

STANDARD INDIVIDUAL CARDHOLDER AGREEMENT

[April 1, 2017]

Chapter 1 General Provisions

Article 1 Purpose

The purpose of this Agreement is to define requirements between 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.

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 Agreement, 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 Agreement 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.

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/renewal rejection date of the fact that the Card will be renewed/rejected 1 month prior to the due renewal/renewal rejection date via more than 2 channels including mail, call, statement, email and **mobile** SMS unless objected by the Cardholder within 20 days from the notification.
- ⑤ As for Cardholders who did not use their Card for 6 months before the due renewal date, Card will be renewed only upon written consent (including electronic documents containing publicly certified digital signature according to relevant Act) of the Cardholder.
- ⑥ This Agreement 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 relating to the breach of Article 5.1 or 5.3

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.

Annual fee is charged on a yearly basis from the point of card issuance.

- 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 (including closure of inactive card under Article 7.4), the Bank shall calculate the annual fee amount to be refunded relevant to the remaining days 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 SMS or phone 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 text 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 Agreement 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 via writing, telephone, mobile SMS, e-mail etc. within 3 business days upon acquiring.
 - ④ Primary Individual may block the Card of the Supplementary Cardholder without consent from the Supplementary Cardholder.
 - ⑤ The Bank shall notify the Cardholder of Card block release on the same day the reason has occurred via telephone, e-mail, mobile SMS or writing.

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 SMS or phone in advance. (If the Bank is not aware of the Cardholder's mobile phone

number yet not accountable or if the mobile text 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 will notify Card block 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, 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. 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 Agreement 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 via writing, telephone, mobile SMS, e-mail etc. 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 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 and/or phone within 1 month upon card inactiveness. 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 terminated in accordance with Article 5.4. Note, exception may apply in case of the following:
 - (a) Cardholder's main card is inactive but family member's supplementary card is not inactive;
 - (b) The 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 etc. 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 case the Cardholder does not request to lift suspension of card usage within 3 months upon suspension as per Article 7-IV.3 or in case the Cardholder notifies his/her intention to close the card upon initiation of card block, the Bank shall immediately terminate the Card Agreement. In this case, the Card Agreement shall be deemed to have been closed upon initiation of card block, and the Bank shall refund the annual fund accordingly.

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 via billing statement, writing, e-mail and mobile SMS, etc.
- 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 via one or more means including telephone, writing, e-mail, mobile SMS, etc.

- 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 including email and mobile SMS 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 credit score, change in credit status due to overdue loan repayment, drastic changes in national economy/ financial circumstances etc.

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 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.
- ② 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.
- ③ The Bank may increase the fee rate for short term card loan (“Cash Advance”) as per reasons stipulated in Article 11.6.
- ④ 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 12.3 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.).
- ③ In case of ②, credit card companies 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. In the event of suspension of business, bankruptcy, management crisis etc. of the service vendor/Bank, natural disasters, drastic changes in financial environment, other inevitable cases;
 2. Inevitable change due to vendor's unilateral notification of service change despite Bank's effort to maintain the service. Note, this may not apply if the same type of service can be provided through another alliance partner;
 3. If card service has remained unchanged for more than 3 years since product launch, and maintaining such service is expected to harm the profitability of the product.
- 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 via more than 2 channels among Bank's homepage, billing statement, mail, email and mobile SMS. Note, in the event of below Article 15.5.2, the Bank will notify every month 6 months prior to the change of service via more than 1 channel including billing statement, mail, email and mobile SMS.
1. Article 15.4.1 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.

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 related law, 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 The Bank shall deliver product brochure or loan agreement including key terms and conditions for the loan such as interest rates, loan tenor, payment method etc. to the Cardholder via 1 or more means agreed with the Cardholder including email, writing, billing statement etc. upon formation of the contract.

