

Conditions governing the use of Visa Debit cards

I. General provisions

1. Uses (Functions)

The Visa Debit card and its data may – depending on the offer available from Visa, the authorisation granted by the Bank issuing the Card and the possible individual settings with regard to the authorised card user – be used for one or more of the following functions:

- As a cash withdrawal card in Liechtenstein and abroad (cf. clause II)
- As a payment card for goods and services in Liechtenstein and abroad and for making reservations (cf. clause II)
- For carrying out electronic payments (cf. clause II)
- Use in mobile payment solutions of third-party providers (cf. clause II)

For further services provided by the Bank issuing the Card (cf. clause IV)

2. Account linking

The Visa Debit card is always linked to a particular account (hereinafter referred to as the «Account») held at the card-issuing bank (hereinafter referred to as the «Bank»).

3. Authorised card users

Authorised card users can be the cardholder(s), authorised account users or persons nominated by the account holder. Visa Debit cards are always held in the name of the authorised card user.

4. Ownership

The Visa Debit card remains the property of the Bank.

5. Fee

The Bank may charge the account holder fees for issuing and authorising the Visa Debit card and for processing transactions carried out using the Visa Debit card. Appropriate notice of these fees must be given. The fees are debited from the Account linked to the Visa Debit card.

6. Due diligence obligations on the part of authorised card users

The authorised card user has the following due diligence obligations in particular:

a) Signing

On receipt of the Visa Debit card, the authorised card user must sign it immediately in the appropriate place.

b) Safekeeping

The Visa Debit card and Visa Debit PIN must be kept in a very safe place and separately from each other.

c) Keeping the Visa Debit PIN secret

The Visa Debit PIN must be kept secret. Under no circumstances may the authorised card user disclose it to third parties. In particular, the Visa Debit PIN must not be kept together with the Visa Debit card, either with the PIN noted on the Card or in any other manner, including in a modified form.

d) Changing the Visa Debit PIN

New Visa Debit PINs chosen by the authorised account user must not be easily identifiable combinations of numbers (e.g. telephone number, date of birth, car registration, etc.).

e) Passing the Visa Debit card on to third parties

The authorised card user must not pass his Visa Debit card on and must not give it to third parties in particular or make it accessible in any other manner.

f) Reporting a loss

If the Visa Debit card or Visa Debit PIN is lost, or if the Visa Debit card is retained by a device, the body designated by the Bank must be notified immediately (cf. clauses II.5 and II.10).

h) Protection of the «Second Factor»

Certain functions of the Visa Debit card require two-factor authentication, e.g. by means of an app on a smartphone («Second Factor»). The authorised cardholder is obliged to use suitable protective measures to minimise the risk of unauthorised access to the Second Factor used. In particular, devices must be protected against improper use by third parties, e.g. by device lock codes. In the event of a risk of misuse or loss of the device, the Visa Debit card must be blocked immediately and the point designated by the card-issuing bank must be informed.

i) Protecting the wallet, device or digital account

For some types of debit card use, such as in connection with mobile payment solutions (cf. clause III), the authorised card user must have a wallet, a device (e.g. smartphone, smartwatch, wearable) or a digital account.

The authorised card user must protect access to the wallet, the device or the Account in accordance with the requirements of the respective provider of the payment solution (e.g. with a personal password, a PIN or biometric data, like a fingerprint or facial recognition). The aforementioned means of identification must be kept secret. The authorised

card user must not allow third parties to use the mobile payment solution on his device or via his account. If the Card or device is lost or stolen, or if it is suspected that the Card, device, wallet or digital account has been misused, the physical and / or digital card must be immediately blocked, and this must be reported to the Bank. Blocking the physical card has no effect on the digital card, i.e. the digital card or the mobile payment solution must be additionally blocked by the authorised card user if necessary. Furthermore, the steps recommended by the device manufacturer must be taken to locate the device, remotely block it and erase its content. If the device or digital account is not used or is changed, the authorised card user must ensure that the mobile payment solution cannot be used by unauthorised third parties (e.g. by deleting the card data on it).

j) **Obligation to check and reporting of errors**

The account holder(s) is / are obliged to check all relevant account statements immediately upon receipt, or at the latest within 30 days of receipt of the account statement for the corresponding accounting period, and to notify the Bank of any errors, in particular any debits made through fraudulent use of the Card. Claim forms must be completed, signed and returned to the Bank within ten days of receipt.

k) **Reporting to the police**

In the event of a criminal offence, the authorised card user must file a report with the police. To the best of his knowledge, he is obliged to help resolve any claims and to minimise the resulting loss.

