5</sup>	From AMD 100,000 to AMD 500,000	From AMD 100,000 to AMD 1,000,000	From AMD 100,000 to AMD 1,000,000
Grace (interest free) period <sup>6</sup>	Up to 45 days (15 days from the statement generation date)	Not applicable	Up to 45 days (15 days from the statement generation date)

<sup>1</sup> MasterCard Standard Flexi card is provided to individuals only.

<sup>2</sup> Additional card tariffs are regulated by primary card tariffs.

<sup>3</sup> Inclusive of VAT.

<sup>4</sup> Refer to Section 7 of Card Products Terms and Conditions.

<sup>5</sup> Applicable for individuals only.

<sup>6</sup> Grace period is applicable in case of non-cash transactions and if the payment of the whole statement Closing Balance is received by the bank on or before the Payment Due Date.

Depending on the day of month when the transaction has been posted to card account, duration of the grace period may vary.

Tariffs and other conditions	MasterCard Gold Card	MasterCard Platinum Card	World MasterCard Black Edition Card
Card issuance fee	Free	Free	Free
Card account monthly service fee	AMD 1,500	AMD 3,000	AMD 10,000
Facility up-front fee (for Corporate Credit Cards)	0.5 - 1% of credit limit (minimum AMD 35,000)	0.5 - 1% of credit limit (minimum AMD 35,000)	0.5 - 1% of credit limit (minimum AMD 35,000)
Additional card issuance fee and additional card monthly service fee <sup>1</sup>	Free	Free	Free
Annual nominal interest rate	21%	21%	20%
Encashment fee when using HSBC Bank Armenia ATMs and POS terminals	Free	Free	Free
Encashment fee when using other ATMs and POS terminals within ArCa system	1.5% (minimum AMD 500)	1.5% (minimum AMD 500)	1.5% (minimum AMD 500)
Encashment fee when using other ATMs and POS terminals outside ArCa system	2.5% (minimum AMD 1 000 from ATMs, minimum AMD 3,000 from POS terminals)	2.5% (minimum AMD 1 000 from ATMs, minimum AMD 3,000 from POS terminals)	2.5% (minimum AMD 1 000 from ATMs, minimum AMD 3,000 from POS terminals)
Emergency cash advance fee (up to USD 1,000)	-	AMD 50,000 <sup>2</sup>	AMD 50,000 <sup>2</sup>
Card to card money transfer (via ArCa website www.arca.am)	0.5% of transfer amount	0.5% of transfer amount	0.5% of transfer amount
Card reissuance fee	AMD 5,000	AMD 5,000	AMD 5,000
Emergency card replacement	-	AMD 75,000 <sup>2</sup>	AMD 75,000 <sup>2</sup>
Card PIN unblock fee	Free	Free	Free
Charge slip retrieval	AMD 8,000 <sup>3</sup>	AMD 8,000 <sup>3</sup>	AMD 8,000 <sup>3</sup>
Dispute of genuine transaction	AMD 15,000	AMD 15,000	AMD 15,000
Card limit permanent or temporary review	Free	Free	Free
SMS service	Free	Free	Free
Monthly statement delivery (within Armenia)	Free	Free	Free
Fee for each copy of card account statement (if earlier than 6 months)	AMD 3,000 <sup>3</sup>	AMD 3,000 <sup>3</sup>	AMD 3,000 <sup>3</sup>
<b>Late payment fee</b>	<b>10% of overdue amount</b>	<b>10% of overdue amount</b>	<b>10% of overdue amount</b>
<b>Credit overlimit fee</b>	<b>10% of overlimit balance</b>	<b>10% of overlimit balance</b>	<b>10% of overlimit balance</b>
Maximum cash withdrawals per day	30% of credit limit or AMD 500,000, whichever is higher	40% of credit limit or AMD 500,000, whichever is higher	40% of credit limit or AMD 500,000, whichever is higher
Number of cash withdrawals per day	Maximum 3	Maximum 3	Maximum 3
Total number of transactions per day (including cash and non-cash transactions and balance enquiries)	20	20	20
Maximum limit for each non-cash transaction	AMD 5,000,000	AMD 10,000,000	AMD 10,000,000
Lost card liability, after the customer has informed the Bank <sup>4</sup>	Up to AMD 25,000	Up to AMD 25,000	Up to AMD 25,000
Minimum payment due	10% of closing debit balance (minimum AMD 10,000)	10% of closing debit balance (minimum AMD 10,000)	10% of closing debit balance (minimum AMD 10,000)
Declined authorisation fee (applied by MasterCard)	AMD equivalent of USD 0,25 (for each case)	AMD equivalent of USD 0,25	AMD equivalent of USD 0,25 (for each case)
Credit limit and currency <sup>5</sup>	From AMD 500,000 to AMD 3,000,000	From AMD 1,000,000 to AMD 5,000,000	From AMD 1,000,000 to AMD 5,000,000
Grace (interest free) period <sup>6</sup>	Up to 45 days (15 days from the statement generation date)	Up to 45 days (15 days from the statement generation date)	Up to 45 days (15 days from the statement generation date)
Priority Pass card issuance	-	-	Free
Fee for usage of Priority Pass card in airport lounges <sup>7</sup>	-	-	AMD 20,000 per visit
Travel Insurance (annual)	-	-	Free
International Concierge service <sup>8</sup>	-	Free	Free

