

※ This Contract is provided through procedures in accordance with laws and internal control standards.

## **STANDARD TERMS AND CONDITIONS FOR INDIVIDUAL CARDHOLDERS**

**[November 1, 2022, Partially Revised]**

### **Chapter 1 General Provisions**

#### **Article 1 Purpose**

The purpose of this Terms and Conditions (T&C) is to define requirements between the CKI (hereinafter referred to as "Bank") and cardholders who want to use credit cards (hereinafter referred to as "Card") to protect the rights and interests of cardholders and clarify the relationship in transactions.

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#### **Article 2 Cardholder**

- ① Cardholders are categorized as main cardholders and supplementary cardholders.
- ② A main cardholder refers to the person who has agreed to the terms and conditions as set forth in this T&C, applied to Citicard for a credit card issuance and got the Card issued from the Bank.
- ③ A supplementary cardholder refers to the family member of the main cardholder for whom the main cardholder has agreed to take all liabilities in regards to due payment and card usage, who has agreed to the terms and conditions set forth in this T&C and got the Card issued from the Bank.

### **Chapter 2 Card Issuance and Management**

#### **Article 3 Card Issuance**

- ① When an applicant applies for a Card to the Bank, the Bank shall issue the Card according to internal underwriting and issuance procedures.
- ② When a card DSR recommends financing at the time of card acquisition, transaction conditions such as loan interest rates, overdue rates and fees shall not be hidden or distorted and shall be explained in a comprehensible manner.
- ③ When awarding a card agreement, the Bank shall inform transaction conditions such as terms and conditions, annual fee, reasons for annual fee refund, refund calculation logic, due refund period etc. to the applicant and shall provide the agreement document to the applicant.

#### **Article 3-II Issuance of Supplementary Card, etc.**

- ① The Primary Cardholder may apply to the Bank for an issuance (including renewal and replacement; the same shall be applied in this Article) of supplementary card, and the Bank may issue the supplementary Card after reviewing the Primary Cardholder's credit status, family relationship, consent of the family member, etc. as per the applicable laws and regulations.
- ② A supplementary card may be issued to the spouse, lineal ascendant/descendant (including those of spouse's) and brother and sister of Primary Cardholder and spouse.
- ③ The Bank shall clearly indicate the below matters in the product information sheet with regard to the issuance of supplementary card, and inform the Primary Cardholder and supplementary cardholder in the event of issuing the Card.
  1. Annual fee for supplementary card and the number of issuable supplementary cards
  2. Conditions for and scope of availability of added services to supplementary card
  3. Matters related to year-end tax adjustment for supplementary card
  4. Facts and methods of providing mobile message and card statement
  5. How to transfer reward points of supplementary card

6. Methods available for Primary Cardholder or Supplementary Cardholder to report the change of family relationship such as divorce, death, dissolution of adoption, etc. to the Bank and handling process
  7. The fact that failure to block the supplementary card despite the change of family relationship described in above Paragraph 6 can lead to unintended card usage and liability.
  8. The fact that the supplementary card is subject to credit line decrease/block/closure upon Primary Cardholder's request without a consent from supplementary cardholder.
  9. Other matters related to the block and closure of supplementary card
- (4) The Primary Cardholder will not be held responsible for the spending amount of supplementary card that the Primary Cardholder hasn't applied for its issuance. The responsibility to substantiate the fact that the Primary Cardholder applied for the issuance lies with the Bank.
- (5) The Primary Cardholder may request for credit line decrease/block/closure of supplementary card without the consent of Supplementary Cardholder. In the event the Bank conducted the credit line decrease/block/closure of supplementary card as requested by the Primary Cardholder, it shall notify such fact to the Primary Cardholder and Supplementary Cardholder immediately.
- (6) The Bank may not collect the outstanding debt of the Primary Cardholder from the Supplementary Cardholder as per Article 30.
- (7) The Primary Cardholder may request the Bank to designate the account held in the name of Supplementary Cardholder as a recurring payment account for the supplementary card in accordance with the procedure defined by the Bank and posted in the home page, etc. of the Bank. In such case, the Bank shall handle the request by obtaining a consent from the Supplementary Cardholder.

#### **Article 4              Card Expiry and Renewal**

- (1) The expiration date of the Card shall be inscribed on the surface of the Card plastic.
- (2) If the Cardholder claims for card reissuance for reasons such as card loss, damage etc., the Bank shall reissue the Card until its expiration.
- (3) In the advent of Card expiration, the Bank will evaluate the Cardholder and renew the Card to the Cardholder meeting renewal requirements. Card renewal may be rejected if the Cardholder fails to meet the given requirements.
- (4) The Bank shall renew with a renewed expiry date or reject card renewal after notifying the Cardholder who has used the Card within 6 months before the due renewal or replacement/renewal rejection date, of the fact that the Card will be renewed or replaced/rejected 1 month prior to the due renewal or replacement/renewal rejection date and that any objection to this may be raised within 20 days of the notification, via 2 or more channels including mail, call, email, mobile phone text (mobile messaging service requires prior consent from the Cardholder and the cost related to the data shall be informed. If the message is not effectively delivered, it shall be replaced with mobile phone text (SMS, etc.). The same shall be applied hereafter.), fax, card statement if the Cardholder does not raise any objection within 20 days from the notification and thus gives implied consent.
- (5) As for Cardholders who haven't used their Card for 6 months before the due renewal or replacement date, Card will be renewed only in the event that the Cardholder provides a consent via document, electronic document (refers to the electronic document in Article 2. 1 of [Framework Act on Electronic Documents and Electronic Transactions]), or call. The Cardholder shall not be held liable for the use of card renewed or replaced without a consent from the Cardholder. The responsibility to substantiate that the Cardholder agreed shall be held by the Bank.
- (6) This T&C shall continue to apply to the renewed Card.

## **Article 5 Card Management**

- ① The Cardholder shall immediately sign on the reverse side of the Card upon receiving the Card. Card shall only be used by the Cardholder and shall not be used by others including Cardholder's spouse, family members etc.
- ② The Card is and shall remain the property of the Bank. Accordingly, the Cardholder may not lend, transfer the Card to a third person or use it for collateralization purpose, and shall exercise care at all times when using/managing the Card.
- ③ The Cardholder shall not use an expired card or an old card issued prior to renewal, replacement or re-issuance, and shall immediately return such cards to the Bank or properly destroy and discard them so to prevent their usage.
- ④ The Cardholder shall be solely liable for any and all claims arising from his/her negligence in fulfilling Article 5.1 or 5.3, unless the Cardholder is found to be unintentional or not at fault in such negligence.

## **Article 6 Annual Fee Billing**

- ① The annual fee consists of basic annual fee and affiliation annual fee. The former covers costs for membership management such as card issuance, billing statement delivery etc. and is charged by account or Cardholder level. The latter covers the costs for additional services provided for each card product, and is charged by account level.
- ② The Bank may charge the annual fee before charging the due card payment amount. The annual fee is charged on a yearly basis, in principle, from the point of card issuance. In the event where all the following conditions are satisfied, the due amount can be billed in installment payment including monthly payment:
  - 1. The first due installment annual fee is larger than the cost required for card issuance and delivery; and
  - 2. Although the cardholder closes a card, there is zero amount billed to the Cardholder for added services including voucher besides the cost for card issuance and delivery.
- ③ Annual fee shall be not waived on the first year except for when it is stipulated by other laws and regulations not to charge or if conditions for annual fee waiver are met upon card renewal.
- ④ The Bank must inform the Cardholder about annual fee billing criteria and its amount at the time of acquisition.
- ⑤ The Bank shall not charge the annual fee if the Cardholder remains inactive for more than 1 year since the point of charging the previous year annual fee.

## **Article 6-II Annual Fee Refund upon Card Attrition**

- ① In case the Cardholder closes his/her Card prior to card expiry, the Bank shall calculate the annual fee amount to be refunded on a pro rata daily basis (based on the day when the Cardholder became able to use the card) from the closing date. In this case, the following expenses included in the annual fee that have been already paid by the Cardholder shall be excluded from the refund:
  - 1. Expense for card issuance such as plastic issuance/delivery (only for new acquisition)
  - 2. Expense for additional services provided upon card spending
- ② The Bank shall refund the annual fee refund amount calculated by ① within 10 business days from the date when the Cardholder closed the Card. In case that refund cannot be made within 10 business days owing to inevitable reasons such as checking details of provided additional services, the refund can be made within 3 months after the Card closing

date.

- ③ In case the Bank refund annual fee under ②, the Bank shall notify the person who closed the Card agreement with the Bank of how the annual fee refund amount was produced.
- ④ In case the Bank cannot refund the annual fee within 10 business days owing to the reasons specified in ②, the Bank shall notify the person who closed the Card of the reason for delayed refund and the refund due date within the 10 business days.

