

1. Terms and definitions used in the Service Conditions:

- 1.1. **The Bank** – SC "Citadele banka".
- 1.2. **Pricelist** – a pricelist for the services of the Bank.
- 1.3. **Application** – an application in a format defined by the Bank regarding the reception of the Service, filled in and signed by the Customer.
- 1.4. **Savings Account** – an account which is opened according to the present Service Agreement and on which the Customer can deposit his/her monetary funds, to supplement it without restrictions as well as to withdraw the monetary funds from it in compliance with the procedure stipulated by the present Service Conditions.
- 1.5. **Service** – opening and maintenance of a Savings Account, including the execution of the Orders of the Customer.
- 1.6. **Service Agreement** – the agreement concluded by the Bank and the Customer on opening and maintenance of a Savings Account; Application for the reception of the Service and Service Conditions are the integral parts hereof.
- 1.7. **Service Conditions** – present conditions for opening and maintenance of a Savings Account.
- 1.8. **Parties** – both collectively the Bank and the Customer.
- 1.9. **Order** – an order for payment or other transaction within the framework of the present Service Agreement given to the Bank on behalf of the Customer.
- 1.10. **GTB** – General Terms of Business.

2. Conclusion of Service Agreement

- 2.1. The present Service Agreement shall be considered as concluded on the date when the Bank receives Customer's Application for the reception of the Service. The Bank shall accept the Application if it is drafted in compliance with the requirements of the Bank.
- 2.2. The Bank shall have the right not to accept the Application without explaining the reasons for rejection.
- 2.3. The Bank shall open a Savings Account – a single-currency account – to the Customer after the conclusion of the present Service Agreement.
- 2.4. Legal relations of the Parties which are not regulated by the present Service Conditions shall be regulated by GTB.

3. Provision of the Service

- 3.1. Submission and execution of Orders.
 - 3.1.1. The Customer shall draft the Order in compliance with the requirements stipulated by GTB and shall submit it to the Bank in person or using the respective services of remote management of the account.
 - 3.1.2. If the Customer wishes to withdraw cash from the Savings Account or to make a money transfer, the Customer should notify the Bank hereof in advance. Notification shall mean the submission of Order to the Bank not later than within the term of notification (number of days) defined in the Pricelist for the services of the Bank and before the required date of execution of the Order, not counting the day of submission of the Order.
 - 3.1.3. The Bank accepts the Order for execution if the Order complies with the requirements stipulated by Clause 3.1.2 of the present Service Conditions, if all operations and verifications required by the GTB are carried out, including whether the Customer is identified in compliance with the requirements of the Bank, whether the Order is drafted in accordance with the requirements stipulated by GTB.
 - 3.1.4. The Bank shall not calculate the interest for the balance of the Savings Account defined in the Pricelist for the debited amount of money which is indicated in the Order from the day when the Bank receives the Order for the disbursement of money from the Savings Account.
 - 3.1.5. If the requirements stipulated by Clauses 3.1.2 and 3.1.3 of the Service Conditions are met, then the disbursement of the debited amount of money indicated in the Order is executed in cash, by transfer to the settlement account of the Customer in the Bank, or by transfer, transferring it to the receiving account. The receiver of the debited amount of money shall be able to

withdraw the respective amount of money starting with the date of execution of the Order.

- 3.1.6. Should the Customer fail to notify the Bank regarding the withdrawal of money from the Savings Account within the term specified in Clause 3.1.2 of the present Service Conditions, the Customer shall have the right to make the transfer or to withdraw the money from the Savings Account immediately, paying a service fee to the Bank according to the Pricelist valid on the date of the disbursement of cash or transfer for the disbursement of cash or transfer from the Savings Account without prior notification.
- 3.1.7. The Bank shall have the right to decline the execution of any Order of the Customer should the Customer break/fail to perform/perform unduly his/her obligations specified in the present Service Conditions and/or GTB.
- 3.2. Entering of monetary funds to the account/ making a deposit to the Savings Account.
 - 3.2.1. The Bank shall credit any transfer of monetary funds or cash deposits addressed to the Customer to the Savings Account in compliance with the procedure stipulated in GTB.

4. Settlements

- 4.1. At the end of each day the Bank shall calculate interest for the balance of the Savings Account according to the Pricelist and at the end of each calendar month shall credit it to the account indicated by the Customer unless the Customer and the Bank have agreed otherwise.
- 4.2. The Bank is entitled to unilaterally amend the interest rates defined in the Pricelist on the cash balance with the Savings Account according to the price of the respective currency in the money or financial market without providing information thereof individually to the Customer, but complying with the condition that information about the envisaged amendments during reasonable period of time prior to their coming into effect is available at the Bank's Customer service premises and on the Bank's internet website at www.citadele.lv.
- 4.3. The Customer agrees and undertakes to independently follow information about the amount of the interest rate which the Bank pursuant to the Pricelist pays on the balance of the Savings Account.

5. Liabilities of the Parties

- 5.1. The Parties shall be held liable for the fulfilment of obligations required by the present Service Agreement.
- 5.2. If the person who is signing the Application for the reception of the Service on behalf of the Customer is not an authorised representative of the Customer, then the signing person undertakes to cover all losses to the Bank caused by the action of the signing person.