<sup>1</sup> Additional card tariffs are regulated by primary card tariffs.

<sup>2</sup> For emergency cash advance within 2-24 hours and emergency card replacement within 48 hours outside of Armenia, please call (+1 636 722 711 1) MasterCard support.

<sup>3</sup> Inclusive of VAT.

<sup>4</sup> Refer to Section 7 of Card Products Terms and Conditions.

<sup>5</sup> Applicable for individuals only.

<sup>6</sup> Grace period is applicable in case of non-cash transactions and if the payment of the whole statement Closing Balance is received by the bank on or before the Payment Due Date.  
Depending on the day of month when the transaction has been posted to card account, duration of the grace period may vary.

<sup>7</sup> Cardholders receive one free access per year. Refer to Priority Pass Airport Lounge Directory or visit [www.prioritypass.com](http://www.prioritypass.com) for the full list of VIP lounges and detailed information.

<sup>8</sup> For details please refer to "International Concierge Service" section at [www.hsbc.am](http://www.hsbc.am).

# Security rules for using ATM and Credit Cards

HSBC Bank Armenia cjsc (hereafter the Bank) credit and ATM cards provide you a fast, convenient and reliable way to make cash withdrawals or pay for your purchases anytime and anywhere. To protect your credit and ATM cards from fraud and unauthorized use when using them at home or abroad, You should ensure the following security rules as a minimum:

1. Make sure to sign the back side of your card (applicable to credit cards only) with a ball pen immediately after you receive it.
2. Do not allow anyone else to use Your card.
3. Do not disclose card related data such as Card Number or expiry date to third parties, including by email, and ensure that all transactions are conducted in Your presence.
4. Never pass Your credit or ATM cards to anyone else or allow anyone to have access to your cards. If a credit or ATM card is taken by a family member (spouse, child, and parent), with or without Your knowledge or consent, You are responsible for their purchase or other transactions.
5. Do not leave Your card unattended in a public place.
6. Immediately report about Your lost or stolen cards, as well as any suspicion related to any transaction made by Your card, to the Bank.
7. Never tell Your Personal Identification Number (PIN) to anyone, not even Bank employees.
8. Remember that Bank will never request you to provide Your card's PIN and/or CVV/CVC details (the 3-digit security code on the back of your card).
9. Do not use repetitive digits (like 2222, 1111, etc.), consecutive digits (like 1234, 6543) or easy to guess personal data (for example birthday, phone number) when changing Your PIN.
10. Do not keep record of Your PIN together with Your card even if it is disguised as a telephone number. This can be easily deciphered.
11. Do not store Your personal card details on Your computer or other electronic devices or electronic databases, especially PIN and/or CVV/CVC details (the 3-digit security code on the back of your card).
12. If the ATM or POS terminal You are using does not have a protective shield to cover the number pad, always use Your hand as a shield while entering Your PIN to keep it a secret.
13. If you realize the ATM has been tampered with or there is other device on ATM after You have inserted Your card, immediately contact the Bank while still standing at the cash machine if it is safe to do so.
14. Be wary from any person offering assistance when you use the ATM, especially if you have not requested such assistance and the person is not a Bank employee.
15. If You have a suspicion that Your PIN and/or any sensitive information (e.g. card details) is known to someone else, immediately inform the Bank.