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 consent on the e-document stipulated in Article 2.1 of [Digital Signature Act] which contains a publicly certified digital signature as per Article 2.3 of the same Act.
 4. ATM: Insert card plastic or pass the card through the reader, then enter 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 19.1.3, 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 In regards to the interest rates stipulated in Article 22, the Cardholder who has taken a Long Term Card Loan ("Card Loan") may request to adjust interest rates upon Bank's acknowledge by presenting a rational logic in a written format proving significant changes in his/her credit status such as credit score etc. compared to when the contract was awarded.
- ② In this case, the Bank must faithfully evaluate the adequacy of such request, and notify evaluation result to the Cardholder within 10 business days.
- ③ 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)**

①The Cardholder may express his/her intention to cancel long-term card loan (card loan) within 14 days (cooling-off period) after (s)he receives the contract (long-term card loan (card loan) is disbursed if loan is disbursed after the date of receiving the contract) via writing, telephone, computer communication

② Despite Article 22-1, if long-term card loan (card loan) amount exceeds KRW 40MM, the Cardholder shall not cancel the long-term card loan (card loan)

③Cancellation of long-term card loan (card loan) as per Article 24-1 shall be valid if the Cardholder returns the principal, interest and ATM fees the Bank paid to a 3rd party during the cooling-off period.

④The Bank shall not charge any compensation or penalty to the Cardholder in relation to cancellation of long-term card loan (card loan).

⑤ The Bank shall restrict cancellation of long-term card loan (card loan) by the Cardholder in any of the following cases:

1. If the Cardholder cancels loan contract with the Bank more than twice a year

2. If the Cardholder cancels loan contract across all financial companies more than once within a month

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 Article 25.1, the Bank will review the Cardholder's eligibility for a loan extension based on internal evaluation criteria including credit scores, delinquency information etc. Lending terms and

conditions (interest rates, payment methods, tenor, loan amount etc.) may be changed upon loan extension. Note, if a loan is not extendable as per Bank's evaluation criteria, 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 Payments under Article 26.2 may include overseas service fee*(or overseas usage fee) fees imposed by an international card association such as Master or Visa.
*Overseas usage fee for overseas authorization/ settlement costs generated when transactions are paid in foreign currency.
- 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 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.

- ⑥ 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.
- ⑦ If the fund in the payment account fails to cover the full due amount, all expenses, annual fee, late payment fee, product specific fee and interest shall be paid off prior to the principal.
- ⑧ 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.
- ⑨ The Cardholder may repay the Card usage amount even before the due date.
- ⑩ For early pay-off of installment payments, the Cardholder shall repay the outstanding (monthly) installment amount for the remaining installment tenor after deducting the installment payment fee.
- ⑪ The late payment fee in Article 26.4 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.
- ⑫ 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.
- ⑬ 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.
- ⑭ Notwithstanding Article 26.12, the Cardholder may request the Bank to offset the due payment amount with the refund amount.
- ⑮ The Bank shall not bill cancelled card transactions provided that such transactions cancelled by the Cardholder are registered to the Bank.

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 In any of the below events, the Cardholder shall lose the time benefit and will be obliged to make a full repayment even without any pressure or notification from the Bank.
 1. The Cardholder can no longer repay the debt due to death;
 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. 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 (provisional) attachment, preliminary injunction, foreclosure and/or other compulsory 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") Agreement

- ① Partial Payment Transfer Agreement ("Revolving") agreement 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 explain the Cardholder about key information on Partial Payment Transfer Agreement ("Revolving") such as fee rate, minimum payment rate and agreed payment rate, lump sum payment method etc. as well as potential credit score change when Partial Payment Transfer Agreement ("Revolving") balance is accrued in a comprehensible way.
- ③ 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, billing statement, mobile SMS etc. as agreed with the Cardholder.

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.

Article 34 Agreement Period

- ① Agreement period for Partial Payment Transfer Agreement (“Revolving”) is run according to the method determined by the Bank with a maximum of 5-year ceiling.
- 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 2-or-more channels including billing statement, face-to-face communication, telephone, email and mobile SMS 1 month before the date of expiration.
- ③ Unless objected by the cardholder within 20 days upon notification on Partial Payment Transfer Agreement (“Revolving”) extension, the Partial Payment Transfer Agreement (“Revolving”) agreement 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:
 - (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:
 - {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:
 - {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:
 - 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 Article 34.3, the Bank shall notify the cardholder about the Partial Payment Transfer Agreement ("Revolving") balance and the option for pre-payment via mobile SMS or telephone.
- 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") agreement 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") agreement 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") agreement 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 Loss or Theft of Card

- 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 using the prescribed form 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 (liability on improper 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 follow Article 42). Note, as for frauds that occurred prior to fraud report stipulated in Article 40.1, the Cardholder shall pay up to KRW 20,000 per Card as an investigation fee.

