

No. 203902/ 7.03.2016

Legal amendments – Raiffeisen Bank products and services dedicated to Natural Persons

Dear customer,

Please find below in this notification the amendments made to your contracts concluded with Raiffeisen Bank for the provision of the following services and products:

- I. Current Account and Premium/FWR Current Account Options
- II. Debit cards
- III. Raiffeisen Direct Service (phone banking)
- IV. Amendments for the clients holding debit and credit cards within the Call Center support service
- V. Raiffeisen Direct Top Service (extended phone banking)
- VI. Debit Direct ConfortaBill Service
- VII. Amendments related to the Bank Deposit Guarantee Fund

As a client of the bank and user of the current account services and of the services related thereto, if you do not agree to the amendments notified by this notification and Appendix 1, you have the right to terminate, free of charge, your contract with Raiffeisen Bank by May 15, 2016 (for all amendments effective of May 16, 2016), of May 31 (for all amendments effective of June 1, 2016). The effective dates of the amendments notified by this document are:

- Amendments regarding current account, current account options and debit card come into force starting May 16, 2016;
- Amendments regarding Raiffeisen Direct service come into force starting June 1, 2016;
- Amendments for customers with credit and debit cards, within Call Center support service, come into force starting June 1, 2016, except chapter IV.1., lit. a) that is effective of May 16, 2016;
- Amendments regarding ConfortaBill and Direct Debit come into force starting May 16, 2016.

If, until the dates mentioned in this notification, you fail to express your disagreement regarding the notified amendments described above, they shall be considered accepted according to the General Conditions for the Performance of Banking Operations for Natural Persons (hereinafter called CGB – PF), respectively the provisions of the specific contracts.

I. Current Account and Premium/FWR Current Account Options

A. Transition from fees at product/service level to fees at client level.

It is our great pleasure to inform you that, starting May 16, 2016, we shall change the manner in which the fees shall be applied on the transactions instructed by you, both those in the current account and those performed with the debit card. Because we want to simplify things, **we changed the fees applied at the level of product or service to fees applied at the level of the client.** Thus, without amending the value of the taxes and fees charged for the current account and the transactions ordered (with the exceptions mentioned under item I.B., I.D., I.E.

and II.C. and E. of this notification), we inserted the rule according to which a client shall benefit from the single transactional fees, depending on the package of benefits attached to the current account for which they opted. For the implementation of this rule, **we classified the charges and fees related to the current account and the debit card as administrative fees** (those fees which are charged for the administration of the account/debit card and which have periodical maturities, irrespective of whether transactions are conducted or not) and transactional fees (those fees which are charged for the transactions ordered in the account, with or without using the card). By the implementation of this rule, if you hold a package of benefits attached to the current account, which includes in the list of benefits a facility/discount applicable to a certain type of transactional fee, the respective facility/discount shall be applied to all your transactions for which the bank charges that type of transactional fee, even if the transaction is made from an account or card which is not included in the package of benefits.

Example:

Before **May 16, 2016** - If, until now, you held a package of current account in RON which included a debit card and you had another card in RON which was not part of that package (including the cards issued for additional users), the fees applicable to the transactions made with the 2 cards could be different.

Starting from **May 16, 2016** - If you hold a package (option) of current account in RON which includes a debit card and another card in RON which is not part of that package (including the cards issued for additional users), the fees applicable to the transactions made with the 2 cards shall be identical.

On this occasion, we inform you that **we changed the name of the Option current accounts into package current accounts**, to make it clearer that packages of benefits are attached to this type of accounts.

B. Starting May 16, 2016, **the component of the benefits attached to the Premium and FWR package current accounts is modified**, as follows:

Premium Banking Package

- **NEW** - the annual management fee is RON 0 (zero) for the Gold Credit Card in RON under the conditions provided in the specific contract;

Eligibility requirements for free annual management fee for Gold Credit Card for Premium current account package holders:

- 1) The customers that own a Premium current account package and contract a Gold Credit Card after May 16, 2016, will benefit from free annual management fee as stipulated within the credit card specific contract;
- 2) The customers that own a Premium current account package and have acquired a Gold Credit Card before May 16, 2016 will benefit from free annual management fee if, every month for the last twelve consecutive months prior to the due date of the annual management fee have fulfilled the „balance criteria” or „average monthly income criteria” on the „monitorization date” (as these terms are defined within the requirements specific to the Premium/FWR current account package). The benefit of free annual management fee for Gold Credit Card applies only for maturities subsequent to May 16, 2016 and only if, at maturity, the Gold credit card holder owns a Premium current account package. If the Gold Credit Card holder already has an exception from payment of annual management fee, for which the accordance conditions are already regulated within the Gold Credit Card contract, the provisions from the credit card contract shall apply with priority.

- **NEW** - management fee of RON 0 (zero) for the second standard current account in RON opened with the Bank on the Holder's name;
- **NEW** - fee of RON 0 (zero) for all the transactions for payment of the invoices made through the Debit Direct ConfortaBill service;
- **NEW** - zero fee for the payments made further to execution of a freezing order, communicated to the Bank by a (court/tax) enforcement body;
- **NEW** - registration and keeping, free of charge, in the insurance program for death from accident or total permanent invalidity from accident offered through UNIQA Insurance S.A. attached to the Premium/FWR current accounts package, in case you will subscribe for this program; in this manner, the Bank will bear the costs with the insurance premium for one insurance – death from accident or total permanent invalidity from accident offered through UNIQA Insurance S.A., only for the period you own a Premium/FWR current accounts package, following that, if you opt to contract another type of current account and want to benefit from the same type of insurance, to request the registration into the Insurance Program and to pay from your own resources the insurance premium, in accordance with the insurance certificate endorsements, you will receive at that point;
- **NEW** - monthly subscription RON 0 (zero) to Raiffeisen Direct TOP Service (extended service for performance of banking operations by telephone);
- **MODIFICATION** - the interest granted on the credit balance of the current account with the Premium option/package attached is 0% p.a.;
- **MODIFICATION** - 0% p.a. The current interest rate for the Overdraft Facility attached to the Premium package current account, within the limit of RON 500 used;
- **MODIFICATION** - fee of 0.25%, at least RON 5 for operations of cash withdrawal at EPOS from the cash desks of Raiffeisen Bank S.A. using the primary/additional debit cards MasterCard Gold contactless Premium, for amounts lower than RON 15,000, as well as for the operations of cash withdrawal at EPOS from the cash desks of Raiffeisen Bank for amounts exceeding RON 15,000, if the latter were scheduled at least one day before;
- **MODIFICATION** - increase of the daily limit for cash withdrawal at the ATM of Raiffeisen Bank S.A., through the debit cards in RON and EUR to RON 10,000 (or RON equivalent at the sale exchange rate of the Bank). The holder may request the temporary modification of the daily limit for cash withdrawal at ATM once a quarter (only once within each of the following intervals: January 1 – March 31, April 1 – June 30, July 1 – September 30, October 1 – December 31). Temporary modification of the daily limit of cash withdrawal at ATM by card is valid until 24.00 hours on the date when the modification is requested and the daily limit for cash withdrawal at ATM thus modified cannot exceed RON 20,000.
- management fee of RON 0 (zero) on the Premium Package current account, under the conditions provided in the specific contract
- issuance fee of RON 0 (zero), annual management fee of RON 0 (zero) and the renewal fee of RON 0 (zero) for the primary/additional MasterCard Gold contactless Premium debit card attached to the Premium package current account;
- management fee of RON 0 (zero) for all the current accounts in foreign currency opened with the Bank on the Holder's name;
- management fee of RON 0 (zero) for all the savings accounts opened with the Bank on the holder's name;
- monthly subscription of RON 0 (zero) to the Raiffeisen Online (internet banking), Raiffeisen Smart Mobile (mobile banking), Raiffeisen Direct and SmartTel services;

- fee of RON 0 (zero) for operations of cash withdrawal at the ATM of Raiffeisen Bank S.A., using the primary/additional MasterCard Gold contactless Premium debit cards in RON;
- fee of RON 0 (zero) for operations of balance interrogation at ATM Raiffeisen Bank S.A., using the primary/additional MasterCard Gold contactless Premium debit cards in RON;
- fee of RON 0 (zero) for interbank operations of collections by payment order in RON;
- fees of RON 0 (zero) for intra-bank payment operations in RON and interbank operations in RON, ordered by the Raiffeisen Direct services;
- fees of RON 0 (zero) for intra-bank payment operations in RON and foreign currency and interbank operations in RON and foreign currency, ordered by the Raiffeisen Online (internet banking) and Smart Mobile (mobile banking) services; In the case of the payments in foreign currency, the internal fee for the payments in foreign currency is of RON 0 (zero), the other charges and fees are those in force at the time when the payments are made.
- fee of RON zero for SMS received (for information on the balance/mini account statement/inquiry on the foreign exchange rate/instalment notification/alerts related to the balance) by the SmartTel service.

