

Precontractual information

Definitions and Interpretation

Agreement Fee is a one-time fee charged from the Customer upon the disbursement of the credit to the Customer's bank account.

Bondora is Bondora AS, registered in the Estonian Business Register with the registration code 11483929 and located at A. H. Tammsaare tee 56, 11316 Tallinn, Republic of Estonia.

Bondora's Website is Bondora's website available at www.bondora.ee.

Credit Agreement is an agreement for consumer credit concluded between Bondora and the Customer.

Customer is a person who is using, has used or has expressed intent to use the services provided by Bondora.

Total Credit Amount is the total sums made available to the Customer under the Credit Agreement.

Portal is a service accessible via Bondora's Website and managed by Bondora, via which the Customer can request or use the services provided by Bondora.

Portal Account is an account opened at Portal for the purpose of submitting a credit application.

Payment Schedule is a payment schedule of the Credit Agreement, including principal amount, interest and other additional costs.

Principal Amount is an amount corresponding to the Total Credit Amount plus the Agreement Fee.

Take one step closer to your dream!

Bondora invites you as a Customer to join our family. Beforehand, we want to ensure you are fully informed about your rights and responsibilities when considering a Credit Agreement and the transfer of credit funds into your current account. It is important to note that the information provided here is for your understanding. The specific terms and conditions of your Credit Agreement will take precedence once it has become applicable.

Before taking the exciting step of signing the agreement and receiving the funds in your bank account, we strongly recommend you to:

- 1) Take a moment to assess the inherent risks associated with the financial commitments involved. Ensure that a consumer loan aligns with your financial goals and capabilities.
- 2) Dive into the details! Read through the terms and conditions of the Credit Agreement, including any special conditions unique to your consumer loan and the standard terms applicable. Don't forget to peruse the Standard European Consumer Credit Information sheet, which provides you in a clear and concise manner with the most important information regarding your agreement.

- 3) Familiarise yourself with any other relevant documents or conditions referenced in the process. This may include our Terms of Use and our data handling principles to protect your personal information.
- 4) Be proactive! Consider scenarios where your income might decrease or your financial responsibilities increase. Borrow a reasonable amount! Make sure you're confident in your ability to repay the amounts you intend to use under the Credit Agreement under such circumstances.
- 5) Learn about credit-related expenses. When concluding the Credit Agreement, you will have to cover other costs in addition to the interest. Take this into consideration in order to pay back the amounts in a timely manner.

We're here to assist you every step of the way, ensuring your journey with us is a secure and informed one.

Getting on board!

To start off, we have asked you to create a personal Portal Account on our website (the Portal). This Portal Account will be from now on your Bondorian home – you can at any time log in with your personal details and apply for credit. In addition, the Portal Account provides you with an up-to-date status of all Credit Agreements you have with Bondora. You can just in a couple of easy steps see when your next payment date is or how much there is left to pay under your active Credit Agreement(s).

When it comes to granting you credit, we take our commitment to responsible lending seriously. This means we follow specific principles and requirements to ensure that you can comfortably meet your obligations before we finalise or make any changes to your current Credit Agreement(s).

To help us assess your creditworthiness fairly and accurately, it's essential that you provide us with precise and complete information about your ability to repay the Principal Amount. This includes details about your income, existing financial commitments, and your overall financial situation. We might kindly ask you to share some additional details or documents to understand your creditworthiness better and ensure your financial security. For instance, we may request documents to validate the accuracy of the information you've provided and gather additional information from relevant databases.

Rest assured, our goal is to work together with you to make sure the process of applying for credit is smooth, transparent, and in your best interest. If your creditworthiness assessment is successful, Bondora will present you with a credit offer. You must accept the credit offer and conclude the Credit Agreement in order for you to receive the credit.

We disburse the credit to your personal bank account after the Credit Agreement is signed via the Portal Account. Please be aware, we also charge an Agreement Fee when you sign a new Credit Agreement. The Agreement Fee is included in the credit costs and is added to the

credit amount you applied for. To make it easier for you, we do not ask you to pay it to our account – it is deducted before we disburse the credit to your personal bank account.

Payment of interest and other credit expenses

You'll be charged interest on the outstanding Principal Amount as per the annual borrowing rate specified in your Credit Agreement. This interest is calculated daily based on a 30-day month and a 360-day year, starting from the date the Total Credit Amount is disbursed until you've fully repaid the Principal Amount or until the entire outstanding Principal Amount becomes due and payable due to a valid cancellation or withdrawal from the Credit Agreement, whichever comes first.