16. Contact the Bank immediately if somebody on behalf of the Bank requests You to provide Your card, PIN or other personal information.
17. Before effecting any transaction over the Internet, go through the terms and conditions for making a transaction and payment in details, by paying special attention to parts printed in small letters.
18. Before effecting a purchase, hotel or car rental reservation over the Internet, search for reviews or forums related to product or service to confirm whether the merchant can provide what is promised on the website.
19. Make sure that the receipts are provided after each transaction.
20. Always check transaction receipts, purchase amounts reflected thereon before signing them.
21. Keep the transaction and ATM receipts to reconcile them against monthly statements.
22. Always check the card(s) statement(s), especially after travelling. Check the purchase amounts against transaction receipts, as well as transactions made by Your ATM card with the transaction amounts stated in the statements, and in case of detecting any unauthorized or invalid transactions immediately notify the Bank.
23. Destroy the financial documents, including credit card transaction receipts, ATM transaction records, credit card and Bank statements, if no longer needed.
24. Ensure the Bank is provided with Your up to date contact details before travelling abroad. Particularly Your mobile phone number and email address.
25. Pay attention to card expiry dates. If You haven't received the renewed card yet, contact the Bank to receive Your new card.

## Annual nominal and percentage interest rates

Loan interest amount is being calculated based on the annual nominal interest rate, whereas the annual percentage rate or APR indicates how much would loan cost to borrower in case of repayment of interest amount and other payments under the defined timeline and terms.

Annual percentage rate is calculated by using the following formula:

$$A = \sum_{n=1}^N \frac{CF_n}{(1+i)^{\frac{D_n}{365}}} = \sum_{n=1}^N \left( CF_n \times (1+i)^{-\frac{D_n}{365}} \right)$$

Where,

**i** - is the annual percentage rate, which shows the total expenditure of the loan expressed in annual rate of provided loan, which includes all the interests and payments which should be made by borrower while obtaining the loan as well as during the whole term of the loan

**A** - is the initial amount of provided loan

**n** - is the consecutive number of the loan repayment

**N** - is the number of repayments

**CF<sub>n</sub>** - the payment received upon the receipt of the loan and/or regular n-th payment received during the operation of the loan.

**D<sub>n</sub>** - is the number that indicates how many days are passed from the moment the loan has been granted till the loan n-th payment date (inclusive)

## Annual Percentage Rate calculation example

### Credit Card Terms and Conditions

- Card type – MasterCard Standard
- Credit limit – AMD 1,000,000
- Annual nominal interest rate – 21%
- Calculation period – 12 months, or 365 days
- Installments – minimum once a month, with at least 10% (or minimum AMD 10,000) portion of utilized credit amount (including interest<sup>1</sup> occurred)
- Card account monthly service fee – AMD 1,000
- Encashment fee when using HSBC Bank Armenia ATMs – Free
- Credit card provision date – 01 August, 2016
- Statement/Billing date – 01 September, 2016

Annual percentage rate - 24.60%

<sup>1</sup> Interest is calculated on utilized credit limit in case if full repayment is not done by the first Payment Due Date. Interest will be calculated on initial amount utilized starting from the second month till the full repayment of initial amount from the point when utilization of given amount occurred.

## Important Notes

- No interest is paid against credit balance of accounts (savings, current) attached to the ATM card and credit balance of Credit Card account .
- Credit Card cardholder's minimum age should be 18, maximum age – 65.
- The decision to issue a Credit Card is made and the card is delivered to the address specified by the customer, during maximum 10 working days after the presentation of all necessary documents.
- The Customer must activate the card prior to use. The activation may be carried out in branches or by contacting the Bank at **+37460 655 000** phone number. The activation based on the instruction of the Customer is carried out immediately upon acceptance of the instruction. If the Customer receives the Card in the branch and does not provide a Card activation instruction, the Card will be activated within one business day period at maximum. If the Card is received through postal service, the Card activation may only be carried out based on a Customer instruction. Applicable for credit cards only.
- MasterCard and ArCa Classic cards are valid for three year period. Cards are subject to renewal upon Bank's discretion.
- ATM card is issued for unlimited period of time.
- Credit card limit is provided with indefinite term. The limit, however, may be reviewed upon Bank's discretion.
- All terms and charges related to products and services offered by HSBC Bank Armenia cjsc including nominal rates are subject to amendments and modifications with reasonable notice. For up to date information as well as any amendments and changes to the terms and tariffs, please refer to "Card Products Terms and Conditions for individuals (including sole entrepreneurs) and legal entities" booklet, visit our website **www.hsbc.am** or call us at **+374 60 655 000**.
- In case of discrepancies between the Armenian and English versions of this booklet, the Armenian version shall prevail.

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**[www.hsbc.am](http://www.hsbc.am)**

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**Legal sign off**

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