

GENERAL TERMS AND CONDITIONS FOR BANK CARDS FOR INDIVIDUALS AND FOR PROVIDING PAYMENT SERVICES THROUGH BANK CARDS AS ELECTRONIC PAYMENT INSTRUMENTS

The present General Terms and Conditions for bank cards for individuals and for providing payment services through bank cards as electronic payment instruments, hereinafter referred to as the General Terms and Conditions, arrange the relations between UNICREDIT BULBANK AD, entered in the Commercial Companies Register, UIC 831919536, with registered seat and management address: 7 Sveta Nedelya Sq., electronic address: www.unicredibulbank.bg, performing banking activity under the supervision of the Bulgarian National Bank, (hereinafter referred to as "the Bank") No. licence RD 22-2249/16.11.2009 and the customers - individuals in relation to the opening, servicing and closing of bank cards (hereinafter also referred to as "Cards"), as well as with regard to the payment services and instruments, which the Bank provides to its customers through bank cards as electronic payment instruments. The General Terms and Conditions are mandatory for the customers and they constitute an integral part of the Agreement Subject to the General Terms and Conditions for Debit Cards / the Agreement for a credit card for individuals concluded between the Bank and its customers. The present General Terms and Conditions shall have the legal effect and consequences of a framework agreement by virtue of the Law on Payment Services and Payment Systems, they arrange the requirements and the payment relations subject of each Agreement Subject to the General Terms and Conditions for Debit Cards / Agreement for a credit card for individuals.

Section I. GENERAL TERMS AND CONDITIONS FOR BANK CARDS FOR INDIVIDUALS

I. General provisions for bank cards for individuals

1. Definitions -According to these GTC the words and abbreviations listed below shall have the following meaning:

1.1. Bank Card - A bank card for individuals, hereinafter referred to as Card, is an electronic payment instrument through which UniCredit Bulbank AD (the BANK) entitles its customers within a fixed term to make payments up to the actual amount of the available own funds on a card account, as well as up to an agreed credit limit (for credit cards only) authorized by the Bank. The Bank shall issue main and additional debit cards as per the provisions set out below;

1.2. Authorized Holder - local or foreign legally capable individual. These may be main or additional. The main Authorized Holder is the person liable for the payment of fees, the Minimum Repayment Amount (for credit cards) and any debt arising from using the Card/s and with whom the Bank concludes an Agreement Subject to the General Terms and Conditions for Debit Cards (hereinafter referred to as Agreement for a Debit Card) / Agreement for a credit card for individuals. The Authorized Holders of additional cards are the persons indicated by the Main Authorized Holder, to whom the Bank issues additional debit/ credit cards as per the present GTC.

1.3. Main debit/credit card - A card issued to the main Authorized Holder (the Account Holder of a Card Account).

1.4. Additional debit/ credit card - A card issued at the request of the main authorized holder (account holder) linked to the same account of the account holder and subordinated to the main debit/ credit card.

1.5. Period of Customer Payments (PCP) - the period in which all payments and/or withdrawals, including the bank fees, interests and commissions on them, are reflected on the card/the card account of the Authorized Holder. For credit cards, the PCP shall comprise the period of utilization of amounts up to the amount of the agreed credit limit, from the first until the last day of each current calendar month during the term of validity of the Agreement for a credit card for individuals, except for the first PCP, which shall have a term starting from the day of arising of the right for utilization until the first day of the next month, and respectively the last period of customer payments shall comprise the period from the first day of the last month until the date of repayment.

1.6. ICO - International Card Organizations: VISA and MasterCard.

2. General provisions

2.1. The Bank shall issue a main or additional Card to legally capable local and foreign individuals of age, and to persons above 16

- local and foreign individuals - and additional debit card/s, as well as it shall open to the main Card a card account based on a written Application and submitted documents. The Bank shall issue a Card in accordance with the effective legislation of the Republic of Bulgaria and its internal regulatory framework, the present GTC, the Tariff of the Bank for individuals and the particular agreement;

2.2. The BANK shall issue and deliver the card personally to the Authorized Holder on the grounds of an account opened in his/her name in BGN or foreign currency (US dollars/ Euro);

