

# GENERAL CONDITIONS

Effective as of 28.04.2019



## 1. GENERAL

- 1.1. The present terms and conditions of AS TBB pank (hereinafter: the Bank) (hereinafter: the General Terms and Conditions) shall apply to all legal and natural persons (hereinafter: the Client) using the Bank's services as well as a subsidiary AS TBB liising.
- 1.2. The General Terms and Conditions have been developed by the Bank based on the valid legislation of the Republic of Estonia and good banking practice
- 1.3. The General Terms and Conditions, the Product Terms and Conditions and the Price List shall be made known by being displayed in all the customer service areas of the branches of the bank and on the Bank website at [www.tbb.ee](http://www.tbb.ee)

## 2. APPLICABILITY OF THE GENERAL TERMS AND CONDITIONS AND OF THE PRODUCT TERMS AND CONDITIONS

- 2.1. The relations between the Bank and the Client shall be based on valid legislation of the Republic of Estonia, the General Terms and Conditions, the Product and/or Service Terms and Conditions applicable at the Bank (hereinafter: the Product Terms and Conditions), any agreements between the Bank and the Client (hereinafter: the Agreement), the Bank's Price List (hereinafter: the Price List), good banking practices and the principles of good faith and reasonableness.
- 2.2. In the event of a conflict between the General Terms and Conditions and the terms and conditions of the Agreement or a conflict between the Product Terms and Conditions and the terms and conditions of the Agreement, the terms and conditions of the Agreement shall apply.
- 2.3. The General Terms and Conditions shall apply to all the relations between the Bank and the Client valid during the term of the General Terms and Conditions. The General Terms and Conditions shall apply also to those contractual relations that have arisen prior to the entry into force of the General Terms and Conditions and are valid on the date of the entry into force of the General Terms and Conditions.
- 2.4. The Bank is entitled to unilaterally modify the General Terms and Conditions and the Product Terms and Conditions. The Bank shall inform Clients of changes to the General Terms and Conditions, Product Terms and Conditions and the Price List by displaying their amendments/new versions beforehand in the customer service areas of the branches of the Bank and on the website of the Bank at least two (2) months prior to the entry into force of the amendments, whereupon the obligation of the Bank to notify its Clients shall be deemed to have been performed.
- 2.5. If the amendments made by the Bank to the General Terms and Conditions, the Product Terms and Conditions and the Price List are not acceptable to the Client, the Client shall be entitled to terminate his/her Agreement(s) with the Bank by submitting a respective written notice to the Bank within the review term specified in clause 2.4. and by fulfilling all his/her obligations towards the Bank under the Agreement(s) beforehand.
- 2.6. If the Client has not terminated the contractual relations as per clause 2.5 or 2.6 of the General Terms and Conditions,

it shall be deemed that he/she agrees to the supplements and/or amendments to the updated General Terms and Conditions, the Product Terms and Conditions and the Price List.

