

Dear customer,

We want to inform you that **maib** offers its customers – individuals different possibilities to monitor and manage money in the bank accounts.

If you have accounts at **maib**, you can check their balances and manage the operations carried out in/from your accounts through remote banking services:

- The **internet banking** and the **maibank** mobile app (if you have a **maib** card), which offers the possibility to obtain information about account balances, information related to operations carried out in/from accounts, as well as generate account statements;
- The eStatements system (electronic statements) allows obtaining information about account balances and generating account statements.

If you are not yet a user of remote banking systems, we are waiting for you at **maib** to benefit from these useful services that give you access to account information 24/7.

If you have a card issued by **maib**, you can check your account balance and get a mini-statement at any ATM. At the same time, you will receive the monthly electronic statement, free of charge, to your e-mail address if you check this option in the card issuing application form.

Once a month, you can get the account statement on paper for free. For this, it is necessary to go to any bank branch.

If you find errors in the statement, **maib** undertakes to correct and accept (acknowledge) them as soon as they are communicated. The account balances will be considered confirmed by you if you do not present the bank with a letter about the detected errors. You have 2 working days from the moment of receipt of the statement for current and deposit accounts and 10 calendar days from the moment of receipt of the statement for operations through to the cards attached to the current accounts to send the letter.