- ③ The Cardholder shall be held fully or partially liable for improper use of the Card if any (excluding transactions that were made after reporting of loss or theft) caused by any of the below reasons in each subparagraph:
 - (a) Improper use of a Card caused by an intentional act of the Cardholder;
 - (b) Improper use of Card due to no signature on Card, mismanagement, lending, assignment and improper storage of the Card, negligent delegation, provision of the Card as collateral and/or illegal loans, and other similar acts;
 - (c) Improper use performed by a family member of the Cardholder or a co-habitant with the Cardholder (including de facto spouse), or improper use of the Card caused by the reasons described in above Article 20.3.2 by the aforementioned persons;
 - (d) The Cardholder had knowledge of the loss or theft and delayed reporting the matter to the Bank without any justifiable reason;
 - (e) The Cardholder refused to cooperate with reasonable investigation by the Bank concerning the improper use of the Card without special reason; or
 - (f) Improper activities conducted using the Card such as encashment disguised as product purchase.
- ④ If the findings by the Bank against the Cardholder's report of loss or theft pursuant to Article 39.1 and Article 39.2 identify that the Cardholder had intentionally made a false report, the Cardholder shall be liable for the damage and investigation costs incurred by the Cardholder to the Bank.

Article 41 Responsibility for Forged or Altered Cards

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

- (c) Use of card issued using stolen ID (Except for cases resulting from Cardholder's willful or gross negligence);
- ② Notwithstanding Article 40.1, the Cardholder shall be held partially or entirely liable if such improper use was caused due to any of the below reasons: (a) Disclosure of Passcode caused due to willful or gross negligence;
(b) Transfer of the Card or provision of the Card for collateral purpose.
 - 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 not be liable for the damage incurred to the Cardholder due to loss or theft or other accidents, if the Bank verified whether the entered passcode and the passcode registered at the Bank match and processed short term card loan ("Cash Advance"), long term card loan ("Card Loan"), e-commerce and electronic transactions as prescribed. 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.

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 Agreement 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 Agreement 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 **Amendments**

- ① In the event of a change applicable to the Cardholder, the Bank may amend this Agreement at any time upon notice to the Cardholder one (1) month prior to the

effective date of the revised Agreement by way of more than one means out of statement, letter and email.

- ② For below changes in each subparagraph, the Bank shall notify the Cardholder in advance one month prior to the scheduled date of change by way of more than 2 means out of Bank's website, statement, letter and email. 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 if the Cardholder does not separately express his/her intention to cancel the contract within 1 month upon the notification, 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 47 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 46 Paragraph 6 shall be applied to newly joined Cardholders after January 1, 2017.

Article 48 Matters Unspecified in this Agreement

Matters unspecified in this Agreement and the interpretation of this Agreement shall be subordinate to the relevant laws or commercial. 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 49 Governing Law; Dispute Resolution

- ① Any dispute arising under or in connection with this Agreement 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 Individual Cardholder Agreement

December 30, 2014

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 or reissuance, the previous card can be used until it is discarded during the period set by the Bank when meeting the requirements. Above contents are also posted in the Bank's homepage.

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) and Long Term Card Loan (Card Loan) Request

Upon Cardholder's request, Short Term Card Loan (Cash Advance) or Long Term Card Loan (Card Loan) 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. Won currency conversion on overseas spending

Standard T&C Article 26-2, "T/T selling rate registered by the bank" means the T/T selling rate first announced by the bank during the day. Details are posted in the Bank's homepage.

Article 7. Payment Reversal

7.1 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.

7.2 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 8. 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 9. Installment Transaction and Installment Payment

- 9.1 The Cardholder may make purchases in installment from KRW50,000 or above at merchants designated in Article 11.1 of the Standard T&C.
- 9.2 The Cardholder may make the payment over 2 installments at the merchants mentioned in Article 9.1.
- 9.3 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.
- 9.4 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 10. 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 11. Natural 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 12. Offset

In the event the Cardholder should fulfill his/her liability to the Bank due to Natural Loss of Time Benefit according to Article 11, maturity of repayment period for Card usage or Loss of Time Benefit according to Article 28 of the Standard T&C, the Bank may offset the liability with the Cardholder's deposits and other receivables after suspending the accounts with a written notice.

Article 13. Citiphone

- 13.1 The Cardholder may utilize the credit Card services ("Citiphone") provided by the Bank via telephone.
- 13.2 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.
- 13.3 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 14. Credit Limit Operation

The Bank may set and operate separate credit limits for Short Term Card Loan (Cash Advance), Long Term Card Loan (Card Loan) etc. within total credit limit, which will be notified to the Cardholder via billing statement etc.