

CREDIT CARD INFORMATION BROCHURE

Dear Customer,

Banco Improsa offers you an International VISA Credit Card, which is a revolving line of credit for discretionary use both domestically and abroad.

According to the requirements of the new Credit and Debit Card Regulations published in the official journal La Gaceta (March 30, 2010) by the Ministry of Economy, Industry, and Commerce of the Republic of Costa Rica, Banco Improsa is providing you with relevant information for decision-making and good credit card management. Such information covers matters such as coverage, benefits, limitations, interest rate, payment modalities, card loss and theft reporting, loyalty program (Impromillas), fees, claims, and chargebacks related to your Banco Improsa International VISA credit card.

Main Features of the Service

Credit Card

Financial instrument that can be of a magnetic or any other technology, which supports a previous contractual relationship between the issuer and the credit cardholder to grant revolving credit on behalf of the latter for the purpose of buying goods and services, paying liquid sums, and obtaining cash.

Types of Credit Cards

The credit card types that Banco Improsa S.A. offers are the following:

- » Gold card
- » Platinum card
- » Corporate card

Coverage, Benefits, and Limitations

When using Banco Improsa credit card, you will be able to:

- » Acquire goods and services at the authorized businesses, and make cash withdrawals at ATM, both domestically and abroad.
- » Participate in promotions of VISA or the issuer bank (subject to regulations and restrictions).
- » Set up automatic pay for transactions and credit cards of the same bank.

Likewise, you can purchase goods and services marketed through electronic means of merchants or financial

institutions, regardless of the city or country where they are located, provided they have entered into agreements, either directly or indirectly, to accept the card. These merchants or financial institutions will be referred to as "affiliated merchants" or simply "affiliates."

Limitations

To use the card on your name, you must present it and sign the voucher issued by the affiliate for the value of the goods or services purchased.

The use of credit cards of Banco Improsa will be subject to the following limits:

- » **Total Amount.** The total amount of the balance of the credit cardholder should not exceed the sum established as "credit limit" in the section: "specific conditions of the agreement"
- » **Limitations.** It is understood that the use of the card is regulated by availability limits and consulting procedures established by the VISA system or the card issuer, which is acknowledged by the cardholder, exempting card issuer from any liability resulting from or claimed for the rejection or non-acceptance of the card under any circumstance.

Interest Rate of Credit Cards

Interest rate applicable to credit cards is stipulated in the contract and detailed as follows:

Current Interest of the Period

Current interest of the period corresponds to the service fees that include the amount of each transaction multiplied by the current interest rate expressed on a monthly basis. The result obtained is divided by 3 (30 days of the month) and multiplied by the number of days elapsed from the transaction until cutoff date.

Current Interest

Current interest corresponds the applicable charges when financing is used. These do not apply when payment is made in cash on the due date of cash payment.

Current interest corresponds to the charges comprising the previous principal balance multiplied by the current interest rate (expressed on a monthly basis) and divided by 30 (30 days of the month). This result is multiplied by the number of days that passed between the last cutoff date

CREDIT CARD INFORMATION BROCHURE

and the payment date. In addition, the difference between the previous principal balance and the payment of amount made is added to the result.

This result is multiplied by the principal and the amount of the payment made. This result is multiplied by the interest rate expressed on a monthly basis, divided by 30, and multiplied by the number of days elapsed between the date of the payment made and the following cutoff date. For purpose of this interest calculation, interest from previous periods included in such balances is excluded from the previous balance.

Default Interest

Default interest represents the interest charged over days in arrears; the terms used in the contract are applied. The computation formula is the part of the payment applied to principal that is detailed in the minimum payment, multiplied by the default interest rate expressed on a monthly basis, (divided by 30) and multiplied by the number of days elapsed between the due date of the previous payment until the cutoff date of the new statement of account. If the minimum payment were to be made before the cutoff date, the number of days to use for calculation will be those elapsed between the due date of the previous payment until the day in which the payment was made. In case of partial payments made to the minimum payment, the amount corresponding to default interest will be calculated on the resulting amount due of the principal payment.

