

## Annex №19 to the Bank Service Agreement - Card Delivery Service at the Place of Stay

1. The **Card Delivery Service at the Place of Stay** shall be provided to the **Customer** in accordance with conditions required under the relevant **Application** within 4 (four) **Banking Days**, from the moment of the **Card** demand.
2. The **Card Delivery Service** is available only for the **Customers** using the service of receiving a **PIN-Code** by SMS.
3. Receiving the **Card** under the **Card Delivery Service at the Place of Stay**, as well as signing of the delivery-acceptance act shall be carried out by the **Customer** or his/her authorized person defined by the **Application**.
4. The Signature of the courier and the **Customer** and/or his/her authorized person on the delivery-acceptance act, confirms the fact of delivering the **Card** by the **Bank** and the acceptance of it by the **Customer**.
5. The **Customer** shall receive the **Card** in the **Bank's** service center specified in the **Application** within 5 (five) **banking days** from the date of its demand, if the **Customer** or his/her authorized persons have not received it under the **Card Delivery Service at the Place of Stay**.
6. The activation of the **Card** shall be carried out through the **Bank's** telephone center, in accordance with the procedures and standards established by the **Bank**.
7. The **Bank** shall not be liable for the possible damage/loss, as a result of the actions taken by the **Customer's** authorized persons.
8. The **Bank** is entitled to cancel and/or close the **Card**, if the **Customer** does not use the **Card** within 6 (six) months from the date of the **Card delivery service at the Place of Stay**.