- 2.3. The card is property of the Bank.
- 2.4. Together with the Card, the Authorized Holder shall receive also a Personal Identification Number (PIN), which is unique and it shall be known only to him/her, giving personally him/her the opportunity to use the Card, with no access rights of third parties, whereas ensuring enough security.
- 2.5. With the main card the Authorized Holder can perform the following financial operations in the country and abroad in locations and on devices with the logo of the respective type of the card - Visa /MasterCard/Visa Electron/ V PAY/Maestro:
- 2.5.1. Cash withdrawal at ATM - most often in the local currency of the country where the transaction is performed. The maximum amount of cash, which may be withdrawn from an ATM, shall be determined by the banks managing the devices as well as by limits on the Card;
- 2.5.2. Manual cash withdrawal in a bank through an electronic terminal or a mechanical device for processing payments with cards (imprinter). Manual cash withdrawal in a bank through an imprinter shall not be applicable for cards with the logo of Maestro, Visa Electron and V PAY;
- 2.5.3. Payment of goods and services at merchant I outlets at a POS terminal and/or a mechanical device - imprinter. Payment of goods and services via imprinter shall not be applicable for cards with the logo of Maestro, Visa Electron and V PAY;
- 2.5.4. Payment of goods and services in Internet, rent-a-car services, hotel bookings, etc., without the physical presence of the Card and the Authorized Holder;
- 2.5.5. Payment of bills through ATMs in the system of BORICA;
- 2.5.6. Payment at a POS terminal at a merchant outlet with cashback - with V PAY, Visa Electron, Visa cards, Maestro at merchant outlets on the territory of Bulgaria;
- 2.5.7. Depositing cash on hand (paying-in operation) on a card account at ATMs, owned by the Bank, maintaining this service. The cash depositing may be performed only in BGN, whereas the maximum amount of one transaction consists of 90 pieces of banknotes denominated in BGN 100 and the minimum amount consists of one banknote of BGN 5. The deposited amount shall be credited on the account of the card, with which the operation has to be performed, pursuant to the terms stated in Section I, item I.7.1.3. Upon crediting the card account in foreign currency in paying-in BGN banknotes at ATM, the "cash on hand sell" exchange rate shall apply, applicable to the date of accounting the operation.
- 2.6. With the main card, the Authorized Holder can perform the following inquiry and non-payment transactions in locations and at devices with the logo of the respective type of card Visa/ MasterCard/ Visa Electron/V PAY/Maestro;
- 2.6.1. Change of PIN - on ATMs on the territory of the country in the system of BORICA.
- 2.6.2. Statement of the available balance on the card account - on ATMs on the territory of the country, and for cards with the logo of Visa - at devices all over the world;
- 2.6.3. Last 5 (five) transactions statement - on ATMs in Bulgaria only;
- 2.6.4. Statement of available balance through an information center on the telephones of the 24-hour center and in case of emergency or need for other statements related to using the card with a code word specified upfront in the Application;
- 2.6.5. Information about the available balance by sending a SMS in case of subscription for SMS notification - after sending the provided password as SMS;
- 2.7. Upon performing transactions with the Card the Authorized Holder shall establish his/her identity in one of the following ways or a combination of those:
- 2.7.1. By entering the PIN - when performing transactions at ATM and POS terminal. Entering the PIN on the keyboard of an ATM and/or a POS terminal, upon the reading of the chip (magnetic stripe) of a bank card, as well as the entering of a secret password in the Internet shall have the effect of a legal and valid way for identifying the Authorized Holder and shall evidence consent on his/her part for performing the payment with the Card.
- 2.7.2. With a signature on a receipt/ entered PIN, a signature on an invoice, and a valid identity document - for manual cash withdrawals in a bank, exchange bureau or for transactions performed in casinos;
- 2.7.3. By entering the last three digits printed in/next to the signature panel on the back side of the Card (excluding Maestro) and/or with a secret password of the Authorized Holder as chosen by him/her - for transactions in Internet, etc. without the physical presence of the Card and the Authorized Holder;
- 2.7.4. By showing the identity document - upon request, upon payment on POS at a merchant outlet.
- 2.8. The Bank shall not be liable for any groundless rejection of third parties to accept payments with the card or if a payment initiated with the card cannot be performed due to technical, communicational and other reasons, which are beyond the control of the Bank.
- 2.9. Should the Authorized Holder enter his/her PIN incorrectly on the keyboard of a POS terminal or an ATM three times in a row, any subsequent use of the Card shall be automatically blocked. The unblocking of the Card shall be done based on an Application for unblocking, which must be filled in personally by the authorized holder, submitted in a branch of the Bank and after paying a fee for activation pursuant to the Bank's Tariff for individuals.
- 2.10. If due to technical or other reasons the Card is withheld in an ATM, it shall be reissued with a new PIN.
- 2.11. In making payments abroad in a currency different from the currency of the Card Account, the amount of the payment

shall be converted into a settlement amount in a currency and by an exchange rate for VISA or MasterCard, respectively. The settlement amount shall be converted into an amount in the currency of the Card, with which the account shall be charged by the respective buy/sell exchange rate of the Bank applicable on the day of booking the respective transaction, which shall serve as a reference exchange rate.

2.12. The fees and commissions, which UniCredit Bulbank AD collects from customers upon its transactions, shall be determined pursuant to the Bank's Tariff for individuals valid for the respective period of accrual and due payment, the provisions of the present GTC and the Agreement for a debit card / the Agreement for a credit card for individuals.

2.13. In the Tariff for individuals valid as of the date of performing the transactions there are fixed limits and terms and conditions for issuance and servicing of payments with a debit/ credit card for individuals.

3. Issuance, renewal and use of a bank card for individuals

3.1. Cards are issued with a 4-year term of validity for a credit card and 5 years for a debit card. The term of validity of the Card is indicated on its front side. Its validity shall expire at 24:00 h. on the last day of the specified month.

3.2. The card shall be issued by the Bank within a period of 5 business days from the date of opening the card account in a branch of the BANK. If the Authorized Holder wishes so, the Card can be issued by express service - up to 48 hours (after opening the card account). For an express service, the Authorized Holder shall owe a fee pursuant to the Bank's Tariff for individuals.

3.3. Upon receipt of the card and the envelope containing the PIN, the Authorized Holder of the main and/or the additional card shall put his/her signature on the Application as well as in the signature panel on the back side of the debit/credit card unless it is a V PAY card. This signature must be identical with the signature on the Agreement for a debit card / Agreement for a credit card for individuals and the identity document of the Authorized Holder. After the Authorized Holder receives his/her card, the Bank shall activate it.

3.4. The card is property of the Bank and it shall be returned within a 30-day period after the expiry of its validity or on the date of early termination of the Agreement for a debit card / Agreement for a credit card for individuals.

3.5. Right after receipt of the card and the PIN code by the Authorized Holder against his/her signature and after specifying the identification password, the Authorized Holder of the main and/or the additional card shall undertake full responsibility for protecting the card and non-disclosure of the information received with regard to its use.