6. Special conditions if the Application for the reception of the Service is submitted to the Bank using the respective service of remote management of the Account

- 6.1. If the Application is submitted using the service of remote management of the account which provides this type of submission of applications to the Bank:
 - 6.1.1. The Customer shall confirm with his/her signature in the Application that the Bank has provided to him/her and that he/she has acquainted with the information stipulated in the legal acts of the Republic of Latvia which are related to remote agreements, i.e. agreements which are concluded using the services of remote management of the account, including the information about the Bank as a service provider, the procedure of performance of the Service as well as information about tax payments of the Customer, which the Bank performs being a service provider (if the Bank must make these payments in accordance with the legal acts of the Republic of Latvia).
 - 6.1.2. The Customer shall have the right to withdraw from the Service Agreement unilaterally within 14 (fourteen) calendar days from the date of conclusion of the Service Agreement. The Customer shall send a notification to the Bank using the respective service of remote management of the Account or submitting the

notification to the Bank at any branch or Customer Servicing Centre.

- 6.1.3. Should the Customer submit a notification regarding unilateral withdrawal from the Service Agreement according to the procedure stipulated by Clause 6.1.2 of the present Service Conditions, the Bank shall pay all monetary funds available on Savings Account in accordance with the present Service Conditions, but shall not pay the Customer the interest for the balance of the Savings Account.
- 6.1.4. Communication between the Bank and the Customer shall be in Latvian or other language (Russian or English), upon the agreement of the Bank and the Customer.

7. Validity Term and Termination of Service Agreement

- 7.1. The Service Agreement shall be concluded for an indefinite term.
- 7.2. The Customer shall have the right to require to close the Savings Account and to terminate the Service Agreement by submitting the respective application. The Bank shall close the Savings Account within 10 (ten) working days of the Bank from the day and including the day of reception of Customer's application.
- 7.3. The Bank shall have the right to close the Savings Account unilaterally and to terminate the Service Agreement:
- 7.3.1. by notifying the Customer hereof 10 (ten) working days of the Bank in advance without explaining the reasons.
- 7.3.2. without prior notification of the Customer, by notifying the Customer hereof in written form:
- 7.3.2.1. if the Customer fails to fulfil or fulfils the conditions of the Service Agreement and/or GTB in an unduly manner.
- 7.3.2.2. if the Customer has provided inaccurate data or documents to the Bank;
- 7.3.2.3. if the Customer has not been making any transactions on the Savings Account for a period of time longer than 12 (twelve) months in a row and the balance of the Savings Account is equal to 0 (zero) or the Savings Account has debit (negative) balance;
- 7.3.2.4. if the Bank has reasonable suspicion that the Customer or the monetary funds on the Savings Account are related to legalisation of illegally obtained funds or financing of terrorism.
- 7.4. Before closing the Savings Account the Bank shall deduct the monetary funds entitled to the Bank according to the present Service Agreement or other agreements concluded with the Bank, and the remaining amount of money shall be paid to the Customer in cash or transferred to the account indicated by the Customer.

8. Consideration of Disputes

- 8.1. Any discrepancy, claim or dispute between the Customer and the Bank arising from the Service Agreement or related to the Service Agreement or breach, termination or invalidity hereof, should be settled according to the legislation of Republic of Latvia in the Court of the Republic of Latvia upon jurisdiction.

9. Other Conditions

- 9.1. The Customer shall authorise the Bank to deduct (write off) the monetary funds from the Savings Account and/or the interest of the Savings Account without the respective Order of the Customer in the following cases:
- 9.1.1. if there were no legal grounds for entering of money to the account/ a deposit to a Savings Account, i.e. by mistake or as a result of technical error;
- 9.1.2. paying off the claims of the Bank against the Customer;
- 9.1.3. in cases and according to the procedure stipulated by the legal acts of the Republic of Latvia.
- 9.2. If the amount indicated in the Application in words differs from the amount indicated in numbers, then the amount in words should assumed as a basis.
- 9.3. The Bank is entitled to make amendments in the Pricelist, Service Conditions and GTB unilaterally.
- 9.3.1. The Bank is entitled to make amendments which are less favourable for the Customer compared with the conditions in force previously only if there is a well-grounded reason. With respect to such amendments the Bank prior to their coming into force timely informs the Customer using those communication channels and types of information channelling with respect to which the Bank and the Customer have agreed (for example, SMS or on-line banking messages, in writing etc.).
- 9.3.2. The Customer may receive information about any forthcoming amendments in Service Conditions or Pricelist during reasonable period of time prior to their coming into effect at the Bank's client service centres, the Bank's internet website, as well as by making a telephone call to the Bank's information service.
- 9.3.3. If the Customer disagree to the amendments made by the Bank, the Customer has rights to recede from the Service Agreement, observing the procedure specified in this agreement and settling all accounts with the Bank arising from the Service Agreement.
- 9.3.4. The Bank is entitled to unilaterally make amendments to Pricelist and/or Service Conditions without giving prior notice to the Customer if such amendments are made with the aim to prevent damage to the interests of the Bank's clients and the stability of the state financial system, including, but not limited to, the aim to restrict an excessive outflow of deposits or other attracted funds from the Bank. With respect to the making of such amendments the Bank immediately as soon as possible informs the Customer using the types of communication stated in Clause 9.3.1. of Service Conditions. With respect to the Customer's right to recede from the Service Agreement information is provided in the message regarding the making of the relevant amendments.
- 9.4. The Bank ensures the processing of the private individual data in accordance with the Privacy Protection Rules approved by the Bank, which are available on the website of the Bank in internet.
- 9.5. All notifications of the Bank and other information shall be sent to the Customer to the address of the Customer indicated in the Application or announced later in written form and/or using other means of communication indicated by the Customer (email address, telephone etc.).