finora bank

INTERNET BANK AGREEMENT
GENERAL PART

Version No. 1,

effective from 15-10-2025

1. DEFINITIONS

1.1. Administrator – a User appointed by the Client who has the right to assign other Internet Bank Users, determine any User rights in the Internet Bank, revoke Users, and set limits for transactions performed by the User.

1.2. Means of Identification – electronic signature tools not issued by the Bank but accepted and recognized by the Bank as valid means of identification. The list of such tools is available at www.finorabank.eu.

1.3. Bank – *Finora Bank UAB*, legal entity code 305156796, registered office at Žalgirio St. 90-100, LT-09303 Vilnius, Republic of Lithuania, email: info.lt@finorabank.eu, telephone +370 672 12687, and *Finora Bank UAB* branch in Estonia, legal entity code 16905996, registered office at Narva mnt. 5, 10117 Tallinn, Republic of Estonia, email: info@finorabank.eu, telephone +372 658 1300.

The Bank holds a specialised bank licence No. 9 issued by the Bank of Lithuania under the decision of the European Central Bank, entitling it to provide the financial services specified in its licence.

1.4. Bank Business Day – any day that is not a weekend or a public holiday established by the laws of the Republic of Lithuania. The Bank may, at its discretion, execute certain Payment Transactions also on days other than Bank Business Days.

1.5. Bank Account Agreement – an agreement concluded between the Bank and the Client on the provision of Payment Services, consisting of the Special Part and the General Part.

1.6. General Conditions – the general terms and conditions for the provision of services by *Finora Bank UAB*.

1.7. Internet Bank – the Bank's electronic system that enables Clients to use the Bank's services remotely under the Service Agreement concluded between the Client and the Bank.

1.8. Internet Bank Agreement – an agreement between the Bank and the Client for the use of the Bank's services through the Internet Bank, consisting of the Special Part and the General Part.

1.9. Fees – the charges applicable for the Bank's services, as agreed separately between the Parties or specified in the Price List, including commissions.

1.10. Price List – the list of the Bank's approved and published service and transaction fees available on the Website, or the fees agreed separately between the Parties, which form an integral part of the Service Agreement.

1.11. Client – a legal person or a natural person engaged in business who has entered into a Service Agreement. The Bank Account service is not provided to consumers.

1.12. Monthly Transaction Limit – the maximum amount of money that the Client may transfer from a particular Account within one month.

1.13. Payment Transaction – the crediting (receipt) or debiting (transfer) of funds to or from the Account based on the Client's Account number specified in the Special Part of the Agreement.

1.14. Payment Conditions – the conditions for the provision of Payment Services by *Finora Bank UAB*, published on the Website.

1.15. User – a natural person (or persons) additionally connected to the Internet Bank by the Bank at the Administrator's request, acting on behalf of the Client within the rights and restrictions defined by the Administrator.

1.16. Service Agreement – this Internet Bank Agreement and the Bank Account Agreement together, including their General and Special Parts (as defined in the General Conditions) and the Payment Conditions. The relationship between the Bank and the Client is also governed by the General Conditions, the Price List, and other documents or service descriptions published by the Bank, the Privacy Policy, and all other agreements between the Bank and the Client relating to the provision of banking services, which together constitute an integral part of the Service Agreement.

1.17. Login Code – a sequence of characters provided by the Bank and used to identify the person logging into the Internet Bank.

1.18. Account – a bank account opened for the Client with the Bank, used to perform Payment Transactions and hold funds.

1.19. Party or Parties – the Bank and the Client jointly or each separately.

1.20. Website – the Bank's official website, accessible at www.finorabank.eu.

1.21. Single Instant Payment Limit – the maximum amount that the Client may transfer in one instant payment.

1.22. Single Payment Limit – the maximum amount that the Client may transfer in one standard payment.

1.23. Daily Transaction Limit – the maximum amount of money that the Client may transfer from a particular Account during one Bank Business Day.

1.24. Monthly Transaction Limit – the maximum amount of money that the Client may transfer from a specified Account during one month.

2. PERFORMANCE OF THE SERVICE AGREEMENT

2.1. This Service Agreement governs the relationship between the Client and the Bank arising from the provision of the Bank's services through the Internet Bank, including but not limited to:

2.1.1. submitting applications, payment orders, and entering into or amending other agreements with the Bank or its partners (where such functionality is available);

2.1.2. executing Payment Transactions and obtaining information related thereto;

2.1.3. providing and receiving information, requests, consents, and certificates, as well as entering into, amending, terminating agreements, and performing any other actions permitted by such agreements.

2.2. The Bank may modify the range of services provided through the Internet Bank, and the scope of such services may vary depending on the identification tools and devices used by the Client.

3. CLIENT IDENTIFICATION

3.1. The Client shall access the Internet Bank using identification tools accepted by the Bank. The Bank shall determine which means of identification may be used in a specific electronic service channel and may also decide on the application of additional identification measures.

3.2. If, when accessing or using the Internet Bank, the identification tools have been used correctly, the Client's identity shall be deemed to have been duly verified.

3.3. Agreements concluded, amended, or terminated via the Internet Bank, as well as notifications, reports, instructions for the disposal of funds, execution of payment orders, and other actions performed and confirmed using the identification tools, shall have the same legal effect as documents signed by hand and shall be deemed properly delivered to the other Party.

