



Pre-contractual information for applicants of Liisi's payment in instalments

Holm Bank AS offers a possibility to pay for the goods and services to be purchased by using Liisi's payment in instalments – for that, we have signed cooperation agreements with many Estonian traders. Payment in instalments is a paid service that involves obligations and risks. Accordingly, we advise you to examine the information and advice below before entering into a contract (NB! This is informative material, which does not grant any rights or impose any obligations).

Consider carefully before taking the payment in instalments:

- assess whether you need the goods or service to be purchased and payment in instalments to pay for it;
- identify the costs related to the payment in instalments and consider whether your budget enables payment in instalments and the relating expenditures throughout the contractual period;
- consider that different changes in life may lead to a deterioration in the economic situation, as a result of which, payment in instalments may not be affordable anymore;
- read all the terms and conditions of the contract for payment in instalments to be concluded and examine the documents referred to in the conditions (above all, the price list, procedure for processing personal data, and procedure of resolving complaints, available on our website);
- always provide true and adequate information about your financial situation so that we could assess your options for performing your obligations regarding payment in instalments;
- if you have any questions, contact us or consult a family member or specialist, for example.

If you have made the decision to enter into the contract after receiving answers to your questions and giving the matter careful consideration, be sure to pay attention to the following:

Information sheet

Before the conclusion of a contract for payment in instalments, examine the Standard European Consumer Credit Information form given to you, which outlines the information on the terms and conditions of the contract to be concluded. The format of the information form is usually similar between different creditors and facilitates the comparison of offers of different creditors.

Conclusion of the contract and disbursement of credit

Our contracts for payment in instalments do not have separate general terms and conditions – this means that all terms and conditions of your contract have been summarised and presented clearly in one document. As a rule, you must pay a single contractual fee for the conclusion of the contract, the size of which is set out on the first page of the contract. Upon agreement, you may pay the contractual fee and down payment (self-financing) also directly to the seller of the goods or services. After signing the contract, we will transfer the amount required to pay for the goods or services directly to the seller and consider the credit disbursed.

Right to withdraw from the contract

After signing the contract, you may still withdraw from it within 14 days. For that, follow the terms and conditions of withdrawal specified in the contract.

Interest

For using the loan, you must pay a monthly interest, which we calculate on the credit sum starting from the conclusion of the contract until the repayment of the credit. The fixed rate of interest is set out on the first page of the contract and is not subject to changes during the contract period without our separate agreement.

Repayments

The monthly repayments consist of the repayment of the principal amount of credit and the interest. Our contract does not involve any management fees or other monthly charges. The repayments are made in accordance with the payment schedule annexed to the contract, which specifies the number of repayments, their due dates, and the requisite information necessary for the payments. The payment schedule is based on the principle of an annuity schedule, which means that monthly repayments are usually of equal size. Make sure that the payment reaches our account on the due date; for example, on weekends and holidays, payments between banks may be delayed. For a more convenient payment of the instalment, you may sign an e-invoice with an automated standing order agreement, in which case, make sure that there are sufficient funds available in your account on the

payment date and that upon expiry of the contract, you also end the standing order agreement signed with the bank. It is also possible to repay the credit prematurely in larger amounts (or repay the credit in full). Please inform us of your request well in advance and pay attention to the terms and conditions of premature repayment set out in the contract. Note that in such case, we may claim a compensation amounting to 0.5–1% of the repayable amount. If you have not informed us separately of the premature repayment of the credit, we may deem the prematurely repaid amounts as an advance payment or settle other obligations, the repayment date of which has arrived, on their account.

Possible inconveniences in the event of non-performance of the contract

Your primary responsibility is to repay the payment in instalments on time, in accordance with the payment schedule. In the event of solvency problems, contact us immediately – we will work together to prevent problems and find a solution to the situation.

In the event of non-performance, you should take account of additional costs and inconveniences:

- in the event of failure to make contractual payments, we may charge a penalty for late payment within the rate specified in the contract;
- if a non-monetary obligation is violated or if false information is submitted, we may charge a contractual penalty in the amount specified in the contract;
- if a borrower falls into arrears, we will first send a reminder, but if the arrears remain unpaid, we will also issue debit notes for a fee;
- if the contract is secured with a suretyship, the surety will be informed of the debt;
- we will inform the Credit Register about long-term arrears;
- each non-performance of the contract may make it notably more difficult to obtain credit or payment in instalments in the future;
- we have the right to cancel the agreement extraordinarily and demand the immediate performance of all contractual obligations if you have delayed, either in part or in full, the payment of three consecutive payments or have provided us with false information;
- you shall be liable for all costs related to debt collection (i.e. costs related to debt settlement, court, execution, or bankruptcy proceedings).

Options for dispute resolution

In the event of disputes, we will first make an attempt to resolve them by negotiations, based on the principles provided in the procedure for resolving complaints available on our website. You may seek advice also from the Consumer Protection and Technical Regulatory Authority (Sõle 23a, 10614 Tallinn; www.ttja.ee) or contact the Consumer Dispute Committee operating there, the rules of procedure of which are available at the website <https://komisjon.ee>. Complaints arising from a distance service contract can be submitted also via the online dispute resolution platform at <http://ec.europa.eu/odr>. You may also turn to court for the protection of your rights. Supervision over our activity is exercised by the Financial Supervision Authority (Sakala 4, 15030 Tallinn, www.fi.ee).