## **Article 7              Card Block**

- ① The Bank may block Cardholder's Card usage in any of the events set forth below and shall notify the Cardholder via mobile message or phone call in advance when blocking the card usage for reasons other than the ones stipulated in Article 7.1.7. (If the Bank is not aware of Cardholder's mobile phone number yet not accountable or if the mobile message is not delivered due to telecom service issue, the Bank can notify via email or writing on the date of Card block. Note, in the event of Article 7.1.6, the Bank will notify about Card block on the same day of blocking card usage.
  - 1. The Cardholder provided false information in the mandatory fields of the card application form and false card eligibility information at the time of subscription, as a result of which Cardholder's credit status has been severely aggravated thus deemed unable to maintain the contract;
  - 2. The Cardholder is subject to (provisional) attachment, preliminary injunction, foreclosure and/or other compulsory execution;
  - 3. The Cardholder's payment for card usage (including short-term card loan (cash advance), long term card loan (card loan) or other debts to other Banks or financial institutions is in delinquency;
  - 4. The Cardholder's credit rating has substantially deteriorated due to delinquency at other Banks or financial institutions, application for IRL, or other reasons;
  - 5. The legal representative of an under-aged Cardholder has requested the Bank to suspend the use of the Card;
  - 6. There is considerable reason to deem that the transaction made with the Card may be fraudulent or abnormal;
  - 7. The Cardholder is deemed to be unable to repay the debt or have difficulty in repaying the debt due to emigration, arrest, death, etc.;
  - 8. The purpose of the agreement cannot be achieved due to breach of this T&C or relevant laws/regulations including Specialized Credit Financial Business Act as a result of consumer's willful or gross negligence.
- ② The use of the Card by the Cardholder may be suspended if there is concern that damage could be inflicted to the Cardholder due to hacking of the system network of the Bank or the vendor used by the Cardholder.
- ③ The Cardholder may request the Bank to temporarily block the Card, and the Bank shall allow the Cardholder to request for temporary card block via paper, phone, internet homepage etc. In the event of an overseas transaction taking place without Bank's authorization after card block(hereinafter, "Authorization-free transaction"), the Bank will notify the due payment amount for such authorization-free transaction to the Cardholder in one or more methods among writing, phone call, email, mobile message, and fax within 3 business days upon acquiring.
- ④ The Bank shall notify the Cardholder via one or more methods among writing, phone call, email, mobile message, and fax of the release of Card block on the same day the reason has occurred.

## **Article 7-II              Credit Line Decrease**

The Bank may decrease Cardholder's credit line in any of the events set forth below, whereupon the Bank shall notify the Cardholder about credit line decrease via mobile message or phone call in advance. (If the Bank is not aware of the Cardholder's mobile

phone number yet not accountable or if the mobile message is not delivered due to telecom service issue, the Bank can notify via email or writing on the date of credit line decrease.) Note, in the event of Article 7-II.5, the Bank may execute the credit line decrease without prior notification (The notification will be made on the same day of credit line decrease).

1. The Cardholder provided false information in the mandatory fields of the card application form and false card eligibility information at the time of subscription;
2. The Cardholder is subject to (provisional) attachment, preliminary injunction, foreclosure and/or other compulsory execution;
3. The Cardholder's payment for card usage (including short-term card loan (cash advance), long term card loan (card loan) or other debts to other Banks or financial institutions is in delinquency;
4. The Cardholder's credit rating has substantially deteriorated due to delinquency at other Banks or financial institutions, application for IRL, or other reasons;
5. There is a significant reason to believe a card transaction to be fraudulent or abnormal;
6. The Cardholder is deemed to be unable to repay the debt or have difficulty in repaying the debt due to arrest etc.

### **Article 7-III      Card Closure**

- ① The Bank may inform the Cardholder about possible card closure 10 business days in advance in any of the events set forth below and may close the Card after 10 business days. Note, in the event of Article 7-III.1.3, the Bank may close the Card without any separate notification.
1. The Cardholder provided false information in the mandatory fields of the card application form and false card eligibility information at the time of subscription, as a result of which Cardholder's credit status has been severely aggravated thus deemed unable to maintain the contract;
  2. The Cardholder's credit rating has substantially deteriorated due to delinquency at other Banks or financial institutions, application for IRL, or other reasons;
  3. The Cardholder is deemed to be unable to repay the debt or have difficulty in repaying the debt due to emigration, death etc.;
  4. The purpose of the agreement cannot be achieved due to breach of this T&C or relevant laws/regulations including Specialized Credit Financial Business Act as a result of consumer's willful or gross negligence.
- ② The Cardholder may request the Bank to close the Card, for which the Bank shall guide the Cardholder to request for card closure via writing, telephone, internet homepage etc. In the event of an overseas transaction taking place after card closure without Bank's authorization, the Bank will notify the due payment amount for such authorization-free transaction to the Cardholder in one or more methods among writing, phone call, email, mobile message, and fax within 3 business days upon acquiring.
- ③ In the event of Card closure due to Article 7-III.1 and Article 7-III.2, the Cardholder shall immediately return the Card upon which the Bank can request for a full repayment up to the date of closure.

### **Article 7-IV      Annual Fee Refund for and Closure of Inactive Card**

- ① In case the Cardholder's Card is not used (hereinafter "Inactive card") for more than 1 year since the last date of transaction (if the Card was never activated, since the date of card issuance), the Bank shall confirm whether the Cardholder wishes to close or maintain the Card via paper, phone and/or electronic document within 1 month upon card inactivity. In this case, the Bank shall clearly inform the Cardholder that unless expressed otherwise, the Card Agreement will be suspended in accordance with Article 5.3 and the renewal or replacement will be restricted in accordance with Article 5.5. Note, exception may apply in case of the following:
1. Primary Cardholder's card is inactive but family member's supplementary card is not inactive;
  2. Card is inactive, but is used for additional card services such as highway toll fee

payment (Hipass Card), cash withdrawal etc.

- ② In case the Cardholder requests card closure via paper, phone and/or electronic document as stipulated in Article 7-IV.1, the Bank shall immediately terminate the Card Agreement.
- ③ In case the Cardholder does not express intention to maintain his/her card within 1 month upon customer notification as per Article 7-IV.1, the Bank shall immediately suspend the use of Card.
- ④ In the event where the Cardholder does not request to release the suspension of card usage during a period from the start date of suspension stipulated in the foregoing paragraph to the billing date of annual fee in the following year, the annual fee shall be returned applying *mutatis mutandis* the annual fee refund provision in Article 6-2. In such case, the refund amount shall be calculated on a pro rata daily basis from the start date of suspension.
- ⑤ The blocked credit card as per paragraph ③ may not be renewed or replaced upon the expiry date. In the event a blocked card is fraudulently used resulting in a damage to the Cardholder, the responsibility shall be held by the Bank. Also, the related responsibility for substantiation shall be held by the Bank.

### **Chapter 3 Use of Card**

#### **Article 8            Use of Card**

- ① If the Cardholder uses the Card to purchase a product or service, the Cardholder shall personally sign the credit sales slip in the same manner as signed on the reverse side of the Card and present the Card to the Bank's merchants or merchants of foreign institutions that are affiliated with the Bank ("Domestic Merchant") for domestic transactions or to the merchants ("Overseas Merchant") of overseas affiliated institutions for overseas transactions. If the card transaction amount exceeds 500,000 KRW, the Cardholder must present an ID card to the Domestic Merchant for ID verification. Nevertheless, the Bank may allow the Cardholder to omit Card presentation and his/her signature in cases of non-face-to-face transactions including electronic transactions and direct sales where there are alternative means for the merchant to verify the identity of the Cardholder, and the merchants and the Bank shall be liable for the subsequent risks.
- ② The Cardholder shall not undertake any unlawful act in connection with the use of the Card, including cash transactions disguised as a purchase of a product or service.
- ③ The Bank may limit the use of the Card by or the usage limit of the Cardholder at specific merchants (including domestic and overseas) in consideration of the credit standing of the Cardholder and the merchant, law or regulation, instruction of the supervisory authority, etc.

#### **Article 9            Overseas Usage**

- ① Overseas use of the Card or the use of the Card for payment for non-trade expenses must comply with the provisions in the regulations on transactions in foreign currencies.
- ② Filing dissent or liability on an overseas transaction made by the Cardholder shall follow the rules of international card association, and the Bank shall inform the Cardholder of such rules when the Cardholder expresses dissent on the overseas transaction.
- ③ The Cardholder may use his/her card at overseas merchants if the card is issued for local and overseas usage. Note, card usage may be limited for cards whose IC chip password (hereinafter "PIN") is unregistered, as well as at certain overseas merchants.

#### **Article 10            Spending Limit**

- ① When a Cardholder applies for Card, the Bank shall determine the spending limit for the Card based on Cardholder's request Bank's credit evaluation policies, and notify the Cardholder thereof.
- ② In the event of card renewal within and after the card expiry, the Bank may adjust the

spending limit upon regular line validation of at least once a year conducted based on Cardholder's monthly payment capability, credit standing, usage performance etc., and notify the Cardholder in one or more methods among writing, phone call, email, mobile message, fax and statement.

- ③ Unless there is request from the Cardholder, the Bank shall increase the spending limit of the Card only upon prior consent of the Cardholder, and shall not offer credit line increase to the Cardholder (except for the case where the Cardholder has requested the Bank to notify/inform him/her of credit line increase if it is possible). Increase of spending limits to the previous level or to the level as requested by the Cardholder shall be executed after notifying the Cardholder in one or more methods among writing, phone call, email, mobile message, fax and statement.
- ④ Should the Bank reduce the spending limit of a Card as per Article 10.2, except for those cases where the Cardholder requests a reduction, the spending limit shall be reduced, in principle, after notification made via at least 2 methods among writing, phone call, email, mobile message, fax and statement 14 days before the reduction due date.
- ⑤ The Bank shall inform the Cardholder of the spending limit via billing statement, and through Internet website, ARS and telephone calls for Cardholder's reference.