FWR Package

- **NEW** - management fee of RON 0 (zero) for the second standard current account in RON opened with the Bank on the holder's name;
- **NEW** - RON 0 (zero) fee for the payments made further to execution of a freezing order, communicated to the Bank by a (court/tax) enforcement body;
- **NEW** - registration and keeping, free of charge, in the insurance program for death from accident or total permanent invalidity from accident offered through UNIQA Insurance S.A. attached to the FWR current account package, in case you will subscribe for this program; in this manner, the Bank will bear the costs with the insurance premium for one insurance – death from accident or total permanent Invalidity from accident offered through UNIQA Insurance S.A., only for the period you own a FWR current account package, following that, if you opt to contract another type of current account and want to benefit from the same type of insurance, to request the registration into the Insurance Program and to pay from your own resources the insurance premium, in accordance with the insurance certificate endorsements, you will receive at that point;
- **NEW** - annual management fee of RON 0 (zero) for the World Credit Card in RON; the customers that hold a FWR package and benefit from RON 0 annual management fee for Gold Credit Card in RON will have the same benefit.
- **MODIFICATION** - 0% p.a. Current interest rate for the Overdraft Facility attached to the FWR current account package, within the limit of RON 500 used;
- **MODIFICATION** - RON 10,000 (or equivalent at the sale exchange rate of the Bank) as the daily limit for cash withdrawal at the ATMs of Raiffeisen Bank S.A., through the debit cards in RON and EUR. The holder may request the temporary modification of the daily limit for cash withdrawal at ATM once a quarter (only once within each of the following intervals: January 1 – March 31, April 1 – June 30, July 1 – September 30, October 1 – December 31). Temporary modification of the daily limit of cash withdrawal at ATM by card is valid until 24:00 hours on the date when the modification is requested and the daily limit for cash withdrawal at ATM thus modified cannot exceed RON 25,000.
- variable credit interest for the FWR current account package; Interest rate of up to 5.5% p.a. under the conditions mentioned in the specific contract;

- initial issuance fee of RON 0 (zero), annual management fee of RON 0 (zero) and the renewal fee of RON 0 (zero) for the primary/additional MasterCard Gold contactless Premium debit card attached to the FWR current account package;
- management fee of RON 0 (zero) for all the current accounts in foreign currency opened with the Bank on the Holder's name;
- annual management fee of RON 0 (zero), initial issuance fee of RON 0 (zero), renewal fee of RON 0 (zero) for the debit card attached to the current account in EUR and USD;
- management fee of RON 0 (zero) for all the savings accounts opened with the Bank in the Holder's name;
- monthly subscription of RON 0 (zero) to the Raiffeisen Online (internet banking), Raiffeisen Smart Mobile (mobile banking), Raiffeisen Direct, Raiffeisen Direct Top and SmartTel services;
- fee of RON 0 (zero) for operations of cash withdrawal at the ATMs of Raiffeisen Bank S.A., using the primary/additional MasterCard Gold contactless FWR debit cards;
- fee of RON 0 (zero) for operations of cash withdrawal at EPOS from the cash desks of Raiffeisen Bank S.A. using the primary/additional debit cards MasterCard Gold contactless FWR, for amounts lower than RON 45,000, as well as for the operations of cash withdrawal at EPOS from the cash desks of Raiffeisen Bank for amounts exceeding RON 45,000, if the latter were scheduled at least one day before;
- fee of RON 0 (zero) for operations of balance interrogation at the ATMs of Raiffeisen Bank S.A., using the primary (and additional) MasterCard Gold contactless FWR debit card;
- fee of RON 0 (zero) for regeneration of PIN for the primary/additional MasterCard Gold contactless FWR debit card;
- fee of RON 0 (zero) for blocking of the primary/additional MasterCard Gold contactless FWR debit card;
- fee of RON 0 (zero) for replacement as a matter of emergency the primary/additional MasterCard Gold contactless FWR debit card which was declared lost/stolen abroad;
- fee of RON 0 (zero) for release of cash as a matter of emergency for a primary/additional MasterCard Gold contactless FWR debit card which was declared lost/stolen in Romania or abroad;
- fee of RON 0 (zero) for all the transactions for payment of the invoices made from the FWR current account package through the Debit Direct Confortabill service;
- fee of RON 0 (zero) for intra-bank and interbank operations of collections by payment order in RON and foreign currency;
- fee of RON 0 (zero) for intra-bank and interbank operations of transfers by payment order in RON and foreign currency at the bank's counters;
- fees of RON 0 (zero) for intra-bank payment operations in RON and foreign currency and interbank operations in RON and foreign currency, ordered by the Raiffeisen Online (internet banking) and Smart Mobile (mobile banking) services;
- fees of RON 0 (zero) for intra-bank payment operations in RON and interbank operations in RON, ordered through the Raiffeisen Direct and Raiffeisen Direct Top services;
- fee of RON 0 (zero) for SMS received (for information on the balance/mini account statement/interrogation on foreign exchange rate/instalment notification/alerts related to the balance) by the SmartTel service.

C. Starting May 16, 2016 the following shall be changed: the collection date for the monthly fee related to your Premium/FWR current accounts package shall be changed from 7 to the 15 date of each month.

The collection method for the standard current account management fee, in case you have such products in your portfolio (other than those that are part of the current account package). This continues to be due on a monthly basis on the last business day of the month for the month in which its payment is due, unless there is a contrary provision in the application for account opening.

Starting from the previously mentioned date, if there are no sufficient available funds in the account, the collection shall be done inclusively by creation of unauthorised overdraft (unauthorised overdraft), with the application of the provisions of section 3.4. „Unauthorised overdraft granted by the bank” of the General Conditions for Performance of Banking Operations for natural persons (hereinafter referred to as CGB - PF).

D. Starting May 16, 2016, the monthly management fee for Premium current account package shall be modified from the current value of RON 40 to the value of RON 60 (in case of non-fulfilment of the package conditions provided in the specific contract.

E. Other charges and fees

Starting May 16, 2016, the fees related to the IBAN code repairs are cancelled. Also, fees related to the cancellation of foreign currency payments and to the modification of a payment instruction have been grouped in a single fee with the generic name of “Fee for investigations/Cancellation of foreign currency payment/Modification of payment instructions”, as presented within the table below:

Charges and fees	Valid until May 15, 2016	Valid from May 16, 2016
IBAN Code repairs for payments	EUR 10	EUR 0
Cancellation of payment in foreign currency		
- made abroad	EUR 25	EUR 25
- not made abroad	EUR 5	EUR 25
Modification of instruction for payment		
- made abroad	EUR 20	EUR 25
- not made abroad	EUR 5	EUR 25

II. Debit cards:

A. Starting May 16, 2016, authorisation of the payment transactions made at the retailers using the 3D Secure standard, with debit or credit cards issued by Raiffeisen Bank, shall be made based on OTP (one time password: a single code associated to each transaction), which shall be sent by SMS to the mobile telephone number declared at the bank, for each transaction of this type. Also starting from this date, it shall no longer be necessary that the service is activated by the card holder, the cards being already enrolled and activated. Upon the coming into force of this modification, the former method of authorisation shall no longer operate.

B. If your portfolio includes any of the following types of debit cards: MasterCard embossed in RON, Maestro, MasterCard Salariu, MasterCard Gold, MasterCard Steaua, we hereby inform you that they are no longer part of

the current offer of the bank. These cards may be used until their expiry, when they shall be renewed with a latest generation card, type MasterCard contactless.

For the MasterCard embossed cards in RON, the reference currency shall also be modified, from USD to EUR, for operations made in another currency than the currency of the account.

If your portfolio includes a Visa Electron debit card in RON, we hereby inform you that it is no longer part of the current offer of the bank. The card may be used until its expiry, when it shall be renewed with a latest generation card, Visa contactless.

The Contactless Technology allows for the rapid performance of the Payment Operations, using radio waves by simply approaching a card to an EPOS or other terminals.

C. Starting May 16, 2016, for the Gambling payment transactions (transactions made with the debit cards at a retailer in order to obtain goods convertible in cash, such as, but without limitation to casino tokens, lottery notes) a new fee was introduced:

Fees	Fee value
Gambling transactions performed with the debit card in RON	1% + RON 3
Gambling transactions performed with the debit card in foreign currency	1.5%, at least EUR or USD 1, depending on the currency of the card

D. Starting May 16, 2016, for the convenience of our customers, we inserted on all the newly issued or reissued debit cards (MasterCard contactless, except for the MasterCard Gold Premium in RON and MasterCard Gold FWR in RON), as primary cards or additional cards, the IBAN code related to the current account to which the card is attached. Thus, each time somebody wants to transfer money to you and asks you to give them your account number, you will have the necessary information at hand.

E. The modification of the fee related to the operations of cash withdrawal at the counters of accepting banks abroad for the following types of debit cards, as follows:

Card type	Taxes and fees valid through May 15, 2016	Taxes and fees valid from May 16, 2016
Visa contactless Visa Electron MasterCard contactless MasterCard Salariu Maestro MasterCard Student MasterCard Smurd MasterCard Steaua	1% plus EUR 3.5 (debited in RON)	1% plus EUR 4 (debited in RON)

III. Raiffeisen Direct Service

Starting June 1, 2016, changes to the Raiffeisen Direct service listed below shall come into force.

1. Adding the opening/liquidation of the savings accounts to the list of operation which may be performed through the Raiffeisen Direct service;
2. Modification of the modality of accessing the Raiffeisen Direct Interactiv functionality by inserting the interactive automated support application (virtual operator);
3. Adding a new authentication method, accessible to the clients who also hold the Raiffeisen Online or Raiffeisen Smart Mobile Service, namely with the help of the card reader (including the blocking of the authentication method after 3 consecutive errors).

Thus, in order to guarantee the security of the operations conducted by Raiffeisen Direct, the authentication within the service shall be made as follows:

- 3.1. During the interaction with the tele-banker, the user may use the following identification means:

- 3.1.1. In the case of authentication performed based on the Grid Card:

- Last name and first name;
- PIN code;
- Identification card (Grid Card).

For identification on the telephone, the User shall be requested to indicate the series of the Grid Card, a random digit of the PIN code and the content of a Grid Card cell representing the intersection of a column with a row. The identity of the User shall be considered proven after they provide, at the request of the tele-banker, the identification elements mentioned above.