3.6. The Authorized Holder must memorize the PIN code after which he/she must destroy the envelope in which the PIN code was delivered to him/her by the Bank. The Authorized Holder shall not disclose the PIN code to anyone, he/she shall not record it on the Card or on any items, which are kept together with the Card, and shall take every possible measure to prevent any third parties from knowing it, including upon entering it on the keyboard of an ATM or POS-terminal.

3.7. The Bank shall unilaterally and automatically, at its own discretion, reissue the Card for a new term upon expiry of its validity, as it may be received by the Authorized Holder after the 10th day of the month in which the old Card expires. In case of rejection of re-issuance, the Authorized Holder shall have to inform the Bank in writing in free text at least two months prior to the expiry of the card.

3.8. A card that has been issued/reissued but not collected within a period of 3 (three) months shall be destroyed by the Bank.

3.9. Upon the receipt of the new card, the Authorized Holder shall return to the Bank the old card, which shall be destroyed in his/her presence and a Protocol as per a template shall be filled in and signed.

3.10. In case the Authorized Holder forgets his/her PIN, the Bank shall issue a new card with a new PIN based on a filled in Application for re-issuance, for which the Authorized Holder shall pay a fee pursuant to the Bank's Tariff for individuals.

3.11. Prior to the expiry of the Card, the BANK shall issue a new card to the same card account upon a submitted application from the Authorized Holder in the following cases:

3.11.1. The magnetic stripe of the Card or its chip is damaged or unmagnetized;

3.11.2. The card is lost/stolen or there are doubts about unauthorized use;

3.11.3. The card is unusable right upon performing the first transaction with it;

3.11.4. Technical error upon issuing the Card by fault of the Authorized Holder, for which the Authorized Holder shall pay a fee pursuant to the Bank's Tariff for individuals;

3.11.5. Technical error upon the issuance of the Card by fault of the Bank;

3.12. Cards are not issued and handed over on the grounds of power of attorney with an exception of the cases when the Bank has another judgement.

3.13. The Bank shall issue at the request of the Authorized Holder of the main Card additional bank cards, as well, based on an opened in his/her name card account / authorized credit limit (respectively for debit and credit cards) as per the following terms and conditions:

3.13.1. For the issuance of an additional card based on the signed agreement, the Authorized Holder of the main card shall provide in the Application the necessary information for issuing an additional card in the name of the person indicated by him/her;

3.13.2. The issuance and use of the additional cards shall be entirely at the own risk and responsibility of the Authorized Holder of the main Card;

3.13.3. In the Application for issuance of a bank card, the Authorized Holder shall specify daily and weekly limits for the additional card not exceeding the limits defined for the main card;

3.13.4. In the Application for issuance of a bank card the field for issuance of the additional card shall be filled in and signed by the Authorized Holder of the main Card;

3.13.5. For all harms and damages inflicted on the Card or the Bank, the responsibility shall be borne by the Authorized Holder of the main card;

3.13.6. All fees, commissions and other charges arising in relation to using the additional card shall be paid by the Authorized Holder of the main Card;

3.13.7. With the additional card all payment transactions listed in section I, item I.2.5., item I.2.6.1, I.2.6.3. and item I.2.6.5. . can be performed;

3.13.8. With the additional card no transactions for "Transfer between accounts from ATM" can be performed, as well as the inquiry transactions;

3.13.9. By definition, upon submitting of an application for closing the main card, all additional cards to the account shall be closed as well.

4. Actions in case of a stolen/ lost Card

4.1. In case of loss or theft of the Card, as well as in all the other cases foreseen in section I, item I.5.1.1., the Authorized Holder shall:

4.1.1. Inform the Bank immediately on the following telephone / fax numbers or e-mail address (24 hours a day, 365 days a year):

UniCredit BULBANK AD - Head Office:

Telephone: (+359 2) 933 72 12 for subscribers of Vivacom; +359 /887 232 232 for subscribers of M-tel; 0894 500 000 for subscribers of Globul

Fax: +359 2/ 980 04 20

E-mail: CallCentre@UniCreditGroup.bg

4.1.2. When the Authorized Holder is abroad, he/she can directly contact Visa/ MasterCard through the telephones for free access to the Global Customer Assistance System for VISA cardholders (Global Customer Assistance Service - GCAS) and MasterCard (MasterCard Global Service), specified on the website of the respective international card organization. At the same time, the Authorized Holder is obliged to inform the Bank as well.

4.1.3. For the theft/loss of the Card, the Authorized Holder shall have to inform the local police department, which shall issue a document with regard to the incident.

4.2. Within a period of 5 (five) days after the notification is made, the Authorized Holder shall submit to the Bank a written Application for blocking the Card with description of the incident. In case the Authorized Holder is abroad or for some other reason he/she is prevented from appearing at the Bank in person, he/she may send an Application in free text describing the incident to the above fax and/or e-mail.

5. Blocking/activation and re-issuance of the Card

5.1. The Bank shall have the right to block the card in the following cases:

5.1.1. A submitted message from the Authorized Holder or by another person by phone, fax or e-mail in case of loss, theft, deprivation in any other way, forgery or any other illegal use of the Card followed by a written Application for blocking the card submitted by the Authorized Holder to the Bank;

5.1.2. Breaching the Agreement for a debit card / Agreement for a credit card for individuals and the present General Terms and Conditions by the Authorized Holder;

5.1.3. Upon non-payment of the due and payable amounts pursuant to the Agreement for a debit card / Agreement for a credit card for individuals;

5.1.4. Automatically received notice of distraint of a receivable of the Authorized Holder on his/her accounts with the Bank imposed by the competent bodies;

5.1.5. In case the BANK has any doubt about unauthorized/ non-permitted use of the Card;

5.1.6. Out of security considerations;

5.1.7. Use or suspected use of the card with fraudulent purpose;

5.1.8. Upon a significantly increased risk that the card holder may be unable to fulfil his/her obligations related to repayment of his/her liabilities to the Bank;