## **Article 11        Installment Payments**

- ① The Cardholder may purchase products or services and pay in installment at domestic merchants designated by the Bank.
- ② The installment payment period shall be designated by the Cardholder within the cap of maximum tenor as determined and noticed by the Bank. In the event the payment for the purchased product or the provided service is paid over 2 or more months and over 3 or more installments, the Cardholder may exercise the installment payment cancellation option and the right of plea, and the length of installment payment may be partially limited by merchants.
- ③ The cardholder shall repay the installment of the purchase amount together with a monthly fee during the installment payment period.
- ④ The balance after calculating the monthly installment amount may be billed together with the initial installment payment.
- ⑤ The Bank shall notify annual installment fee rate and fee charged per KRW 100 per installment tenor via billing statement, and also post such in the homepage etc. for Cardholders to refer to at any time.
- ⑥ The Bank may increase the installment fee based on a comprehensive evaluation of increased cost of fund of the Bank, deterioration in Cardholder's personal credit score, change in credit status due to overdue loan repayment, drastic changes in national economy/ financial circumstances etc.
- ⑦ The Bank shall provide the Cardholder with the information in the mobile message of the cases where the Installment Transactions Act is not applicable or, even if applied, the right of defense/withdrawal under the law is not applicable and related precautions on the matter. (Transactions of less than 4 months, and at automobile, department store, wholesale store, telecom, insurance, national tax, local tax and hospital are excluded) In the event the Cardholder has explicitly refused the information, however, the foregoing provision shall not apply.

## **Article 12        Right to Withdraw an Installment Payment**

- ① The Cardholder may withdraw an installment payment within 7 days from the date of receipt of installment payment agreement form or the date of product or service reception if there is no installment payment agreement form. Nevertheless, in any of the below events, the Cardholder may not exercise the right to withdraw an installment payment:
  1. If the Cardholder has used the vehicle, refrigerator, washing machine, or music or video recording or software that is sealed individually, whose value may significantly be reduced upon usage;

2. If the refrigerator, electronic air conditioner (including air conditioners used as heaters) or boiler that requires installment by a specialist or installment of accessories was installed;
  3. If the price of the purchased product or service is under KRW 200,000;
  4. If the relevant product was lost or damaged due to Cardholder's liability.
  5. If the purchase of product/service by the Cardholder was for commercial purpose.
  6. Partial Payment Transfer Agreement ("Revolving")
- ② In the event the Cardholder wishes to cancel the installment payment agreement according to Article 12.1, the Cardholder must express his/her desire to cancel the agreement in writing within the period specified in Article 12.1.

### **Article 13            Right of Plea for Installment Payment**

- ① The Cardholder may refuse the installment payment if the price of the product or service purchased in installment is KRW 200,000 or above and if any of the below is applicable. Note, this may not apply to Partial Payment Transfer Agreement ("Revolving"), transactions below KRW 200,000, transaction whose installment amount is paid off etc.
  1. If the installment payment agreement was failed, nullified, cancelled, terminated or closed;
  2. If the product or the service that should have been delivered or provided to the Cardholder was entirely or partially undelivered or not provided until the promised time;
  3. If the merchant did not fulfill its responsibility to provide warranty;
  4. If the purpose of the installment payment agreement cannot be accomplished due to merchant's other default;
  5. If any of the conditions for exercising the right of plea for installment payment stipulated in the Consumer Dispute Settlement Guideline (posted by the Fair Trade Commission) is applicable.
- ② The Cardholder may only refuse to repay the Bank by exercising the right of plea for installment payment the outstanding installment payment that is not yet past due.
- ③ If the Bank cannot accept the customer's plea received in written format, it must notify the reason for the unacceptance within 7 business days, otherwise will be deemed as to have accepted the customer's refusal to the payment of remaining installment amount.
- ④ Even when the Cardholder refuses to pay the remaining installment amount, the Bank must not penalize the relevant Cardholder by considering him/her as delinquent until the conflict on the plea is resolved (except for cases in litigation, or not subject to the right of plea).
- ⑤ The Cardholder shall faithfully seek to resolve the dispute with the respective merchant before refusing the installment payment.

### **Article 14            Short Term Card Loan ("Cash Advance")**

- ① Short-term card loan (cash advance service) is available only to the customer who selected for the use of short-term card loan (cash advance service) at the time of subscribing to the card membership. In the event where a Cardholder who hasn't applied for the use of short-term card loan (cash advance service) intends to use the short-term card loan (cash advance service), the Cardholder may use the short-term card loan (cash advance service) in accordance with the procedure established and posted by the Bank in the home page, etc.
- ② The Cardholder may receive a short term card loan ("Cash advance") using the means specified by the Bank such as automated teller machine, telephone or Internet within the short term card loan ("Cash Advance") limit granted by the Bank.
- ③ For the purpose of the transaction in Article 14.1, the requested short term card loan ("Cash Advance") amount shall be immediately disbursed or be disbursed to the Cardholder's card payment account (or the Cardholder's account designated by the Cardholder) within a separate timeframe determined by the Bank only if the passcode notified to the Bank by the

Cardholder and the passcode provided upon short term card loan (“Cash Advance”) request match.

- ④ The Bank may increase the fee rate for short term card loan (“Cash Advance”) for the reasons stipulated in Article 11.6. On the other hand, the Cardholder may request the Bank to reduce the interest rate for the short term card loan (“Cash Advance”) as per the Right to Request for Long Term Payment Loan (“Card Loan”) Interest Rate Reduction stipulated in Article 23.
- ⑤ In the event the Cardholder received short term card loan (“Cash Advance”) via automated teller machine, telephone, Internet, etc. the Cardholder shall be charged with an additional fee in addition to the fee described in Article 14.4 as determined by the Bank or affiliate companies of the Bank.

## **Article 15 Points and Other Services**

- ① The Bank shall accrue points for a proportion of the spending amount when the Cardholder uses the Card at a merchant designated by the Bank. Even if the cardholder closes the Card, the available points shall remain valid through point expiration period, unless the Cardholder request deletion of personal information. The Bank must inform about the expiry of remaining points and point redemption methods before closing an account (e.g. Cardholder no longer holds a valid card, thus has lost his/her cardholder status) or deleting personal information as per Cardholder’s request. Note, if the request for card closure or removal of personal information is due to information leakage or infringement of Credit Specialized Business Act, or other financial laws etc. of the Bank, the Bank must separately compensate an amount equivalent to the remaining points.
- ② The Bank shall separately determine the specific criteria of the point scheme for the below matters, notify such in the website and supplementary agreement, and inform such to the Cardholder when Card is issued.
  - 1. Description of the point scheme including point accrual, redemption and expiration, etc.;
  - 2. Description of point accrual rate, redemption method, minimum point requirement for redemption, effective period, annual point accrual cap, etc.;
  - 3. Detailed reasons and description of restriction on point accrual (delinquency, exceeding accrual cap etc.) and point redemption (delinquency etc.);
  - 4. Types of point in relation to paragraph ⑨ and paragraph ⑩; and
  - 5. Inheritance procedures for inheritee’s reward points and methods to redeem the inherited points.
- ③ In case of ②, the Bank shall not limit the Cardholder’s point redemption ratio.
- ④ Additional services such as point accumulation and discounts offered upon card usage may not be changed except for below cases. (Excluding cases intended to enhance rights or alleviate burden of Cardholders.)
  - 1. Under unavoidable circumstances caused by suspension of business, bankruptcy, management crisis etc. of the Bank;
  - 1-2. In the event that additional service is inevitably reduced or changed due to suspension of business, bankruptcy or management crisis of the service vendor, and that it is not possible to provide an additional service equivalent to the original one using a different service vendor;
  - 2. In the event that the service vendor chooses to reduce or change the relevant service against the will of the Bank and provides another service equivalent to the original one;
  - 3. In the event that the service has been provided for more than 3 years, leading to significant deterioration in the product’s profitability.
- ⑤ The Bank must notify below information to the card applicant via homepage, sales representative, product brochure etc.

1. Date of card product launch;
  2. Events stipulated in Article 15.4 for which card service change is allowed.
- ⑥ When changing additional services, the bank will inform about the reason for service change and its details using two or more methods including written notice, mail or email, fax or phone, text message or equivalent electronic expression of intent, and other methods that allow objective verification of the expression of intent to the other party, according to the timeline specified in each of the subparagraphs below. Note, in the event of below Article 15.6.2, the Bank will notify every month 6 months prior to the change of service using two or more methods including written notice, mail or email, fax or phone, text message or equivalent electronic expression of intent, and other methods that allow objective verification of the expression of intent to the other party.
1. Article 15.4.1, 15.4.1-2 and 15.4.2: Immediately upon the occurrence of reason for service change;
  2. Article 15.4.3: 6 months prior to the change of service
- ⑦ If the accrued points have reached expiry, the Bank shall inform the Cardholder of the points to be expired, the time of expiration and other information pertaining to point expiration 6 months in advance via means such as the billing statement on a monthly basis.
- ⑧ The Bank shall accumulate points even when the Cardholder converts a free EPP transaction to a retail transaction or makes a pre-payment. In this case, the Bank may accumulate points after deducting the points equivalent to the days under free EPP.
- ⑨ The Bank shall inform the Cardholder upon the card closure that the Cardholder has the choices either to pay the outstanding due amount or to deposit to the Cardholder's payment account.
- ⑩ Reward points will be accumulated by rounding off the amount paid by the Cardholder to the nearest whole number. The reward points accumulated by merchant's payment shall follow the standard established by the Bank and posted in its home page.
- ⑪ In the event the Bank becomes aware of the death of the inheritee by inquiring the inheritor's banking transactions, it shall inform the inheritor of the point value held by the intertee, methods to inherit the points, etc. via one or more methods among writing, phone call, email, and mobile message in ten business days. If the Bank is unable to identify the inheritor for reasonable grounds such as non-existence of relationship with inheritee, the foregoing shall not apply.
- ⑫ The Bank shall endeavor to improve the usability of points for Cardholders such as allowing the use of points as cash.

