

General Conditions

All terms and charges related to products and services offered by “HSBC Bank Armenia” CJSC are subject to amendments and modifications.

For complete, detailed, up to date information and upcoming changes on “HSBC Bank Armenia” CJSC products and services, please contact any of our offices/branches or visit our website at www.hsbc.am.

All types of charges are debited/paid in AMD.

As a rule, all charges are held from the account from which the transaction has been made. If the subject account is in foreign currency, the Bank reserves the right to conduct a foreign currency exchange transaction for the amount to be charged in AMD using Bank’s “buy” rate for the respective currency.

Service fees, which are charged by the Bank automatically and at specified intervals, are considered as an exception and the average exchange rate for the given date published by the Central bank of the RA for the respective currency is applied.

To express the interest commissions applied to foreign currency transactions in AMD, the average exchange rate published by the Central bank of the RA for that currency on a given date is used.

In scope of special payroll offers the Bank may apply discounts at its discretion for the fees stipulated in the “Tariff of Charges” or waive the respective fees.

Account opening and servicing¹

Account opening fee

Current account	
Individuals	AMD 3,000
Sole entrepreneurs	AMD 5,000 Minimal annual turnover is applicable for account opening.
Savings account²	AMD 3,000
Minor account (up to 18 years old)	Free
Time deposit³ (including cumulative account)	Free
Escrow account	0.5% of escrow amount (minimum AMD 100,000, maximum AMD 500,000)

Escrow account is a one-time account service provided by the Bank for ensuring secure settlements between the parties to real estate property sale and purchase transactions.

Additional account opening fee

Current account	AMD 3,000
Savings account²	AMD 3,000

Additional account opening fee	
Current account	AMD 3,000
Monthly service fee	
Current account: Individuals	AMD 300 ⁴⁴ View footnote 4
Current account: Sole entrepreneurs	AMD 500 ⁴⁴ View footnote 4
Savings account²	Free (no charge applies, if the monthly average balance requirement is met.)

Monthly service fee will be applied irrespective of the fact whether the customer uses the account or not.

Monthly service fee will not be applied if the current account acts as term deposit maturity or interest payment account.

Minimum deposit	
Current account	Not required
Savings account	Not required
Time deposit (including cumulative account)	AMD 100,000 USD 500 EUR 500

Note

For the list of documents required for opening bank account please refer to our website at www.hsbc.am, visit any of our branches/offices or call us at [+374 60 655 000](tel:+37460655000).

Important note

No interest rate is calculated on the funds available on accounts.

¹ For details on account opening procedure and other account related information please refer to “Individual customer accounts” information bulletin.

² Savings account can be opened by Individual customers only.

³ Time deposit account can be opened, only if AMD savings/current account already exists.

⁴ Any foreign exchange transactions will be conducted at the Bank’s exchange rate.

Average balance requirement	
Individuals	Sole entrepreneurs
Average monthly balance requirement (applicable for savings account only)	Average quarterly balance requirement
Irrespective of the fact whether the customer uses the savings account or not, a charge of AMD 2,000 will be applied monthly, except of below mentioned cases:	If the aggregate average quarterly balance of all bank accounts held by a sole entrepreneur at the end of the first business day of any given month is below AMD 5,000,000 (or in case of foreign currency accounts equivalent foreign currency) for preceding three months, an

Average balance requirement	
Individuals	Sole entrepreneurs
The average balance of savings account for subject month is equal or above AMD 100,000 or equivalent in other currencies. The account is used for deposit maturity or interest payment.	additional service fee in the amount of AMD 100,000 will be applied each month.
Minimal annual turnover requirement	
Individuals	Sole entrepreneurs
Not applicable	Minimal annual turnover, based on tax reports and/or other verifiable data for the last financial year should be AMD 200,000,000 or more.

Note on accounts opened in foreign currency⁵

You can open foreign currency accounts in HSBC Bank Armenia for which the terms and fees presented here apply. These accounts are designed to support your foreign currency needs, with easy access to your funds. You can convert your funds into any other currency at the exchange rate applicable for your account currency at the time of transaction.