## 3. IDENTIFICATION OF THE CLIENT

- 3.1. The Bank shall identify the Client as well as his/her representative upon entering into an agreement or transaction. If the Bank has identified the person of the Client or his/her representative previously, the necessity of additional identification shall be decided by the Bank.
- 3.2. The Bank has the right to verify the validity of the identity documents presented for identification. For the verification of identity documents, the Bank shall be entitled to obtain personal data from the databases of state agencies that issued the documents.
- 3.3. Identification of a natural person means establishment and written or electronic recording of the person's first and last name, personal identification code or date of birth and place of residence, also name and number of his/her identification document, its number, date of issue, name of the issuer and other determination of other identification data.
- 3.4. The Client, who is a natural person and his/her representative, shall submit identification documents recognised as identity documents in Estonia at the request of the Bank.
- 3.5. Identification of a legal person is means establishment and written or electronic recording of the entrepreneur's business name, registry code or registration number, field of activity, location address and contact details.
- 3.6. A legal person registered in the Republic of Estonia or a branch of a foreign company registered in the Republic of Estonia shall be identified based on a valid printout of the information in the relevant register and/or based on other documents required by the Bank.
- 3.7. A legal person registered abroad shall be identified based on a valid printout of information in the relevant register or a notarised copy of its registration certificate, which shall include the name of the legal person, its registration number, registration date, the name and country of location of the register, the date of issue of the document, the articles of association or partnership agreement, a document specifying the owners of the legal person, which shall include the details of the owners (name, address, personal identification code or registry code), a document specifying the election/appointment of the management of the legal person (management board, executive director) or other documents required by the Bank. The Bank has the right to request information about the founders, owners, management members, actual beneficiaries and other similar information of the legal person.
- 3.8. According to the Agreement concluded between the Bank and the Client, further identification of the Client or his/her representative for the purposes of concluding agreements, submitting orders, requests or applications, and signing the respective documents may take place through and/or by the means of technological channels accepted by the Bank.

## 4. REPRESENTATION

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- 4.1. A natural person may effect transactions in person or through a representative. A legal person shall effect transactions through its representative.
  - 4.2. Upon request of the Bank, a Client that is a natural person shall be obliged to effect a transaction in person and a Client who is a legal person through its legal representative.
  - 4.3. The Bank shall have no obligation to accept rights of representation from which the intent of the Client does not result unambiguously and intelligibly.
  - 4.4. A document proving the right of representation shall be in a form accepted by the Bank. The Bank shall be entitled to request that a power of attorney proving the right of representation prepared outside of the Bank is notarised or certified in an equivalent manner.
  - 4.5. The Bank shall be entitled to require that a document containing the right of representation shall contain the scope of the power of attorney, the first and last name, personal identification code or date of birth or name and registry code or registration number of the person represented, the representative's first and last name, personal identification code or date of birth or the legal person's name and registry code or registration number, the right of delegation if this has been conferred on the representative, the date on which the power of attorney has been granted and the validity term of the power of attorney.
  - 4.6. The Bank shall not be liable for transactions effected by a person without the right of representation and any consequences resulting therefrom if the Client has not appropriately performed the obligation of informing the Bank (clauses 9.3 and 9.4 of the General Terms and Conditions). The Client shall inform the Bank also when an entry about the right of representation has been made in a public register, information about it has been published via mass media, including in the form of official notices, or there is a judicial decision concerning the right of representation.
- 5. REQUIREMENTS FOR DOCUMENTS**
- 5.1. The Client shall be obliged provide the Bank with original documents or with notarised or similarly certified copies thereof.
  - 5.2. Documents issued in a foreign state shall be original documents or notarised or similarly certified copies, legalised or attested with certification (apostille) in lieu of legalisation.
  - 5.3. The Bank shall be entitled to retain documents provided by the Client or the Client's representative (except an identification document) or make a copy thereof.
  - 5.4. In case of documents in a foreign language, the Bank shall be entitled to additionally request translation of such documents into Estonian or some other language designated by the Bank. The translation must be done by a sworn translator or the translator's signature must be notarised.
  - 5.5. The Bank is entitled to presume the authenticity, validity and accuracy of any documents provided by the Client.
  - 5.6. In case of doubt as to the authenticity of a provided document, the Bank shall have the right not to execute the transaction and request provision of additional information or documents.
- 6. CONCLUSION OF THE AGREEMENT**
- 6.1. The Bank's relations with the Client shall be regulated with agreements in writing or in any other form unless a mandatory form of an agreement is provided by law.
  - 6.2. The prerequisite of an agreement is that the Client accepts the General Terms and Conditions, Product Terms and Conditions and Price List of the Bank.
  - 6.3. With regard to the public interest and the interest of the Bank and the Client, the Bank shall limit the circle of persons with whom it enters into contractual relations. Before entering an agreement, the Bank shall consider all the circumstances from all perspectives and refuses to conclude an agreement only for a compelling reason. The Bank has the right and obligation to refuse to enter an agreement with a party, in particular:
    - 6.3.1. If the person or a related legal person has deliberately or due to gross negligence provided the Bank or a legal person belonging to the same consolidation group with the Bank with incorrect or incomplete information or refuses to provide information;
    - 6.3.2. If the person or a related legal person fails to provide the Bank or a legal person belonging to the same consolidation group with the Bank with sufficient information or documents for identifying his/her person or certifying legal origin of their funds when requested to do so, or there is a suspicion of money laundering or terrorist financing in relation to it for some other reason;
    - 6.3.3. If the person or a related legal person owes arrears to the Bank or a legal person in the same consolidation group as the Bank;
    - 6.3.4. If an act or omission of the person or related legal person has caused loss or damage or a threat of actual loss or damage to the Bank or a legal person in the same consolidation group as the Bank;
    - 6.3.5. If the document provided to the Bank by the person has signs of forgery or does not otherwise comply with the requirements of the Bank;
    - 6.3.6. If the person is, based on information from recognised and reliable sources (e.g. public authorities; international organisations, mass media), connected to organised crime, money laundering or terrorist financing;
    - 6.3.7. If the capital of the person is formed of bearer shares or other bearer securities;
    - 6.3.8. For some other compelling reason, in particular if conclusion of a bank account agreement is obstructed by a legal barrier such as restriction of active legal capacity or conflict or absence of the rights of representation.
  - 6.4. The Bank shall be entitled to decide at its discretion whether to conclude a bank account agreement with a natural or legal person who is a non-resident of Estonia (e.g. a legal person registered in a low-tax foreign state).
  - 6.5. When making a decision whether to decline to conclude a bank account agreement, the Bank shall consider the facts of each individual case in every respect and makes a decision on the basis of the principle of reasonableness.