5.1.9. Upon a submitted Application from the Authorized Holder for closing the card;

5.2. The Bank shall unblock the Card in the following cases:

5.2.1. Automatic activation of the Card after payment of the due amounts;

5.2.2. Automatic activation of the Card blocked on the grounds of section I, item I.5.1.4. and I.5.1.9. of the present GTC as soon as these grounds are no longer valid;

5.2.3. Automatic activation of the Card blocked on the grounds of section I, item I.5.1.6. after taking every possible measure to mitigate the risk from unauthorized use of the card;

5.3. In the cases outlined in section I, item I.5.1.1, item I.5.1.5, item I.5.1.7., and item I.5.1.8. the Bank shall not unblock the Card and it shall be subject to mandatory re-issuance with a new PIN.

6. Obligations and rights of the Authorized holder:

6.1. The Authorized Holder shall be obliged to:

6.1.1. Dispose with the funds on the card account and to use the Card in a way and according to the rules established in the Agreement for a debit card / Agreement for a credit card for individuals and the present GTC, the rules of ICO and the provisions of the effective legislation in the country, as well as not to allow any use of the Card upon payments in relation to any goods and services, the purchase and use of which is banned by the legislation, by-laws or any other deed issued by a competent authority in the country where the card is used. In case the Authorized Holder uses the Card and the account for other purposes or if he/she provides them to another person, the Authorized Holder shall be liable for those actions and for the transactions performed with the Card, which shall remain at his/her own expense and he/she shall be obliged to reimburse all amounts or costs incurred by the Bank in result of the unacceptable, wrongful and illegal use of the Card and the account.

6.1.2. Not to disclose the PIN code and the secret password for payments in Internet, as well as his/her card information, by taking every possible measure to prevent its disclosure, including when entering it at the time of performing a transaction and to prevent any kind of access or use of his/her bank card by third parties;

6.1.3. The Authorized Holder shall undertake to act with care and in good faith as required by the legislation in order to keep the main and the additional Card intact and safe, to undertake all necessary measures for preventing from their loss, destruction or damage and their illegal deprivation, to keep it from mechanical damages, as well as from any magnetic and electro-magnetic interferences and not to create conditions for or allow unauthorized access to them. Each use of the Card (main or additional) by an unauthorized person shall be viewed as non-fulfilment of this obligation of the Authorized Holder and a deliberate instance of gross negligence, for which the risk, responsibility and the consequences shall be borne by him/her. The Authorized Holder shall not have the right to raise any claims against payments made with the Card as a result from his/her failure to fulfil the obligation for not disclosing the PIN code, as well as the main and the additional Card and the card information on them;

6.1.4. Not to allow the deprivation of the card and the access to it of any unauthorized persons;

6.1.5. To use the card only in person;

6.1.6. Upon payments with the Card, to establish his/her identity on request in a retail outlet or in the Bank;

6.1.7. To inform the Bank immediately about any changes to the personal data indicated by him/her in the Application for issuance of the Card. Should the Authorized Holder not inform the Bank of the change to its mailing address, all letters/notifications/messages from the Bank shall be considered duly delivered to the address indicated in the Application for issuance of a debit/ credit card for individuals.

6.1.8. To return the Card to the Bank within a 30-day period from the date of occurrence of one of the following events: damaging of the Card, expiry of the Card or termination of the Agreement for a bank card for individuals. The Card shall be destroyed in the presence of the Authorized Holder by order of the Bank and upon submitting of a claim form for unauthorized transaction;

6.1.9. In case of destruction, loss, theft, deprivation in any other way, forgery or occurrence of circumstances, which make it possible the Card to be used in any other illegal way, to inform the Bank immediately by telephone/fax indicated in the present GTC, as within a period of 5 (five) days after that he/she shall return the Card, excluding the cases of loss, theft or any other way of deprivation, and submit to the BANK a written confirmation;

6.1.10. To keep for reference the receipts from the transactions performed with the Card at least for a period of 45 calendar days from the date of performing them or until the time of receipt of the monthly statement. In case of any doubt of discrepancies, the Authorized Holder shall be obliged to inform the Bank immediately in writing by filling in a template claim form. The absence of any written claim submitted to the Bank immediately after ascertaining the discrepancy, but at the latest until 30 calendar days from the date of booking the transaction performed with a Card, shall be considered tacit agreement with the transaction.

6.1.11. If the Authorized Holder has declared receiving of the statements of account concerning the movements on his/her card account to an e-mail, he/she undertakes to do the following:

1. To undertake all necessary actions so as to ensure the unobstructed receiving of the e-mails containing attached statements to the indicated e-mail address. He/she declares that he/she is aware of and agrees with the circumstance that the

Bank is not responsible if the Bank has served in good faith any statements to the e-mail address indicated above, that is not accessible and for technical reasons and/or due to intentional behaviour or gross negligence of the Holder.

2. To inform the Bank in due time and in writing in case of change of the e-mail address on which he/she wants to receive statements. He/she is aware and agrees that the Bank is not responsible for any statements not served until the day of receiving a written notification of changes or circumstances as stipulated in the previous statement.

