



Pre-contractual information for applicants of the Liisi payment cards

A Liisi payment card is a payment card which can be used to pay for goods and services in the extent of the credit limit set by Holm Bank AS. Using the credit limit is accompanied by certain obligations and risks. Thus, we advise you to be acquainted with the information and advice below before entry into a payment card contract (NB! This is informative material, which does not grant any rights or impose any obligations).

The Liisi payment cards are offered by Holm Bank AS in cooperation with Wallester AS, provider of payment services.

Consider carefully before entering into a payment card contract:

- assess whether or not you need a payment card for buying goods or services and whether this is the right credit product for you;
- identify the costs related to getting a payment card and consider whether you will be able to repay the credit limit used;
- consider that various changes in your life may deteriorate your economic situation and you may no longer be able to repay the credit;
- read all terms and conditions of the contract to be entered into and familiarise yourself with the documents referred to therein (primarily with the terms and conditions of the payment card and the reminder on our website, as well as the price list, the procedure for processing personal data, and the procedure for settling complaints);
- always present true and adequate information about your financial situation so that we could assess your possibilities for performance of the payment card contract;
- if you have any questions, please do not hesitate to contact us, as well as discuss with a family member or a specialist.

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:

The information sheet

Prior to entry into the contract for the payment card, please read the European Consumer Credit Information form given to you, which outlines the information on the terms and conditions of the contract to be entered into. The format of the information form is usually similar between different creditors and facilitates the comparison of offers of different creditors.

Entry into the contract and using the credit limit

The credit limit will become available after signature of the payment card contract and activation of the card. The contract can be signed electronically (e.g. in the self-service environment on our website) or by using a courier service. The payment card can be activated after receipt of the card by following the instructions provided by us. The payment card is usually mailed to the customer or delivered by a courier. No further charges will be payable by you for entry into the contract and delivery of the card.

The right to withdraw from the contract

After signing the contract for the payment card, you will be able to withdraw from the contract within 14 days by following the terms and conditions of withdrawal laid down in the contract. Keep in mind that you will not be under any obligation to use the credit limit – you may terminate the contract for a payment card with unused credit limit at any time after the expiry of the withdrawal period.

The interest

You will be charged a monthly interest for using the credit limit, which will be calculated from the amount of credit used from the sixteenth day after using the credit limit until repayment of the credit. You will not be charged the interest if you repay the credit used within 15 days after using the credit. The interest rate applicable to the contract is specified in the information form as well as on the front page of the contract. The actual interest rate may depend on the credit limit used – this means that we may unilaterally reduce the maximum interest rate or increase the interest rate up to the previously applicable level depending on the amount of credit used, but the interest rate will never be increased above the maximum interest rate specified in the contract. The interest rate applicable at any given moment in time is also specified in the monthly payment notifications; no separate notifications are sent upon entry into force or expiry of a period of a reduced interest rate.

Making of payments

For making contractual payments, we will prepare a payment notification (payment order) for you on the first working day of each month which specifies the credit limit used,

statement of last month's card transactions, and the amounts payable. The date of payment is the 10th date of each month. No later than on the date of payment, you will be required to pay either the entire amount of the credit used, part of the credit limit used, or at least the minimum instalment specified in the payment order. The amount of the minimum instalment consists of repayment of the credit used (at the rate specified in the contract), the monthly interest calculated from the credit used, and other fees laid down in the contract. The credit used may be repaid at any time by larger instalments or in the entire extent. The details required for making payments can be found from the payment notification. Information about your payment card transactions and the credit limit can be found in the self-service environment.

The payment card contract is entered into for an unspecified term. Upon expiry or termination of the contract, the entire used credit limit and the interest calculated must be repaid. Payment cards are issued for three years. Upon expiry of the card, we will send you a new card free of charge, unless you are not interested in a new card or if there are other grounds specified in the contract for not issuing a new card.

Other important information related to the payment card contract

No monthly administration fee is payable for the Liisi payment card. Any additional services related to the payment card (e.g. viewing the balance or transactions in an ATM, replacement of the payment card) are charged for based on the price list published on our website. We retain the right to make amendments to the payment card contract unilaterally by notifying you thereof at least 14 days in advance (if the terms and conditions are amended unilaterally by the payment service provider, at least 2 months of advance notice must be provided). We may also unilaterally change the price list by notifying of the changes via our website one month in advance (it is not necessary to notify of changes in the event of adding a new service or reducing the price of a service). If you are not satisfied with an amendment of the contract or the price list, you may terminate the payment card contract within a period of time specified by us. If you fail to do so, you will be deemed to have accepted the changes. You may terminate the payment card contract at any time by notifying us thereof at least one month in advance. We may only use the right for ordinary cancellation of the payment card contract by providing you at least two months of advance notice. In the event of any questions about the Liisi payment cards, please dial 677 0760 on working days to call our advisors or send an e-mail to kaart@holmbank.ee.

Potential inconveniences arising from violation of the contract

Your main obligation is to pay the amounts due in a timely manner based on the payment notification. In the event of financial difficulties, please contact us immediately – we will try to help you prevent any problems and find a solution to the situation.

In the event of violation of the contract, you should be prepared for the following expenses and inconveniences:

- we will have the right to block your credit limit or the use of your payment card in the entire extent or for certain operations (i.e. if there are any contractual grounds for blocking);
- in the event of a failure to make your contractual payments, we may claim a fine for late payment in the extent specified in the contract;
- in the event of violation of a non-financial obligation or submission of incorrect information, we may implement a contractual penalty in the amount specified in the contract;
- in the event of an overdue payment, we will first issue a reminder; if the debt remains outstanding, however, we will be sending further notices of the debt for a fee and will also notify the supplier of credit information of the debt;
- violation of the contract may significantly damage your chances to obtain loans or payment cards in the future;
- we may terminate the contract extraordinarily and request the immediate fulfilling of all obligations arising from the contract if you have partially or fully delayed the payment of three consecutive instalments or submitted incorrect data to us;
- you will cover any and all expenses related to the collection of the debt (e.g. expenses related to the services of collection agencies and to court, execution, or bankruptcy proceedings).

Possibilities for settling of disputes

In the event of any disputes between us, we will first attempt to settle them by negotiations, proceeding from the principles established in the procedure for settling complaints published on our website or from the regulation of the Payment Institutions and E-money Institutions Act, if provided otherwise in the latter. You may also contact the Consumer Protection and Technical Regulatory Authority (Sõle 23a, 10614 Tallinn; www.ttja.ee) for advice or contact the Consumer Disputes Committee of the latter for settling of a dispute, the procedural rules of which can be found at <https://komisjon.ee>. Any complaints arising from a contract entered into by using personal communications tools may also be submitted via the online environment for settling disputes found at <http://ec.europa.eu/odr>. You may also file an action with a court to defend your rights. Our operations are subject to the supervision of the Estonian Financial Supervision and Resolution Authority (Sakala 4, 15030 Tallinn; www.fi.ee).