4. PAYMENT TRANSACTION LIMITS AND EXECUTION OF PAYMENT TRANSACTIONS

4.1. A User may perform a Payment Transaction only within the rights and limits granted to them. If the Client (or the User) exceeds the established limits, the Bank shall not execute the submitted payment orders.

4.2. The Bank applies the following limits within the Internet Bank: Single Instant Payment Limit, Single Payment Limit, Daily Transaction Limit, and Monthly Transaction Limit. Transaction limits do not apply to transfers between the Client's own accounts held with the Bank.

4.3. The Bank sets initial standard transaction limits, which may be changed by the User in the Internet Bank up to the maximum limits allowed by the Bank. The Bank reserves the right, without providing reasons, to refuse the Client's request to increase limits or to reject a request to set limits higher than the standard ones.

4.4. The Bank has the right, after notifying the Client in advance, to change transaction limits by reducing them to the standard limits or to set individual maximum transaction limits for the purpose of managing the Bank's risk.

4.5. The Bank determines transaction limits based on the identification tools used by the Client, the Client's risk profile, and the applicable legal requirements.

4.6. If a payment order in the Internet Bank requires confirmation by more than one User or Administrator, such payment order shall be executed by the Bank only after all required confirmations have been received.

4.7. For the services provided through the Internet Bank, the Bank shall apply and debit from the Client's accounts the applicable Fees specified in the Price List.

5. ACCESS BLOCKING

5.1. Upon notification by the Client to the Bank regarding the loss or compromise of the identification tools or breach of their confidentiality, the Bank shall block access to the Internet Bank until the Client submits a request to lift the access block**.**

5.2. The Bank may restrict access to the Internet Bank:
(i) for 12 hours, if the Client enters an incorrect password five consecutive times;
(ii) in other cases and according to the procedure set out in this Service Agreement or in the General Conditions.

6. OBLIGATIONS OF THE BANK

The Bank undertakes to:
6.1. Provide the Client with the ability to manage the Accounts opened in the Client's name and to access other Bank services through the Internet Bank, as well as to issue the Client a Login Code.

6.2. Execute the Client's instructions in accordance with the Internet Bank's functionality and applicable restrictions (such as transaction limits, account restrictions, etc.), provided that the payment order is properly formulated, authorized by the Client, and that the Account contains sufficient funds to perform the transaction and cover the applicable Fees.

7. CLIENT OBLIGATIONS

The Client undertakes to:

7.1. Keep all types of identification tools secure.

7.2. Immediately notify the Bank of the loss or any breach of confidentiality of the identification tools (by submitting a request to block access to the Internet Bank) and, in cases where the loss or use of such tools is related to unlawful acts, promptly inform the law enforcement authorities.

7.3. Keep confidential all information related to identification tools (Login Code, password, PIN code), not record such information on personal items, and not disclose or make it accessible to any third parties in any form.

7.4. Immediately notify the Bank of the revocation of a power of attorney or authorization if such documents have previously been submitted to the Bank, or if Internet Bank access rights have been granted to a User or Administrator on their basis.

7.5. When using the Internet Bank services, correctly complete the forms provided by the Bank and comply with the Bank's instructions, the Payment Conditions, and the General Conditions.

7.6. Not duplicate payment orders or submit them through other channels.

7.7. Pay the Fees established by the Bank for the use of the Internet Bank services.

8. LIABILITY OF THE PARTIES

8.1. The Client shall be responsible for safeguarding and properly using the identification tools and for ensuring that they are not disclosed to third parties. The Client shall be liable for any losses arising from the disclosure or transfer of login credentials to third parties, the loss of such credentials, or failure to maintain their confidentiality.

8.2. The Client is responsible for the secure use of their computer and software. The Client must keep antivirus programs up to date. Not following these requirements is considered gross negligence, and the Bank is not liable for any damage that may result. If the Bank learns that the Client is not following these rules, it may suspend access to the Internet Bank.

8.3. A Client using the Internet Bank shall be responsible to the Bank for the accuracy of all instructions, notifications, requests, and data submitted through the Internet Bank.

8.4. The Client shall be liable for all actions performed through the Internet Bank if, at the beginning of the session, the Client's identity was duly verified using the identification tools.

8.5. The Bank shall not be liable if, due to reasons beyond its control, the Client is unable to use the Internet Bank services or if information transmitted to the Bank is lost or distorted (for example, due to malfunction or improper operation of the Client's hardware, software, or identification tools not issued by the Bank).

8.6. The Bank shall not be liable for any losses incurred due to the Client's failure to inform the Bank about the expiry or revocation of a User's or Administrator's power of attorney, commercial mandate, or other authorization document.

8.7. The Bank shall not be liable for any malfunctions of third-party electronic systems when the Client connects to such systems or makes payments for goods or services provided by third parties.

9. FINAL PROVISIONS

9.1. This Service Agreement shall enter into force upon the conclusion of the Bank Account Agreement and shall remain valid for the same term as the Bank Account Agreement.

9.2. The Service Agreement may be terminated, and the Account may be closed at the initiative of either Party in accordance with the procedure established in the General Conditions. Upon termination of the Service Agreement, the Account shall be closed, and the funds therein shall be paid out to the Client in accordance with the General Conditions.

9.3. Information on the law applicable to this Service Agreement and the relationship between the Parties, the protection of the Client's rights, and other general terms and conditions of the Bank's services is provided in the General Conditions.