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## 7. SIGNATURE

- 7.1. The Bank shall accept the handwritten signature of the Client, the handwritten signature of the Client's representative and, in cases provided for under the Agreement, also codes submitted electronically or orally.
- 7.2. In cases permitted by law, digital signing of documents is allowed if the certificate enabling signing has been issued by a certification service provider accepted by the Bank.
- 7.3. The Bank has the right to demand signing at the Bank or, where this is impossible, notarisation of the signature.

## 8. BANKING SECRECY AND PROCESSING OF CLIENT DATA

- 8.1. Banking secrecy shall encompass all information and assessments that have become known to the Bank about its Client or the Client of another credit institution. Information that is public or available from other sources in case of a legitimate interest, consolidated information based on which it is not possible to determine the details of an individual Client nor the individuals within a set characterised with consolidated data, and information about proper performance of the obligations of the Client towards the Bank are not considered banking secret.
- 8.2. The principles and purposes of processing of Client data and the rights and obligations of the Bank and the Client during processing of Client data, including during transmission of the data to third parties, are described in the document "Procedure for the processing of Client data" that forms an integral part of the present General Terms and Conditions.
- 8.3. The Client hereby agrees that the Bank may transfer Client data to third persons specified in the Procedure for Processing Client Data and the Client shall not consider it to be in breach of the obligation to maintain banking secrecy.
- 8.4. The Procedure for Processing Client Data is accessible at customer service areas and on Bank's website [www.tbb.ee](http://www.tbb.ee).

## 9. INFORMATION EXCHANGE BETWEEN THE BANK AND THE CLIENT

- 9.1. The Bank shall forward information to the Client in its service areas, on its website, via mass media or by any other agreed manner. If necessary, the Bank shall send personal notifications by letter or other means of communication.
- 9.2. If the Client has submitted his/her contact details (telephone number, e-mail address, postal address) to the Bank, he/she has also given his/her consent to the Bank to send information of the Bank, Bank Group or a third person to the Client.
- 9.3. The Client shall immediately inform the Bank in writing or in some other previously agreed manner of all circumstances that are relevant to the given business relationship and/or affect or may affect the performance of the obligations by the Client or the Bank, including changes to his/her name, address or representative, loss or theft of the identification document or other means of identification of the Client and/or Client's representative (e.g. Internet Bank security feature) or no longer in the possession of the Client due some other reason against the Client's will, also of any changes in the rights of the

legal representative of the Client and/or of the person authorised by the Client.

