



31 October 2024

Dear customer,

You have waited patiently to hear more from us and what you are receiving today is a part of our ongoing commitment to support you and keep you up to date.

Following our [announcement on 29 August 2024](#) we want to inform you that the sale of HSBC Bank Armenia CJSC (HSBC Armenia) to Ardshinbank CJSC (Ardshinbank) is expected to complete on 29 November 2024. At completion of the transaction, HSBC Armenia will become a wholly owned subsidiary of Ardshinbank and will be renamed Ardshininvestbank CJSC (Ardshininvestbank) where you will be welcomed as a customer.

To help you understand what to expect after the transaction, we have attached detailed information about key terms of each product and service. Please refer to the sections relevant to you to get more information.

Key information on your future banking experience

Branches

There will be no changes to our branch locations, working schedules and scope of the provided services.

ATM network

There will be no changes in the operations of the ATM network. Ardshinbank ATMs are also available for service under the same conditions. Live information on ATM network location, technical upgrade and re-branding schedule is regularly updated and published on our website [here](#).

Online Banking (HSBC net)

You will continue receiving HSBC Net services until transaction completion date. Starting from 02 December 2024 the bank's current online banking platform: HSBCnet, will be replaced by new lbanking platform. You will receive detailed instructions on lbanking activation shortly.

After creating your lbanking account, the relevant users will receive their usernames via email and passwords via SMS notification. Two weeks before the transition to the new system, you will also be provided with a detailed guide to using the lbanking system, access to the demo version and contact information for clarification in case of questions.

If, and as changes arise, we will communicate these to you, and we will also post answers to the most common questions on our website [here](#), which will be updated regularly.

Contact with the bank

Your corporate business development managers will continue to liaise with the bank and carry out all necessary ongoing activities to ensure uninterrupted service. If you have any questions or need further assistance, please do not hesitate to contact your Relationship Manager.

Kind regards,

Kamo Margaryan
Head of Wholesale Banking
"HSBC Bank Armenia" CJSC