- 3.1.2. In the case of authentication performed based on the Personal Number Code (CNP) and authentication code generated with the Card Reader:

- CNP;
- Authentication code generated with the help of an active card issued on the User's name and of the Card Reader device.

- 3.2. During the interaction with the virtual operator, the user may use the following identification means:

- 3.2.1. In the case of authentication performed based on the Grid Card:

- CNP;
- PIN code;

After the User correctly communicates the CNP and 2 digits of the PIN code related to the Grid Card, randomly requested, they shall be informed that the authentication was successfully performed. If the authentication is not completed, the User shall be transferred to a tele-banker.

3.2.2. In the case of authentication performed based on CNP and authentication code generated with the Card Reader:

- CNP;
- Authentication code generated with the help of an active card issued on the User's name and of the Card Reader device.

After the User correctly communicates the CNP and the authentication code generated with the help of the Card Reader, they shall be informed that the authentication was successfully performed. If the authentication is not completed, the User shall be transferred to a tele-banker.

3.3. If the User is subject to single identification based on the caller telephone number declared in the bank's database, the CNP shall no longer be requested in the authentication process (both for the authentication based on Grid Card and for the authentication based on authentication code).

3.4. In case of 3 consecutive errors in authentication based on an authentication code, this authentication method shall be invalidated. The errors shall be cumulated both for the authentication with the virtual operator and for the authentication performed by the tele-banker. For revalidation, it is necessary that the User is present at any of the Bank's units*.

*non-resident foreign citizens will access Raiffeisen Direct service only through the interaction with the telebanker, based on grid card authentication. The Card Reader authentication in the interaction with the telebanker and accessing the functionalities of Raiffeisen Direct service through a virtual operator are available only to Users that have Romanian citizenship or Romania residence.

4. Extension of the operations which may be performed through the Raiffeisen Direct Interactive with: transfers between own accounts with or without alias, foreign exchanges between own accounts without alias, at the standard bid rate of the bank and intra-bank transfers in RON without alias – operations which shall be available through the virtual operator;

5. Increase of the number of pre-defined payments from maximum 8 to maximum 15;

6. Adding limits for the transactions performed through Raiffeisen Direct Interactiv (virtual operator):

- a) The limit per transaction for currency exchanges is EUR 20,000 or equivalent;
- b) The monthly limit for intra-bank and interbank pre-defined transfers, payments of invoices and intra-bank transfers without alias is of RON 10,000 or equivalent;
- c) The limit per transaction for intra-bank and interbank pre-defined transfers and the payments of invoices is of RON 4,000;
- d) The limit per transaction for the intra-bank transfers without alias is of RON 500, a single transaction being allowed within an authentication session.

7. Modification of the operation program of Raiffeisen Direct service for interaction with the virtual operator, as well as of the hourly interval for payment processing, thus:

- The schedule for accessing the functionalities of Raiffeisen Direct available through the virtual operator is 24/7.
- The payment orders initiated by the User shall be considered received on the date on which they are

confirmed within the interaction with the virtual operator or on the first following business day, if they were ordered in a non-business day. At the time of receipt of the payment order, the Bank shall debit the paying account, and the User has the obligation to verify, on the immediately following banking day, the correct registration of the payment operation. The deadline for receiving payment orders is 23:50 hours. The Bank shall execute the payment orders within the maximum terms for execution provided in the General Conditions for Performance of Banking Operations.

- The transactions sent in the hourly interval 00:00 - 07:00 shall be processed in accounts starting from 07:00 hours and may be interrogated by the client through the Direct Raiffeisen - Mini Extras functionality.

8. The phone number changes into *2000; the phone numbers for the Premium Banking customers remains unchanged: 021 408 28 11, regular-rate phone number, available from any telephone network, or 0800 811 111, Telekom Romania network toll free.

9. For the transactions in RON performed through the virtual operator, the following fees shall be charged:

Intra-bank payments	
Between the accounts of the same customer	RON 0
Values up to RON 499.99	RON 1
Values above RON 500	RON 3
Interbanking payments	
Values up to RON 499.99	RON 2
Values above RON 500	RON 4

For the transactions in RON performed through the tele-banker, the current value of the fees shall be maintained.

IV. Amendments for the clients holding debit and credit cards within the Call Center support service:

Starting June 1, 2016, the following modifications of the Call Center support service shall come into force:

1. The security Password in relation to the bank shall be modified. For simplification of the interaction within the Call Center service, the Bank decided to give up identification based on an answer communicated by the client in the forms related to the debit/credit card to a standard question, considered as security Password, and to implement a more flexible and more secure system of identification, based on several client identification options. Thus, the identification elements which may be used for accessing the Call Center telephone service of the Bank are as follows:

- a) a set of questions regarding data and information with respect to the contractual relationship between the Client/User of the card and the Bank (personal data of the Client/Card User communicated to the Bank upon initiation of the relationship or within the process of data update, information with respect to the services and products contracted by the Client/Card User), obtaining correct answers amounting to the validation of the applicant's identity.

This modification shall come into force starting from May 16, 2016.

- (b) the Personal Number Code (CNP) and the last four digits on an active debit or credit card, either primary or additional card;
 - (c) the Personal Number Code (CNP) and voice print. If the call is made from the telephone number declared to the Bank and registered in its database, the Personal Number Code shall no longer be requested in the process of authentication of the caller's identity.
2. The Call Center telephone service of the Bank shall allow accessing services both through the telephone with the use of a tele-banker, as until present, and through an automated interactive support application (virtual operator). The Call Center service accessed through the interaction with the virtual operator shall be available only in Romanian language.
3. Accessing the Call Center telephone service through the automated interactive support application (virtual operator) is not available to the Card Users who are not Romanian citizens or do not have their residence in Romania, as well as to the World and World Elite Credit Card Users, irrespective of their citizenship/residence.
4. The User shall prove his identity each time he uses the Call Center Service, through the Security Password, as follows:
- (a) in the interaction with the tele-banker, by using the identification elements which are mentioned under item IV.1. letter a);
 - (b) in the interaction with the virtual operator, by using exclusively the identification elements which are mentioned under item IV.1. letters b) or c);
 - (c) in the case of the holders of the Raiffeisen Direct service, if the Card User was authenticated by one of the identification elements specific to this service, the security Password shall no longer be requested.
5. For using the voice print as security Password in the relationship with the bank, the primary/additional Card User shall have to give its consent in writing for the processing of their voice by the Bank; such consent may be expressed within the interaction with the tele-banker, and the identification shall be made according to item IV. 4. letter a) or letter c). After giving their consent with regard to the use of the voice print as identification element, the Card User shall be identified in the interaction with the virtual operator exclusively based on such, and they no longer have the possibility to identify themselves with the CNP and the last four digits appearing on the card. The identification by voice print implies that, in the interaction with the virtual operator, the Card User utters a standard text communicated by the Bank.
6. The special services which may be accessed through the virtual operator are as follows:
- (a) Blocking the access to the account using the card indicated as lost/stolen and re-issuance of the card and the related PIN code; this service is also available for the primary and additional User of the debit card and exclusively for the primary User of a credit card;
 - (b) Interrogation of the balance of the Account to which the debit card is attached, for the primary and additional User, respectively of the available funds existing within the credit card limit, exclusively for the primary credit card User;
 - (c) Mini-statement of account for the Account to which the debit/credit card is attached (a service available only for the primary Users of debit/credit card): the latest five debits, the latest five credits or the latest five transactions settled for the primary debit card User and the latest five transactions, either debit or credit,

- performed after the issuance of the latest activity report for the primary credit card User (in the case of the transactions by card related to the credit card, only the settled transactions shall be mentioned);
- (d) Activation of the credit card for the primary User;
 - (e) Information on the most recent activity report issued for the credit card: maturity date, minimum amount to be paid, total debt, exclusively for the primary User;
 - (f) Request to unlock the access to the service for the primary card Users which also hold the Raiffeisen Online and/or Raiffeisen Smart Mobile services.

V. Raiffeisen Direct Top Service

Please be informed that, starting May 16, 2016, the list of operations which may be performed through the Raiffeisen Direct Top service shall be supplemented with the possibility to open current and savings accounts. Thus, the provisions of Art. 2.2. letter a) of the contract for the Raiffeisen Direct Top service shall be amended and shall read as follows: "The Client empowers the Bank, using the communication means expressly agreed in the Contract, to perform, in its name and on its account, filling in all necessary documents and signing wherever necessary:

- (a) Conclusion of contracts for any of the following types of banking products: standard current accounts in RON, EUR or USD, savings accounts, term deposits; negotiated deposits, structured deposits."

VI. Debit Direct ConfortaBill Service

Further to the adoption in Romania of the European standards on payments, we hereby inform you that we amended the conditions for performance of the Direct Debit and ConfortaBill services, whereby the bank is authorised to perform, on your behalf, (interbank and intra-bank) payments to third parties, mainly payments to utility providers.

In order to simplify the interaction with the bank, we decided to reunite the two services under a single service, which shall be called Debit Direct ConfortaBill; the terms of the service were included in CGB - PF, chapter 7. The service is offered to all clients and becomes active by signing a Direct Debit Mandate. For the clients who have already contracted the Direct Debit and/or ConfortaBill services, starting May 16, 2016, the new conditions for performance of the service shall become applicable, as detailed in CGB - PF, Chapter 7, attached to this notification.