7. Obligation to maintain sufficient cover

The Visa Debit card may only be used if sufficient coverage is available on the Account (account balance, OTIS overdraft limit or credit limit).

8. Entitlement on the part of the Bank to debit the Account

The Bank is entitled to charge all amounts accrued through use of the Visa Debit card (in accordance with clause I.1) to the Account (cf. clause II.5 and clause III. 3).

The Bank's entitlement to debit the Account is not affected by any disputes between the authorised card user and third parties. Amounts in foreign currencies are converted into the account currency.

9. Activating the Card, acknowledging these conditions, cards for authorised users

The Visa Debit card will be activated on the initial use of the Card or the card data. With this activation, the account holder and any authorised card users confirm receipt of both the Bank's General Business Conditions and the Conditions for the Use of the Visa Debit Card, and accept them as binding. All conditions will also apply to future Visa Debit cards issued to authorised card users, whether as a result of loss, technical fault or periodic renewal.

The main cardholder undertakes to inform the holder of the Card for authorised users of all conditions either preceding or simultaneously with the handover of the Card, and to oblige this user to comply with the conditions.

By handing over the authorised user's Card, the account holder confirms their agreement with the issue of a Visa Debit card to this individual, and to their use of this Card or its data to carry out payments, ATM withdrawals, online payments,

reservations and other transactions (cf. clause II) independently, even if they only have collective signing authority with regard to the Account.

10. Validity and card replacement

The Visa Debit card is valid until the end of the date stated on it. Provided that business is conducted in a proper fashion and the authorised cardholder does not expressly renounce his entitlement, the Visa Debit card is automatically replaced with a new Visa Debit card before the end of the date stated on it.

11. Termination

Termination may be effected at any time. The revocation of authorisation in accordance with clause I.3 is deemed equivalent to termination.

Following termination, the Visa Debit card must be returned to the Bank immediately and without prompting.

The early return or request for the return of a card does not give rise to any entitlement to reimbursement of the annual fee. Despite the termination, the Bank remains entitled to charge the Account with all amounts attributable to card transactions or the use of card data (e.g. e-commerce, mobile payment solutions) prior to the effective return or blocking of the Visa Debit card.

12. Amendments to conditions

The Bank reserves the right to amend these conditions at any time. Amendments are notified in an appropriate manner and are deemed to have been accepted if the Visa Debit card is not returned before the amendments take effect.

13. Applicable law and place of jurisdiction

The agreement concerning the Visa Debit card is governed by and construed in accordance with Liechtenstein law. The place of performance, place of debt enforcement, the latter only for account holders domiciled / registered outside Liechtenstein, and exclusive place of jurisdiction for any disputes arising out of this contractual agreement is 9490 Vaduz, Liechtenstein.

The Bank reserves the right to pursue legal claims against the account holder before the competent court of their domicile / registered office, or any other competent court.

14. General business conditions

In all other respects, the Bank's General Terms and Conditions of Business apply.

II. Using the Visa Debit card to withdraw cash and make payments

1. Cash withdrawal function

The Visa Debit card may be used at any time to withdraw cash up to the limits set for the Visa Debit card (account balance, credit limit or OTIS overdraft limit), either in combination with the Visa Debit PIN from correspondingly marked ATMs in Liechtenstein and abroad, or by signing a transaction slip from providers that bears the corresponding marking.

2. Payment function

The Visa Debit card may be used to pay for goods and services from providers that bear the corresponding marking, in Liechtenstein and abroad, up to the limits set for the Visa Debit card (account balance, credit / withdrawal limit or OTIS overdraft limit), either in combination with the Visa Debit PIN, by signing a transaction slip or simply by using the Card on its own, such as in car parks, at motorway toll booths or for contactless payment. Card data may also be used to carry out electronic payments for goods and services (e.g. online or via other e-commerce channels).

