

Standard Terms and Conditions of Internet Bank Agreement

Terms and definitions

In addition to the terms and definitions below, the terms and conditions refer to the terms and definitions in the General Terms & Conditions of the Bank and in the Terms & Conditions of the Settlement Agreement.

Administrator means a user who has the right to add and remove users in the Internet Bank and determine their rights, limits and restrictions for making transactions or receiving information from the bank.

Internet Bank means an electronic service channel that includes both the web application and the mobile application and enables the user to conclude transactions on behalf of the client in accordance with the terms and conditions of the Internet Bank agreement and the terms and conditions of the service used, and to receive and transmit information.

User means a private client or another natural person representing the client, incl. an administrator who concludes transactions in the name of the client or receives and forwards information in the name of the client.

Client means a natural person or legal entity, who has entered into an Internet Bank agreement with the bank.

Agreement means the Internet Bank agreement made between the bank and the client and these Standard Terms & Conditions of Internet Bank Agreement that are an integral part thereof.

Limit means the maximum amount to the extent of which the User can conclude transactions during a determined period of time.

Bank means Coop Pank AS.

Transaction means transfer of the assets in the Client's account via the Internet Bank, exchange of information and documents, entry into service contracts, establishment of limits or other operations performed on behalf of the client on the basis of the instructions of the User.

Terms & Conditions means these Standard Terms & Conditions of Internet Bank Agreement.

Means of Authentication means a set of personalised security elements accepted by the Bank, which the User can use to log in to the Internet Bank or make orders or authorise transactions or by which means the Bank identifies the User.

1. General provisions

1.1. The Agreement regulates the relations between the Bank and the Client upon the use of the Internet Bank.

1.2. The General Terms & Conditions of the Bank, the Terms & Conditions of Settlement Agreement and the other terms and conditions of the Bank specified therein are applied to all of the relations between the Bank and the Client that are not regulated by the Agreement and/or the Terms & Conditions.

1.3. If the Client themselves is not the User, the Client is obliged to introduce to the User the Terms & Conditions of the Agreement, the main rules of secure use of the Internet Bank, the General Terms & Conditions of the Bank, the price list and the other terms and conditions specified therein. The Client is liable for the User's compliance with the above terms and conditions.

1.4. The Client confirms that they are aware that the details of the operations of the Client may become known to the User upon the appointment of the User. The Bank cannot be held liable if the Client does not make sure the User is trustworthy when appointing the User.

1.5. The Bank is entitled to refuse to appoint a User (incl. an Administrator) or establish the User's rights (incl. Limits) if the User has not been identified (incl. if the identification of the User has not been identified in person has not taken place in the physical presence of the person) or the Limits that are to be established for the User exceed the maximum limits established by the Bank to ensure security, but also on other grounds for refusing to enter into an agreement specified in the General Terms & Conditions of the Bank.

1.6. By entering into the Agreement, the Bank has the right to send all further notices and expressions of intent to the Client via the Internet Bank (unless otherwise specified in the service terms and conditions or by law).

2. Technical requirements

2.1. In order to use services via the Internet, the User's means of communication and connections must correspond to the main rules of secure use of the Internet Bank, incl. the mobile application, established by the Bank, which the Client and the User can read on the Bank's website at www.cooppank.ee.

2.2. The Client is liable for the security and functioning of the smart devices used to access the Internet Bank (incl. by the User) (e.g. a computer or a smartphone) and the related connections.

2.3. The Client and the User are obliged to acquire a secure solution for using services via the Internet at their own cost and risk.

3. Identification of User

3.1. In order to use the Internet Bank, the User must authenticate themselves with a Means of Authentication accepted by the Bank or in another agreed manner.

3.2. Another agreement for authentication of the User may, among others, arise from the one-off authenticated

consent granted by the User when downloading the mobile application for viewing the account balance and/or for making a simple payment without authenticating the user of the limited version of the mobile application every time.

3.3. The Client and the User are obliged to inform the Bank about any errors or faults that obstruct the use of the Means of Authentication.

3.4. The use of the Means of Authentication by the User to make transactions is considered equivalent to the Client or their legal representative making an order or granting a permission to perform transactions.

3.5. The Bank considers the use of the Means of Authentication upon the conclusion of a transaction equivalent to the Client's signature.

4. Guaranteeing security

4.1. In order to guarantee the security of the Means of Authentication, the User must:

4.1.1. maintain the strict secrecy of the smart device linked to the Means of Authentication and all parts of the Means of Authentication, keep them solely in their possession and take all measures to avoid the smart device linked to the Means of Authentication and the Means of Authentication or parts thereof coming into the possession of third parties;

4.1.2. immediately notify the Bank if the smart device linked to the Means of Authentication or any part of the Means of Authentication is lost, stolen or has possibly come into the possession of or become known to third parties and immediately forward to the Bank an Internet Bank blocking request;

4.1.3. adhere to the security conditions related to the smart device linked to the Means of Authentication or established by the issuer of the Means of Authentication, e.g. in the case of using a Smart ID, ID card or Mobile ID certificate, fulfil the obligations agreed with the respective certification service provider (incl. obligations arising from law).