We provide you with a Payment Schedule, which outlines the number of monthly payments, their respective amounts, and due dates. You can always access this Payment Schedule in your personal Portal Account.

Please Note! The first and last payments in the schedule may differ from your regular monthly payments, depending on the number of days between the first payment date and the date when you entered into the Credit Agreement.

We believe in transparent pricing, and all expenses related to your credit are clearly outlined in our price list. You can access this price list on Bondora's Website.

As a valued customer who is entering into a Credit Agreement with us, please be aware of the following mandatory fees:

- 1) Agreement Fee – this fee is automatically deducted by Bondora from the principal amount of the credit before it is disbursed to the Customer.
- 2) Interest – this fee is paid on a monthly basis and expressed as a fixed percentage applied on an annual basis (borrowing rate) to the amount of the Principal Amount. Monthly payment of interest is specified in the Payment Schedule.
- 3) Management Fee – this fee is paid on a monthly basis and expressed as a fixed percentage applied on an annual basis to the amount of the Principal Amount. Monthly payment of management fee is specified in the Payment Schedule.

To make things convenient for you, we automatically debit payments according to the Payment Schedule from your Portal Account without the need for additional instructions from you. It is essential to ensure that your Portal Account has sufficient funds whenever a payment is due.

You have the flexibility to add funds to your Portal Account by making a transfer to our designated bank account or using a dedicated payment link. Detailed instructions for this can be found on our website and within your Portal Account.

Please be aware that any applicable bank fees for transfers are your responsibility to ensure that the payments reach us in full.

Your withdrawal rights

You have the freedom to withdraw your credit application at any time before we finalise the Credit Agreement, and you don't need to provide a specific reason for doing so.

If you've already entered into a Credit Agreement with us, you have a 14-day period when you can reconsider entering into the Credit Agreement. During this time, you can withdraw from the agreement by simply submitting a written withdrawal request via the Portal. The Customer may use the withdrawal form in the Portal but can also choose to withdraw via email or contact form available at the Bondora's Website.

Should you choose to exercise your right to withdraw from the Credit Agreement, you are required to repay the Total Credit Amount and any accrued interest. This payment should occur no later than 30 calendar days from the date you notify us of your withdrawal.

Please note that failing to make these payments as specified above will result in you remaining in debt, and we may initiate debt collection procedures in accordance with applicable laws.

All payments should be made to Bondora's designated bank account. You can find the necessary payment details in your Credit Agreement, as well as on Bondora's Website and within your Portal Account.

We're here to make your credit experience as hassle-free as possible, and these rights are designed to ensure that you have the flexibility and control you need when managing your finances with us. If you have any questions or need further assistance, please don't hesitate to reach out to our customer support team.

You can repay the credit early!

You have the right to repay a portion or the full Principal Amount ahead of schedule. It is easy to do so through the Portal using your dedicated Portal Account. Please note, you will have to pay a management fee until you have repaid the entire Principal Amount.

In the event of repaying the entire Principal Amount before the scheduled term, we will calculate the interest up to the day of repayment. Meaning, you will be responsible for paying the accrued interest along with the outstanding principal amount.

If you have more questions on how to repay the credit early, you will find the detailed terms in your Credit Agreement. If you need any further assistance, please don't hesitate to reach out to our customer support team.

Ancillary services

Bondora provides you with add-on services through the Portal for extra fees. See the prices of add-on services on Bondora's Website. These services enable you to, among other things:

- 1) extend the term of the Credit Agreement(s);
- 2) change the usual monthly payment date;
- 3) apply for a principal grace period of 3, 6, or 12 months;
- 4) receive mobile notification on oncoming payment date;
- 5) receive Bondora's special offers and discounts in priority order, etc.

Please note! These services are not compulsory in order to obtain credit and conclude the Credit Agreement. These services are connected to the Customer's Portal Account and, thus, are not related to any specific Credit Agreement. You can subscribe to add-on services through your Portal Account.

Consequences of breaching the Credit Agreement

Your financial well-being is important to us, and we want to ensure you understand the potential consequences of breaching your Credit Agreement and the termination process by Bondora. Here's what you need to know.