3. To undertake all necessary actions in order to prevent unauthorized access to the information concerning his/her bank card(s), contained in the statement sent to the e-mail address indicated hereinabove. The risk and the consequences of such unauthorized access remain for the account of the Holder. He/she declares that he/she is aware and agrees that a statement sent by the Bank to an e-mail address will have the power and the legal validity of a written notification about the data contained in it, as well as about all actions performed with the account by the Holder and/or by third parties and that it will be considered delivered to the Holder, and respectively the deadline for appeal against the information contained in it in accordance with the provisions of the GTC for opening, maintaining and closing of bank accounts of individuals and for provision of payments services and instruments and the GTC for bank cards of individuals and for provision of payment services by use of bank cards as electronic payment instruments, with which he/she has been acquainted and which he/she accepts, will start from the moment when the Bank systems register information that the e-mail containing an attached statement of account has reached the e-mail address specified by the Authorized Holder, to which address it was sent, but in all cases not later than 1 (one) business day starting from the date of its sending.

He/she declares that he/she is aware and agrees that the statements sent by the Bank must not exceed "3 MB" and that in case of bigger statements he/she must visit the Bank in person in order to obtain the statement of account.

6.1.12. Upon arisen claims related to cash payments and withdrawals on terminal devices with the Card and submitting in a branch of the Bank a Form for disputed payment, the Authorized Holder shall be obliged to provide all the documents requested by the Bank in relation to that payment and the claims against it's performing.

6.1.13. The breach or non-fulfilment of any of the obligations of the Authorized Holder, as specified in the Agreement and/or the General Terms and Conditions, unless performed deliberately, shall be considered an instance of gross negligence, the responsibility for which shall be borne by the Authorized Holder.

6.1.14. The Authorized Holder shall bear the losses related to any unauthorized payment operations arising from using the lost, stolen or forged bank card or in the case of stolen card information when the Authorized Holder has failed to protect the personalized security characteristics of the bank card - PIN code and secret password for payments in Internet, up to an amount not exceeding BGN 300 (three hundred Bulgarian leva).

6.2. The Authorized Holder shall have the right to:

6.2.1. Perform the operations outlined in section I item I.2.5. and item I.2.6. of these GTC up to amount of the available balance on the account/ the credit limit and within the amount of the daily and weekly transaction limits for using the Card;

6.2.2. To request the Card and/or the PIN to be re-issued through filling in an Application in the cases foreseen in section I, item I.3.9. and item I.3.10. of the present GTC.

6.2.3. To request additional cards to be issued to the main Card through filling in an Application and to indicate limits for using the additional card while those shall not exceed the limits on the main Card;

6.2.4. To get on a regular basis current information about his/her Card in the Bank, including:

6.2.4.1. Authorization code of the performed payment transactions;

6.2.4.2. Location and date of performing the payment transactions;

6.2.4.3. Amount in the original currency of payment, amount in the currency of the card, date of booking the transaction and applicable exchange rate;

6.2.4.4. Accrued fees and interests, as well as bonuses in relation to the payment transactions performed by the Authorized Holder.

6.2.4.5. Upon transactions performed through a bank card with a disbursed loan from the Bank - amount of the authorized credit limit, annual interest rate, total amount of the liability, due minimum repayment amount, deadline for repayment as well as exceeded credit limit.

6.3. To terminate the Agreement unilaterally by way of a 45 (forty-five)-day written notice sent to the Bank, where the starting date of the notice shall be the date on which the Bank receives it. Within the term, during which the notice is effective, the Bank shall charge the card account with the amount of all delayed payments, as well as due and payable fees, commissions and interests. The agreement shall be considered terminated after the expiry of the term of the notice only in case the Authorized Holder has fully repaid his/her liabilities to the Bank- loan, interests, fees, commissions, charges in full and no earlier than the date of returning the Card to the Bank;

7. Obligations and rights of the BANK:

7.1. The Bank shall be obliged:

7.1.1. To issue the card and to deliver it to the Authorized Holder in person together with a Personal Identification Number (PIN) within 5 (five) business days after fulfilment of all the requirements stated in the GTC;

7.1.2. To book the transactions by following the chronological order of their receipt, excluding the cases of enforcement against the account as foreseen in the legislation.

7.1.3. Upon performing payment transactions in Bulgaria, the amount on the account of the Authorized Holder shall be booked with a value date of up to 2 (two) business days after the transaction takes place and upon transactions abroad - the value date shall be after 3 (three) business days;

7.1.4. Not to disclose any bank secrecy and to respond in writing within a 7 (seven)-day period to any claims from the Authorized Holder with regard to the transactions with the Card after payment by the Authorized Holder of the due and payable amount, fees and interests within the agreed deadlines;

7.1.5. To provide to the Authorized Holder the opportunity to give notice in cases of loss, theft, deprivation in any other way, forgery or use in any other illegal way of the Card by providing to him/her contact telephone numbers up front;

7.1.6. To issue a new Card and to provide a new PIN in the cases outlined in section I, item I.6.2.2. within the aforementioned term whereas withholding a fee for blocking pursuant to the Bank's Tariff for individuals;

7.1.7. The Bank shall be liable before the Authorized Holder for reimbursement of all fees paid by the Authorized Holder, as well as for reimbursement of all interests accrued in the name of the Authorized Holder as a result from unauthorized or inaccurately performed payment transactions unless the Authorized Holder has acted with fraud or has shown gross negligence.

7.2. The BANK shall have the right to:

7.2.1. To collect unilaterally as per the procedure for automatic collection of liabilities and by virtue of the Agreement for a debit card/ Agreement for a credit card for individuals from the accounts held by the Authorized Holder, the amounts due by the Authorized Holder under transactions with the Card plus any due interests, as well as all fees and commissions pursuant to the Bank's Tariff for individuals. In case the Authorized Holder has an account in a currency that is different from the currency of his/her liability to the Bank, the latter shall collect its receivable from that account based on the officially announced by the Bank buy/sell exchange rates for bills payable in foreign currency on the date of the transaction.