The main modifications brought to the current Direct Debit and ConfortaBill services are as follows:

- (a) activation of the Direct Debit Mandates may be also made in the offices of the beneficiaries which offer this option. Similarly, you may amend and terminate the Mandates in the offices of the beneficiaries. The options of activation in any agency of the Bank, by the internet/mobile banking application or on the telephone shall remain valid, if you hold the Raiffeisen Direct service. If, on the payment date, the funds available in your account do not fully cover the value of the invoice and of the related payment fee, the Bank may decide to make the payment by turning the account to unauthorised overdraft. If you do not want to benefit from this facility, please submit a written request in any banking unit of Raiffeisen Bank. Your account shall be debited on the maturity date indicated by the beneficiary; if the maturity date is a non-banking day, your account shall be debited on the following banking day after the maturity;
- (b) if the beneficiary does not have an account opened with Raiffeisen, you shall no longer have to send a copy of the Mandate to the beneficiary, the Bank shall take over this task and shall inform the beneficiary on the activation of the service;
- (c) the new Direct Debit Mandate offers you several options in respect of payment instructions (single/recurrent payments, setting a fixed amount);

- (d) The Bank no longer offers the possibility to suspend a Direct Debit Mandate for a limited period. The Direct Debit Mandates which are suspended as of May 16, 2016 shall be terminated. If you wish to reactivate the service, you can sign a new Mandate in any agency of the Bank or through the Raiffeisen Online and Raiffeisen Smart Mobile services.

VII. Amendments related to the Bank Deposit Guarantee Fund

We hereby inform you of the amendment of the law regulating the guarantee of Bank deposits, the new legislative provision in this field being Law no. 311/December 4, 2015 on the guarantee schemes for Bank deposits and the Bank Deposit Guarantee Fund. In accordance with the provisions of this normative act, the available funds registered in your deposit accounts ("deposit" meaning, according to the law, any credit balance, including interest owed, resulting from funds which are in another account or from transitional situations deriving from current banking operations, such as: term deposit, current account, savings account, etc.) are guaranteed in Romania by the Bank Deposit Guarantee Fund, according to the provisions in the Form for information provided to depositors, available at www.fwrbanking.ro/notification.

Also, Appendix 1 available further on informs you of all amendments to the General Conditions for Performance of Banking Operations for Natural Persons (CGB - PF).

Changes communicated above will apply, under the same conditions and contracts concluded with Raiffeisen Bank, to for an under aged holder/assisted by a legal representative.

If you are a legal representative for a holder (client of Raiffeisen Bank S.A.) under aged that uses services such as current account and services that come with it, to the extent that you do not agree with the changes notified and Appendix 1, you have the right to represent / assist the minor to denounce freely contracts with Raiffeisen Bank up on May 15, 2016 (for the changes that come into force on May 16, 2016), respective May 31, 2016 (for the changes that come into force on June 1, 2016).

Should you require further information, please contact you personal banker, any Raiffeisen Bank branch or the telephone line dedicated to Premium Banking customers, by calling: 0800 811 111, Telekom Romania network toll free or 021 408 28 11, regular-rate phone number, available from any telephone network.

Your partner,
Raiffeisen Bank, by

Cătălin Munteanu
Director, Retail Customer Area



Appendix 1 – contains all amendments to the **Terms of the General Conditions for Performance of Banking Operations for Natural Persons (CGB-PF)**:

1. Chapter Definitions was supplemented by adding the definitions of:

Debit Direct ConfortaBill Service Contract – Specific Contract governing the contractual relations between the Bank and the Payer, derived from the activation of Debit Direct ConfortaBill Service, consisting of the provisions contained herein and the provisions that are found within the forms for issuance, amendment and termination of direct debit mandates.

CRS (Common Reporting Standard) – is the global standard for the automatic exchange of financial information between countries. The investment income (including interest, dividends, capital gains etc.) is concerned, held by the taxpayers in the accounts of the financial institutions within the countries participating in the global exchange of financial information. The global standard for exchange of financial account information and the multilateral agreement for the automatic exchange of information was initiated by OECD (Organisation for Economic Cooperation and Development) and the European Commission. The standard has three directions: the information to be reported, the reporting institutions and the reportable accounts. Romania ensures the legal framework by transposition of the European provisions within the Fiscal Procedure Code, which entered into force as of January 1, 2016.

Moreover, within Chapter Definitions, the definitions for certain terms have been amended, as follows:

Contact and contactless **dual technology card** = card allowing authorisation of payments both in online and offline environments **(thus, the definition for credit card was extended as well)**.

Contactless Technology = the technology that allows for the rapid performance of the Payment Operations, using radio waves by simply approaching a card to an EPOS or other terminals **(the supplement to the manner of operation of contactless technology was thus inserted, in that it is applicable for any Payment Operations, not only for Low Value Payments)**.

Low Value Payment = is the payment operation whose value is less than or at most equal to the limit set by the international card organisations and which is permanently displayed in the Bank's locations and on the Bank's website **(the Bank's obligation to equally publish on its website the limits set by the international card organisations was inserted)**.

Security Password in the relationship with the Bank – identifier **used for this purpose** within the interaction with the Bank's Call Center telephone service, **making full proof of the Client's/Card User's identity**, as well as of his/her will about the content of such conversations, along with any other information known only to the Bank and the Client/Card User, and the telephone conversations shall be further recorded in order to establish evidence in this regard. Thus, the identifiers which may be used for accessing the Call Center telephone service of the Bank are as follows: (a) a set of questions regarding data and information with respect to the contractual relationship between the Client/Card User and the Bank (personal data of the Client/Card User communicated to the Bank upon initiation of the relationship or within the process of data update, information with respect to the services and products contracted by the Client/Card User), obtaining correct answers amounting to the validation of the applicant's identity; (b) the Personal Number Code (CNP) and the last four digits on an active debit or credit card, either primary or additional card; (c) the Personal Number Code (CNP) and voice print. If the call is made from the telephone number declared to the Bank and registered in its database, the Personal Number Code shall no longer be requested in the process of authentication of the caller's identity **(a new identification mechanism was thus inserted in the relationship with the Bank through the Call Center Service, the Bank giving up identification based on the answer communicated by the Client in the forms related to the debit/credit card to a standard question, considered as Security Password, and the implementation of a more flexible and more secure identification system, based on several Client identification options)**.

2. Art. 2.1.4., regarding the categories of personal data which are processed by the Bank was amended in the sense of including biometric data and voice in these categories, the new content of this article being the following: “2.1.4. The personal data processed shall include the following categories: **identification data of the natural person**: surname, first name, father’s/mother’s initial, home/residence address, fixed/mobile telephone number, personal number code, biometric data, voice; **negative data**: type of product, granting deadline, granting date, due date, loans granted, amounts due, outstanding amounts, number of outstanding instalments, arrears due date, number of days of delay in loan repayment, account status; **positive data**: type of product, granting deadline, granting date, due date, amounts granted, amounts due, account status, account closing date, loan currency, payment frequency, amount paid, monthly instalment, name and address of employer; **fraudulent data**: act committed, number and date of the court judgment/administrative instrument, issuer’s name; **data regarding inadequacies (inconsistencies)**”.

3. Art. 2.2.8. was inserted, with the following content: “2.2.8. – Raiffeisen Bank S.A. applies the CRS requirements and, consequently, the Bank will identify the relevant CRS taxpayers and report information on the relevant individuals and accounts opened with the Bank by them, respectively on those accounts highlighting the direct or indirect holdings of financial assets by the relevant individuals in light of application of the CRS requirements”.

4. Art. 3.1.7. was supplemented and a new article was inserted, i.e. Art. 3.1.8., transposing the legislative amendments in the area of deposit guarantees brought by Law no. 311/2005, these articles reading as follows:

“3.1.7. The Client’s available funds recorded in the Accounts are guaranteed in Romania by the **Bank Deposit Guarantee Fund** within the limits and with the exceptions provided for by Law no. 311/2015 on the guarantee schemes for bank deposits and the Bank Deposit Guarantee Fund, displayed at any Bank’s unit. The level of compensation paid by the Bank Deposit Guarantee Fund is determined by deducting from the sum of all eligible deposits held by the Client who has the capacity as guaranteed depositor with the Bank, on the date the deposits became unavailable, the total value of claims outstanding at the same date of the Bank against the Client in question.

3.1.8. The Client shall be bound to inform the Bank, by filling in the specific form made available by it and submitting any documents requested, whenever the amounts cashed in the Account fall within the category of those which, by law, are guaranteed for 12 months from the date on which the amount was credited to the account, above the maximum ceiling provided for by law”.

5. Art. 3.2.2. was amended in the sense of transposing the new way of appointment and revocation of current account delegates implemented by the Bank, as follows:

3.2.2. (i) The appointment of **account delegates**, the identification data and the specimen signature thereof are recorded in the **standard forms** provided by the Bank for this purpose, as appropriate (the list of delegates contained in the Current Account opening applications, the enrolment and data update forms to be filled in for each delegate, the **Specific Contract**), such documents being kept by the Bank. If the appointment of delegates is made by means of distance communication channels, the identification data of the **account delegates** shall be recorded in the documents/computer applications specific to the means of access in question.

3.2.2. (ii) The representation mandate granted by the Client to the **Delegate** shall be deemed valid until its revocation performed by one of the following ways: filling in a new list of **Delegates for the Current Account** for which the change will operate in the Bank’s units; filling in a specific request for revocation within the Bank’s standard forms, for other types of Account.

3.2.2. (iii) The **appointment** or **revocation**, respectively, of **Delegates** shall become enforceable against the Bank as of the business day following the date of submission of the list of Delegates/request for revocation (as applicable).

