

 $\label{eq:customer} Customer service Standard Terms and Conditions \\ Annex N1-Customer service standard tariff and limits \\ Valid from May 15, 2023$

Credo Universal Tariffs and Limits		
Credo Universal Service fee	65 GEL - Annually	
	6 GEL - Monthly	
Current accounts		
Current account opening	Free	
Adding current account currency	Free	
Current account service fee (monthly)	1 GEL	
Dormant account service fee (monthly)	5 GEL	
Cash depositing		
Operations in national currency	Free	
Operations in foreign currency (except RUR)	Free	
Operations in RUR	5% of the amount	
Cash withdrawal*		
Operations in national currency	0.2% of the amount (min 0.20 GEL)	
Operations in foreign currency	0.6% of the amount (min 0.50 GEL)	
Withdrawal of the loan amount in national currency	0.1% Of the amount (min 0.20 GEL)	
Withdrawal of the loan amount in foreign currency	Free	
Withdrawal amount of the Deposit and Saving account	Free	
Money transfers from accounts		
Money transfer within the bank system between the client own accounts	F	
(any currency)	Free	
Money transfer within the bank system between the accounts of different	0.070/ (.)	
clients	0.07% of the amount (min 0.5 GEL)	
Payments to Credo Bank	Free	
Money transfer outside the bank system (up to 1000 GEL)	4 GEL	
Money transfer outside the bank system (from 1000 GEL to 10 000 GEL)	4 GEL	
Money transfer outside the bank system (from 10 000 GEL to 100 000 GEL)	10 GEL	
Money transfer outside the bank system (from 100 000 and more)	100 GEL	
Quick (individual) transfer (up to 10 000 GEL)	transfer fee + 1 GEL	
Commission for preparing a payment order (excluding payments to Credo Bank)	0.50 GEL	
Commission for preparing a payment order for Payments to Credo Bank	Free	
Transfer outside the bank system in USD	0.15 % (min. 30 USD ; max. 150 USD)	
Transfer outside the bank system in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)	
Transfer outside the bank system with the guarantee of full crediting the account of the recipient - USD	0.15 % (min. 35 USD ; max. 150 USD)	
Transfer outside the bank system with the guarantee of full crediting the account of the recipient - in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)	



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Money transfers from accounts (Mycredo.ge)	
Money transfer within the bank system between the client own accounts	
(any currency)	Free
Money transfer within the bank system between the accounts of different	Free
clients	F
Payments to Credo Bank	Free
Money transfer outside the bank system (up to 1000 GEL)	Free
Money transfer outside the bank system (from 1000 GEL to 10 000 GEL)	Free
Money transfer outside the bank system (from 10 000 GEL to 100 000 GEL)	Free
Money transfer outside the bank system (from 100 000 and more)	Free
Quick (individual) transfer (up to 10 000 GEL)	transfer fee + 1 GEL
Transfer outside the bank system in USD	0.15 % (min. 30 USD; max. 150 USD)
Transfer outside the bank system in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)
Transfer outside the bank system with the guarantee of full crediting the	0.45.07 () 0.5.1100 (450.1100)
account of the recipient - USD	0.15 % (min. 35 USD; max. 150 USD)
Transfer outside the bank system with the guarantee of full crediting the	
account of the recipient - in Euro and other currencies	0.15 % (min. 35 EUR; max. 150 EUR)
Issuing a certificate ***	
Certificate on the balance of the account, certificate on the turnover on the	
account	10 GEL
Issuing a certificate on the existence of an account	Clients – GEL 10, non-clients - 20 GEL
Other type of certificate	Clients – GEL 20, non-clients - 30 GEL
Certificate on the absence of debt	
Certificate on the absence of debt	Clients – 20 GEL , non-clients - 30 GEL
Certificate on the current debt	in case of existence of debt - free
	in case of absence of debt - 20 GEL
Current account statement in Georgian	Once per month - free
	In other case – 10 GEL
Remittances statement	10 GEL
Current account statement in English (For operations with maturity of 2	For open accounts – 20 GEL
years and less)	For closed accounts – 30 GEL
Current account statement in English (For operations with maturity of more	For open accounts – 30 Gel
than 2 years)	For closed accounts – 40 Gel
SMS notifications	
SMS notifications on retail operations – for clients, using Credo Bank loan	Free
SMS notifications on retail operations (monthly) – for clients, not using	Free
Credo Bank loan	Tree
SMS Service	Free
Internet / Mobile banking	
MyCredo.ge	Free
Other services	
Possiving copy of the receipt	10 GEL – for the printed-out copy
Receiving copy of the receipt	40 GEL- for the archived document copy
Mycredo terminal fees	
Fee for Credo bank card transaction (Visa / MasterCard)	0%
Fee for partner bank card transaction (Visa / MasterCard) (TBC Bank, Halyk	
Bank Georgia)	1.50%
Fee for non-partner bank (Domestic) card transaction (Visa / MasterCard)	1.50%
Fees for foreign bank (International) transaction (Visa / MasterCard)	1.50%
Remittances withdrawal	
Remittance withdrawal fee	Free
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Customer service Standard Terms and Conditions Annex N1 – Customer service standard tariff and limits Valid from May 15, 2023

MasterCard Universal (Debit Card)	
Currency	GEL / USD / EUR
Service fee	
Card service fee (One-time fee), if purchased in the Branch	Free
Card service fee, if purchased through Online Banking (MyCredo)	Free
Card Recovery fee (in case of card loss or damage)	10 GEL
Card validity period	4 Year
Daily withdrawal limits	
Credo Bank service centers	Unlimited
Credo Bank ATM's	
UFC network Banks ATM's (TBC, Halyk)	
UFC network Banks service centers	10 000 GEL (Or Equivalent in other currencies)
Other bank ATM's	
Other bank service center	
Purchase Limit	20 000 GEL (Or Equivalent in other currencies)
Operation Limit without using PIN Code	100 GEL
Stop list (Card Blocking)	
Local stop list	Unlimited
International Stop list	50 USD (Weekly, Per Region)
Payment fee in merchants	
International merchants	Free
Local merchants	Free
Internet	Free
Cash withdrawal fee	
Other Banks service center	3% of the amount (min 8 Gel / 4 USD / 4 EUR)
Credo Bank ATM's	GEL - Free, USD - 0.3% (min 0.5 USD)
UFC network Banks ATM's (TBC, Halyk)	GEL - Free, USD / EUR - 0.5% (min 0.5 USD / EUR)
Other Banks ATM's (Georgia)	GEL - Free, USD / EUR - 0.5% (min 0.5 USD / EUR)
Other Banks ATM's (Abroad)	3 % of the amount (min 8 GEL / 4 USD / 4 EUR)
International Chargeback	
International Chargeback fee	free
Card Accounts Protection	
Access to high risk merchants	according to customer request
3D Secure service	free
Payments in Public Transport (travel fee payment via Pos Terminal)	
Metro, Buses and cable car (Tbilisi City Municipality)	free
Additional Services	
Pin Code change (ATM)	free
Pin Code recovery	free

^{*}for amounts above limits Bank must be informed 3 days before the withdrawal:

⁻ for branches located in high mountain area, the limit is 50 000 Gel (or equivalent in Gel)

⁻ for other branches limit is 100 000 Gel (or equivalent in Gel)

^{**}If client pays additional commission of 35USD/20Euro, beneficiary will receive total amount of the transfer. Otherwise, charges of the intermediary bank(s) will be deducted from the transferred amount

^{***} Certificate should be issued max. in 2 business days