7.2.2. To block the Card immediately in case of breach of any obligation of the Authorized Holder under the Agreement for a debit card / Agreement for a credit card for individuals and the GTC;

7.2.3. To provide any kind of information related to using the Card, including such that is considered bank secrecy as per the Law on Credit Institutions, as well as personal data as per Personal Data Protection Act, to the international card organizations Visa and MasterCard, to its system operator and third parties, with which the Bank has relations, as well as persons related with the Bank, and to their consultants in relation to servicing the Card.

7.2.4. The Bank shall undertake to rectify the unauthorized or inaccurately performed payment transaction after receipt of a notice from the Authorized Holder about it, which must be submitted without groundless delay and yet within 13 (thirteen) months from the date of charging his/ her account;

7.2.5 The Bank shall be entitled to a recourse claim against the Authorized Holder if after having recovered the amount under section I, item I.6.1.14 of the present GTC, it ascertains fraudulent actions of the Authorized Holder, gross negligence or failure to fulfil the obligations as outlined herein.

8. Procedure for submitting claims and settlement of disputes. Out-of-court settlement.

8.1. In case of any doubts about discrepancies or upon disagreement with a transaction booked on his/ her Card/ Card Account, the Authorized Holder of the main card shall undertake to inform the BANK immediately in writing by filling in a Claim form as per a template, which must be submitted within 30 days from receiving the information about the performing of those, through, but not limited to, a statement of his/ her bank account. Any transactions that are disputed after the specified period shall be considered disputed with groundless delay.

8.2. The Authorized Holder of the main card shall be obliged to provide any available paperwork in relation to the transaction disputed by him/her together with the filled in Claim form, as well as any additional information as the Bank may request.

8.3. The Authorized Holder of the main card may submit a claim against a transaction for a main or an additional card as per the way described above, or any other claims regarding the servicing of the Card and/or the signed Agreement for a debit card / Agreement for a credit card for individuals in any branch of the BANK.

8.4. The Bank shall examine the claim and inform the Authorized Holder of the main card about its opinion as regards any submitted written claim within a 7-day period from date of submitting the claim, and where additional information needs to be collected from third parties - after receiving that information.

8.5. The entries of the current transactions with the Card received from BORICA , MasterCard or Visa shall be considered true unless proving otherwise within the claim periods and under the terms and conditions established in the present GTC to the Agreement for a credit card for individuals and by the International Card Organizations;

8.6. Upon submitting a claim against a transaction, the Authorized Holder of the main card shall provide his/her consent for the

Bank to perform an in-depth investigation on the case and if necessary - to inform the competent authorities. The Authorized Holder of the main card shall undertake to assist them in clarifying the circumstances related to the disputed transactions.

8.7. In case of a groundless claim from the Authorized Holder of the main card against transactions or against the amounts of transactions performed by him/her by his/her order or with his/her knowledge and authorization, he/ she shall owe a fee for groundless claim pursuant to the Bank's Tariff for individuals.

8.8. In the cases foreseen in section I, item I.8.7., the Bank can terminate the Agreement for a debit card / Agreement for a credit card for individuals ahead of schedule.

8.9. Upon disagreement of the Authorized Holder with the decision of the Bank, the dispute can be referred for settlement to the Conciliation Committee for Payment Disputes at the Consumer Protection Commission as well as to the competent Bulgarian Court Of Justice.

8.10. The Bank shall not be a party upon settlement of payment disputes related to circumstances or disregarded conditions upon purchasing and providing of goods/services - quantity, quality, supply, deadline and other delivery conditions, etc. - agreed between the Authorized Holder of the card, as buyer, and the merchant providing the goods/services, as seller, prior to making the payment with the Card. In such cases the Authorized Holder shall settle the dispute directly with the merchant based on the agreement concluded between them for the purchase and the general terms and conditions of the merchant/seller. If the parties cannot settle the dispute amicably, the BANK may escalate the dispute to the bank of the merchant provided explicit and unambiguous evidence is in place regarding the failure of the merchant, as provided by the Authorized Holder.

8.11. The Authorized Holder shall accept the statements provided to him/her by the Bank and other documents from the system operator, ICO, etc. as sufficient evidence for the performing of the transaction and the circumstances related to its performing;

8.12. The Bank shall recover immediately the amount of the unauthorized payment transactions excluding the cases outlined in section I, item I.7.2.4. and item I.7.1.2. of the present GTC and when necessary it shall recover the payment account of the Authorized Holder to the same condition as before the performing of the unauthorized payment transactions after finalizing the procedure for ascertaining the authenticity of the payment transaction but at the latest until 21 days after receipt of the notice under section I, item I.8.1. of the present GTC.

9. Other terms and conditions:

9.1. Upon the death of the Authorized Holder of a main or additional card, his/her heirs shall inform the Bank and return the card;

9.2. The Bank shall not be liable for any payments with the bank card until the day of receiving a written notification accompanied by an official document for the death of the account holder.

9.3. Based on and against the provided credit limit on the Card and/or the deposited own funds (accessible only for the main card), the Authorized Holder shall order and perform at his own risk, responsibility and expense transactions with the Card provided to him/her or additional cards to it, whereas he/she shall use the additional cards in person and/or through legally capable persons whose transactions performed with the additional cards shall be binding for the Authorized Holder directly and shall have the same legal effect and consequences as if they were performed by him/her in person. Each transaction performed with the main or any additional card provided to the Authorized Holder shall be against and at the expense of credit limit and/or deposited own funds (accessible only for the main card) utilized by him/her on the grounds, under the terms and conditions and with the consequences set out in the present General Terms and Conditions. Any claims by the Authorized Holder that the transactions performed with the additional Card are not performed by him/her shall be groundless and non-enforceable against the Bank.