- 9.4. A legal persona shall inform the Bank also about any transformation, merger or division of the legal person, declaration of bankruptcy or opening of winding-up proceedings. The above notification obligation shall arise also when the above changes have been registered in a public register or published via mass media.
- 9.5. If the Client has failed to meet the notification obligation specified in clauses 9.3 and 9.4, the Bank shall presume the information at its disposal to be correct and shall not be liable for any loss or damage caused to the Client and/or third persons with the failure of the Client to perform its obligation of notifying the Bank.

## 10. CLIENT'S ORDERS

- 10.1. The Client shall communicate orders to the Bank in writing or in any other manner agreed between the parties.
- 10.2. The Bank shall be entitled to presume that the content of an order provided by the Client is consistent with the Client's intent.
- 10.3. The Bank shall accept for execution only those orders of the Client which have been appropriately and duly prepared, unambiguous, executable and which clearly indicate the intent of the Client. The client shall be responsible for any ambiguities, misunderstandings and presentation mistakes in the order. In the event of a misunderstanding, the Bank shall be entitled to require additional information or additional documents from the Client or not to execute the order.
- 10.4. The bank shall be entitled to record all orders submitted via communication means as well as any other operations during use of the services, and use the respective recordings, if necessary, for proving the orders provided by the Client or other operations.

## 11. EXECUTION OF THE CLIENT'S ORDERS

- 11.1. The Bank shall execute the orders of the Client accordance with the laws of the Republic of Estonia, other legal acts, the General Terms and Conditions and the Agreement between the Bank and the Client.
- 11.2. Before executing an order, the bank has the right and obligation to require documented proof from the Client that the funds or other assets used for transaction are of lawful origin. The Bank has the right and obligation not to execute the Client's order if the Client fails to prove the origin of the funds or other assets to be used for executing a transaction or if the Bank has come to suspect money laundering or terrorist financing for some other reason.
- 11.3. The Bank has the right to determine the manner of execution of the order proceeding from the practice and principles of sound banking or reject execution of the order in case the order of the Client is erroneous or faulty. The Bank is not responsible for orders executed based on the above nor for claims resulting from not executing the order.
- 11.4. The Bank has the right not to execute the order of the Client if the order does not comply with the requirements stated in clause 10.3. Information about execution or rejecting execution of the order is available to the Client on the bank statement.

