

## ASTROBANK FACEBOOK HOUSE RULES

Thanks for joining the AstroBank Facebook Page. This page is for everyone with an interest in AstroBank. We welcome you to comment and share experiences with us. We want our Facebook page to be fun, informative and useful. We'll regularly review the page, responding to and passing on as many useful recommendations as we can. Here are our House Rules:

### 1. WE VALUE YOUR PRIVACY

Never disclose account or other financial information through Facebook. AstroBank will never ask for your account information, social security number, or any other sensitive information from you through Facebook. We all have a responsibility to protect confidential financial and personal information. We take your privacy and security seriously, and will remove any post that contains personal or private information.

### 2. WE RESPECT YOUR OPINION

We value your opinion and your right to express yourself. Nevertheless all posts will be considered submitted on a NON-CONFIDENTIAL and NON-PROPRIETARY basis. You hereby grant AstroBank a license to use and display, and to permit others to use and display, for any purpose, any ideas, concepts, know-how, techniques, or content you may submit. There is no compensation for any content. You, and not AstroBank, are responsible for all information you submit. AstroBank is under no obligation to post or use any content submitted and may remove any content at any time in its sole discretion.

### 3. EXPECTATIONS OF BEHAVIOUR

We encourage you to:

- Share views on posts that are your own, rather than those of your employer(s) or affiliates.
- Think about what you want to say to us, or others, before you type. This should help keep your comments as brief and direct as possible.
- Remember that public comments can be seen and accessed by anyone who visits our Facebook page.
- Be aware that you're legally responsible for the content you post.

But please don't:

- Post any personal or confidential information (like your account details or address) publicly. This is a confidentiality breach since everyone may see your posts.
- Use abusive language, discriminate against users, or express views that will offend other customers, users or colleagues.
- Post defamatory or slanderous comments, with the intent of embarrassing or damaging an individual or organization.
- Include the full names of any staff in your public comments, since this is a breach of personal privacy.
- Use this page to incite, condone or encourage illegal behavior. This could be in the form of a criminal offence or civil liability.
- Post comments to target other followers with commercial offers, products or viruses that could damage their computers and compromise their privacy.
- Create or share posts promoting political causes, or anti-competitive material.
- "Stalking" or otherwise harassing or harming other users.
- Intentionally spreading false information or rumors, or engaging in other abusive activity with respect to securities or other financial instruments.
- Uploading, posting, transmitting or otherwise making available any content that is unlawful, harmful, threatening, abusive, harassing, tortuous, denigrating, vulgar, obscene, libelous, and invasive of another's privacy, inflammatory, discriminatory or otherwise objectionable.

- Uploading, posting, transmitting or otherwise making available any material that contains software viruses, Trojan horses, worms, time bombs, corrupted files, or any other computer code, files or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment, or that may damage or interfere with the operation of another's computer or property.
- Collecting information about others, including e-mail addresses or other personal information.

## 4. HOW WE MANAGE OUR PAGE

Our social media accounts are managed by our employees and/or third parties appointed by us, through Monday - Friday between 7:30 am and 3:00 pm. Our accounts are monitored on a daily basis. We make every possible effort to reply to each and every one of you on time. While we'll make every effort, to respond to you in a timely manner, we can't guarantee that we'll reply to everything. Any reply will be correct at time of post. We cannot be responsible for views expressed other than our own. We can't alter what others post before it is posted. While we welcome reasonable critiques, we may delete comments or posts that we deem to be:

- Profane, obscene, inappropriate, disruptive or unrelated.
- Indecent, sexually explicit or pornographic material of any kind — including masked profanity where symbols, initials, intentional misspellings or other characters are used to suggest profane language.
- Threats; personal attacks; abusive, defamatory, derogatory, or inflammatory language; or stalking or harassment of any individual, entity or organization.
- Discriminatory or that contains hateful speech of any kind regarding age, gender, race, religion, nationality, sexual orientation or disability.
- False, inaccurate, libelous or otherwise misleading in any way.
- Spam, or containing or linking to any kind of virus, malware, spyware, or similar program that could cause harm to a user's computer.

## 5. CUSTOMER SERVICE INQUIRIES

If you are a customer with a question related to your Account, Products/Services, Exchange Rates, Support, Statements, web banking etc. you can:

- contact our 24/7 Call Center at 800-11-800 (from abroad)/ 22- 575500 (Domestic Calls)

## 6. ADVICE

The comments or messages we post on our social media accounts are not intended to give financial or investment advice and we recommend you to get advice from a qualified financial advisor before making an investment decision. This is not an offer to sell or a solicitation of any offer to buy any financial products of AstroBank or any other issuer or company.

**DISCLAIMER:** ASTROBANK SPECIFICALLY DISCLAIMS ANY AND ALL REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AS TO USER CONTENT, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATIONS OR WARRANTIES OF ACCURACY, COMPLETENESS, TIMELINESS, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ASTROBANK WILL NOT BE LIABLE FOR ANY LOSS OR INJURY CAUSED IN WHOLE OR IN PART BY PROCURING, COMPILING, INTERPRETING, REPORTING OR DELIVERING USER CONTENT. FACEBOOK CONTENT IS NOT INTENDED FOR DISTRIBUTION TO, OR USE BY, ANY PERSON OR ENTITY IN ANY JURISDICTION OR COUNTRY WHERE SUCH DISTRIBUTION OR USE WOULD BE CONTRARY TO LOCAL LAW OR REGULATION

**GOVERNING LAW:** These House Rules are governed by the laws of the Republic of Cyprus and any dispute regarding these House Rules shall be subject to the non-exclusive jurisdiction of the courts of the Republic of Cyprus

\* We reserve the right to change these rules at any time.