6. Art. 3.4.1. was amended by deleting the phrase “at its full discretion, in accordance with its internal rules” and adding a new category of debits for which the Bank may decide to make payments that exceed the limit of the credit balance of the Current Account, i.e. “any other amounts owed to the Bank under the Specific Contracts”, the new content of this article being as follows: “3.4.1. The Bank may decide to carry out a payment required by the Client or to recover fees, commissions, charges, interests, maturing loans, outstanding loans, any other amounts owed to the Bank under the Specific Contracts etc., which exceed the limit of the credit balance of the Current Account, even if there is no **Specific Contract** for an overdraft facility already concluded with the Client. Thus, the mere instruction to the Bank to process **Payment Orders** exceeding the credit balance of the Current Account, directly given by the Client or by mandate entrusted to the Bank or through or by a third party beneficiary, has legal value of early acceptance by the Client of a non-revolving overdraft facility (“**unauthorised overdraft**”), if the Bank decides to grant it upon processing the Payment Order. The interest owed by the Client is calculated in accordance with Section 2.3.3., stating that “n” is 30 and “N” is 360”.

7. Art. 3.6.1. was amended to clarify the rules governing the closing of the current account, as follows: “3.6.1. The Client may unilaterally terminate the legal relationship of the **Current Account**, at any time during the performance of the Specific Contract, by submitting, pursuant to the rules under paragraph “Notices”, a written request, to any of the Bank’s units, without having to justify such a decision. The **Deposit Accounts** may be terminated under the provisions set forth by the **Specific Contract**. As a rule, the Current Account may be closed only if, on the date of the closure application, there are no ongoing products and/or services provided by the Bank requiring continued maintenance of the current account, in which case the Client may reapply for closure of the account only after termination/amendment, as appropriate, of the legal relationships related to the ongoing banking products/services. Account closure will be carried out on the date of the request; by way of exception, **the closure of the current account with debit card attached** (main and/or additional card) will be made after 30 calendar days from the date on which the Holder has requested to the Bank, in writing, the termination of the debit card contract, if payment transactions in settlement are recorded, by using the form made available by the Bank to this end”.

8. Art. 3.6.3. was supplemented, in the sense that the reason for termination provided for under letter a) shall also apply in order to implement the CRS requirements.

9. Art. 3.6.7. letter iii) shall be amended in the sense of changing the manner of collecting the Management Fee for the current account. This continues to be due on a monthly basis on the last business day of the month, for the month in which its payment is due, unless there is a contrary provision in the application for account opening but, starting from the entry into force of CGB amendments, the collection shall be performed inclusively by creation of unauthorised overdraft (unauthorised overdraft), if there are no sufficient available funds in the account, with the application of the provisions of Section 3.4 “Unauthorised overdraft granted by the Bank” of CGB – PF. The new version of Art. 3.6.7. letter iii) shall read as follows: “(iii) The Bank shall be authorised by the Client to debit, on the management fee due date, the current account for which it is due, by the amount required to pay it off. Partial payments are also accepted. If there are no sufficient available funds in this current account, the **Bank** shall be entitled to enforce the right to compensation under the terms set forth by **Section 3.5.** herein. If none of the Client’s accounts has sufficient available funds to settle the obligation to pay the management fee of the current account for the current month, the provisions laid down by **Art. 3.4.** on unauthorised overdraft shall be enforced”.

10. Art. 4.8.5. shall be supplemented by the clause governing the Client’s possibility to request being served the account statements to an address different from the Mailing Address, as follows: “The Bank provides Clients with the possibility to choose, for communication by post of monthly account statements for the Current Accounts, a separate postal address for each Current Account, different from the Home Address or Mailing Address chosen by the Client in order to be served any other Notices, pursuant to **Art. 8.2. here of**”.

11. Art. 5.1.1. regarding the authorisation of payment operations ordered through the card was amended and supplemented, meaning that it changed the manner of authorising 3D Secure transactions, by requiring a single code associated to each transaction, and details were inserted with respect to card transactions carried out by using technologies, computer applications and/or mobile devices; the amended paragraphs, i.e. newly inserted, are the following:

“5.1.1. Payment operations ordered through the Card shall be deemed authorised by the Card User if the latter expressed his/her consent by using the security elements, in the following manner:

- for Internet transactions: by providing some of the data printed on the Card and, in the case of websites enrolled in the E-commerce service – 3D Secure, the single code associated to each transaction;
- for card transactions carried out by using technologies, computer applications and/or mobile devices, the transactions shall be deemed authorised if the security elements covered by the specific conditions of use of such means are employed”.

12. Art. 5.1.2. was amended to insert certain details regarding the operation of contactless and card transaction authorising technology by using such technology; the new version of the article shall read as follows:

“5.1.2. Specific functions of dual technology cards

Dual technology cards may be issued in RON or in other currency and are MasterCard or Visa type.

Dual technology cards allow the use of contactless technology for making Low Value Payments only at merchants accepting MasterCard/Visa which have installed EPOS terminals with contactless technology or other terminals enabling contactless payments.

For Payment Operations authorised using contactless technology, it is considered that the Card User has expressed his/her consent for performing the payment operation by simply approaching an EPOS or a contactless terminal with the contactless card and entering the PIN code and/or signing the receipt. The Low Value Payment Operation may be made without the need to enter the PIN code and/or to sign the receipt, which is issued optionally, depending on the settings of the EPOS or terminals.

Any other payment operations ordered through the debit card with dual technology and authorised without using contactless technology, shall be made pursuant to the provisions contained in Section 5.1.1. above.”

13. Art. 5.3.5. was supplemented by inserting the Bank’s right to print on the debit cards (including additional debit cards) the IBAN code belonging to the account to which such cards are attached.

14. Art. 5.8.2. was amended, deleting the card User’s obligation to crosscut the card when delivering it to the Bank and not to disclose the authorisation password for 3D Secure transactions (given that this password was replaced with a single code associated to the transaction), an obligation was added so as not to disclose specific card identification information with reference to IBAN code and the obligation not to disclose the Security Password in the relationship with the Bank was replaced with the obligation to keep confidentiality of data and information that may be identifiers (Security Password) in the relationship with the Bank.

15. Chapter 5.9. on Special services provided by the Card User’s Bank through the Call Center telephone service of Raiffeisen Bank was amended by inserting new articles regulating the new approach in respect of the Security Password in the relationship with the Bank, the interaction with the virtual operator and the list of special services which can be accessed through it, as well as several changes to the special services that can be accessed using the tele-banker. The new version of Chapter 5.9. shall read as follows:

“5.9. Special services provided by the Card User’s Bank through the Call Center telephone service of Raiffeisen Bank*:

5.9.1. The Call Center telephone service of the Bank shall allow accessing the special services mentioned herein through the telephone by means of the tele-banker or through the automated interactive support application (virtual operator). The Call Center service is available in Romanian and English, except for the services accessed through the interaction with the virtual operator, which are available only in Romanian

(newly-inserted article).

5.9.2. Accessing the Call Center telephone service through the automated interactive support application (virtual operator) is not available to the Card Users who are not Romanian citizens and do not have their residence in Romania, as well as to the World and World Elite Credit Card Users, irrespective of their citizenship/residence (newly-inserted article).

5.9.3. The Users shall prove their identity each time they use the Call Center Service, through the Security Password, as follows:

(i) in the interaction with the tele-banker, by using the identification elements which are mentioned in **Chapter 1.5. Definitions – Security Password** in the relationship with the Bank letter (a);

(ii) in the interaction with the virtual operator, by exclusively using the identification elements which are mentioned in **Chapter 1.5. Definitions – Security Password** in the relationship with the Bank letters (b) or (c);

(iii) in the case of the holders of the Raiffeisen Direct service, if the Card User was authenticated by one of the identification elements specific to this service, the Security Password shall no longer be requested. (newly-inserted article).

5.9.4. For using the voice print as Security Password in the relationship with the Bank, the primary/additional Card User shall have to give its consent in writing for the processing of their voice by the Bank; such consent may be expressed within the interaction with the tele-banker, and the identification shall be made according to **Art.**

5.9.3. letter (i) or letter (iii). After giving their consent with regard to the use of the voice print as identification element, the Card User shall be identified in the interaction with the virtual operator exclusively based on such, and they no longer have the possibility to identify themselves with the CNP and the last four digits appearing on the card. The identification by voice print implies that, in the interaction with the virtual operator, the Card User utters a standard text communicated by the Bank. (newly-inserted article).

5.9.5. The special services which may be accessed through the tele-banker are as follows:

a. Reporting the lost/stolen Card or other emergency situations;

b. Blocking the access to the account using the card reported as lost/stolen and re-issuance of the card and the related PIN code;

c. Unlocking access to the card credit account by the credit card, if the blocking was established at the Bank's initiative, as well as unlocking access to the Account by the debit card, provided that the blocking of access had been requested on the same day through the Call Center Service as well, and that the Card User had been in possession of the card in the interval between the two requests, according to his declaration; if such conditions are not met and the User requests the unlock, the Bank will replace the card;

d. Sending the request for **replacement abroad, as a matter of emergency, of the embossed Card** reported as lost/stolen provided that, for the same, **the blocking of access to the Account through the Card** had been previously requested through the **Bank's Call Center** service as well. The User will be provided with a special Card, which can be used for a short period of time (written thereon), for transactions that will be authorised by the Card User without providing the PIN.