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- 11.5. The Client shall create all preconditions and condition under his/her control required for execution of his/her order. If the Client fails to meet this obligation, the Bank shall have the right to not execute the Client's order, whereas the Bank shall not assume any liability for any loss or damage caused to the Client and/or third parties by not executing the order.
- 11.6. The Client has the right to demand execution of only these orders, the execution of which is provided for in the Bank's Price List or specifically agreed between the Bank and the Client.
- 11.7. The Client has the right to withdraw his or her order if the Bank has not yet executed the order or no obligations to execute it have been undertaken in front of third parties.
- 11.8. Bank shall not be responsible for the damage, inflicted to the Client due to misperformance or failure to perform customer's orders, reasoned by the implementations of the provisions specified in the Law on the Prevention of Money Laundering and Terrorism Financing.
- 12. SETTLEMENTS IN FOREIGN CURRENCY**
- 12.1. The Bank shall have the right to apply to transactions or operations effected by the Client in a foreign currency all the terms and conditions and restrictions which have been established in the country of origin of this currency and/or which affect the Bank in effecting transactions or making investments in this currency.
- 12.2. The Bank has the right to defer performance of obligations assumed in a foreign currency or implement restrictions in relation to it if this deferral or implementation of restrictions is due to force majeure in the country of origin of this currency. The above shall not apply to internal Bank transactions and also to offset transfers.
- 12.3. Upon execution of transactions by the Client for which conversion of one currency into another is needed, the Bank shall apply the valid exchange rates of the Bank. The risk resulting from changes in the exchange rates of the foreign currencies in the account shall be borne by the Client.
- 13. SERVICE FEES AND ARREARS**
- 13.1. The list and prices of the services provided and transactions effected by the Bank for the Client are set out on the Price List. The Bank shall be entitled to charge and the Client shall be obliged to pay for the service provided the fee set with the Price List.
- 13.2. The Bank and the Client may agree in the agreement on service prices that are different from those on the Price List.
- 13.3. Additionally to what is set out with the Price List or separately concluded agreements, the Client shall pay the costs of any necessary operations executed by the Bank on in the interests of the Client or related to contractual relations (e.g. postal or telephone costs, notary fees, unforeseeable additional fees, storage fees etc.).
- 13.4. The Price List shall be available to the Client at any time during Bank business days in the customer service areas of any the Bank and around the clock on the Bank's website.
- 13.5. Notices about changes to the Price List shall be transmitted according to the provisions in clause 2.4 of the General Terms and Conditions.
- 13.6. Any service fees or other amounts or arrears payable shall be debited by the Bank from the Client's account specified in the Agreement.
- 13.7. The Bank shall be entitled to choose the order in which service fees and other sums and arrears payable to the Bank are debited.
- 13.8. If there are insufficient funds on the account for payment of service fees and other payables or arrears, the Bank has the right to withhold the service fees and other amounts or arrears payable from any account of the Client, including also from any foreign currency in the account, and from amounts received in the Client's accounts at any time; this also applies in case the Client has submitted other orders with respect to these sums, after the sums have become collectible and before their actual withholding by the Bank.
- 13.9. If the Client fails to meet his/her obligation towards the Bank, the Client shall pay default interest and/or contractual penalty to the Bank pursuant to the Price List or the Agreement. The Bank shall begin to calculate default interest as of the date the debt incurred to the day the debt is paid.
- 13.10. Information about withheld service fees specified on the Price List or in the Agreement and other amounts or debts is available to the Client on the account statement.
- 14. SECURING OF THE CLAIMS OF THE BANK**
- 14.1. The Bank shall be entitled to require collateral from the Client for securing due performance of all the contractual obligations of the Client.
- 14.2. The Bank shall be entitled to require the Client to provide collateral or to increase any existing collateral if the circumstances underlying the relations between the Client and the Bank have changed and the said change is affecting or may affect due performance of the obligations of the Client. Such changes are:
- 14.2.1. Deterioration or risk of deterioration of the economic situation of the Client;
- 14.2.2. Decrease or risk of decrease of the value of the existing collateral;
- 14.2.3. Other circumstances that affect or may affect the due performance of obligations.
- 15. ERRONEOUSLY EXECUTED TRANSFERS**
- 15.1. If an amount has erroneously been transferred onto the account of the Client or erroneously debited from the account to which the Client has not agreed to, the Client shall notify the Bank upon detection of such error immediately but not later than thirteen (13) months as of the date of execution of the transfer. The Client shall return the amount erroneously transferred onto his/her account.
- 15.2. The Bank has the right to block any amounts erroneously transferred to the wrong account, which the Client has not returned voluntarily, without requesting the Client's consent and/or to debit the account for the same amounts. The Client shall submit an application to the Bank for returning erroneously debited amounts.
- 15.3. The Client must shall be obliged to count to check any amounts being paid into the account in cash immediately

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upon receiving them and submit any complaints straight away and on the spot

The Client is obliged to count cash amounts payable into the account before and cash amounts payable from the account immediately after receiving the cash and submit any complaints immediately and on spot.