Minimum Payment Modalities

Minimum payment comprises the interest amount at the rate agreed, fees, or charges and amortization to principal according to the financing term. The calculation is the division of the main balance by the number of months for which the bank grants financing, and then, the interest balance, as well as other charges made by the bank and previously stipulated in the contract, are added to the resulting amount. The statement of account will include the detail of the manner in which the minimum payment is distributed. Therefore, it indicates the amount corresponding to interest payment, as well as the amount corresponding to the amortization of principal.

Cash Payment

Cash payment does not include current interest of the period. The cash payment calculation includes the principal balance, plus the current interest balance, less

the current interest of the period, plus other charges defined in the contract.

Fees

To cover administrative expenses, Banco Improsa has the following service fees:

- » Cash advance: cash advance fee is 2.5 % on the transaction amount in dollars and colones
- » Bounced check fee: US\$25.00 minimum fee if the check is in US dollars, or its equivalent in colones on a check in Costa Rican colones
- » International purchase fee: 1% fee on purchases made in currencies that are not US dollars.
- » Collection management fee:
 - › ₡5,000.00 collection management fee when is less than 30 days late but after due date
 - › ₡5,000.00 for customers who are in default for 3 days
 - › ₡10,000.00 for customers who are in default for 60 days
 - › ₡15,000.00 for customers who are in arrears for 90 days

Banco Improsa will publish these fees with current rate table on the website: <https://www.grupoimprosa.com>

Impromillas

Banco Improsa offers its customers a loyalty program denominated "Impromillas," which applies to all gold, platinum, and corporate credit cards.

- » An Impromilla accumulates for each dollar spent, or its equivalent in colones
- » The request to redeem Impromillas must be in writing and should be signed by the credit cardholder
- » Impromillas can be redeemed for:
 - › A cashier's check
 - › As credit card payment
 - › Circulation permit ("marchamo") payment
 - › Deposit to Banco Improsa account or
 - › Transfer to other card
- » Impromillas do not expire, but they suffer penalizations when the customer defaults
 - › 1 payment due, 25 % of Impromillas accrued as of the date are lost
 - › 2 payments due, 50% of Impromillas accrued as of the date are lost.
 - › 3 or more payment due, 100% of Impromillas accrued as of the date are lost.

CREDIT CARD INFORMATION BROCHURE

Account Statement Issuance

Banco Improsa will provide account statements periodically via e-mail or any other means upon cardholder's request provided that such request adjusts to Banco Improsa's general policies.

Procedure to Report Lost or Stolen Card

You should report your lost or stolen card as soon as possible. Call the Customer Service Unit at 2522-3840 during business hours from Monday through Friday from 7:30 a.m. to 6:00 p.m. or calling the 24/7 number 800-Improsa (800-467-7672)

If you are abroad, you can call the following numbers:

- » In the United States and Canada:
 - › 1-800-396-9665 to report your credit card in United States and Canada.
- » From any other country in the world, please call collect to United States to phone number:
 - › 1-303-967-1098 to report your credit card from any other country in the world (by calling collect to the United States..

Please remember that, even after you have notified the damage, theft, or loss of your card via telephone, you must also notify (in writing) the card issuer of the situation, and state that you will be responsible for the use that any third party, either with a false signature or not, makes of your card until such written notice is received by the card issuer.

Please call 2522-3840 from Monday through Friday between 7:30 a.m. and 6:00 p.m. to find out about the written means to which you should submit the notice.

Theft and Fraud Insurance

Banco Improsa credit card customers will acquire an insurance in case of theft, loss, and/or fraud. Credit cardholders can acquire such policy with the National Insurance Institute through Banco Improsa. The amount to be paid for this policy will be reflected in the monthly statements of account; likewise, this insurance rate depends on the credit limit of the credit card.

Coverage of this insurance is 100%, and in order to be able to use it, the customer must promptly inform of the event occurred. In this sense, in case of theft and/or loss of the credit card, the customer must inform of the event no more than 24 hours after the event took place. At the same

time, in case of credit card fraud, the customer should notify so within a term no greater than 24 hours after identifying the fraud event.

Note: It is mandatory for every Banco Improsa credit card customer to acquire the theft and fraud insurance for the credit card, with 100% coverage. The customer could elect the insurance company of his choice, but such policy should meet the condition established for such purpose by Banco Improsa, and it addition, be able to prove that the policy is current.