9.4. THE AUTHORIZED HOLDER is responsible for all payments to THE BANK, arising from the use of THE CARD

9.5. The Bank shall reserve its right to change unilaterally the present GTC, including the interest rates, fees, commissions and the defined maximum limits for issuance and servicing of payments with the Card, whereas informing the Authorized Holder in due course about any arising changes.

9.6. Any changes to the fees and tariffs shall be considered known, accepted and binding for the Authorized Holder from the time of their announcement by the Bank in a proper way in the bank branches and on the Bank's website.

9.7. The Bank shall consider all transactions with the additional card to be performed with the knowledge and consent of the Authorized Holder of the main card excluding the cases of a submitted written claim by the latter.

9.8. The Bank shall not be liable for any losses suffered by the Authorized Holder due to using the Card in case that before it was informed by the Authorized Holder of destruction, loss, theft, deprivation, forgery or any other illegal use of the Card, including such performed by an unauthorized person, it duly performed and booked the transactions ordered to it with the Card so that any consequences and losses in the cases described above shall be borne by the Authorized Holder;

9.9. With the signing of the Agreement for a debit card / Agreement for a credit card, the Authorized Holder shall empower the Bank to exercise the right to collect the receivables established by grounds and in amount from the accounts of the Authorized

Holder in the cases established in the present GTC, other types of agreements concluded between the Bank and the Authorized Holder with the purpose of: adjustment and rectification of the consequences resulting from performing illegal transfers; getting money on an account as a result from fraud or without grounds based on inauthentic documents; due to a mistake made by the drawer; collecting the receivables of the Bank from the payer for amounts, interests, commissions and charges, as to which the Bank is authorized by the payer by virtue of these GTC and/or other agreements concluded with the Bank; upon enforcement pursuant to the procedure foreseen in the legislation, as well as in other cases agreed in writing between the Bank and the Authorized Holder.

II. General Terms and Conditions for Debit Cards for Individuals

1. Definitions -Pursuant to these GTC, the words and abbreviations listed below shall have the following meaning:

1.1. Holder of an Additional Card - local or foreign person above 16 who is a client of the Bank.

1.2. The current (card) account or the Account is a bank account, kept in the name of the main Holder, on which the debit card(s) is issued. The operations performed with the card are booked on the account, for example payments and proceeds from the International Card Organizations, as well as the due and payable fees, commissions and interests on them, expenses that are due and payable by the Holder are repaid through the account. The Bank opens the Account pursuant to an order of the Holder, which is considered given by virtue of the signing of an Application for issuing of a debit card. The relations between the parties in connection with the Account are governed by the GTC of the Bank for opening, maintaining and closing of bank accounts of individuals and for provision of payment services and instruments.

1.3. Unauthorized overdraft - in the cases of allowed payment exceeding the available balance (including the non-declining balance where such is foreseen), the amount of the excess shall be considered utilized unauthorized overdraft on which interest and/or a fee for unauthorized overdraft shall be accrued.

1.4. Interest rate on unauthorized overdraft - the interest rate accrued on the amount of the used unauthorized overdraft.

1.5. Statement - a document issued by the Bank upon request from the Authorized Holder and containing information for the effected movements from the current (card) account.

2. General provisions

2.1. With the card one can perform all transactions set out in section I of the present GTC, which are an integral part of the Application–the Agreement for issuing of a debit card (referred to in this part II General Rules for Debit Cards of Individuals – as “the Agreement”) and card account the Agreement for issuing and use of debit cards for individuals.

2.2. In case of a performed payment above the amount of the available balance (including also the non-declining balance where such is foreseen) on the current (card) account, as well as the non-providing of enough funds on the current (card) account for covering the fees and commissions due to the Bank pursuant to the Tariff of the Bank for individuals, the amount of the excess shall be considered unauthorized overdraft used by the Authorized Holder and immediately due and payable, and to be collected as per the common procedure of the Bank.

2.3. The V PAY card can be used for payment of goods and services and for cash withdrawals at ATMs and POS terminals allowing transactions with chip in the country and Europe only.

2.4. The V PAY-Lukoil co-branded card gives preferential conditions in the form of 2% discount when performing a card payment for fuels, motor and industrial oils, and all consumer goods offered at Lukoil Bulgaria petrol stations (with the exception of banderol goods and vignettes), whereas the discount is granted at Lukoil Bulgaria petrol stations, participating in the program within the country's territory;

2.5. By way of exception, in case of forgotten PIN, destruction or damaging of the card, loss or its taking away in any other way, the Authorized Holder can make manual cash withdrawals without a card up to the amount of the cash available on his/her current (card) account after having submitted a preliminary written request (Application) and after verification as regards any transactions pending for payment;

2.6. On-account transfer between accounts through an ATM in the system of BORICA. With the card, transfers between a current (card) account and another current account can be done, as the current account shall be indicated by the Authorized Holder up front in the Application for issuance of a debit card for individuals. The latter applies only to debit cards with the logo of Maestro;

2.7. In case the Card of the Authorized Holder is not received or activated for more than 3 months from the date of issuance/ re-issuance, the account shall be automatically restructured by the Bank together with the assets accumulated on it into a current account in the same currency pursuant to the effective as of the time of the restructuring General Terms and Conditions, the Tariff of the Bank for individuals and the Interest Rate Bulletin for opening and keeping of current accounts for individuals, as well as all fees, commissions and other kind of remuneration of the Bank for maintaining that account and for bank deals made through that account shall be payable by the Authorized Holder based on the Bank's Tariff for individuals and the Interest Rate Bulletin.

2.8. Upon the death of the Authorized Holder of a main card, the remaining balance on the card account shall be paid as per the procedure foreseen in the legislation.