## 16. BLOCKING OF THE ACCOUNT AND/OR SERVICE

- 16.1. Blocking of an account means the partial or full suspensions of transactions with the amount in the account.
- 16.2. As a rule, the Bank shall block the account or a service and lift the block based on the Client's order provided in writing or in some other manner agreed between the Bank and the Client.
- 16.3. The Bank may block the account or a service also based on an oral order of the Client. In the case of doubt as to the identity of the person giving the order, the Bank shall be entitled to refuse from blocking the account or service or to require written confirmation of the order within the period specified by the Bank. If the Client does not provide written confirmation on time, the Bank shall be entitled to lift the block of the account or service.
- 16.4. In cases provided for in clause 16.3, the Bank shall not be liable for any loss or damage resulting from not blocking the Client's account or service or lifting of the block.
- 16.5. The Bank shall be entitled to block the Client's account or service if:
  - 16.5.1. The Client lacks funds to meet his/her obligations under the Agreement;
  - 16.5.2. The Bank has been provided with information proven by written documents about the Client's death;
  - 16.5.3. The Client does not provide documents required by the Bank or provides the Bank with contradictory documents about the persons having the right of representation or documents in the authenticity of which the Bank has a reason to doubt;
  - 16.5.4. The bank suspects the Client in money laundering, terrorist financing or other crime;
  - 16.5.5. The Bank suspects that the assets on the Client's account have been obtained as a result of crime;
  - 16.5.6. The Client refuses or fails to provide the Bank with the documents required by the Bank (e.g. a valid and, if necessary, duly authenticated registration certificate of a legal person who is a non-resident, a contract describing the origin of the Client's funds or the activities of the Client, information about the true beneficiary, etc.);
  - 16.5.7. The Bank suspects that the transaction, the Client or his/her related person is connected to a territory, area of activity or a person subject to international sanctions or other transaction restrictions;
  - 16.5.8. A legal person mediating the service has imposed restrictions on the transaction, state, territory, currency, area of activity or person;
  - 16.5.9. According to the estimations of the Bank, blocking is necessary to avoid damages to the Bank or a third person.
- 16.6. The Bank shall lift the block once the circumstances underlying the block have become devoid.
- 16.7. The Bank shall not be liable for damages resulting from blocking of the Client's account or service.

## 17. TERMINATION OF THE ACCOUNT AGREEMENT AND CLOSING OF THE ACCOUNT

- 17.1. Generally, the bank account agreement of indefinite duration concluded between the Bank and the Client shall be terminated and the account shall be closed on the basis of the Client's respective order provided in writing or in some other previously agreed manner.
- 17.2. The Bank has the right to terminate a bank account agreement of indefinite duration unilaterally with a two-month prior notice and close an account, also if no banking operations have been effected from the account in the past year. In such case, transactions effected by the Bank without the Client's orders shall not be considered a banking operation. Furthermore, the Bank has the right to terminate the bank account agreement of indefinite duration on general bases arising from legislation.
- 17.3. In the event of the termination of a bank account agreement of indefinite duration based on reasons stated in the previous clause, the Bank shall preserve the funds of the Client's account in its own account and disburse them to the Client at the Client's first request or deposit these funds on the name of the Client at notary. After termination of the bank account agreement of indefinite duration and closing of the account, the Bank shall pay no interest on any of the Client's funds retained in the possession of the Bank. The Client shall compensate any costs related to the depositing of his/her funds to the Bank.
- 17.4. As of the moment of closing of the account, all agreements related to the account shall be deemed ended and the due dates of the contractual obligations matured.
- 17.5. Before closing the account, the Bank shall transfer to the Client's account all interest payable by the Bank and shall withhold from the account all service fees and Client's debts to the Bank and pay the balance of the account out to the Client or to a third party designated by him/her or transfer it into the account indicated by the Client.
- 17.6. In the event of the death of a natural person, the Bank shall close the account after all disbursements based on documents proving the right of succession specified in legislation.
- 17.7. A closed account cannot be reopened.

