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Chairman of the Executive Board

----- A. Khachatryan

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for details: [www.aeb.am](http://www.aeb.am),  
Phone - (37410)8686, (37410) 51-09-10 Bank directory*

## **INFORMATION BULLETIN ON IMPLEMENTING COUNTLESS MONEY TRANSFERS BETWEEN “ARMECONOMBANK” OJSC BRANCHES**

**Yerevan 2022**

1. This information bulletin contains information on implementing fast money transfers through fast money transfer system of “ARMECONOMBANK” OJSC branches (hereinafter-Bank).
2. Fast money transfers are carried out between individual clients.

**3. To make a transfer with fast money systems the transmitter:**

- submits his/her identity document to the Bank<sup>1</sup>,
- indicates the city of receipt of money,
- presents the data of the recipient of money and other necessary information,
- pays the amount to be transferred and the corresponding commission fee(set by the Bank)

by signing the required documents for implementing the transfer.

The bank provides the transmitter customer a unique/control code formed in the system during money transfer which the transmitter shall provide the recipient to receive the money. It is also possible to make transfers through AEB Mobile/AEB Online systems.

**4. To receive money with fast money systems the recipient:**

- submits his/her identity document to the Bank<sup>1</sup>,
- announces a unique/control code of the Transfer,
- indicates the amount and currency of money,
- presents the name, surname of the transmitter as well as patronymic if mentioned,
- signs the documents certifying the receipt of money, submits other important information for money receipt and receives the money.

5. It is prohibited to receive money or make transfer with expired documents.

6. The maximum period of transfer/receipt of money funds is 1-10 minutes.

7. The transmitter can make a change, cancellation of transfer or refund of the transferred amount by submitting the corresponding application to the bank i(f the inquiry reveals that the money is not paid).

8. The change, cancellation and refund of the transferred amount is carried out immediately. In case of cancellation the commission fee of transfer is returned together with the money.

9. In case of refund of the transferred amount only the transferred amount is returned to the customer **without commission fee.**

10. The bank provides a receipt for the service rendered to the client performing the transaction.

11. The procedure and deadlines of appeal by the Client are defined in accordance with the internal legal acts of the Bank.

12. Money transfer at “ARMECONOMBANK” OJSC is carried out in different currencies-USD< EUR,RF ruble, AMD. To receive the money transfer in foreign currency the client receiving the money

transfer must pay **the commission fee set by the Bank** for the given time. If the customer expresses a desire to receive the money transfer in AMD, then the money transfer is converted in AMD at the foreign currency rate set for receiving the amounts through “ARMECONOMBANK” OJSC payment systems at that moment.

13. The statute of limitations of transfers is not defined.

14. THE CLIENT HAS A RIGHT TO COMMUNICATE WITH FINANCIAL ORGANIZATION IN A WAY HE/SHE PREFERS-THROUGH MAIL OR ELECTRONICALLY. THE RECEIPT OF INFORMATION ELECTRONICALLY IS THE MOST CONVENIENT.IT IS AVAILABLE 24/4, IS FREE FROM THE RISK OF PAPER INFORMATION LOSS AND ENSURES PRIVACY.

15. The bank may require additional documents or other information from the consumer, as well as ask additional questions to the consumer during oral communication based on ("Know your customer") principle with the aim of due diligence of the customer defined by RA law “On combating money laundering and terrorist financing”. “In compliance with the agreement signed with USA, to find out whether you are a US tax payer, the financial organization may collect additional information about the agreements, contracts, partnerships, membership signed by financial institutions, which may have a direct impact on the consumers (e.g. Foreign Account Tax Compliance Act (FATCA))”.

16. Due to various circumstances the employee of the Bank may require additional documents and information from the customer during service.

17. The implementation of AEB transfers/payments is carried out in all branches during operational hours and receipt of amounts is also possible through SMS message, call, AEB MOBILE/AEB ONLINE systems ([https://aeb.am/uploads/my\\_transfer\\_ampopagir.pdf](https://aeb.am/uploads/my_transfer_ampopagir.pdf)).

18. The Bank may provide a reference about transactions made through transfer systems. The price of the reference is AMD 5000.

19. You can get acquainted with provision of additional services, list of branches and their operational hours at “ARMECONOMBANK” OJSC website [www.aeb.am](http://www.aeb.am) or by calling +37410510910, 8686.

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Maximum amount of one transaction	Maximum limit is not defined
Servicing currency	<ul style="list-style-type: none"> <li>• USD</li> <li>• EUR</li> <li>• RF ruble</li> <li>• AMD</li> </ul>
Speed of transfer	10 minutes

Commission fee charged for transfer	0.6% minimum AMD 200
Period of limitation of transfer	Indefinite