



ALPHA BANK

ANNOUNCEMENT

We hereby inform you that the Bank's General Terms and Conditions (the "Terms") have been revised, with effective date as of **5th October 2025**. The amendments primarily relate to the enhancement of the functionalities and/or capabilities of the Instant Credit Transfer service. In addition, the Bank has also made additional amendments to the Terms.

The amendments introduced in the revised Terms are summarized below:

- In the event of a return of an outgoing payment order involving a currency conversion to or from another currency either by us, as the payment service provider of the payer, and/or by the payment service provider of the payee, the conversion of the returned amount and its reconversion into the original currency—ultimately credited to your account as the payer—will be carried out by each payment service provider using the applicable exchange rate in effect. This will take into account the currency pairs involved and any additional parameters such as the amount to be converted. The returned amount may be reduced by any fees deducted by the payee's payment service provider, and we may also charge our own fees as the payer's payment service provider. **(Section I, Part A, Clauses 7.8.7 & 7.8.8)**
- The addition of further cumulative conditions that must be met for a deposit account held with our Bank to be classified as a dormant account. **(Section II, Clause 4.1)**
- Minor grammatical correction. **(Section II, Point 4.3)**
- Information on how and when you will be notified of the potential deactivation of a deposit account held with our Bank, as well as on the instructions that will be sent to you once the account is classified as dormant. **(Section II, Clause 4.8)**
- Deletion of an existing clause related to dormant accounts. **(Section II, Point 4.9)**
- The currency in which your transactions in United States Dollars will be charged when using a debit card issued by our Bank in United States Dollars. **(Section IV, Clause 4.4)**
- The currency in which your transactions in currencies other than United States Dollars will be charged when using a debit card issued by our Bank in United States Dollars, as well as the exchange rates applied during the conversion and calculation of the final amount charged. Additionally, you may be charged conversion fees and/or commissions. **(Section IV, Clause 4.5)**
- The option to request the execution of a payment order for an instant credit transfer at a specific time on a specific day, or at the moment you make the funds available to us. This point in time will be considered the time of receipt of your payment order for the instant credit transfer. **(Section VIII, Clause 2.2.4)**
- The free-of-charge notification we will provide once we receive confirmation from the payee's payment service provider regarding the outcome of the instant credit transfer order—specifically, whether the amount has been made available to the payee's payment account or not. **(Section VIII, Clause 2.4)**
- The option and related conditions to set a personal limit—either per day or per transaction—on the maximum amount transferable via instant credit transfer, as well as the ability to modify this limit at any time before initiating a payment order. The existence of a maximum limit set by the Bank in accordance with its Risk Acceptance Policy and/or for the prevention of fraudulent transactions. **(Section VIII, Clause 2.5)**
- The features of the new verification of payee service that we will provide for each credit transfer order you intend to submit, regardless of the payment initiation channel used, which may indicatively include online banking. **(Section VIII, Clauses 4.1.1, 4.1.2, 4.2 & 4.4)**

- If you are not a consumer, your right to request the deactivation/reactivation of the verification of payee service when submitting multiple payment orders in batch form. **(Section VIII, Clause 4.3)**

The full text of the Terms, which we kindly ask you to review, is available at the Bank's Branches/Units, as well as on the Bank's website, www.alphabank.com.cy. If you wish, and upon notifying the Branch/Unit with which you hold your accounts, we can also send you a copy by mail.

If you do not agree with the revised Terms, you have the right to terminate your relationship with the Bank at no charge, provided that the Bank receives a signed termination notice from you before **5th October 2025**. If you do not notify the Bank of your non-acceptance before the aforementioned date, it will be deemed that you have accepted the revised Terms.

The Branch/Unit with which you hold your accounts will be at your disposal for clarifications on matters covered by the Terms.

Nicosia, 5 August 2025