#### **Article 15-2      Notification of Prior Month Spending**

The Bank shall inform the Cardholder of the prior month spending in relation to the added card services via internet home page, mobile app, etc. and explain in the statement, etc. about how to check the prior month spending record.

#### **Article 15-3      Business Name on Card Statement**

The Bank shall provide the name of a business it has obtained from the payment service provider on the card statement, card spending record posted on the internet homepage, etc. to ensure that the Cardholder can clearly identify the business from which they have purchased a product or received a service. Provided, if it is difficult to give the name immediately due to a delay in system development of the payment service provider or closure of the relevant business, etc., the business name will be provided after such issue is resolved.

#### **Chapter 4 Long Term Card Loan (“Card Loan”)**

## **Article 16            Long Term Card Loan (“Card Loan”)**

Long Term Card Loan (“Card Loan”) is a financing service provided by the Bank to its Cardholders via which principal and interest are paid throughout a set period of time at certain interest rates.

## **Article 17            Consent to Long Term Card Loan**

- ① A Cardholder may use Long Term Card Loan (“Card Loan”) upon providing consent to the use of Long Term Card Loan (“Card Loan”) at the time of card application. Note, if a Cardholder who did not consent to Long Term Card Loan wishes to use Long Term Card Loan (“Card Loan”), s/he must first provide consent to the use of Long Term Card Loan (“Card Loan”).
- ② Consent may be obtained via more than 1 channel among writing, e-document containing a certified digital signature as per Article 2.2 of the Digital Signature Act (referring to what can identify the real title of the signer), password input via wired/wireless communication or other wired/wireless communication means (proof of evidence such as ID verification and voice-recorded consent etc. must be secured and stored).

## **Article 18            Formation of Contract**

- ① The Long Term Card Loan (“Card Loan”) is constituted when a Cardholder who has consented to the use of Long Term Card Loan (“Card Loan”) applies for a Long Term Card Loan (“Card Loan”) and obtains approval from the Bank.
- ② The Bank shall explain the Cardholder about key terms and conditions of the loan including interest rates, loan tenor, payment method etc. and possibility of credit change prior to loan execution in a comprehensible way.
- ③ After the formation of the Long Term Card Loan (“Card Loan”) agreement, the Bank shall provide the agreement document containing key terms and conditions for the loan such as interest rates, loan tenor, payment method etc. to the Cardholder.

## **Article 19            Applying for a Long Term Card Loan and Determining Payment Method**

- ① The Cardholder may apply for a Long Term Card Loan (“Card Loan”) upon going through one of the ID verification processes as below:
  1. Bank’s HQ/branch or card alliance partner’s HQ/branch: Visit and present an ID card.
  2. ARS, customer center of the Bank: Verify ID by entering CIF or card number and password or by using customer’s personal information (e.g. billing address, mobile phone number etc.).
  3. Internet, mobile: Enter ID/password or provide a consent on the e-document containing a certified digital signature as per Article 2.2 of the Digital Signature Act (referring to what can identify the real title of the signer, or through means whose security and reliability on identification are obtained).
  4. ATM: Insert card plastic or pass the card through the reader, or go through an authentication process set by the Bank such as inputting one-time password received via mobile phone through self-authentication process set by the method stipulated in subparagraph 3 to the automated machine, and input the password. (In this case, ATM usage fee will be charged to the Cardholder.)
- ② When applying for a Long Term Card Loan (“Card Loan”) according to Article 19.1.2 and Article 19.1.4, the Bank may run a separate ID verification process other than the measures in mentioned in Article 19.1 such as phone verification or mobile SMS authentication in order to prevent loan frauds such as voice phishing etc.
- ③ Once the loan is disbursed by the Bank, the Cardholder cannot cancel the Long Term Card Loan (“Card Loan”) agreement for reasons other than stipulated by the law.\_

## **Article 20            Long Term Card Loan ("Card Loan") Eligible Amount**

- ① As per internal criteria, the Bank may assign the Cardholder who has consented to the use of Long Term Card Loan a Long Term Card Loan ("Card Loan") eligible amount according to the Cardholder's disposable income, Long Term Card Loan ("Card Loan") tenor, credit status etc.
- ② When assigning a Long Term Card Loan ("Card Loan") eligible amount as per Article 20.1, the Bank shall determine monthly due principal and interest payment amount for the Long Term Card Loan ("Card Loan") within the average unused card limit during the previous 3 months prior to taking the Long Term Card Loan ("Card Loan").
- ③ The Cardholder may use the Long Term Card Loan ("Card Loan") within the Long Term Card Loan eligible amount determined by the Bank.

## **Article 21            Loan Repayment**

- ① The Cardholder may repay the Long Term Card Loan ("Card Loan") by selecting a payment method from equal principal (Principal + Interest) payment, equal principal (Principal + Interest) payment after deferment, lump sum payment at maturity, overdraft etc.
- ② Equal principal payment: Each month, the Cardholder pays equal principal amount and interest on the remaining balance on the due payment date agreed with the Bank.
- ③ Equal principal + interest payment: Each month, the Cardholder pays equal principal and interest amount on the due payment date agreed with the Bank.
- ④ Equal principal payment after deferment: The Cardholder pays interest only during a set period of time(deferment period), then pays equal principal amount and interest on the remaining balance each month on the due payment date.
- ⑤ Equal principal + interest payment after deferment: The Cardholder pays interest only during a set period of time(deferment period), then pays equal principal and interest amount each month on the due payment date.
- ⑥ Lump sum payment at maturity: Total principal amount is paid at maturity, and interest is paid each month on the due payment date.
- ⑦ Overdraft: Lending and repayment may take place as needed during loan tenor, whose total amount shall be repaid at maturity. Interest shall be paid each month on the due payment date designated by the Bank from the overdraft account.

## **Article 22            Long Term Payment Loan ("Card Loan") Interest and Overdue Fee**

- ① Interest/fee (hereinafter referred to as "Interests etc.") rates, calculation method, payment period/method etc. are decided by the Bank within a scope allowed by laws and regulations, and should not be adjusted after contract signing. However, if circumstances change drastically prior to the fulfillment of debt obligation due to significant shifts in national economy, financial environment etc. which were unexpected at the time of contract award, the rates may be increased/decreased upon individual notification to the Cardholder. Note, if the cause for such changes are addressed and closed accordingly, the Bank shall make adjustments in accordance with the resolved circumstances.
- ② The Cardholder must be able to confirm relevant details in the homepage etc. prior to signing the contract.

## **Article 23            Right to Request for Long Term Payment Loan ("Card Loan") Interest Rate Reduction**

- ① The Cardholder may request the Bank to reduce the interest rate via phone call, writing, internet home page, etc. if the credit worthiness is acknowledged as improved following the employment, promotion, growth of wealth, upgrade of personal credit score, etc.
- ② In the event the Cardholder requests for the loan rate reduction, the Bank shall conduct the internal review and notify the Cardholder of the review result within 10 days (if supplementary documents are required to the person requesting for the interest rate reduction, the period from such requirement is made until the documents are submitted is not included) via phone call, writing, mobile message, e-mail, fax or other similar method.

- ③ The Bank shall determine whether or not to accept the request for rate reduction considering whether the improvement of Cardholder's credit standing improvement affects the pricing, and it reserves the right not to accept the request for rate reduction in any of the following subparagraphs:
  - 1. The Cardholder's credit standing did not affect the pricing at the time of contract signing; or
  - 2. The improvement of credit standing is insignificant and thus has no impact on the rate recalculation.
- ④ Upon request of the Bank, the Cardholder shall submit the documents that substantiates the change in credit status of the obligor.
- ⑤ In regards to the Right to Request for Interest Rate Reduction in Article 23.1, the Bank must set up requirements for requesting an interest rate reduction as well as processes for application/notification and post in homepage etc.

#### **Article 24            Cancellation of Long-Term Card Loan (Card Loan)**

- ① The Cardholder may cancel the long-term card loan (card loan) agreement as stipulated in Article 46 of the Financial Consumer Protection Act and other relevant regulations.
- ② If the Cardholder's expression of intent to cancel the long-term card loan (card loan) contract as per paragraph ① is not clear, it shall explain to the Cardholder about the cancellation of loan contract and confirm the Cardholder's intent before handling.

#### **Article 25            Early Payments**

To early repay the Long Term Card Loan ("Card Loan"), the Cardholder may visit a branch for repayment or may deposit the relevant amount to the Long Term Card Loan ("Card Loan") settlement account or virtual account assigned by the Bank, then express his/her intention for repayment to the Bank. Note, if the loan is repaid on the same day of loan execution, a 1-day interest may be charged.

#### **Article 26            Loan Extension**

- ① The loan may be extended upon loan maturity in accordance with terms and conditions and application for an extension by the Cardholder.
- ② When the Cardholder applies for a loan extension as per paragraph 1, the Bank will review the Cardholder's eligibility for a loan extension based on internal evaluation criteria including personal credit score, delinquency information etc. Lending terms and conditions (interest rates, payment methods, tenor, loan amount etc.) may be changed upon loan extension. If a loan is not extendable as per Bank's evaluation criteria, however, total principal and interest amount shall be repaid upon loan maturity.

### **Chapter 5 Payment**

#### **Article 27            Payment**

- ① The Cardholder shall pay all amounts due including the fees on the designated due date through automatic transfer or the means specified by the Bank (immediate payment, wire transfer payment (deposit to a virtual account), etc.), and the Cardholder may designate the due date from the dates permitted by the Bank. The Bank informs details regarding making payment through the Bank's webpage, the statement, the product prospectus, etc.