4.2. The User can submit the Internet Bank blocking request at the branches of the Bank during their opening hours, on the website of the Bank and by calling the phone numbers indicated on the home page of the Internet Bank 24/7.

4.3. Upon receiving a blocking request, the Bank shall block the User's access to the Internet Bank until the security elements of the Means of Authentication are replaced or until the Client or the User have given the Bank an order to unblock the Internet Bank acceptable to the Bank in terms of format and content.

4.4. The Bank blocks the use of the Internet Bank on its own initiative if:

4.4.1. the Client and/or the User has breached an obligation to the Bank that arises from the Agreement;

4.4.2. the Bank suspects on the basis of the circumstances that have become known to the Bank that the smart

device linked to the Means of Authentication or the Means of Authentication are used without the User's consent or by way of fraud;

4.4.3. a basis for blocking set forth in the General Terms & Conditions of the Bank or in the Standard Terms & Conditions of Settlement Agreement exists;

4.4.4. for other considerations aimed at guaranteeing the security of the Client.

4.5. If possible, the Bank informs the Client that the Internet Bank has been blocked and the reasons why this was done in the manner agreed in the settlement agreement immediately after the Internet Bank was blocked. The Bank must not give said information if sending the information is in conflict with objectively justified security considerations or prohibited for any other reason stipulated by law.

4.6. The Bank unblocks the Internet Bank once the reasons for blocking have ceased.

4.7. The Bank is not liable for the damage caused to the Client or a third party (incl. the User) due to the fact that the Internet Bank was blocked by the Bank according to the Terms & Conditions.

5. Use of Internet Bank

5.1. The User can conclude the transactions offered by the Bank or third parties via the Internet Bank, view transaction information, advertisements and offers, and perform other operations via the Internet Bank, considering the extent of the User's authorisations and the limits determined for them as well as the technical possibilities of the Internet Bank.

5.2. Upon entry into the Agreement, the Client or the Client's legal representative can appoint the Administrator(s). A private client, except underage Clients and Clients of legal age who have been appointed a guardian or a trustee in bankruptcy, becomes the Administrator automatically once the Agreement has been entered into. In cases accepted by the Bank, the legal representative of a Client who is a legal entity becomes the Administrator automatically as of entry into the Agreement. In other cases, the Bank shall fulfil the request of the Client or the Client's legal representative to appoint the Administrator within three business days of receiving the respective request.

5.3. The Administrator has the right to:

5.3.1. add and remove users;

5.3.2. assign, change and terminate the rights, limits and restrictions of the User(s).

5.4. The Bank shall fulfil the Administrator's order to assign User rights, limits and restrictions within three business days of receiving the Administrator's order.

5.5. In order to change the Administrator, the Client or the Client's legal representative shall submit to the Bank an application in a format accepted by the Bank. The Bank shall fulfil the request of the Client or the Client's legal representative to change the Administrator within three

business days of receiving the respective request.

5.6. Using the Internet Bank for purposes for which it is not intended (incl. illegal activities or in a manner that may cause damage to the Bank or a third party) is prohibited.

5.7. The User has the right to conclude transactions within the scope of the limit determined in the Agreement. The User must adhere to the limits and the scope of the authorisations assigned to them.

5.8. In order to ensure the Client's security, the Bank has the right to establish maximum limits for transactions, incl. depending on the Means of Authentication used to perform a transaction. The Client has the right to change the limits established in the Agreement within the maximum limits established by the Bank.

5.9. Upon making transactions, the User must follow and comply with all of the instructions and warnings given to them by the server of the Internet Bank.

5.10. An expression of intent for a transaction sent by the User to the Bank via the Internet Bank is deemed made by the Client and on their behalf if the User authenticated themselves with the Means of Authentication when logging in the Internet Bank and expressed the intent to conclude the specific transaction according to the instructions given in the Internet Bank, which may, among others, be clicking on an icon that expresses the intent.

5.11. The Bank assumes that all of the expressions of intent forwarded via the Internet Bank have been forwarded and/or confirmed by the User linked to the Means of Authentication used.

5.12. In order to prove the activities of the User, the Bank records all sessions of use of the Internet Bank and uses the recordings to protect its rights where necessary.

5.13. The Bank has the right to not execute an instruction given by the User on behalf of the Client on the grounds arising from the General Terms & Conditions of the Bank, the Standard Terms & Conditions of Settlement Agreement, the respective service agreement or law.