Depending on availability, the Visa Debit card can therefore be used for payment functions such as the following:

- a) Payment for goods and services both in Liechtenstein and abroad.
- b) Payments made using card data, such as:
 - E-commerce payments, e.g. payments made online or via other electronic channels;
 - MO / TO transactions: this function enables payments to be made by notifying by stating card data using mobile communication (e.g. e-mail) or telephone;
 - Gaming payment transactions: this involves payments relating to online games.
- c) Pre-authorisation: here, before the actual payment is made with the Visa Debit card, a check is carried out to ensure that the payment to be made at a later point in time can actually be executed (e.g. at petrol stations with payment machines).
- d) Tip function (addition of tip with separate listing on receipt).
- e) Recurring payments, including Billing Updater: The Visa Debit card can also, for example, be used to make automatic monthly payments to service providers (e.g. online streaming services). If the Billing Updater function is available, the payment recipient is notified of the Card's new expiry date in the event of an exchange, for example, so that the recurring payments can continue without interruption.
- f) Reservations: the Visa Debit card or card data can also be used to carry out reservations (e.g. hotel rooms or rental cars).
- g) MoneySend / Receive: a function for transferring money from one Card to another.

3. The Bank reserves the right to deactivate above-mentioned or current / future functions of the Visa Debit card at any time without prior notification of the authorised card user, or to block the Card in such a way that it cannot be activated by the authorised card user.

Visa Debit PIN (secret code)

The Visa Debit PIN is sent to the authorised card user separately from the Visa Debit card in its own sealed envelope. The Visa Debit PIN is a unique six-digit, automatically generated secret code that is unknown to the Bank or third parties. If several Visa Debit cards are issued, each Visa Debit card is given its own Visa Debit PIN.

4. Changing the Visa Debit PIN

The authorised card user is recommended to choose a new six-digit Visa Debit PIN using an ATM set up for this purpose. The new PIN replaces the previous one immediately. PINs may be changed at any time and as many times as required. To protect against fraudulent use of the Visa Debit card, the Visa Debit PIN must not consist of easily identifiable combinations of numbers (cf. clause 1.6 letter d), nor may it be kept

together with the Visa Debit card, either with the PIN noted on the Card or in any other manner, including in a modified form.

5. Confirmation of identity, account debiting and assumption of risk

Any person who authorises a transaction by inserting the Visa Debit card and entering the corresponding Visa Debit PIN in a device set up for this purpose, or who signs the transaction slip or uses the Visa Debit card without the Visa Debit PIN in automated payment devices such as in car parks, at motorway toll booths or for contactless payments is deemed to be entitled to withdraw the cash or make the payment using this Visa Debit card; this applies even if this person is not the actual authorised cardholder. Accordingly, the Bank is entitled to charge the amount of the transaction conducted and electronically registered in this way to the Account. As a basic principle, therefore, the cardholder or account holder bears the risks arising from fraudulent use of the Visa Debit card.

6. Assumption of loss or damage in the absence of fault

Provided that the authorised card user has complied with all aspects of the conditions governing the use of Visa Debit cards (particularly the due diligence obligations in accordance with clause 1.6) and is also not at fault in any other way, the Bank shall assume all damage or loss that the account holder incurs due to the fraudulent use of the Visa Debit card by third parties to withdraw cash or make payments. This also includes damage or loss due to forgery or modification of the Visa Debit card. The authorised card users, their spouses and persons living in the same house as them are not considered third parties. No liability is accepted for damage or loss to be covered under an insurance policy or for consequential damage of any kind.

7. Technical faults and downtime

The authorised card user is not entitled to compensation in the event of technical faults or downtime that prevent the Visa Debit card from being used to withdraw cash or make payments.

8. Limits

The Bank sets limits (on account balances, credit limits or OTIS overdraft limits) per issued Visa Debit card and communicates this in an appropriate manner. Orientation of any authorised persons regarding the usage limit is the responsibility of the cardholder.

9. Transaction slips

When withdrawing cash from most ATMs, the authorised cardholder receives a transaction slip on request; when paying for goods and services, a transaction slip is provided automatically or on request. As a result, the Bank does not send any debit notifications itself.

10. Blocking

The Bank is entitled at any time to block the Visa Debit card without notifying the authorised card user in advance and without stating its reasons.

The Bank blocks the Visa Debit card if the authorised card user expressly requests this, if the Visa Debit card and / or Visa Debit PIN is lost, or on termination. Authorised card users that are not also authorised account users may only block Visa Debit cards held in their name.