## 18. RESTRICTION ON USE OF THE ACCOUNT. SEIZURE OF AN ACCOUNT

- 18.1. Use of the Client's account may be restricted or seized only in cases and as provided by law.
- 18.2. The Client shall be obliged to compensate reasoned costs related to execution of seizure of the account to the Bank according to the Price List.
- 18.3. The Bank shall release the account of the Client from use restriction or seizure based on the decision of the authority who issued the use restriction or seizure decision, decree or order or decision of the court.

## 19. SET-OFF

- 19.1. Unless agreed otherwise or provided otherwise by law, the Bank has the right to set off reciprocal claims.
- 19.2. As priority, the Bank is entitled to withhold from the Client's accounts amounts payable to the Bank that have become

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- chargeable even if other payments have been filed by the Client or third parties after these payables became due and before their actual withholding, unless otherwise provided by law.
- 19.3. The Bank shall notify the Client about the set-off performed in accordance with the Agreement or as provided by law.
- 20. EXTRAORDINARY CANCELLATION OF THE AGREEMENT**
- 20.1. The Bank has the right to unilaterally and immediately cancel the Agreement with a compelling reason (extraordinary cancellation).
- 20.2. A reason is compelling if the Client or a person connected to him/her violates an obligation the precise following of which is a precondition for the Bank to continue performance of its obligations towards the Client, such as:
- 20.2.1. For the purposes of being identified and for compliance with other statutory due diligence measures, does not provide the Bank with accurate or complete information or the documents required by the Bank;
- 20.2.2. Does not notify the Bank about changes in the details indicated in the agreement concluded with the Bank on in a document submitted to the Bank;
- 20.2.3. Does not provide information about his/her real financial situation if such information is needed by the Bank for an operation that involves a risk for the Bank;
- 20.2.4. At the request of the Bank or a legal person in the same consolidation group as the Bank, does not provide information or documents to prove the purpose or nature of the business activities or transaction of the Client or a related person or the lawful origin of the funds or other assets to be used in the transaction, or if the information and documents provided do not remove the Bank's suspicion that the Client's business activities may be connected to illegal transactions, terrorist financing or money laundering;
- 20.2.5. Is using front men in making transactions, or the Bank has a suspicion of money laundering or terrorist financing in relation to the Client or a person connected to him/her for some other reason;
- 20.2.6. Deliberately or through gross negligence violates contractual obligations entered into with the Bank or a legal person owned by legal persons in the same consolidation group as the Bank;
- 20.2.7. Violates contractual obligations entered into by the Bank or legal persons in the same consolidation group as the Bank, by providing a reasonable cause to assume that he/she will not be performing the contractual obligations also in the future (long-term delay in the performance of an obligation);
- 20.2.8. An act or omission of the person or related legal person has caused loss or damage or a real threat of loss or damage to the Bank or a legal person in the same consolidation group as the Bank;
- 20.2.9. Termination of the Agreement is demanded by a supervisory authority or other governmental authority;
- 20.2.10. Termination of the Agreement is demanded by an administrator of an international settlement system, correspondent bank or any other intermediary of the service;
- 20.2.11. The Client is not considered a person fulfilling claims under any rules for the exchange of tax-related information.
- 20.3. Before extraordinary cancellation of the Agreement, the Bank shall thoroughly consider all circumstances and makes a decision on the basis of the principle of reasonableness.
- 21. PREVENTION OF MONEY LAUNDERING AND TERRORISM FINANCING**
- 21.1. For prevention of money laundering and terrorism financing, the Bank shall be entitled to:
- 21.1.1. Regularly check the information based on which the Client is identified and require the Client to provide additional documents;
- 21.1.2. Identify the Client or the representative of the Client anew if the Bank doubts the accuracy of the information received during the initial identification;
- 21.1.3. Impose temporary or permanent restrictions on the use of the service;
- 21.1.4. Require documents and information about the business activities of the Client, including information about the Client's contractual partners, turnover, foreign payments, cash transactions and the proportion of cash transactions as well as information about the purpose and nature of the transactions and the lawful origin of the Client's assets;
- 21.1.5. Require documents (e.g. purchase and sale, supply etc. agreements, documents related to goods, etc.) underlying transactions from the Client, also data or documents about the counterparty, actual beneficiary or some other related party of a transaction.
- 21.2. The Bank shall be entitled to refuse to execute the Client's order if the Client has not met the requirements of clauses 21.1.4 and 21.1.5 of the General Terms and Conditions.
- 22. LIABILITY**
- 22.1. The Client and the Bank shall perform their obligations arising from the Transaction Relations duly, in good faith, reasonably, in compliance with due diligence requirements and pursuant to the customs and usual practices.
- 22.2. The Parties shall be liable for damage caused to one Party by failure to perform or improper performance of its obligations by the other Party.
- 22.3. The Client shall not be liable for breach of his/her obligations if he/she proves that failure to perform or duly perform the obligations results from due to force majeure.
- 22.4. The Bank shall not be liable for damage caused to the Client due to force majeure, incl. due to unlawful disruption of the Bank's operations by third parties (bomb threats, bank robberies), also any other events not caused by the Bank (e.g. strike, moratorium, power failure, malfunction of public communications lines, etc.) or the actions of public authorities.
- 22.5. The Bank shall not be liable for the services or information provided by third parties through the Bank.
- 22.6. The Bank shall not be liable for damage caused by changes in currency or securities rates or by any other investment risks.
- 22.7. The Bank shall not be liable for damages caused by the Bank's unawareness of the absence of the legal capacity of a legal person or the absence of the active legal capacity or capacity to exercise will of a natural person.