Disputes and Chargebacks

In the event that you do not recognize a transaction in your account statement, you are granted a maximum of 60 business days to go to one of our branch offices to fill out a dispute and chargeback application.

This application consists of a form where information of the purchase or charge not recognized is specified, along with the respective justification. The form should be signed by the cardholder.

We recommend you to call our Customer Service Unit at 2522-3840 from Monday through Friday between 7:30 a.m. and 6:00 p.m. to request more information on transactions and the blocking of your card, if necessary.

Chargeback response terms may vary depending on the place of purchase, the merchant, and the method of authorization. Response terms are usually as follows:

- » Response to chargebacks with Visa: A maximum of 45 business days.
- » Response to chargebacks with Visa: A maximum of 45 business days.
- » Chargeback representation: The affiliated merchant is granted 30 business days to submit supporting documentation proving that the purchase actually applies to the cardholder.
- » Pre-arbitration with the brand VISA (per the brand's regulations and conditions): A maximum of 30 business days.
- » Arbitration with the brand VISA (per the brand's regulations and conditions): The minimum amount of the transaction for arbitration is \$8,000.00 per individual transaction. Indefinite time (Minimum arbitration cost is \$750).

Security Recommendations

At Banco Improsa, we care about the security of your

CREDIT CARD INFORMATION BROCHURE

financial information. Therefore, Banco Improsa will never request confidential information, passwords, debit and credit card or bank account numbers on the phone, through links in e-mails, web pages, or any other insecure means. In the event that you experience a similar situation, please call the Customer Service Unit immediately at 2522-3840, or write to us to: servicioalcliente@grupويمprosa.com

We advise taking the following precautions.

Both your debit card as well as the PIN¹:

- » Are intended for personal use. Please, do not share them nor write them down in visible or easy-access places
- » When changing your password, do not use easy-to-guess data such as your date of birth, ID card, or telephone number, and change it periodically
- » Memorize your PIN number, do not write it down nor keep it near your credit card
- » Block visibility when entering your PIN at an ATM

For further information on security or your credit card, contact the Customer Service Unit of Banco Improsa at 2522-3840 Monday through Friday from 7:30 a.m. to 6:00 p.m. or write to us to servicioalcliente@grupويمprosa.com

Banco Improsa Branches

MAIN OFFICE – Barrio Tournón
Inicio Ruta 32 norte, Autopista Braulio Carrillo. (506) 2284-4000

BARRIO ESCALANTE - Barrio Escalante
300 metros este y 200 metros sur de la Iglesia Santa Teresita. (506) 2284-4221

CURRIDABAT - Curridabat
Centro Comercial Plaza Freses, Curridabat. (506) 2284-4213

SABANA NORTE - San José
Centro Comercial Gran Campo, frente al restaurante El Chicote. (506) 2284-4241

ESCAZÚ - San Rafael de Escazú Centro Comercial Plaza Tempo. (506) 2284-4250

ALAJUELA SUPPORT CENTER (SME)
De la Gasolinera La Tropicana, 75 metros oeste. (506) 2284-4245

CIUDAD QUESADA CORPORATE BUSINESS BRANCH
Centro Comercial Plaza Heliconias, 300 metros norte del Mercado Municipal. (506) 2284-4269

PÉREZ ZELEDÓN CORPORATE BUSINESS BRANCH
San Isidro de Pérez Zeledón, del Pali 50 metros al oeste (506) 2284-4271

LIBERIA CORPORATE BUSINESS BRANCH
Centro Comercial Plaza Santa Rosa. (506) 2284-4272

LIMÓN CORPORATE BUSINESS BRANCH
125 metros este y 70 metros norte de las oficinas administrativas JAPDEVA. (506) 2284- 4267

E-BANKING
Improbank Electronic Banking
Customer Service (506) 2522-3800

BANCO IMPROSA CHAT
www.grupويمprosa.com

- » Questions to Customer Service
- » Purchase and sale of foreign currency
- » Questions on products and services for businesses with the Asian market

CUSTOMER SERVICE UNIT - (506) 2522-3840

To report theft or any issue with your credit cards of Banco Improsa, contact us 24/7 to the number 800-IMPROMSA (800-467-7672).

¹PIN: Personal Identification Number.