- ② All Card transactions made overseas or made locally in an overseas merchant shall be converted to USD (US Dollar) based on the exchange rate specified by an international card association such as Master or Visa, after which settlement Bank's initial T/T selling rate announce on the date the Bank received a sales notification will be applied for conversion in KRW and billing to the Cardholder. In case the Cardholder cancels a transaction purchased overseas, the Bank shall bear the gain/loss resulting from foreign exchange rate fluctuation.
- ③ The billing amount under Article 26.2 include international brand fee\* imposed to the Bank by the international-branded card companies such as Master/VISA and overseas service fee\*\* by the local Bank. In such case, the overseas service fee imposed by local Bank shall be calculated excluding the international brand fee.
  - \* (Transaction amount in USD x International brand usage fee rate) x T/T selling rate
  - \*\* (Transaction amount in USD x Overseas service fee rate set by each Bank) x T/T selling rate
- ④ In the event the payment has not been made on the date as specified in Article 29.1 available balance in the payment account is insufficient to cover the due amount (including the event the Cardholder has lost the time benefit\* according to Article 29), late payment fee\*\*\* shall be added as calculated by the following formula for the number of days past due\*\* from and including the following day of the payment date to full repayment date. If the payment is made on the day after the initial due date, the number of days past due will be one (1):
  - \*Benefit given to the concerned party during the pre-designated period.
  - \*\* Either the following day of the payment date or full payment day will be included in the number of days past due when delinquent interest is calculated.
  - \*\*\* Late payment fee = (delinquent amount – interest included in delinquent amount) x delinquent interest rate x the number of days past due /365 (366 in case of leap year).
- ⑤ The 'delinquent interest rate' described in the above paragraph ④ shall be calculated\* by adding 'Late Interest Spread' to 'Contract Interest Rate' as per applicable laws such as the 'Act on Registration of Credit Business, etc. and Protection of Finance Users'.
  - \* If a retail transaction payment is delinquent: Interest rate of interest-bearing installment for minimum period (2 months) as of the transaction
  - If an installment transaction is delinquent: Interest rate of interest-bearing installment for the same contract period as of the transaction
  - In other cases: A higher interest rate between <the statutory interest rate on commercial activities as per Article 54 of the Commercial Act and the interest rate of household loan by mutual savings among the most recent weighted average loan rate of non-Bank FIs (based on new origination) announced by the Bank of Korea on a monthly basis.
- ⑥ The Cardholder should bear the costs related to Bank's exercise of rights such as its claims to the Cardholder in case of delinquency or loss of time benefits. In this case, the Bank should provide details about such exercise with objective evidential documents when it claims payment to the Cardholder.
- ⑦ The Cardholder may refuse payment for a particular Card transaction if (i)the transaction approval number, name of merchant, name of representative of merchant, address, date of a transaction or other mandatory input field is omitted from a sales slip or (ii)a sales slip is a fraudulent transaction. For any refusal of payment, the Cardholder shall notify the Bank in writing within 3 business days from the transaction date and provide verifying documents and written notification of intent to refuse payment.
- ⑧ If the Cardholder fails to deposit the full due amount, all expenses, annual fee, late payment fee, product specific fee and interest shall be paid off prior to the principal. However, if the Cardholder pays for the obligation that lost the term benefit, the Bank may differentiate the payment hierarchy in the scope that does give a disadvantage to the Cardholder.
- ⑨ Repayment shall be made in the order advantageous to the Cardholder out of delinquent interest, normal interest and loss of time benefits. Repayment order shall be posted on internet homepage and via ARS to allow the Cardholder to make an inquiry at any time.
- ⑩ The Cardholder may repay the Card usage amount even before the due date.
- ⑪ For installment payments, the Cardholder shall repay the outstanding (monthly) installment amount for the remaining installment tenor after deducting the installment payment fee.
- ⑫ The late payment fee in Article 26.4 and Article 26.5 is determined and notified by the Bank

each month. In the event that the rate of various fees exceeds the cap set by the relevant laws and regulations, the Bank should return the excess amount to the Cardholder.

- ⑬ In the event the Cardholder, making direct payment to a virtual account, deposits an excess amount of fund, the Bank shall refund the excess amount to the settlement account (or to another Cardholder's account designated by the Cardholder) immediately or within 2 business days. Note, the fund may be refunded in 5 business days under certain circumstances such as system error, discrepancy between the name of the sender and the Cardholder.
- ⑭ The Cardholder may not claim for a delay compensation until the refund period as stipulated in Article 26.12, and may bear the off-us remittance fee charged upon refund.
- ⑮ Notwithstanding Article 26.12, the Cardholder may request the Bank to offset the due payment amount with the refund amount.
- ⑯ The Bank shall not bill cancelled card transactions provided that such transactions cancelled by the Cardholder are registered to the Bank. Provided, this may not apply if the cancellation arises from intentional or improper acts such as illegal cash accommodation and deception.

## **Article 28            Automatic Transfer Payment**

- ① On the payment date as specified in Article 27, the Bank may automatically withdraw the amount due from the automatic payment transfer account (from the new deposit account in case there was change of deposit account due to loss or theft of passbook) without a deposit passbook or billing statement.
- ② In case the automatic payment transfer account as mentioned in the above Article 27.1 allows loan extension, payment shall be automatically transferred within the set limit in accordance with the payment hierarchy as agreed between the Bank and the Cardholder.
- ③ In the event the account has insufficient funds to cover the full automatic payment as of the payment date, the Bank may subsequently withdraw monies from the account for such unpaid amount (including late interest fee) every business day after the payment date or on the withdrawal date determined by the Bank according to the procedure as specified in Article 27.1 and Article 27.2.
- ④ Notwithstanding Paragraph 1 or Paragraph 3, funds deposited after the closing (16:00 pm) of Bank business hours may not be automatically withdrawn due to circumstances of a financial institution where the Cardholder's payment account is open. The Cardholder can make the payment on the day using either the "immediate payment" function or "wire transfer payment (deposit to a virtual account) available through online banking after the automatic payment service is closed.
- ⑤ In the event the payment due date as described in Article 27 Paragraph 1 is on Saturday or public holiday, payment shall be processed on the first business day after the due date.

## **Article 29            Loss of Time Benefit**

- ① The Cardholder naturally loses the benefit of terms concerning all debts and shall pay the debts immediately if any the following event occurs. In such case, the Bank shall inform the Cardholder in writing of the event below and the fact that the Cardholder lost the term benefit immediately after the occurrence of the event.
  - 1. The Cardholder can no longer repay the debt due to death (default interest shall not be charged for 90 days);
  - 2. The Cardholder has moved overseas due to work, marriage, connection with a foreigner or for other reasons;
  - 3. The Cardholder is bankrupt, has applied for an individual rehabilitation process or requested to be registered in the default list.
- ② In the event of any of below, the Cardholder shall lose the time benefit for debt repayment, thus obliged to repay immediately. In such case, the Bank shall notify the Cardholder about delayed debt repayment and respective loss of time benefit as below 7 business days prior to the loss of time benefit. If not notified until 7 business days prior to the loss of time benefit,

the time benefit will be lost 7 business days upon receiving the notification, after which the Cardholder will be obliged to repay the debt.

1. The Cardholder did not repay the due installment payment amount for more than 2 consecutive times, whose amount exceeds 1/10 or the total installment amount;
  2. The Cardholder did not pay the minimum payment amount of the partial payment transfer agreement (revolving) for more than 2 consecutive times;
  3. The Cardholder delayed payment of interest for long-term card loan (card loan) (Principal + Interest Payment and Principal & Interest Payment schemes excluded) for 1 month since the due payment date;
  4. The Cardholder delayed payment of installment payment or installment principal and interest payment for long-term card loan (Card loan) for more than 2 consecutive times;
  5. There is a significant reason to deem a card transaction to be fraudulent or abnormal.
- ③ If any of the below events occurs to the Cardholder and thus is expected to cause an imminent risk to the Bank preserving its credit, the Bank may urge the Cardholder to resolve performance, seizure etc. or recover credit etc. via writing and shall inform that the Cardholder loses the term benefit concerning all debts to the Bank unless the event is resolved. The Cardholder shall lose the benefit of time for all debt repayment 10 days upon receiving such notification.
1. The Cardholder did not pay the debt whose benefit of time has been lost as per Article 28.2;
  2. The Cardholder is subject to attachment, foreclosure and/or other forced execution;
  3. The Cardholder's payment for short-term card loan (cash advance), long term card loan (card loan) or other debt to other financial institutions is in delinquency.
- ④ Even when the Cardholder loses the time benefit for debt repayment as per Article 28.2 And Article 28.3, the time benefit for this relevant debt or debt designated by the Bank will be revived upon Bank's explicit expression of its intention or as long as normal transactions such as Bank's reception of installment payment, installment principal and interest payment, interest payment, late fee payment etc. continue.

#### **Article 30            Liability of the Cardholder**

The primary individual shall be liable for the activities and the entire due payments pertaining to the Cards held by the primary individual and the supplementary member. The supplementary member shall only be liable for the usage and the management of the supplementary Card.

