

"OPERA" Regulations

1. Background

The "Banque Raiffeisen s.c." (a cooperative company) having its registered office at 4, rue Léon Laval L-3372 Leudelange, (hereinafter referred to as "the Bank") makes their eligible clients benefit from a set of tariff conditions (hereinafter the "OPERA benefits").

Art. 2 Eligibility

Any natural person aged 18 or above, who is a shareholder of the Bank automatically benefits from the OPERA benefits, unless instructed otherwise in writing.

The Bank reserves the right to grant the OPERA benefits to clients who are natural persons aged 18 or above and who are not shareholders of the Bank.

The OPERA benefits cannot be combined with other preferential conditions offered by the Bank, except the "Green Study Code" or "Green Code Job" conditions.

Art. 3 Terms of discharge

The participant may lose any right to benefit from OPERA benefits after losing their capacity as shareholder of the Bank. The Bank reserves the right to exclude clients from receiving the OPERA benefits.

Art. 4 Content

OPERA benefits include the award and use of OPERA points according to Article 5.

Art. 5 OPERA points

Accumulated OPERA points

The participant accumulates OPERA points based on the quarterly average balances recorded on certain accounts and products. OPERA points are calculated and awarded automatically at the beginning of the next quarter. The calculation method of OPERA points is defined by The Bank and can be adapted at any time and without notice, subject to compliance with any legal constraints. A statement of products and accounts that are eligible for the awarding of OPERA points as well as a simulation tool to calculate points are available on the website "www.raiffeisen.lu".

Converting OPERA points

One (1) OPERA point corresponds to EUR 0.01. This conversion rate may be amended at any time without notice or notification for all points accumulated from the time when the change occurred, while complying with potential legal deadlines.

Using OPERA points

Accumulated OPERA points can be used to:

- a) pay fees for the following cards in full or in part: V PAY, Visa Basic, Visa Classic, Visa Gold or Visa Platinum and the monthly fees for OPERA PLUS,
- b) deposit funds on a Green Code Kids savings account or a Green Code 12-18 savings account (minimum amount: EUR 25) or an R-PlanInvest contract (minimum amount: EUR 50)
- c) contribute, by depositing funds, to a donation made each year by The Bank to a charity organisation. The name of the recipient charity will be announced on the website " www.raiffeisen.lu".

- d) be redeemed against cinema tickets. The availability of cinema tickets is subject to the conditions in force in the context of "Green Code Job" and "Green Code Study" benefits and is reserved for clients participating in the "Green Code Job" and "Green Code Study" conditions.
- e) be converted into POST Gift vouchers of EUR 10.- valid until the date indicated on the front of the gift voucher and redeemable only in the shops indicated on the back of the voucher. The gift vouchers are not refundable. The Bank reserves the right to make a counter-value of all unused vouchers until the date indicated for a charitable organization of its choice.
- f) be converted into trees for an amount of EUR 10 per tree as part of a partnership program of the Bank for tree planting; these are not individually allocated or assigned to a participant.

In the absence of other instructions from the participant, OPERA points will be used to cover the payment of card fees in full or in part, as specified under point a).

The use of points set out under a) must be carried out on one of the holder's accounts.

OPERA points cannot give rise to any exchange, refund, credit or payment of monetary value other than those specified in these Regulations.

Viewing the number of OPERA points

If there was an activity on the point counting system, the participant receives a quarterly statement with the number of accumulated and available points and the activity relating to points awarded and used in the previous quarter. If there was no activity, the participant receives an annual extract. The number of points can also be viewed on Raiffeisen.net.

Validity of OPERA points

If no activity was recorded for a period exceeding 36 months, The Bank reserves the right to draw the accumulated points away without notice, cash payment or compensation. In case of death of the participant, the accumulated points can be transferred to heirs already enjoying the OPERA benefits.

In all other cases (termination of membership and restitution of the share, death of the participant and leaving no heirs already benefiting from the OPERA benefits, participant excluded from the membership), Raiffeisen reserves the right to transfer the accumulated points in accordance with the provisions of OPERA benefits, or, if such transfer is not possible, to make a donation to a charity of its choice.

Claims

Any complaint or request for rectification shall be sent to The Bank by the participant within 90 days from the date when the last statement of points was obtained.

Art. 6 OPERA benefits - tariff conditions

The tariff conditions applicable within the framework of OPERA benefits can be found on "www.raiffeisen.lu".

Art. 7 Personal data protection

The Bank processes and collects personal data of the participant in accordance with European and Luxembourg legislation.

This processing is subject to the provisions of the General terms and conditions governing the Banque Raiffeisen relationship with its clients.

Art. 8 Approval of the regulations

Participating in the OPERA benefits automatically implies the approval of these regulations.

Art. 9 Amendment of regulations and OPERA benefits

Participants can find the current version of the regulations on the website "www.raiffeisen.lu". The Bank reserves the right to amend the regulations unilaterally at any time.

The terms of the OPERA benefits may be changed or deleted at any time without notice, subject to compliance with any potential legal constraints. In the absence of written opposition, each adaptation and/or amendment of these regulations shall be deemed to be approved. Any amendments made to the regulations come into force upon their publication. It is the participants' responsibility to regularly view the regulations published on the website "www.raiffeisen.lu".

Art. 10 Governing law and jurisdiction

Relations between The Bank and the participant are exclusively subject to Luxembourg law. The Courts of the Grand Duchy of Luxembourg shall have sole jurisdiction in the event of any dispute. The Bank may, however bring the dispute before any other court which, failing the election of the above jurisdiction, would normally be competent.