Important note.

Any accounts denominated in a currency other than Armenian Dram (AMD) have additional risks associated with currency fluctuations. Movement in exchange rates may have effect on the value of your foreign currency deposit in AMD equivalent.

International VISA PLUS ATM Cards	
Card issuance fee	Free
Card monthly service fee	Free
Individuals	AMD 1,000 ⁶
Sole entrepreneurs	
Additional card issuance fee	AMD 3,000 one-off
Additional card service fee	AMD 6,000
Individuals (applied annually)	
Sole entrepreneurs(applied monthly)	AMD 1,000
Card replacement in branch or electronically	AMD 3,000 ⁷ one-off
Transfer of funds between accounts held at the bank	Free
Daily transfer limit of funds between accounts held at the bank (in AMD)	Fee
Individuals	AMD 1,000,000
Sole entrepreneurs	AMD 3,000,000
Cash withdrawal when using HSBC Armenia, Ameriabank and Ardshinbank ATMs	Free
Cash withdrawal daily limit (in AMD)	Fee
Individuals	AMD 500,000
Sole entrepreneurs	AMD 500,000
Fee for each cash withdrawal at other banks' ATMs	AMD 2,000 one-off

⁵ You can find out about the types of foreign currency accounts and other details on the website's [Foreign Currency Account | Banking Services - HSBC AM](#).

⁶ Monthly service fee is charged at the beginning of each month for the preceding month.

⁷ No charge will be applied, if card replacement is done via Online/Mobile or Phone Banking services. Card will be sent to the branch of your choice within 3 working days after receipt of the request.

Money Transfers/Demand Drafts

Transfers in AMD (within Armenia) ⁸	
Transfers from account⁹	AMD 300 ^{11*11* View footnote 11}
Credit of received funds to account	Free
Amendment or cancellation of payment instructions	AMD 5,000 one-off
Demand draft issuance	AMD 6,000 one-off
Transfers in USD/EUR (within Armenia)	
Credit of inward remittance amounts to account	Free
Outward remittances ^{1010 View footnote 10}	AMD 5,000 one-off
Amendment or cancellation of payment instruction	AMD 5,000 one-off
Transfers in USD/EUR (outside Armenia) in branch or via Phone Banking Services	
Outward remittances of funds paid in cash	0.3% (min 6,000 AMD)
Outward remittances of non-cash funds/subject to foreign currency exchange	0.1% (min 6,000 AMD)
Amendment or cancellation of payment	AMD 20,000
Transfers in currencies other than USD/EUR performed in branch or via Phone Banking Service	
Outward remittances of funds paid in cash	3% (min 6,000 AMD)
Outward remittances of non-cash funds/subject to foreign currency exchange	0.3% (min 6,000 AMD)
Amendment or cancellation of payment	AMD 20,000
Transfers outside Armenia via Online banking service	
Outward remittances with all currencies served by bank	6,000 AMD

Preferential rates (for all foreign currencies except for cases when funds were deposited in cash in currencies other than USD/EUR)

Account holders, depending on volumes of their account turnover, may receive the following preferential rates:

Average monthly turnover of outward remittance volumes for last 3 months, expressed in USD	Commission
50,000 and above	0.1% (min 6,000 AMD)

⁸ In case of AMD transfers within Armenia, if the transferred amount contains luma, the amount will be rounded up to the decimal point according to standard rounding rule.

⁹ If the payment instruction (for amounts of up to AMD 50 million) is submitted to the Bank branch or via Phone banking service (in accordance with the daily limit of Phone banking service) after 14:00, but not later than 15:00 and requested to be processed on the same day, a charge of AMD 5,000 will be applied by the Bank. Payment instructions

submitted to the Bank via Online/Mobile banking service (for amounts of up to AMD 50 million) before 15:00 will be processed same day free of charge.

¹⁰ Payment instructions submitted before 14:00 will be processed the latest on the next business day.

