



**In accordance with the Law of Georgia on Payment System and Payment Services:**

**The following shall be subject to refunding:**

An unauthorized card transaction made using a payment instrument, including in cases where the payer's payment service provider does not require strong authentication of the user, except in the cases where there was a fraudulent act on the part of the user.

**The bank shall be exempt from the obligation to pay:**

If it proves that the user has violated the obligations specified below and/or the card transaction was initiated and authorized by the user within the framework of a strong authentication rule, which implies verification of the card transaction using at least two of the three elements (knowledge, possession, uniqueness) provided for in the same rule.

**User's obligations:**

- a) Use the payment instrument in accordance with the terms and conditions established for this payment instrument;
- b) Comply with the security measures of the payment instrument issued to him/her, to ensure the protection of the personalized means of the instrument;
- c) In the event of discovery of the fact of loss, theft, misappropriation or illegal use of a payment instrument, notify its payment service provider or a person designated by this provider as soon as possible after its discovery.

**When using the card security service, the following are subject to refunding:**

- In accordance with the limit and conditions specified in the purchased insurance package, the bank will unconditionally refund any unauthorized card transactions.
- In accordance with the limit and conditions specified in the purchased insurance package, the Bank, upon additional investigation and request for documents, will consider refunding of an authorized card transaction only if the user did not receive or could not receive the service as a result of the online payment transaction and/or the service received did not comply with the characteristics specified in the service description and/or the specified conditions.