For Flat Cards, no cards shall be issued as a matter of emergency;

e. The release abroad, on demand, only for Embossed Card Users, as a matter of emergency (after one business day), of maximum EUR 5,000 (or the equivalent in the currency of the account attached to the card) from the available funds in the current account, between the reporting of the lost/stolen card and the receipt of a new Card by the User;

f. Interrogation of the balance of the Account to which the debit card is attached, namely of the available funds existing within the credit card limit, of the card-related transaction history, as well as of the Card status; the Additional User may request information exclusively regarding the transactions performed with the additional card whose holder he is;

g. Unlocking the PIN code; for the debit card, maximum one attempt is possible, if the User entered the incorrect PIN code 5 consecutive times at the ATM and EPOS (service available up to 2 times per year);

- h. PIN code reprinting;
- i. Issuance of debit card attached to other current accounts held by the primary Card User with the Bank, only for Account Holders who are also Users of the **"Raiffeisen Direct" phone banking service**;
- j. The temporary modification of the daily limit for cash withdrawal at ATM by card, for the period specified by the Client (both for debit and credit card). For the debit card, the daily limit for cash withdrawal at ATM may not exceed the maximum limit of RON 15,000 (equivalent) and the temporary modification of the limit may be requested only once a quarter (once within each of the following intervals: January 1 – March 31, April 1 – June 30, July 1 – September 30, October 1 – December 31);
- k. Providing information to the primary Card User with respect to the status of the application for overdraft/credit limit, as applicable, the parameters of the overdraft limit/credit limit granted by the Bank in the current/card account to which the card is attached;
- l. Change of credit card information: credit card activation; addition/change/renunciation of direct debit; change of activity report date of issue; change of agency at which the card is issued; change of card password; correction of personal data or contact information; request of Activity Report duplicate; registration of credit limit increase refusal; initial setting and change of parameters related to the facilities of instalment payment of the amounts used from the credit limit, pursuant to the Specific Contract;
- m. Issuance/blocking of additional credit card or change of access limit of the additional card;
- n. Renunciation of the optional insurance services attached to the credit card.

5.9.6. The special services which may be accessed through the virtual operator are as follows:

- a. Blocking the access to the account using the card indicated as lost/stolen and re-issuance of the card and the related PIN code; this service is also available for the primary and additional User of the debit card and exclusively for the primary User of a credit card;
- b. Interrogation of the balance of the Account to which the debit card is attached, for the primary and additional User, respectively of the available funds existing within the credit card limit, exclusively for the primary credit card User;
- c. Mini-statement of account for the Account to which the debit/credit card is attached (a service available only for the primary Users of debit/credit card): the latest five debits, the latest five credits or the latest five transactions settled for the primary debit card User and the latest five transactions, either debit or credit, performed after the issuance of the latest activity report for the primary credit card User (in the case of the Transactions by card related to the credit card, only the settled transactions shall be mentioned);
- d. Activation of the credit card for the primary User;
- e. Information on the most recent activity report issued for the credit card: maturity date, minimum amount to be paid, total debt, exclusively for the primary User;
- f. Request to unlock the access to the service for the primary card Users which also hold the Raiffeisen Online and/or Raiffeisen Smart Mobile services.

***the provisions on accessing the Call Center Service through the automated interactive support application (virtual operator) and those on the identification elements mentioned in Art. 5.9.3. letters (ii) and (iii) shall come into force on June 1, 2016".**

16. Chapter 5.10. on SPECIFIC TERMS AND CONDITIONS FOR THE USE OF THE E-COMMERCE 3D SECURE SERVICE was amended, as follows:

- the provisions of letter b) regarding 3D Secure service activation and letter c) regarding the security of the access password were deleted, because the service activation will no longer be required, as it is available to all card Users without activation, and setting an access password will no longer be required either;
- letter b) was rewritten by inserting certain remarks on the authorisation of 3D Secure transactions, reading as follows: "b. The authorisation of 3D Secure transactions shall be made on the basis of OTP (one time password: a single code associated to each transaction) provided to the card User, either by SMS to the phone number declared to the Bank, or by "push notification" messages through specific applications, developed by the Bank,

which allow the transmission of such messages”.

17. Art. 5.14.1. was supplemented by inserting an additional assumption that may cause an accidental overrun of the available funds in the current account, i.e. the case of performing Low Value Payments, using the contactless technology, for which there was no request to check the available funds upon authorising the transaction, and the transaction authorisation was not made by requesting the PIN and/or signing the receipt.

18. Art. 5.15.2. was amended in the sense of inserting the possibility for the Card User to submit the application for termination of the debit card contract in any agency of the Bank (thus deleting the limitation for its application to be submitted only to the banking unit managing the current account) and deleting the Card User's obligation to submit the (primary and additional) cards attached to the current account at the time of requesting termination.

19. Art. 5.15.3. was amended by inserting certain remarks with respect to the moment when card blocking occurs in the case of termination of the debit card contract, namely the Bank will block access to the Current Account through the Card no later than the business day following the registration of the Card User's application for termination of the debit card issue contract, if there are no transactions pending settlement. Otherwise, blocking access to the account will be made after settlement of all transactions performed with the card in question.

20. Art. 5.15.4. was amended by deleting the Card User's obligation to submit the (primary and additional) cards attached to the current account upon termination of the debit card contract.

21. A new chapter was inserted, i.e. Chapter 7, governing the TERMS AND CONDITIONS FOR DEBIT DIRECT CONFORTABILL SERVICE, reading as follows:

7. TERMS AND CONDITIONS FOR DEBIT DIRECT CONFORTABILL SERVICE

Definitions of the terms used:

- **payee** – intended recipient of the funds of a payment operation by direct debit; legal person, supplier of goods and/or services, who concluded with the institution with which he has an account opened a direct debit arrangement and which holds claims against the payer or the person on whose behalf the payment is made (third party subscriber);
- **payer** – holder of a payment account, who agrees to the performance of a direct debit payment; he has signed a direct debit mandate with the payer's institution;
- **person on whose behalf the payment is made (third party subscriber)** – client of the payee, for whom the payer agrees to make payments to the payee from his payment account;
- **payee's institution** – the institution with which the payee has opened the account which will be credited or has been credited by the amount provided in the direct debit instruction; the institution that receives a direct debit instruction from the payee, for the purpose of carrying out such instruction;
- **payer's institution** – the institution with which the payer has opened the payment account to be debited by the amount provided in the direct debit instruction;
- **payer's institution and payee's institution** may be the same bank where the payer and the payee have accounts opened with the same bank;
- **direct debit arrangement** – the agreement concluded between the payee and the payee's institution, containing the payee's responsibilities, as well as the acceptance of the payee's institution with respect to the payee using the direct debit instructions;
- **direct debit mandate (hereinafter referred to as the Mandate)** – agreement signed, or whose authenticity has been verified by applying a security procedure, whereby the payer grants an authorisation to a payee to issue direct debit instructions over his account and to the paying institution to debit his account by the amount and on the due date specified in the direct debit instructions issued by the payee; each mandate will be highlighted in the system of the payer's and the payee's bank with a distinct identifier, mentioned on the mandate. The mandate may be granted for a definite or indefinite period, with the possibility of subsequent revocation; it may also cover

one or several payments of fixed or variable values;

- **direct debit instruction** – payment instruction initiated by a payee over the account of a payer opened with the payer’s institution, according to a direct debit mandate; payment operations are performed through the automatic debiting of the paying account and crediting of the payee’s account by the equivalent value of the claims which the payee holds against the payer or the Person on whose behalf the payment is made (third party subscriber);
- **date of payment** – due date communicated to the payer/person on whose behalf the payment is made (third party subscriber) and to the payer’s institution by the payee or, where applicable, the business day following the due date, if the due date is a non-business day, date on which the payer’s account is debited by the equivalent value of the payment operation initiated by the Payee and the related fee; on this date, the Payer must hold in the account the amount of money needed for performing the payment and paying the related fee;
- **maximum limit** – the maximum amount of the equivalent value of an invoice that can be reasonably expected by the Payer, taking into account the profile of previous expenses and the conditions laid down in the contract entered into with the payee. It may be found mentioned in the direct debit mandate given by the payer;
- **account** – the payment account indicated by the Payer within the direct debit Mandate from which payments will be made to the payee;
- **collecting person (the final payee)** – entity in whose favour the payment will be made, through the payee;
- **first collection date** – the date as of which the payee is entitled to initiate direct debit instructions on the Payer’s account;
- **last collection date** – the date until which the payee is entitled to initiate direct debit instructions on the Payer’s account;
- **single payment** – transfer of funds performed from the Payer’s account to the payee’s account, pursuant to the direct debit mandate, which is carried out once;
- **recurring payment** – transfer of funds performed from the Payer’s account to the payee’s account, based on the direct debit mandate, which is repeatedly carried out, during the mandate validity.

Within the **Debit Direct ConfortaBill Service** covered in this section, the Bank acts as the Payer’s Institution. The **Debit Direct ConfortaBill Service** is provided to all Clients of the Bank, under the provisions set forth herein, and it shall become active upon issuance of at least one Direct Debit Mandate.

7.1. Issuance of the Direct Debit Mandate

If the Client opts to use **Debit Direct ConfortaBill Service**, he/she must issue at least one Direct Debit Mandate in one of the following options:

- 7.1.1. by signing the specific form in the Bank’s agencies;
- 7.1.2. by signing the specific form at the Payee’s headquarters – only in the event that the Payee provides such option;
- 7.1.3. by accessing this option within Raiffeisen Online/Raiffeisen Smart Mobile Service;
- 7.1.4. by requesting the activation of this mandate within Raiffeisen Direct Service.

Within **Debit Direct ConfortaBill Service**, the Payering Client may issue an unlimited number of Direct Debit Mandates.

