

TERMS AND CONDITIONS FOR APPLICATION OF THE PAYMENT CARD SECURITY PROGRAM

Valid from 2022-04-25

The definitions shall be understood as they are defined in the Payment Card Usage and Account Management Service Rendering Conditions, the General Rules for the Provision of Services of Šiaulių bankas, and the Rules for the Provision of Payment Services of Šiaulių Bankas. All these documents shall be available at www.sb.lt.

I. APPLICATION OF THE SECURITY PROGRAMME

1.1. Payment Card Security program (hereinafter – the Security Program) shall mean a service of compensation of the Client's losses if the Client lost his payment Card (hereinafter referred to as the Card) or the Card was stolen from him and / or illegally used as well as compensation of damage to the Card User in accordance with the "Security Program Insurance Rules".

1.2. The Security program shall apply to all clients (natural persons and legal entities, residents and non-residents) of Šiaulių Bankas (hereinafter referred to as the Bank) that ordered this Security programme for a particular Card, including when it is renewed or extended

1.3. The Client may get familiar with the Security program Insurance Rules and services included into the Security programme as well as the applicable monthly Commission fee which are available on the Bank's website at www.sb.lt.

1.4. When the Client orders the Security programme

1.4.1. The Bank shall compensate the interest of the Credit limit granted to the Card (if the credit limit has been granted under the Bank's account /card usage agreement) and the lost amount of funds up to EUR 3 000 if the third parties had used the Card illegally. The Bank shall compensate the Client for the funds illegally debited from the Card account within 1 business day after submission of the Client's claim.

1.4.2. The Bank shall reissue a new Card of the same type free of charge if the Client loses the Card or it is stolen from him or the Card's data are illegally used.

1.4.3. The Client will be able to change the Card's PIN code at any ATM where this service is provided.

1.4.4. According to the Security Program insurance the Cardholder shall be insured by the insurance company referred to in Clause 2.6 against the following risks: cancellation of event tickets due to sickness, vehicle key loss insurance and personal civil liability insurance. The Client can familiarize himself with the insurance policy of the Security Program (insurance amount, term of insurance, insurance territory, events not subject to insurance, conditions for compensation, etc.) on the Bank's website at www.sb.lt.

1.5. The Security Program is applied to the Client only upon receipt of the Client's Request to apply / not to apply the Security Program to his specified Card (hereinafter - the Request) submitted at the Bank's branch or upon activation/deactivation of the Service of the Security Programme in the Internet Bank.

1.6. The Security program for the Card shall come into effect from the first day of the next month after submitting of the Request and only if the Card is active (valid) and the Commission fee for the Security Program has been debited.

1.7. The Commission fee for the Security Program is debited once a month (on the first calendar day of each month) from the Client's account and paid for the current calendar month. For blocked Cards (when the Card is not issued, lost, stolen, suspended, the account is blocked, etc.) the commission fee is not deducted - in this case the Security Program is not valid for the Card in the calendar month when the fee was not debited. If the Card has been changed, at the Client's request, before its validity period has expired or been renewed, the Security Program shall take effect after the issuance of the replaced/renewed Card in the month following the write-off of the Commission Fee for the Security Program.

1.8. The Security programme (including a renewed Card) shall be valid for an active Card for indefinite period of time unless the Client or the Bank terminates its validity.

1.9. The Client has a right to refuse using the Security programme at any time by informing the Bank 2 (two) business days in advance by submitting a written request in the Bank's unit or by deactivating the Security Programme service in the Internet Bank. The Security programme shall be valid until the last calendar day of the month.

1.10. The Bank has a right to terminate application of the Security programme by sending a notice to the Client in person either in a written form, e-mail and/or by electronic channels if the Client fails to comply with the *General Rules for the Provision of Services of Šiaulių Bankas, the Rules for the Provision of Payment Services of Šiaulių Bankas or Payment Card Usage and Account Management Service Rendering Conditions or the Bank Account /Card Usage Agreement Conditions* or if the Bank stops rendering the Service programme.

II. LOSS (DAMAGE) COMPENSATION CONDITIONS

2.1. The Client, incurring loss from the lost or stolen Card and /or its illegal usage, as provided for in Clause 1.4.1, has to fill in the form of application/claim prepared by the Bank and to submit it in any Bank's unit or via the Internet Bank.

2.2. The Bank, upon necessity, can ask to provide a certificate from the law enforcement authorities or other documents supporting the fact that the Card has been stolen and /or used illegally.

2.3. The Bank shall remain with the right to verify the submitted documents and, upon necessity, order that an expert's report be obtained.

2.4. If the Client owes the Bank for the provided Security programme or other fees due to the Bank for payment transactions or other services rendered by the Bank to the Client, the Bank shall provide the Security programme to the Client only after the Client covers all the indebtedness with the Bank.

2.5. If as the outcome of the investigation the Bank determines that the Client has executed a payment

transaction dishonesty or failed complying with *the General Rules for the Provision of Services of Šiaulių Bankas, the Rules for the Provision of Payment Services of Šiaulių Bankas, Payment Card Usage and Account Management Service Rendering Conditions*, the Client will be obliged to repay the illegally obtained funds to the Bank (the loss compensated by the Bank), and the Bank has the right to write off that amount from any Client's account in accordance with *the Rules for the Provision of Payment Services of Šiaulių Bankas*.

2.6. The Cardholder who has suffered an insurance event referred to in Clause 1.4.4 must submit a notice regarding the insurance indemnity to the insurance company Lloyd's Insurance Company S.A, acting through Baltic Underwriting Agency, AB, at the address Kęstučio St. 59, 08124 Vilnius, Lithuania, at the following address: zalos@bunda.eu, in accordance with the Security Program Insurance Rules which are published on the Bank's website www.sb.lt.

Šiaulių Bankas AB