#### **Chapter 6            Partial Payment Transfer Agreement ("Revolving")**

##### **Article 31            Partial Payment Transfer Agreement ("Revolving")**

- ① Partial Payment Transfer Agreement ("Revolving") refers to a payment method via which a cardholder pays the agreed (minimum) payment amount pre-agreed between the Bank and the cardholder, and pays the remaining balance and Partial Payment Transfer Agreement ("Revolving") fee on the following due payment date.
- ② "Agreed Payment Rate" refers to a certain proportion of Partial Payment Transfer Agreement ("Revolving") amount the Bank and the cardholder wish to be paid on the due date. The cardholder may choose a payment rate above minimum payment rate within a range of 10% ~ 100% as per agreement terms and conditions.
- ③ "Minimum Payment Rate" refers to the rate used for calculating cardholder's minimum payment amount to be paid on the due date. Minimum payment rate shall be greater than 10% and is differentiated based on cardholder's credit status. Even when the cardholder

holds multiple cards, the minimum payment rate is applied by customer level, and not by account level.

- ④ Partial Payment Transfer Agreement (“Revolving”) fee refers to the interest charged to the cardholder for using the Partial Payment Transfer Agreement (“Revolving”).

## **Article 32 Application for and Establishment of Partial Payment Transfer Agreement (“Revolving”)**

- ① Partial Payment Transfer Agreement (“Revolving”) is established upon cardholder’s application for Partial Payment Transfer Agreement (“Revolving”) through ID verification at the time of or after card issuance, followed by the Bank’s approval.
- ② The bank shall provide the Revolving Explanation Sheet in case that the revolving is recommended to a cardholder. In this case the bank shall provide explanation to the card holder in an easy-to-understand manner about key information of revolving (fee rate, min payment rate, agreed payment rate, lump sum payment method, etc.) and potential credit score decrease when revolving balance is accrued
- ③ Notwithstanding the paragraph ②, the bank shall provide explanation to the cardholder about key information on the revolving plan in an easy-to-understand manner and provide the explanation sheet to the cardholder upon its signing in case that the bank recommends the revolving plan by phone
- ④ The bank shall document cardholder’s confirmation in the format of signing or recording that they have fully understood the explanation made by the bank as shown in the forgoing paragraphs ② and ③
- ⑤ Once the cardholder applies for Partial Payment Transfer Agreement (“Revolving”), the Bank shall notify the cardholder about Partial Payment Transfer Agreement (“Revolving”) fee rates, minimum payment rate and agreed payment rate etc. via more than 2 channels among mail, telephone, email, mobile message, billing statement, etc. as agreed with the Cardholder.
- ⑥ If the balance of Partial Payment Transfer Agreement (“Revolving”) is accrued, the Bank shall separately inform the Cardholder of the period to complete the repayment based on the agreed (minimum) payment rate (in the number of months from the first month when the fee is charged to the last month when the payment is completed), total fee amount (based on the fee rate of the recent month applied to the Cardholder), and total outstanding principal (total transferred balance) in the card statement, etc. on the assumption that there is no additional card usage.
- ⑦ The Cardholder may request the Bank for fee rate reduction on the partial payment transfer agreement (“revolving”) same as the right to request for interest rate reduction provided in Article 23

## **Article 33 Eligibility**

- ① Upon cardholder’s application for Partial Payment Transfer Agreement (“Revolving”), the Bank evaluates eligibility for Partial Payment Transfer Agreement (“Revolving”) based on card spending, credit status, monthly average payment capability etc. of the cardholder. Cardholder may not be eligible to use Partial Payment Transfer Agreement (“Revolving”) if evaluation criteria are unmet.
- ② Once signed up for Partial Payment Transfer Agreement (“Revolving”), Partial Payment Transfer Agreement (“Revolving”) applies to all domestic and overseas retail spending of revolving cards or all individual cards(including supplementary card) of the cardholder that meet the criteria pre-determined by the Bank. Provided, this does not apply to short-term card loans (cash advance), installment transactions, etc.

## **Article 34 Agreement Period**

- ① The Partial Payment Transfer Agreement (“Revolving”) is available through the valid period (up to 5 years) of the related card from when the Cardholder applied for the service. In such

case, the Bank shall inform every 12 months in two or more methods among writing, phone call, e-mail, mobile message, fax, and statement the Cardholder who hasn't actually used the Partial Payment Transfer Agreement ("Revolving") after signing the Agreement that the Agreement can be terminated and such termination will cause no disadvantage. Upon providing the information, the Bank shall provide the service in which the Cardholder can easily terminate the Agreement via internet home page, etc. The same shall apply to the extended Agreement.

- ② As for Cardholders whose expiry of agreement is upcoming, the Bank shall notify about the upcoming expiry (including Partial Payment Transfer Agreement ("Revolving") extension and extension period if Cardholder is extension-eligible), interest rates etc. via two or more methods among writing, phone call, e-mail, mobile message, fax, and statement 1 month before the date of expiration.
- ③ The Bank shall notify to the Cardholder eligible for extension as indicated in the foregoing paragraph that if the Cardholder does not make a particular expression of intent to terminate the contract in one month from the Bank's notification it shall be considered as a content to the extension of contract. Unless objected by the Cardholder during the period, the Partial Payment Transfer Agreement ("Revolving") will be extended by the time period agreed by the Cardholder..

## Article 35        Due Payment Amount

- ① The due payment amount for a Partial Payment Transfer Agreement ("Revolving") customer is the summation of the due revolving amount calculated based on the agreed(minimum) payment rate, Partial Payment Transfer Agreement ("Revolving") fee and the due amount which is not subject to Partial Payment Transfer Agreement ("Revolving"). Note, if due revolving amount is smaller than 50,000 KRW, full amount shall be billed.
  - 1. Minimum Payment Amount:  
O (Greater amount between Minimum Due Partial Payment Transfer Agreement ("Revolving") Amount and 50,000 KRW) + Partial Payment Transfer Agreement ("Revolving") fee + Amount not subject to Partial Payment Transfer Agreement ("Revolving")
  - 2. Minimum Due Partial Payment Transfer Agreement ("Revolving") Amount:  
O {Partial Payment Transfer Agreement ("Revolving") balance carried from previous month} + New retail Partial Payment Transfer Agreement ("Revolving") amount of the current month} X Minimum payment rate
  - 3. Agreed Due Partial Payment Transfer Agreement ("Revolving") Amount:  
O {Partial Payment Transfer Agreement ("Revolving") balance carried from previous month} + New retail Partial Payment Transfer Agreement ("Revolving") amount of the current month} X Agreed payment rate
  - 4. Partial Payment Transfer Agreement ("Revolving") fee:  
O Partial Payment Transfer Agreement ("Revolving") balance carried from previous month} X Partial Payment Transfer Agreement ("Revolving") interest rate X Number of days revolved\*/365 (366 in case of leap year)
    - \* Number of days revolved: Number of days from previous month's due date+1 ~ current month's due date
- ② Paying less than minimum payment amount on the due date will be deemed as delinquent. In this case, the cardholder shall pay a late payment fee for the unpaid minimum payment amount (interest excluded).
- ③ If a cardholder under full payment (100%) scheme pays minimum payment amount instead of paying full due amount on the due date, the balance will be revolved and Partial Payment Transfer Agreement ("Revolving") fee will be applied.
- ④ In case of paragraph ③, the Bank shall notify the Cardholder about the Partial Payment Transfer Agreement ("Revolving") balance and the option for pre-payment via mobile message or phone call.
- ⑤ Paying more than minimum payment amount will be considered as normal payment regardless of the agreed payment rate. In this case, the remaining balance will be

automatically revolved to the following month, after which no additional withdrawal will take place even when fund is deposited afterwards. If the cardholder wishes to pay down, s/he shall separately contact the Bank.

#### **Article 36      Interest Rates etc.**

- ① The Bank may determine Partial Payment Transfer Agreement ("Revolving") fee rate or delinquency interest rate based on cardholder's credit status etc. within the limit of the laws and subordinate statutes, and applicable interest rates upon signing the Partial Payment Transfer Agreement ("Revolving") shall be communicated to the cardholder.
- ② The Bank may raise/reduce interest rates in accordance with financial changes such as cardholder's credit status change, cost of fund, operating cost etc. upon individually notifying the cardholder. Adjusted details shall also be notified to the cardholder.

#### **Article 37      Adjustment of Minimum Payment Rate**

If cardholder's credit status has deteriorated after signing the Partial Payment Transfer Agreement ("Revolving") due to delinquency etc., minimum payment rate may be adjusted upward. If adjusted minimum payment rate is greater than the current agreed payment rate, the cardholder shall pay according to the minimum payment rate.

#### **Article 38      Termination of Agreement**

- ① Partial Payment Transfer Agreement ("Revolving") shall be terminated in the following case in each subparagraph:
  1. In case of cardholder's request for termination;
  2. In case of cardholder's attrition or renewal failure;
  3. In case of Article 29 (Forfeiture of Benefit of Time)
- ② The Bank may bill full amount to the cardholder in case of Article 37.1, and the cardholder shall immediately pay the billed amount.

### **Chapter 7      Cardholder's Liability on Fraudulent Card Usage**

#### **Article 39      Objection to Charges and Liabilities**

- ① The Cardholder may submit an objection to the Bank via writing, internet or phone within 14 days prior to the payment due date (within 60 days in case of overseas transaction) in the event the Cardholder disputes any charge (including short term card loan ("Cash advance")).
- ② Upon receipt of an objection for a disputed charge, the Bank shall thoroughly investigate the background of the Card issuance, date and time of Card usage, transaction details and subject of transaction and notify to the Cardholder of the Bank's findings via writing, internet (recognized only upon confirmation of delivery to the Cardholder) or telephone.
- ③ If the Cardholder disagrees with the Bank's findings, the Cardholder may have the matter arbitrated by application to the Financial Supervisory Service ("FSS") within 7 days from the date the Cardholder received the Bank's findings. Until completion of the arbitral proceedings, the Cardholder shall not be obligated to pay the disputed charge and the Bank cannot register the delinquency of the Cardholder for overdue payment of the disputed amount at a Public Credit Registry.
- ④ If the findings of the arbitration are that the Bank is liable for the disputed charge in the process of Card issuance and usage, the Bank shall assume responsibility for entire or partial payment, unless the Bank disputes the findings of FSS and pursues a civil lawsuit in a court of proper jurisdiction.
- ⑤ If the findings of the arbitration are that the Cardholder is found liable for the disputed charge,

the Bank may deem that the payment was charged on the original payment due date and charge the applicable late payment fee, unless the Cardholder disputes the findings of FSS and pursues a civil lawsuit in a court of proper jurisdiction.