Payment instructions submitted after 14:00 will be processed on the next business day.

¹¹ Any foreign exchange transactions will be conducted at the Bank's exchange rate.

*** No charge will be applied, if the payment instruction has been received via Online/Mobile.**

Other conditions

Transfers between accounts held at the Bank	Free
Payment investigation fee (can be charged irrespective of the outcome of the conducted investigation)	AMD 20,000 one-off
Credit of foreign currency inward remittance amounts to account if the remitter has not paid the charges yet	AMD 6,000 one-off

Important notes

- Commissions if intermediary/beneficiary bank charges are paid by the remitter, for the beneficiary to receive the amount without any additional charges¹² AMD 5 000.
- The bank is not liable for any refund if payment has already been effected to the beneficiary
- It is Bank's responsibility to provide receipt to customer for each provided service
- Intermediary/beneficiary bank charges may be paid either at the expense of beneficiary or remitter, at customers' decision and with the prior consent of the bank
- For transfers outside Armenia the requisites for respective currencies published at "HSBC Bank Armenia" CJSC website should be used.

¹² If the actual charge amount is above equivalent of AMD 20,000 the difference between already paid commission and actual charge is subject to further debiting from remitter's account.

Express Banking

Online and Mobile Banking¹³

Online Banking registration fee	Free
Mobile Banking service registration fee ¹⁴	Free
Monthly service fee	Free

Online and Mobile Banking¹³

Online Banking registration fee	Free
Online Security device replacement	If damaged/not functioning: free If lost or stolen (device is not available): AMD 5,000*
SMS alert service (Online Banking registration is required for using SMS alert services)	Free
Banking services	As per Tariff of Charges of transactions performed via Online Banking

Important note

The Bank may terminate the agreement on processing of instructions submitted via Online/Mobile Banking service in case customer's profile is not active (not logged in to the system) during the last 12 months.

Phone Banking

Phone Banking registration fee	AMD 1,000
Monthly service fee	Free
Banking services	as per Tariff of Charges of transactions performed via Phone Banking

Important note

The Bank may terminate the agreement on processing of instructions submitted via Telephone banking (Phone Banking) signed between the Bank and the customer in case if no transaction is done via Phone Banking during the last 12 months.

¹³ Online and Mobile Banking services are available for Individuals only.

¹⁴ Mobile Banking service is available to HSBC Bank Armenia Online Banking users only.

* Inclusive of VAT.

Bank account statements / other documentation and their copies

Delivery and provision

By courier within Armenia	Free
By Online banking service	Free
Collection from branches	Free
By e-mail	Free

¹⁵ Any foreign exchange transactions will be conducted at the Bank's exchange rate.

¹⁶ For customers using Online Banking services.

Other services

Other banking services

Power of attorney issuance	AMD 5,000
Advices confirming bank account / loan information / balance ¹⁷	AMD 5,000 ¹⁸
Advices confirming bank account/loan information/balance when requesting via Online or Phone Banking services	AMD 1,000 ^{19*}
Mortgage loan statement for the selected period	Free
Bank confirmation of information for audit purposes (applicable for Sole entrepreneurs only)	AMD 10,000*
Providing a copy of every month's bank statement, month's account history or every transaction validation document (if information older than 6 months is requested)	AMD 3,000 ^{19*}
Information provided to non-account holders regarding the absence of a bank account	AMD 5,000 ^{19*}

¹⁷ Balance confirmations will be presented as of the date and time of confirmation request.

¹⁸ AMD 10,000 will apply, if the customer is Bank account holder for less than 6 months (including orders submitted via Online/Mobile or Phone Banking).

¹⁹ Advices/statements will be sent to the branch of your choice within 2 working days after receipt of the request.