Only the body designated by the Bank may be requested to impose a block.

The Bank is entitled to debit the Account for any uses of the Visa Debit card within a period considered standard in normal business practice prior to the block coming into effect. Costs associated with imposing the block may be debited from the Account.

A block can only be lifted if the Bank receives the written consent of the account holder.

III. Use of the Visa Debit card in mobile payment solutions and for other bank services («mobile pay», «wallets», etc.)

1. Subject matter

The Bank enables the authorised card user to load debit cards in mobile payment solutions of third-party providers. This allows payments to be made through so-called wallets on mobile devices, such as smartphones, smartwatches or wearables (hereinafter referred to as «Device»), or in digital accounts of third-party providers. The mobile payment solution is offered by the provider of the wallet, Device and / or digital account pursuant to its separate terms and conditions. The Bank is not the provider of the mobile payment solution. Rather, it merely enables the authorised card user to load his card in the provider's mobile payment solution. The provider may at any time change or modify the features of the mobile payment solution in its own discretion. The provider may at any time temporarily or permanently discontinue the mobile payment solution. There is no claim against the Bank to functionality of the mobile payment solution. If the Visa Debit card is used for other Bank services, they are governed exclusively by the provisions agreed upon with the Bank for this.

2. Registration

A mobile wallet may first be used for cashless payments by card after this card has been registered in the respective mobile wallet. For registration, the user will be asked to provide the name on the Card, the card number, the expiration date, the verification code (CVV, CVC) and any other data requested by the provider (hereinafter referred to as «Card Data»). They must be entered manually, in some cases by inputting the Card Data using the camera or other procedures for the automatic inputting of the Card Data, e.g. via app (known as «in-app provisioning») or in some other manner pursuant to the provider's rules. After all Card Data have been entered, various verifications will be performed by the worldwide card network, such as Visa, the provider, the Bank or its service providers. After these verifications have been performed, additional steps may take place to authenticate the user. The user will receive confirmation of successful registration directly in the mobile wallet, by SMS or in some other manner.

The Bank is at liberty to refuse to register the Card for any or no reason. After the Card has been successfully registered, a digital card number will be generated and loaded in the mobile wallet.

3. Transaction authorisation

Transactions can be approved in accordance with the provider's requirements, e.g. by entering a PIN, with the aid of biometric data (e.g. finger scan or facial recognition), or by merely using the Device or digital account. The Bank is authorised to debit the Account associated with the card for all transactions made with the mobile payment solution.

The client is aware and acknowledges that any person who identifies himself by accessing the end device and using the mobile wallet (e.g. by entering the correct code) and / or confirms a transaction through the end device, loads the mobile wallet as a payment type with retailers, or uses the mobile wallet in some other manner is considered by the Bank to be authorised to make transactions with the mobile wallet. This also applies even where this person is not the actual owner of the end device.

4. Responsibility and liability

The service provided by the Bank is limited solely to the ability to load the Card in the provider's mobile payment solution. The Bank is not liable for damages from the use of the mobile payment solution, other than where the Bank breaches the customary duty of care.

5. Data processing and data protection

The Bank and the provider are independent of each other and are separate controllers with respect to the processing (collection, storage, erasure, etc.) of personal data. The provider processes personal data in order to be able to provide the mobile payment solution (e.g. data about cardholders, activated cards and transaction data), but possibly also for other purposes. The provider processes these data in accordance with its own terms of use and its data protection policy. The authorised card user must accept the provider's provisions in this respect in order to be able to use the mobile payment solution. The Bank may disclose personal data, including transaction data, to the engaged third parties and the providers in Liechtenstein and abroad. They may process the aforementioned data for their own purposes (in particular to provide their service, due to regulatory obligations and for reporting). To this extent, the authorised card user releases the Bank from the obligation to protect bank-client confidentiality. Details about the processing of the personal data held at the Bank and the rights resulting from this under the provisions of the EU General Data Protection Regulation (GDPR) and the Liechtenstein Data Protection Act (DPA) can be found in the Bank's Data Protection Notice (www.llb.li/en/privacy).

IV. Visa Debit card for further bank services

If the Visa Debit card is used for other bank services, they are governed exclusively by the provisions agreed upon with the Bank for this.