#### **Article 40 Report of and Compensation for Card Loss or Theft**

- ① In the event the Card is lost or stolen, the Cardholder shall immediately notify the Bank and report the details thereof in writing or via telephone, etc. The Bank shall then immediately provide a confirmation to the Cardholder of the information it received from the Cardholder, including the name of the person handling the report on behalf of the Bank, a report number, and the report time and date, and the Cardholder shall verify the received information.
- ② If the procedures in Article 39.1 are properly undertaken by the Cardholder, the Cardholder may request compensation for amounts improperly used. In such event, the Cardholder shall request compensation in writing, call, etc. as per the procedures set by the Bank, in which case the Cardholder shall not be held responsible for amounts improperly used by a third party for a transaction occurring since 60 days before the date the Bank receives notice of a theft or loss of the Card except for such cases as defined below in Article 39.3. (The liability on the fraudulent use of Card by a third party for a transaction such as short term card loan ("Cash Advance"), long term card loan ("Card Loan") or electronic transaction that uses passcode for identification shall be handled as per Article 40.3.3.) Note that the Bank may charge the compensation handling fee of up to KRW 20,000 for the fraudulently used amount in excess of KRW 500,000 that occurred before the report date described in Article 40.1.
- ③ The Bank may hold the Cardholder fully or partially liable for any of the following cases (except for the transactions occurred after the reporting of loss/theft).

- 1. Fraudulent use of a Card occurred by intent of the Cardholder.
  - 2. The Cardholder hasn't put the signature on the card (limited to the below cases).
    - a. The merchant attempted to identify the customer based on signature but failed to do so as there is no Cardholder's signature on the card.
    - b. The Cardholder falsely reported that he/she had put the signature on the card.
  - 3. The Cardholder disclosed the password with intent or by negligence (except for the case where the disclosure was not related to the Cardholder's intent/negligence such as disclosing the password due to the threat to life/body of relative or Cardholder him/herself).
  - 4. The Cardholder transferred or provided the card as a collateral to other person (including family member, cohabitant).
  - 5. The Cardholder unintentionally exposed/left the card unattended (including the case where a family member or cohabitant of the Cardholder uses the card as the Cardholder exposed/left the card unattended).
  - 6. The Cardholder intentionally delayed reporting the loss/theft to the Bank without reasonable ground.
- ④ If the findings on the Cardholder's report of loss or theft pursuant to Article 39.1 and Article 39.2 identify that the Cardholder had made a false report causing a damage to the Bank, the Bank may claim for compensation against the Cardholder.
  - ⑤ Both the Cardholder and the Bank shall faithfully respond to the investigation on the loss/theft.

#### **Article 41 Responsibility for Forged or Altered Cards**

- ① The Bank shall assume liability resulting from use of Card as below:
  - 1. Use of forged or counterfeited card;
  - 2. Use of card leveraging illegally obtained card information such has hacking, system error, insider information leakage etc.;

- 3. Use of card issued using stolen ID (Except for cases resulting from Cardholder's willful or gross negligence);
- ② Notwithstanding the provisions in Article 40.1, the Cardholder shall be held partially or entirely liable if such fraudulent use was caused due to any of the below reasons: Disclosure of Passcode caused due to willful or gross negligence;
- 2. Transfer or provision of the Card for collateral purpose; or
- 3. A case falling under any of the events described in Article 9.2.1 of the Electronic Financial Transactions Act and Article 8 of the Enforcement Decree of the aforementioned Act (In such case, "financial company or electronic financial business entity" shall be considered as "Credit card business", and "User" as "Credit Cardholder, etc.")
- ③ If the Cardholder needs investigation on such improper use with regard to exhibits of the above, it should cooperate with the Bank's request.

## **Article 42              Responsibility for Passcode**

When transactions that use passcodes including short term card loan ("Cash Advance"), long term card loan ("Card Loan"), e-commerce and electronic transactions are conducted, the Bank shall verify whether the entered passcode and the passcode registered at the Bank match and process short term card loan ("Cash Advance"), long term card loan ("Card Loan"), mail-order sales, and electronic transactions as operated.

## **Chapter 8              Protection of Personal Information**

### **Article 43              Provision and Use of Credit Information**

- ① A Cardholder's credit information obtained by the Bank in connection with this T&C shall be strictly managed pursuant to applicable laws and regulations. The Bank may exchange and use credit information with public credit registry, credit information organizations, credit information providers/users, and their affiliated companies within the scope of disclosure or use as authorized by the Cardholder. In no event, however, may the Bank disclose or use any credit information concerning the Cardholder after the Cardholder has canceled his/her Card membership, without justifiable cause as permitted under applicable laws.
- ② In a dispute between a merchant and the Cardholder relating to a Card transaction, and in case the merchant request Cardholder information and the Cardholder agrees to the provision of such information, the Bank may provide the information of the Cardholder to the merchant and the Cardholder may request the information concerning the merchant.
- ③ If the Cardholder is engaged in any of the below events, the Bank may share the fact with the public credit registry or credit information organization, and the provided information may be utilized by the affiliated financial companies of the public credit registry or relevant credit information organization to determine whether to execute or maintain the financial transaction.
  - 1. If the Cardholder is delinquent in Card payment or inflicted loss to the Bank;
  - 2. If the Cardholder disrupted the credit transaction order through improper use of the Card and thereby inflicted damage to a third party or violated the Specialized Credit Financial Business Act.
- ④ The Cardholder may request access to his/her information provided to the recipients of the credit information and may demand a correction of any inaccurate information. The specific methods and procedures to access and correct credit information shall be in accordance with the Regulations on Supervision of the Credit Information Business.

### **Article 44              Notice of Changes**

- ① The Cardholder shall immediately notify the Bank in the event of any change in the

Cardholder's address, telephone number, workplace, department, position, automatic transfer account, e-mail, family relationship with supplementary member and so on. Change of automatic transfer account shall follow the method prescribed by the Bank.

- ② Limited to cases in which the Bank is not aware of Cardholder's address change etc. yet not accountable, any loss due to the Cardholder's negligence in notifying the Bank pursuant to Article 43.1 that results in delay or lack of notification or document transmission from the Bank shall be borne by the Cardholder. The due notification or document shall be deemed to have been delivered to the Cardholder after the usual period, from which the notification or document shall become legally effective.

## **Chapter 9              Supplementary Provisions**

### **Article 45              Liabilities for Breach of the Agreement**

The Bank and the Cardholder in breach of any provision in this T&C shall be respectively responsible for all loss resulting from the breach and shall indemnify and hold the non-breaching party harmless from any claims arising therefrom.

### **Article 46              Termination of Illegal Agreement**

The Cardholder may request to terminate the relevant agreement in writing, etc. as stipulated in Article 47 of the Financial Consumer Protection Act and other relevant regulations.

### **Article 47              Amendments**

- ① In the event of a change applicable to the cardholder, the Bank may amend this T&C at any time upon individual notice (including the as-is & to-be comparison table) to the Cardholder one month prior to the effective date of the revised Agreement in one or more methods such as writing, e-mail, mobile message, and statement after posting the revised version up over the Internet homepage (including a change applicable to the existing cardholders, and as-is & to-be comparison table). In any of the following cases, the revised T&C shall be immediately notified
1. T&C is urgently revised in line with an amendment of laws/regulations, improvement of procedures, guidance to revised T&D (directive).
  2. Revised T&C contains provisions beneficial to the Cardholder.
  3. Provisions before revision are applied intact to the existing Cardholder.
  4. The revision is a simple change of wordings accompanying no significant change to the existing T&C.
- ② For below changes in each subparagraph, the Bank shall notify the Cardholder in advance one month prior to the scheduled date of change (or immediately for the case of Subparagraph 1 of ①) by way of more than 2 means out of Bank's website, writing, phone call, e-mail, mobile message, fax and statement. Note, notification will take place 3 months in advance and every month in the event of Subparagraph 4.
1. In case the Bank increases fees including installment fee rate, short term card loan ("Cash Advance") interest rate, partial payment transfer agreement ("Revolving") interest rate, late payment fee etc. or annual fee;
  2. In case the Bank changes the minimum payment rate under the Partial Payment Transfer Agreement (or, Revolving);
  3. In case the Bank changes payment method, installment period and cap etc.;
  4. In case the Bank changes the credit grant period.
- ③ Regarding Article 45.2.2, the Bank may communicate to Cardholders via other means stated in Article 45.2 such as phone, mobile SMS etc.