*Inclusive of VAT

Cash operations

Cash deposit in branches	Free
Cash deposit through ATM ²⁰	Free
Cash withdrawal of funds deposited in cash (AMD, USD, EUR)	Free
Cash withdrawal of non-cash funds in AMD in branches ²¹	0.2%, minimum AMD 1,000
Cash withdrawal of non-cash funds in USD/EUR in branches ²²	1%, minimum AMD 1,000
Cash withdrawal of funds deposited in cash/non-cash in other currencies in branches ²³	3%
Cash withdrawal from the cards issued by the Bank in USD through Bank's POS terminals	1%
Exchange of mutilated/out of circulation foreign currency banknotes, if all necessary distinctive characteristics and parts are available ²⁴	5%
Cash withdrawal from the cards issued by other banks through the Bank's POS terminals in AMD/ USD	1%

²⁰ Maximum daily limit – AMD 1,000,000 to each of the ATM card.

²¹ Not applicable for withdrawal of funds converted through FX transactions (including conversions made before 18 August 2023), interest paid on deposits and loan encashment. Funds placed as time deposit with a term 91 days and more and not terminated before due date (or funds placed as a time deposit for a shorter tenor but rolled over/stayed for 91 days and more till maturity) are considered as cash.

²² Applicable on the loan encashment, not applicable for withdrawal of funds converted through FX transactions (including conversions made before 18 August 2023), and interest paid on deposits. Funds placed as time deposit with a term 91 days and more and not terminated before due date (or funds placed as a time deposit for a shorter tenor but rolled over/stayed for 91 days and more till maturity) are considered as cash.

²³ Applicable on the exchanged amount (including conversions made before 18 August 2023) as well as loan encashment.

²⁴ Service is available for HSBC Bank Armenia customers. For non customers the service is available in case foreign exchange transaction is conducted (daily exchange limit is maximum AMD 400,000).

Safe deposit lockers²⁵

The provision of new safe deposit lockers is terminated from 01.10.2022

Extra large	AMD 200,000*
Large	AMD 120,000*
Medium	AMD 90,000*
Small	AMD 50,000*

Fee (available for term of up to one month)

Extra large	AMD 50,000*
Large, Medium	AMD 30,000*
Small	AMD 15,000*

Other fees

Safe deposit lockers (access fee applicable in case of more than 2 visits per week) - charged for each additional visits	AMD 10,000*
Access to safe deposit box, in case if customer does not have own key	AMD 5,000*
Recovery of lost key	AMD 15,000*

²⁵ Customer can have only one of the following sized lockers simultaneously: 1 extra-large or 1 large or 2 medium or 2 small or 1 medium and 1 small size locker.

* Inclusive of VAT

Cheques and chequebooks²⁶

Starting from **15 August 2024** the Bank has terminated HSBC Chequebook provisioning to individual customers.

Cheques drawn from individual customers's previously provided Chequebooks will still be accepted by the Bank until **15 November 2024**.

After 15 November 2024, please destroy you Chequebook or return it to the Bank. More details can be found [here](#).

The Bank has terminated the cheque (other bank/international cheques) acceptance service starting from 01 September 2024. In case of questions or for additional clarifications please call +374 60 655 000 or visit any of our branches.

Action	Fee
Issuing chequebook	Free
Placement of "Stop Payment" instruction	AMD 3,000
Removal of "Stop Payment" instruction	Free
Return of cheque due to insufficient funds	AMD 5,000
Cheque acceptance	AMD 50,000 ²⁷
Fee for returned unpaid cheques	10,000 AMD plus intermediary/returning bank charges

Important note

Other bank cheques are accepted only from account holders having at least 6 (for a bank cheque) or 12 (for a personal and corporate cheque) months satisfactory banking relationship.

- [Tariff of Charges Informative Brochure: Existing Terms](#)[Tariff of Charges Informative Brochure: Existing Terms Download](#)
- [Tariff of Charges Informative Brochure: Previous Terms](#)[Tariff of Charges Informative Brochure: Previous Terms Download](#)

²⁶ Chequebooks are provided to current account holders only in AMD and USD

²⁷ The fee includes postal delivery expenses associated with sending the cheque to the issuing bank