7.2. Activation of the Direct Debit Mandate

7.2.1. In the cases referred to in points 7.1.1., 7.1.3. and 7.1.4., the **Direct Debit** Mandate is activated within one business day. The payer’s institution undertakes to inform the Payee of the mandate concluded by the Payer, either directly or through the Payee’s Institution.

7.2.2. In the case referred to in point 7.1.2., the Payee shall submit the mandate to the Payer’s Institution, for verification. If, after verification, the Payer’s Institution finds that it does not meet the minimum validity conditions (not all mandatory fields are filled in, the IBAN of the payer is not correct, inconsistency between the data written on the mandate and that of the Bank’s records, previously declared by the payer, the signature specimen does

not match), it will reject the mandate. In case of rejection of the mandate, the Payer's Institution will inform the Payee of the non-activation of the mandate. A Mandate shall be deemed active and shall be effective once it is confirmed by the Payer's Institution. The payer's institution undertakes to validate the mandate concluded by the Payer at the Payee's headquarters or to reject activation within 5 business days from the date of its receipt from the Payee/Payee's Institution.

7.2.3. In order to activate the Mandate issued under **7.1.2.**, where the Bank decides to take steps for clarifying/filling in the mandate by telephone, the Payer agrees that, if not all fields in the mandate form are filled in or if there are inconsistencies between the information filled in and that existing in the Bank's database, he should be contacted by telephone by an employee of the Bank at the telephone number indicated to the Bank within the specific forms, in order to clarify the information. For the Payer's identification on the telephone, he/she will be requested the Security Password. The identity of the Payer shall be considered proven after he provides, at the request of the Bank's employee, the identification elements mentioned above. The Payer takes responsibility for the accuracy of the information provided during the telephone conversation with the Bank's employee. The Payer, expressly and in all cases, agrees that, for the security of information communicated, the Bank shall be entitled to record all telephone conversations between the Payer and the Bank, and acknowledges the probative force of the recording of the calls whereby the information regarding the Mandate is requested to him/her by the Bank and communicated; he/she also agrees that the performance of the steps mentioned in this article, in order to activate the mandate, are an option of the Bank, not an obligation thereof.

7.3. Exercise of the Direct Debit Mandate

7.3.1. By issuing the direct debit Mandate, the Payer expresses his/her consent and mandates the Payer's Institution that, according to his/her written instructions contained in the mandate, to perform, by debiting the Account, the automatic payment of the amounts requested by the Payee, according to the invoices periodically issued by the same in the name of the Payer or of the person on whose behalf the payment is made (Third Party Subscriber).

7.3.2. The Bank will not operate the payment of any invoice exceeding the Maximum Limit filled in by the Payer in the mandate.

7.3.3. In order to exercise the mandate, the Payer undertakes to provide in the Account, on the Date of Payment, the amount needed to make the payment and cover the fee deriving from the provision of this service.

7.3.4. Furthermore, the payment will be made only if the Payer's Account is not blocked as a result of a preservation measure taken by the Bank or ordered by an authority having such competencies/responsibilities. No partial payments will be made.

7.3.5. If, on the Date of Payment, the available funds in the Payer's Account do not fully cover the equivalent value of the invoices, including the fees related to service provision, the Bank reserves the right not to make the payment. If the Bank decides, pursuant to its internal rules, to make a payment requested by the Payee exceeding the limit of available funds existing in the Account, the provisions of Section 3.4 hereof ("unauthorised overdraft") shall apply. If the Payer does not want to benefit from this facility, he/she must indicate to the Bank, in writing, in any banking unit or by telephone, via Call Center Service (if he/she also acts as a Card User), his/her refusal to make payments under any Mandate above the limit of the available funds in the Account.

7.3.6. Payment applications will be processed by the Paying Institution in the order of due dates indicated by the Payee, until using the available funds in the account.

7.3.7. The Mandate granted by the Payer will be exercised by the Bank starting with the first invoice that will be submitted by the Payee for payment after the date on which the Payer requests commencement of the service performance.

7.4. Costs applicable to Debit Direct ConfortaBill Service

For each payment made on the Payer's Account upon request of the Payee, the Bank will charge the Payer a commission whose value is set in the List of fees and commissions applicable to the current account. The Payer authorises the Bank to automatically retain such commission from his/her account, once with the invoice

payment. The Bank may exempt the Payer from paying the commission or may charge a lower level thereof if cost reductions for Payers have been agreed upon with the Payees, during the validity of agreements providing for such reductions, entered into between the Payees and the Bank or if cost reductions have been agreed upon between the Bank and the Payer, pursuant to other contracts entered into between them, during the validity thereof.

7.5. Amendment of the Mandate

7.5.1. The Payer may unilaterally amend the Direct Debit Mandate, in respect of the Account from which payments are made, the Fixed Amount/Maximum Limit, identifiers for the invoice holder, by filling in and submitting the mandate amendment form at any unit of the Bank or of the Payee (only if the Payee offers this option), or by requesting the amendment via Raiffeisen Direct service or via Raiffeisen Online/Raiffeisen Smart Mobile service – if the Payer has any of these services active. If the Payer wishes to indicate another payment account, the new account must be opened with Raiffeisen Bank.

7.5.2. The amendments to direct debit Mandates, directly communicated to the Payer's Institution (if the amendment was requested in the Bank agencies, via Raiffeisen Direct or Raiffeisen Online/Raiffeisen Smart Mobile service) are enforceable against it within one business day. If the amendment is requested at the Payee's headquarters, the Payee shall submit the amendment form to the Payer's Institution, for verification. If, after verification, the Payer's Institution finds that it does not meet the minimum validity conditions (not all mandatory fields are filled in, the IBAN of the payer is not correct, inconsistency between the data written on the application and that of the Bank's records, previously declared by the payer, the signature specimen does not match), it shall not amend the Mandate. In case of rejection of the amendment form, the Payer's Institution will inform the Payee thereof. The Payer's Institution undertakes to validate the amendment form submitted by the Payer at the Payee's headquarters or to reject the implementation thereof within 5 business days from the date of its receipt from the Payee/Payee's Institution, and, until that time, the Payer's Institution shall use only the original instructions. The Payer's Institution will not be held liable for any damage suffered by the Payer/Third Party Subscriber and/or Payee, as a result of the failure to inform of the amendment to the original payment instructions given by the Payer to the Bank.

The Payer's Institution will not be held liable for any damage suffered by the Payer/Third Party Subscriber and/or Payee, as a result of the failure to inform of the amendment to the original payment instructions given by the Payer to the Bank.

7.5.3. The Mandate(s) granted shall remain valid if, for technical reasons, the Payee makes a change to the subscriber code originally assigned, notifying this change to the Bank and to the Payer/third party subscriber.

7.6. Refusal of payment and right to reimbursement

7.6.1. The Payer may request the Payer's Institution to refuse the next direct debit instruction received from the Payee, by filling in a refusal form, in any Bank agency, via Raiffeisen Direct or Raiffeisen Online/Raiffeisen Smart Mobile Service. The application must be submitted no later than one business day before the due date of the debit instruction.

7.6.2. The Payer has the right to request, within 8 weeks from the date his/her account is debited by the Bank under the Mandates, by submitting a written request to any Bank unit, the reimbursement of the amount paid to the order of the Payee, including the commission charged for the operation, if the payment operation amount exceeds the amount which he/she would have reasonably expected taking into account the profile of his/her previous expenses and the relevant circumstances for the case in question (Maximum Limit specified in the mandate).

7.6.3. The Payer has the right to request, within 13 months from the date his/her Account is debited by the Bank, by submitting a written request to any Bank unit, the reimbursement of the amount paid, including the related commission, if no mandate was given in this regard.

7.7. Duration and termination of the Direct Debit Mandate

7.7.1. The Direct Debit Mandate is concluded for an indefinite or definite period. The Mandate shall terminate in one of the following cases, the Payer being bound to pay the commissions related to the operations performed until the date of termination:

- a) by agreement of the parties, expressed in writing;
- b) by unilateral termination by one party;
- c) in case of death of the Payer;
- d) by termination, if one of the parties fails to perform its contractual obligations or performs them improperly. Termination operates de jure, without demand for payment, notice of default and without intervention of the courts. The party ordering the measure of termination shall notify the other party of the measure ordered on the same day the measure was taken;
- e) in case of force majeure pursuant to **Article 7.10.**;
- f) by product withdrawal by the Bank, with a prior notice of minimum two months;
- g) upon expiry of the validity period specified in the Mandate;
- h) if, for 36 consecutive months, no payment was made through the Debit Direct ConfortaBill Service due to the fact that the Payee did not submit to the Bank, during this period, any payment instruction or that, on the Payment Date, the available funds existing in the paying account did not allow the execution by the Bank of the payment instruction submitted by the Payee;
- i) in any other cases provided for by law;
- j) in case of termination for any reason of the contract related to the Mandate concluded between the Payer/ person on whose behalf the payment is made (third party subscriber) and the Payee;
- k) in case the Payer requests the closure of the Account related to the Mandate or whether it is closed or blocked for other reasons, without the Payer indicating to the Bank another account from which payments would be made to the Payee.

7.7.2. The Payer is bound to notify the Bank in writing, at any unit thereof or via Raiffeisen Direct service – if he/ she is also Client of this service, of the termination of the legal relationship between him/her or the person on whose behalf the payment is made (third party subscriber) and the Payee. The Bank shall not be held liable for any damage suffered by the Payer and/or Payee, as a result of the failure to inform thereof.