- ④ Regarding Article 45.2.3 or 45.2.4, the Bank shall communicate to Cardholders by posting in daily newspapers with nation-wide coverage or headquarters and branches of the Bank and the affiliate partner until individual communication to each customer and expected date of change.
- ⑤ Regarding Article 45.1 and Article 45.2, the Bank shall clearly state in the notification that the Cardholder may cancel the contract if the Cardholder does not agree with the change within 1 month upon the notification and that if the Cardholder does not separately express his/her intention to cancel the contract, the Cardholder will be assumed to have agreed to above changes. If the Cardholder does not raise objection by the scheduled date of change, the revised Agreement shall be deemed to have been approved by the Cardholder.
- ⑥ The Bank shall obtain prior consent from the Cardholder in case of changing the credit card statement delivery channel due to a reason that stems from the Bank's circumstances. In such a case, change of the delivery channel should be informed along with all other relevant matters.

#### **Article 48                  Interim Measures**

- ① Long term card loan ("Card Loan") customers and partial payment transfer agreement ("Revolving") customers acquired prior to the implementation of these Terms and Conditions may be applied with previous terms and conditions in accordance with internal policies in each company.
- ② As per Article 7.1 and Article 7.2, pre-notification for card block and credit line decrease shall be effective as of November 1, 2016.
- ③ Prohibiting restrictions against redeeming points in Article 15 Paragraph 3 shall apply to new products launched after January 01, 2017
- ④ Mandatory maintenance period for additional card services in Article 15 Paragraph 4 Subparagraph 3 shall apply to additional services newly launched after January 31, 2016.
- ⑤ Article 15 Paragraph 8 shall take effect as of October 1, 2016.
- ⑥ Article 47 Paragraph 6 shall be applied to newly joined Cardholders after January 1, 2017.
- ⑦ Article 7-IV shall be applied to the cases of confirming with the Cardholder whether to terminate or maintain the contract due to the inactive card on or after the effective date of this T&C.
- ⑧ Article 15-II shall take effect as of December 31, 2018.
- ⑨ Article 32.6 and Article 34.1 shall take effect as of December 1, 2018.
- ⑩ The provision in Article 3-2 ③ shall be applied to the products newly launched on or after March 1, 2021
- ⑪ The provision in Article 7-4 ④ shall be applied to the cases blocked due to inactive account on or after the effective date of this terms and conditions
- ⑫ The provision in Article 14 ① shall be applied to the Cardholders newly subscribed on or after March 1, 2021.
- ⑬ The provision in Article 15 ⑩ shall be applied to the products newly launched on or after October 1, 2021.
- ⑭ The provision in Article 24 ② shall be applied starting from January 29, 2021.
- ⑮ The provisions in Article 34 ①, Article 34 ②, and Article 34 ③ shall be applied starting from March 1, 2021.
- 16 The addition of 'electronic document' in Paragraphs 1 and 2 of Article 7-4 shall apply from November 10, 2021.
- 17 Article 15-3 shall apply from November 30, 2021.

## **Article 49            Matters Unspecified in this T&C**

Matters unspecified in this T&C and the interpretation of this T&C shall be subordinate to the relevant laws and regulations or commercial practices. Credit-related matters such as short term card loan ("Cash Advance"), long term card loan ("Card Loan") etc. shall abide by the Standard Terms and Conditions for Credit Transactions.

## **Article 50            Governing Law; Dispute Resolution**

- ① Any dispute arising under or in connection with this T&C or the undertakings stipulated herein shall be resolved by a court having jurisdiction over the mailing address of the Cardholder or the location of the headquarters/branch of the Bank. In the event an insolvent debt, for which the Cardholder is liable for, was transferred to the headquarters/other branch of the Bank for management, the court of jurisdiction designated by the law or the district court of the location of the headquarters/other branch that is responsible for debt management shall be the governing court.
- ② Any dispute pertaining to an installment transaction shall be resolved by the district court having jurisdiction over the mailing address of the Cardholder or the residence if there is no mailing address, except if the mailing address or the residence of the Cardholder is unclear.

# **SUPPLEMENTARY T&C FOR INDIVIDUAL CARDHOLDERS**

June 30, 2017

## **Article 1            Purpose**

The purpose of the Supplementary Agreement is to prescribe the matters that are not specified in the Standard Individual Cardholder Agreement ("Standard Agreement") and thereby clarify the transactional relationship in entering into a credit card ("Card") Agreement with Citibank Korea Inc. ("Bank").

## **Article 2            Agreement on Repetitive Transactions**

- 2.1 For continuous and repeated fulfillment of the transaction agreement as requested by the Cardholder such as payment of insurance premium or telecommunications bill at merchants with special agreement with the Bank, the Bank may use and provide to the merchants the number of the reissued card except if the Cardholder clearly expressed his/her wish not to.
- 2.2 Even if a new card has been issued due to renewal, replacement, substitution or reissuance, the previous card can be used until it is discarded - during the shorter period of either expiry date of the previous card or six months. In this case, the previous card shall be automatically terminated after notifications are sent to customers three days before the expiry date or six months.

## **Article 3            Use of Cash Card Function**

- 3.1 In the event a Cardholder designated a Bank account as the Card payment account and

requested to use the cash card function, the Cardholder may utilize the cash card function via automated machines such as ATM and automated cash dispenser (both hereinafter referred to as "Automated Machine") at home and abroad.

3.2 Matters pertaining to cash card function shall follow the Bank's "Cash Cardholder Agreement," and "International Cash Cardholder Agreement", yet it does not change the agreement applied to credit card or interpretation of the agreement.

3.3 Nevertheless, the Cardholder may not utilize the cash card function in the event the use of Card was blocked or the Card is closed due to loss, theft, forgery, overseas relocation, Cardholder in missing status, Cardholder's death, voluntary attrition, rejection of card receipt, Cardholder's request, loss during card delivery, attrition etc. pursuant to Article 7 of the Standard T&C.

#### **Article 4            Tiered Fees including Annual Fee**

Annual fee and Card issuance fee may differ according to the type of Card issued to the Cardholder, and the Bank shall determine the fee amounts by the grade and the type of the Card. The annual fee may be modified even while the Card is effective following the Bank's sales policy or other circumstances. The revised annual fee shall apply from the following annual fee cycle of the date of notification. If the annual fee revision is unfavorable for the Cardholder as, for example, the fee would increase, the annual fee may be revised with prior consent.

#### **Article 5            Fund Deposit for Short Term Card Loan (Cash Advance) Request**

Upon Cardholder's request, Short Term Card Loan (Cash Advance) amount may be deposited to a third party's account designated by the Cardholder after following the ID verification process set by the Bank.

#### **Article 6            Payment Reversal**

6.1 The amount due for the designated payment date shall be confirmed as of the date of billing statement generation. Nevertheless, in the event of sales reversal, billing deferral or other causes that may change the Due Amount after the billing statement generation date, the Due Amount may be revised to reflect the aforementioned changes.

6.2 In the event the Cardholder and the Merchant agreed to reverse the payment and the Cardholder received a reversal slip, the Cardholder shall not be charged for the Card usage. Nevertheless, due amount may be billed if the Cardholder is revealed to have been engaged in an intentional act or gross negligence including deception or if the reversal slip is not acquired from the merchant.

#### **Article 7            Special Use of Spending Limit**

Specific transactions approved by the Bank such as post-paid transportation fare, in-flight shopping etc. may be conducted without authorization and regardless of spending limit.

#### **Article 8            Installment Transaction and Installment Payment**

8.1 The Cardholder may make the payment over 2 installments at the merchants approved by the bank for making installment sales

8.2 Payment over 2 installments and payments made in installments after changing payment condition are not eligible for installment payment cancellation option and the right of plea.

- 8.3 Fees for installment payment already paid are not refundable regardless of the acquisition of reversal slip after partial/full payment or prepayment of installment transaction.

## **Article 9                  Prepayment Timeline**

Cardholder may prepay prior to the due payment date. Note, when prepaying delinquent amount or due payment linked to off-us account for auto-transfer, the fund may be double withdrawn if the prepayment is made 1 day prior to or on the due payment date.

## **Article 10                  Loss of Time Benefit**

In the event of a compulsory execution such as (provisional) attachment, decision on preliminary injunction, delinquency disposition, (voluntary) foreclosure etc. to Cardholder's deposit or collateral provided by the Bank, or in the event the payment of bills or checks issued by the Cardholder is suspended due to shortage of fund, the Cardholder may not request maintenance of time benefit on his/her liability to the Bank even without a notice or notification from the Bank and shall be liable to repay the debt shortly.

## **Article 11                  Offset**

In the event the Cardholder should fulfill his/her liability to the Bank due to Loss of Time Benefit according to Article 10, maturity of repayment period for Card usage or Loss of Time Benefit according to Article 29 of the Standard Agreement, the Bank may offset the liability with the Cardholder's deposits and other receivables after suspending the accounts with a written notice.

## **Article 12                  Citiphone**

- 12.1 The Cardholder may utilize the credit card services ("Citiphone") provided by the Bank via telephone.
- 12.2 Citiphone may execute the orders made by the Cardholder via telephone based on user identification through credit card passcode or other means, and the order made by the Cardholder via telephone may be recorded if the Bank deems such necessary.
- 12.3 The Cardholder shall be held liable for all responsibilities arising from disclosure of passcode while making an inquiry or a transaction via Citiphone. Above shall not apply if the disclosure of passcode was not caused by Cardholder's intentional or negligent act, but caused by irresistible violence or threat to the life or body of the Cardholder or of the family.

## **Article 13                  Identity Verification Measures**

If the Cardholder goes through verification process or expresses consent required for transactions via mobile platform, one of the following methods can be used.

1. ID number/password
2. Authentication set by the Bank
3. Pre-registered biometrics information

The Bank can alternatively use biometrics data, e.g., fingerprint or iris customers have registered instead of ID number and password. However, when customers register their biometrics data, they need to go through verification process via user ID and password or authentication process set by the Bank.