5.14. The Bank has the right to check certain transactions before their execution for security considerations. The Bank may carry out said check over the phone by calling the contact number of the Client or the User given by the Client to the Bank. The Bank has the right to presume that the person who answered the telephone has the right to approve or cancel transactions. If said person does not confirm the transaction when called or if the Bank fails to obtain the confirmation of the Client and/or the User, the Bank has the right to not execute the transaction for security considerations.

5.15. Third parties (incl. the Bank's subsidiaries and entities belonging to the Coop Group) may also provide services to the Client via the Internet Bank. The Bank cannot be held liable for the services provided by third parties.

5.16. The Client and the User have the right to receive information about transactions in the Internet Bank (e.g. from the account statement) and/or the branches of the Bank.

6. Service charges

6.1. The Client pays service charges to the Bank in accordance with the price list of the Bank.

6.2. The Client pays for the execution of the payment instructions given via the Internet Bank according to the Terms & Conditions of Settlement Agreement and the price list of the Bank.

6.3. The service fees set forth in the price list for the use of Internet Bank services must be paid to the Bank during the entire term of the Agreement, incl. during the period when the Internet Bank was blocked.

6.4. The Bank has the right to debit the service charges payable by the Client pursuant to the procedure provided for in the settlement agreement and the General Terms & Conditions of the Bank.

7. Liability

7.1. The Parties are liable for the performance of their obligations pursuant to the General Terms & Conditions of the Bank, the Terms & Conditions of Settlement Agreement and the Agreement. The parties follow the legislation of the Republic of Estonia in matters not regulated in the Terms & Conditions.

7.2. The Client is liable for any damage caused by unintended use of the Internet Bank, incl. the damage arising from the theft or loss of the smart device linked to the Means of Authentication, until the Client forwards to the Bank an Internet Bank blocking request in the extent of the limit of deductible of 50 euros.

7.3. The extent of the Client's liability exceeds the limit of deductible if the damage was caused as a result of the Client's and/or User's intentional actions, fraud and/or gross negligence.

7.4. The Bank is liable for the performance of its obligations arising from the Agreement in accordance with the Terms & Conditions and the law.

7.5. The Client has the right to contest the concluded transactions and demand possible compensation pursuant to the procedure and by the deadlines set out in the Standard Terms & Conditions of the Settlement Agreement.

7.6. By using the simplified account balance inquiry or simply by making a payment using the mobile application, the Client assumes full liability for maintaining the security of the respective smart device, protecting it with a security code and meeting other security requirements.

8. Validity, amendment and termination of Agreement

8.1. The Agreement shall take effect from the moment it is entered into and has been made for an unspecified term.

8.2. The Bank has the right to unilaterally amend the

terms and conditions of the Agreement by disclosing the amendments in full at least two months before their entry into force at the Bank's branches, on the Bank's website or via another electronic channel.

8.3. If the Client has not cancelled the Agreement within the term specified in clause 8.2., it will be deemed that they have agreed to the amendments. If the Client does not agree to the amendments, they have the right to cancel the Agreement immediately and free of charge before the amendments take effect.

8.4. The Client has the right to cancel the Agreement unilaterally at any time by submitting a relevant application to the Bank.

8.5. The Bank has the right to cancel the Agreement unilaterally at any time by notifying a private client thereof at least two months in advance and a business client at least one month in advance.

8.6. In addition to the cases specified in these Terms & Conditions, the Bank has the right to cancel the Agreement immediately without prior notice in the cases stipulated in the settlement agreement, the General Terms & Conditions of the Bank or law.

8.7. The Bank has the right to change the limits assigned to the User unilaterally and without notice as an exception if this is necessary for guaranteeing the security of the Client's transactions.

8.8. If the Client themselves is not the User, the Agreement will be deemed automatically expired in respect of the User when the authorisation granted by the Client to the User expires or is withdrawn, provided that the Bank has been informed about this.

8.9. The expiry of the Agreement has no impact on the collection or satisfaction of the financial claims that emerged before the expiry of the Agreement.

8.10. The Bank has the right to debit the account in the extent of the amounts and service charges of the transactions concluded before the expiry of the Agreement as well as any other arrears arising from the Agreement.

9. Final provisions

9.1. The parties are required to not disclose any information related to the Agreement and the performance thereof to any third parties, excluding the cases where this proves necessary or if the right or obligation to disclose the information arises from the Agreement or law. The Bank has the right to disclose the information related to the Agreement and the performance thereof to third parties in the cases stipulated in the General Terms & Conditions of the Bank.

9.2. Any claims, grievances and complaints of the Client and/or the User will be resolved pursuant to the settlement agreement and the General Terms & Conditions of the Bank.