7.8. Unilateral termination of the Mandate

7.8.1. The Payer may request the Bank to cease provision of the payment service, for any of the Mandates given to the Bank (for him/her or the third party subscriber, as applicable) through a written request, submitted and registered at any unit of the Bank or of the Payee, via Raiffeisen Direct service – if he/she is also Client of this service or via Raiffeisen Online/Raiffeisen Smart Mobile service. The requests for termination submitted at the Payee's headquarters shall become binding upon the Payer's Institution within 5 business days as of receipt of the termination form from the Payee/Payee's Institution and, until expiry of such period, the Bank shall deem the Mandates as active and shall exercise them, in the case of such request from the Payee.

7.8.2. The Payer shall be bound to pay the fees and commissions related to the operations performed until the date of termination.

7.8.3. The Bank may unilaterally terminate the Direct Debit Mandate with a prior notice of minimum two months.

7.9. Provisions regarding the relationship between the Payee and the Payer

7.9.1. The Payer authorises the Bank to notify the Payee/Payee's Institution of the Mandate which he/she has granted thereto, as well as of any request for amendment or termination of the Mandate and to communicate to the Payee any information required in connection with the exercise of such Mandate and to send to them, directly/via Transfond (as applicable), any personal information that may be contained in the Mandate. The Payer represents that he/she is authorised by the third party subscriber to send the latter's personal data for processing purposes.

7.9.2. The Bank shall not be held liable for the damage caused by the Payee to the Payer or the person on whose behalf the payment is made (Third Party Subscriber). Any disagreement regarding the amount entered by

the recipient of the payment (Payee) in the payment instructions communicated to the Bank and executed by the Bank under the Mandates, the amount of invoices, the failure to communicate or the improper communication by the Payee to the Bank of the amount and/or due date of invoices, the consistency between the amounts provided in the invoices and the amounts requested for payment by the Payee, the amounts debited or the amounts refused to be paid due to lack of available funds or at the express request of the Payer, shall be settled in accordance with the provisions laid down under the contract entered into between the Payer/Third Party Subscriber and the Payee.

7.10. Force Majeure

Force majeure shall exonerate from liability the party claiming it, under the law, after a notice served to the other party. The party claiming force majeure shall notify the other party, within 5 days from occurrence, and shall submit the supporting documents certified by the Chamber of Commerce and Industry of Romania, according to the law, within 15 days. The termination of the force majeure event shall be communicated under the same conditions as well.

7.11. Final provisions

7.11.1. If the direct debit mandate is issued through Raiffeisen Online service, the provisions set forth under the Raiffeisen Online contract shall be applied thereto as a matter of priority.

7.11.2. The amendments to the terms and conditions of Debit Direct ConfortaBill Service shall be expressly or tacitly performed by agreement of the parties. The Bank shall be bound to notify the Payer of the amendment to the contractual terms at least two months before the proposed date for its application. The Payer shall be bound to communicate in writing the option of acceptance or non-acceptance of the new conditions within the aforementioned two-month period. If, until the date proposed for application, the Payer does not notify the Bank, in writing, at any of the territorial Bank units, of the non-acceptance of the amendments, the Parties shall agree that the Payer's silence accounts for the tacit acceptance of such amendments. If the Payer notifies the Bank that he/she will not accept the amendments proposed by the Bank, prior to the date proposed for applying the amendments, the Payer has the right to unilaterally terminate the contract, immediately and free of charge, as provided for under **Art. 7.8**.

7.11.3. Any request of the Payer to the Bank, in connection with the activation, execution, amendment or termination of Direct Debit Mandate, submitted in writing, must comply with the standard forms made available by the Bank and/or Payee, otherwise it shall not be binding upon the Bank.

7.11.4. Any dispute arising between the Bank and the Payer in relation to the conclusion and performance hereof shall be settled amicably and, if this is not possible, by the competent courts of law, in accordance with the Romanian legislation in force. In order to settle amicably any dispute, including the disputes regarding the right to reimbursement referred to in **Art. 7.6**. The Payer may refer the matter, under the law, to the National Authority for Consumer Protection and/or the National Bank of Romania, in order to implement the extrajudicial dispute settlement procedures.

22. Chapters 7 and 8 have been renumbered, and they became Chapter 8 "Final Provisions" and Chapter 9 "Client's representations and signatures of the Parties"; any reference to these chapters and to the constituent sections within CGB were amended by mentioning the new numbering.

23. Art. 7.2.5. (renumbered 8.2.5.) has been supplemented with respect to the exception of communication of the monthly current account statement to an address different from the single postal address used to send any mail (Client's Home Address or Mailing Address indicated by the Client), if there is a request by the Client in this respect.

24. The content of CGB has been amended by inserting the new Chapter 7 "Terms and conditions for Debit Direct ConfortaBill Service" and renumbering the subsequent chapters.

DEPOSITOR INFORMATION TEMPLATE

Basic information about the protection of deposit	
Deposits in Raiffeisen Bank are protected by:	The Bank Deposit Guarantee Fund ¹
Limit of protection:	The RON equivalent of the amount of EUR 100,000 per depositor per credit institution ² The minimum amount from which compensation is paid for the deposits for which no transaction has been performed within the past 24 months is RON 0 (zero). This amount may be changed by the Bank Deposit Guarantee Fund.
If you have more deposits at the same credit institution:	All deposits placed with the same credit institution are "aggregated" and the total amount is subject to the limit of protection set to the RON equivalent of EUR 100,000 ²
Reimbursement period in case of credit institution's failure:	7 business days ³
Currency of reimbursement:	RON
Contact details:	Address: No. 3, Negru Voda street, building A3, 2nd floor, Bucharest, zip code: 030774 Phone 021.326.60.20 E-mail: comunicare@fgdb.ro
Additional information:	www.fgdb.ro

Additional information

¹**Scheme responsible for the protection of your deposit:** Your deposit is covered by a statutory deposit guarantee scheme;

²**General limit of protection:** If a deposit is unavailable because a credit institution is unable to meet its payment obligations pursuant to the applicable contractual and legal conditions, depositors are repaid by the Deposit Guarantee Scheme. Each repayment covers at maximum the RON equivalent of the amount of EUR 100,000 per credit institution. This means that all deposits at the same credit institution are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with EUR 90,000 and a current account with EUR 20,000, he/she will only be repaid the RON equivalent of the amount of EUR 100,000;

In certain cases (deposits resulting from real estate transactions relating to private residential properties, deposits resulting from events such as retirement, redundancy, invalidity or death of the depositor, deposits resulting from the collection of insurance benefits or compensation for criminal injuries or wrongful conviction), the deposits placed by natural persons are protected above the RON equivalent of EUR 100,000. Additional information is available at the following address: www.fgdb.ro.

Deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of EUR 100,000.

³Reimbursement: The responsible Deposit Guarantee Scheme is the Bank Deposit Guarantee Fund, based in Bucharest, No. 3, Negru Voda street, building A3, 2nd floor, Bucharest, zip code: 030774, public relations tel.: 021 326 6020, e-mail: comunicare@fgdb.ro, www.fgdb.ro. It will repay your deposits (up to the RON equivalent of EUR 100,000) within 7 business days at the latest, from the date when the deposits have become unavailable.

If you have not been repaid within this deadline, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under www.fgdb.ro.

Other important information: The level of repayment is determined by deducting from the sum of all eligible deposits held by the guaranteed depositor with the credit institution in question, on the date the deposits became unavailable, the total value of claims outstanding at the same date of the credit institution against the said depositor.

In order to guarantee the deposits above the ceiling of EUR 100,000 as provided for by Law no. 311/2015 on the guarantee schemes for bank deposits and the Bank Deposit Guarantee Fund, depositors who are natural persons have an obligation to inform the Bank by filling in the form provided in any unit of the Bank and to submit, where applicable, the supporting documents requested by it, whenever it will cash in the account amounts coming from: real estate transactions relating to private residential properties, events such as retirement, redundancy, invalidity or death of the depositor, from the collection of insurance benefits or compensation for criminal injuries or wrongful conviction.

LIST OF DEPOSITS EXCLUDED FROM GUARANTEE

1. Deposits of a credit institution made in its own name and on its own behalf, in compliance with the provisions laid down by Art. 64. para. (2) of Law no. 311/2015 on the guarantee schemes for bank deposits and the Bank Deposit Guarantee Fund.
2. Instruments falling within the definition of own funds, as defined in Art. 4. para. (1) point 118 of Regulation (EU) No. 575/2013.
3. The deposits resulting from transactions in relation of which final conviction judgments were rendered for the offence of money laundering, pursuant to the legislation on preventing and combating money laundering. Deposits are classified in this category by the deposit guarantee scheme, based on the information received from the competent authorities, from the credit institution whose deposits have become unavailable or from the liquidator appointed by the court, as appropriate.
4. Deposits of financial institutions, as defined in Art. 4. para. (1) point 26. of Regulation (EU) No. 575/2013.
5. Deposits of investment firms, as defined in Art. 4. para. (1) point 2 of Regulation (EU) No. 575/2013.
6. Deposits for which the holder's identity was not verified until the moment when they become unavailable, according to the legislation on preventing and combating money laundering.
7. Deposits of insurers and reinsurers, as defined in Art. 2. letter A points 5. and 39. of Law no. 32/2000 on insurance activity and insurance supervision, as further amended and supplemented.
8. Deposits of collective investment undertakings, as defined by the capital market legislation.
9. Pension fund deposits.
10. Deposits of central, local and regional public authorities.
11. Debt securities issued by the credit institution, as well as obligations arising from own acceptances and promissory notes.