Bondora has the right to terminate the Credit Agreement unilaterally if the Customer:

- 1) is in whole or in part in payment delay for at least 3 (three) consecutive payments under the Payment Schedule, and Bondora has, without success, granted an additional term of at least 14 (fourteen) calendar days to repay the due amounts together with notification that Bondora will terminate the Credit Agreement upon a failure to pay the delayed amounts;
- 2) becomes subject to individual legal proceedings such as execution or attachment, undergoes bankruptcy, initiates negotiations for debt restructuring or composition, or otherwise becomes unable to dispose of their assets, and Bondora finds that these reasons may hinder the Customer's ability to perform their obligations under the Credit Agreement;
- 3) provides false or misleading information in connection with the establishment of the Credit Agreement and the assessment of the Customer's creditworthiness, or if Bondora has reasonable suspicion that the Customer is using or will use the Total Credit Amount for illegal purposes;
- 4) has been found guilty of money laundering, terrorism financing or has breached international sanctions during the term of the Credit Agreement; or
- 5) in any other way breaches the provisions of this Credit Agreement and fails to remedy such breach in 14 (fourteen) calendar days after receiving the relevant notification from Bondora.

If you find yourself in violation, we may terminate the Credit Agreement without prior notice. In the case of a delay in the performance of any financial obligations in connection to the Credit Agreement, you are obliged to pay default interest on all overdue amounts under the Credit Agreement. In addition to the default interest, Bondora is entitled to charge reminder fees, collection costs and, if applicable, any legal or court expenses in accordance with the applicable law.

Please be aware, when failing to meet the payment schedule, Bondora may report your status to credit information bureaus or other relevant credit reporting agencies as applicable.

Lastly, it is important to note that breach of the Credit Agreement may significantly impair your ability to obtain credit from Bondora in the future.

What should you do if you encounter payment difficulties?

When you're considering applying for a consumer loan and finalizing a Credit Agreement, it is crucial to take into account the information and explanations provided above. Receiving a credit amount comes with responsibilities, including the potential risk of incurring debts. Therefore, we encourage you to carefully consider the following:

- 1) Always be aware that taking on credit means accepting financial responsibility, and it carries the inherent risk of debt accumulation. We want you to make informed decisions.
- 2) If at any point you find it challenging to meet your obligations or have questions related to your Credit Agreement, please don't hesitate to reach out to Bondora. We're here to help and provide the support you need.
- 3) On Bondora's Website, you can find more information about solutions for both short-term and long-term reductions in your monthly payments. We're committed to helping you manage your finances more comfortably. Swiftly addressing any emerging issues can help you avoid additional costs associated with falling behind on payments.
- 4) For further advice and assistance, we recommend seeking help from a professional debt advisor if you believe it's necessary. They can provide expert guidance tailored to your specific situation.

Additional questions or looking to settle an issue?

Bondora's customer service is ready to assist you at all times, you can contact us in Estonian, Russian or English through the Portal or at klienditugi@bondora.com. We will assist you with your issue as soon as possible.

If you are not satisfied with our service, you are free to choose to submit a complaint through the Portal or by using the form under the "FAQ" section on Bondora's Website. Bondora treats all customers with respect and without prejudice. We will establish your complaint's specific

circumstances and analyse the problem to the core to settle it in the best way possible. If necessary, we may ask you for additional information or documents related to the complaint. We will settle your complaint as soon as possible, but usually we provide you with a carefully considered response within 15 (fifteen) days after receiving your submission.

If you are still unhappy with our solution, you can protect your rights by contacting the following authorities:

- 1) Complaints regarding compliance with Estonian financial legislation may be referred to the Estonian Financial Supervision and Resolution Authority (address: Sakala 4, 15030 Tallinn, e-mail: info@fi.ee, website: www.fi.ee)
- 2) Complaints regarding compliance with data protection laws may be referred to the Estonian Data Protection Inspectorate (address: Tatari 39, 10134 Tallinn, e-mail: info@aki.ee, website: www.aki.ee).
- 3) Complaints regarding compliance with Estonian consumer legislation may be referred to the Estonian Consumer Protection and Technical Regulatory Authority and the Estonian Consumer Protection Board (address: Endla 10a, 10142 Tallinn, email: info@ttja.ee, webpage: www.ttja.ee).

Also, the European Commission's online complaint portal be used to submit a complaint. This is particularly relevant if the Customer is a consumer in another EU country. Complaints can be submitted here: <http://ec.europa.eu/odr>.

Your financial well-being and satisfaction as a Customer are important to us, and we're here to support you every step of the way. If you have any further questions regarding the settlement of issues, please see our complaints procedure on Bondora's Website.

Welcome on board,
Your Bondorian team