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### 23. SETTLEMENT OF DISPUTES AND COMPLAINTS.

- 23.1. The client has the right to file a complaint verbally or in writing through the customer support service, in the service halls, by e-mail or by telephone. In case the dispute cannot be solved on the spot, the interested Party may submit a written complaint to the Bank.
- 23.2. A verbal complaint is considered by the Bank's employee who accepts it as soon as possible.
- 23.3. If the Client's verbal complaint requires additional verification, the Bank is entitled to request a complaint from the Client in writing.
- 23.4. The complaint should indicate the circumstances surrounding the complaint and make a reference to the document on the basis of which the complaint was filed. If the document being the basis is not freely available to the Bank, the Customer shall attach the named document to the complaint.
- 23.5. The Bank responds to the complaint in writing or in any other way agreed with the Client at the earliest opportunity, but no later than within 30 calendar days from the receipt of the complaint, for the Consumer's Client a deadline for replying is 15 calendar days. The Bank may extend the time period for consideration of the complaint for valid reasons by notifying the Client.
- 23.6. If the statements indicated in the complaint are justified, the Bank immediately restores the violated rights of the Client or offers another solution.
- 23.7. If during the negotiations the agreement is not reached, the Client has the right to apply to the Financial Supervision Authority (Sakala 4, 15030 Tallinn, [www.fi.ee](http://www.fi.ee)), and the Consumer's Client can also apply to the Consumer Disputes Commission ([www.tarbijakaitseamet.ee](http://www.tarbijakaitseamet.ee)) and on the protection of personal data in accordance with the procedure for processing data of the Bank's client to the Data Protection Inspectorate ([www.aki.ee](http://www.aki.ee)). In addition, the Client has the right to go to court, about which you can get information on the page [www.kohus.ee](http://www.kohus.ee).

General conditions are drawn up in Estonian. In the event of a conflict in the translation, the basis is the text in Estonian.

**The present version of the General Terms and Conditions of the Tallinn Business Bank has been approved by the Management Board of Tallinn Business Bank on 26.02.2019.**