

The Directive on Arrears Management of 2015

The Code of Conduct for the Handling of Borrowers on Financial Difficulties

This document provides a short description of some of the rights and obligations of the borrowers and Eurobank Cyprus Ltd (hereinafter “the Bank”) pursuant to the provisions of the Code of Conduct for the Handling of Borrowers on Financial Difficulties, Appendix 2 of the Directive on Arrears Management of 2015 (hereinafter “the Code”).

The Code applies only to the following persons:

- (a) Natural persons with total balances of credit facilities (including credit facilities of their connected persons) up to one million euro (€1.000.000). The said scope of application includes guarantors of the borrower and third parties, (natural persons) who provided securities to the Bank.
- (b) Micro and small enterprises as defined in the European Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (2003/361/EC) with total balances of credit facilities (including credit facilities of their connected persons) up to one million euro (€1.000.000).

The following persons do not fall within the scope of application of the Code:

- (i) persons for which an application for bankruptcy was filed by another creditor;
- (ii) persons for which a receiver or administrator was appointed by another creditor; and
- (iii) persons for which a dissolution order was issued.

According to the Code, the borrowers shall, inter alia:

1. act in accordance with the requirements of the terms and conditions of the credit facilities agreements;
2. fully cooperate with the Bank in order to achieve a sustainable restructuring solution;
3. demonstrate integrity, honesty and transparency and always act in good faith;
4. remain proactive in contacting the Bank when foreseeing or facing difficulties in meeting their obligations;
5. timely provide full, complete, up-to-date and accurate financial information and documentation of their financial circumstances as and when required, including supporting income, expenditure and other financial data;
6. disclose to the Bank all relevant information, including details of credit facilities enjoyed by other credit institutions, in order to assess the global financial position and to eventually reach a consensus between all creditors and the borrower;
7. be cooperative in providing any further relevant supporting documentation required by the Bank;
8. (all borrowers - natural persons) procure a signed Personal Financial Statement (Part III of the Code);
9. act in such a way as to resolve arrears and other defaults in timely manner;
10. avoid taking any action that might adversely affect the position of the Bank and its collateral(s).

In accordance with the provisions of the Code, the borrowers are entitled to:

1. receive information and clarifications from the Bank in regards to the offered restructuring options;
2. perform their own estimate on the implications of each available option offered by the Bank from time to time;
3. to seek the advise of an independent professional to support their decision making, in relation to the restructuring options, if they consider it necessary.

The Bank shall:

1. behave in a professional, fair, transparent and consistent manner in its dealings with borrowers;
2. ensure that borrowers understand their rights and obligations;
3. disclose complete and accurate information to the borrower regarding both the borrower’s specific situation as well as the general procedures followed by the Bank;
4. provide the borrower with truthful and accurate explanation regarding the range of solutions available and their respective implications;
5. implement all necessary operational and organisational tools, processes and control mechanisms to ensure compliance with the Code of Conduct on the Handling of Borrowers in Financial Difficulties;
6. address complaints and rectify inappropriate behaviors in a timely and objective manner.

The present document is provided for information purposes only and does not provide an exhaustive description of the rights and obligations of the borrowers and the Bank and does not cancel, replace or affect any rights and/or obligations of the parties as those emanate from their contractual relationship or otherwise.

I hereby declare that:

1. I received a copy of the present document and I fully understand its contents and that it was clearly explained to me by the Bank.
2. I understand that the best solutions can be arrived after the full cooperation and collaboration with the Bank.
3. I will be receptive to receiving restructuring proposals.
4. I understand that failure to comply with the repayment program and to provide reliable information to the Bank may halt the cooperation and potentially lead to legal proceedings.
5. The Bank has fully explained to me the appeals procedure in relation to restructuring and I took notice of the relevant information as set out in the Bank's website www.eurobank.com.cy.

(Signature)

Borrower's Name:

Date: