

Customer service Standard Terms and Conditions Annex N1 – Customer service standard tariff and limits Valid from November 20, 2023

From 20.11.2023y. the title of the package will be changed. New title – "Expat Package".

| Credo Universal for Expats Tariffs and Limits | |
|---|-------------------------------------|
| | 45 GEL - Annually |
| Credo Universal Service fee | 5 GEL - Monthly |
| Current accounts | |
| Current account opening | Free |
| Adding current account currency | Free |
| Current account service fee (monthly) | 1.5 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 | Free |
| 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/ of the amount (min 0.5.051) |
| 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 Subside the bulk system in OSD | |
| 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 | 0.15 % (min. 35 USD ; max. 150 USD) |
| account of the recipient - USD | 0.15 % (mm. 55 056 , max. 150 056) |
| Transfer outside the bank system with the guarantee of full crediting the | 0.15 % (min. 35 EUR; max. 150 EUR) |
| account of the recipient - in Euro and other currencies | 0.13 % (mm. 33 Lon, max. 130 Lon) |



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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 | _ |
| clients | Free |
| 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 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 | Clients – 20 GEL , non-clients - 30 GEL |
| Contiferation with a second disk. | in case of existence of debt - free |
| Certificate on the current debt | in case of absence of debt - 20 GEL |
| Current account statement in Georgian | Once per month - free |
| Current account statement in Georgian | 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 |
| Distance Services | |
| SMS Service | Free |
| Email Banking | Free |
| Internet / Mobile banking | |
| MyCredo.ge | Free |
| Other services | |
| Receiving copy of the receipt | 10 GEL – for the printed-out copy 40 GEL– for the archived document copy |
| Remittances withdrawal | |
| Remittance withdrawal fee | Free |
| | |



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| MasterCard Debit Card | | |
|--|--|--|
| Currency | GEL / USD / EUR | |
| Service fee | <u> </u> | |
| 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 | <u>'</u> | |
| 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 | <u>'</u> | |
| 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) | |
| HEC washing and Danier ATM/s (TDC Habile) | GEL - 0.2% (min. 0.5 GEL); | |
| UFC network Banks ATM's (TBC, Halyk) | USD / EUR - 0.5% (min 0.5 USD / 0.5 EUR); | |
| Other Banks ATM's (Georgia) | 2.5 % of the amount (min 7 GEL / 3 USD / 3 EUR) | |
| Other Banks ATM's (Abroad) | 3.5 % of the amount (min 12 GEL / 5 USD / 5 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)

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

^{*****} Saving Deposit – If withdrawal occurs within less than 7 calendar days after depositing the amount, bank's standard tariff is valid