2.9 Term of the Agreement, Termination

(1) Upon termination of the Agreement, the Authorized Holder THE AUTHORIZED HOLDER of the main card is obligated to pay all fees and commissions payable to the Bank and to repay all liabilities to it, arising from the Agreement.

(2) The Agreement may be terminated:

a/ unilaterally by the Authorized Holder THE AUTHORIZED HODLER of the main card – with a 45-day prior written notice to the Bank;

b/ unilaterally by the Bank – without prior notice in case of default on any obligation of the Authorized Holder THE AUTHORIZED HOLDER of the main card under this Agreement, the Bank securing its receivables, blocking the use of the card and demanding that it be returned to the Bank, or by means of a 45-day prior written notice to the Authorized Holder THE AUTHORIZED HOLDER of the main card, the start of the notice will be the date on which it is sent;

(3) An early demanding or returning of the card may not give grounds for claims on the part of the Authorized Holder THE AUTHORIZED HOLDER of the main card for partial recovery of the paid fees and commissions on the card.

3. Rights and Obligations of the Parties

3.1. The Authorized Holder shall be obliged to deposit upon the initial replenishment of the Account the amount of the required minimum non-declining balance pursuant to the Tariff of the Bank for individuals;

3.2. The Authorized Holder shall undertake to maintain on the account, at all times, a minimum non-declining balance in the amount specified in the Tariff of the Bank for individuals. Payments from the Account can be performed only with the funds above this balance and within the transaction limits set by the Bank;

3.3. The Authorized Holder of the main Card shall undertake to pay all charges arising upon the issuance and use of the Card/ Cards, as well as charges for the opening and keeping of the Account, whereas authorizing the BANK to collect automatically its receivables from the Account and in case of insufficient funds on it - from other accounts held by the Authorized Holder of the main Card.

3.4. The Authorized Holder of the main Card shall be entitled to receive from the BANK upon request statements of all payments performed with the Card per a month or for a period specified by him/her, whereas paying a fee pursuant to the Tariff of the Bank for individuals;

3.5. The Authorized Holder may cancel an Agreement for a bank card within 14 days after the date of receipt of that card provided no transactions are performed with it. The charges for the issuance of the bank card shall be borne by the Authorized Holder.

3.6. THE AUTHORIZED HOLDER shall be liable for all payments of the BANK, arising from the use of the CARD.

3.7. The Authorized Holder shall be liable for any damages and loss due to incorrect use of the card until the Bank receives the notification for blocking the card.

3.8. The Bank shall be obliged to accrue interest at the end of each calendar year on the funds on the Account by an interest rate specified in the Interest Rate Bulletin, which the Bank applies to accounts in local and foreign currency;

3.9. The Bank shall have the right to block the card from use after receipt of the notice from the Authorized Holder in the cases and pursuant to the provisions of section I, item I.4.1 of the present GTC;

3.10. The Bank shall be entitled to automatically close the Account and the respective Debit Card/s in case the Client (the Authorized Holder) has not provided funds during 6 (six) consecutive months for covering the monthly maintenance fee of the account.

3.11. The Bank shall not be liable in case of incapability of the Authorized Holder to perform transactions through the card, because of technical reasons, which are beyond the control of the Bank and/ or are not a result of a fault of the Bank.

3.12. The Bank shall not be liable for transactions concluded when using the card.

3.13. The Bank shall consider all transactions with the additional card as transactions performed with the knowledge and consent of the authorized holder of the main card except for the cases of submission of a written objection to the latter.

3.14. The breach of or failure to perform any of the obligations of the Authorized Holder and of the holder of an additional card, referred to in the Agreement and/ of the General Terms and Conditions, unless performed intentionally, shall be an instance of gross negligence, the responsibility of which shall be incumbent on the Authorized Holder.

III. General Terms and Conditions for Credit Cards for Individuals

1. Definitions -Pursuant to these GTC, the words and abbreviations listed below shall have the following meaning:

1.1. Card account (CA) - the account linked to the Card, on which the Authorized Holder of the main card shall pay in funds for repayment until or on the Date of Repayment of all liabilities under the Card, or at least the Minimum Repayment Amount, respectively the Minimum Due Amount. The Authorized Holder can deposit on the Card Account own funds, as well, above the credit limit, to which he/she will have access through the Card.

1.2. Current Account (CAcc) - current account of the Authorized Holder specified in the Agreement for a credit card for individuals, which the Main Authorized Holder may indicate as an account for direct debiting of the MRA, or the MDA respectively, or of all liabilities under the Card.

1.3. Credit limit (CL) - a fixed agreed amount, up to which the Authorized Holder of the main or the additional card can dispose with the card during the period of customer payments .

1.4. Minimum Repayment Amount (MRA) - the amount, which needs to be provided by the Authorized Holder on the Card Account and/ or the Current Account within the fixed deadlines in order to be able to use the free credit limit. The amount of the MRA shall be specified in the Agreement for a credit card for individuals.

1.5. Minimum Due Amount (MDA) - the amount, which shall be provided by the Authorized Holder on the Card Account and/ or the Current Account in case of overdue MRA/s and/or exceeded credit limit in order to be able to use the free credit limit. The amount of the MDA as of any Date of Repayment shall be estimated as the sum total of the due MRA or the actually utilized amount during the period of customer payments, in case it is lower than the MRA, plus the amounts of the overdue MRA (if any) and the exceeded credit limit (if any), plus the amounts of the overdue interests and the interests from an exceeded credit limit.

1.6. Free Credit Limit (FCL) - available for use remaining amount from the credit limit after depositing at least the MDA.

1.7. Utilized Amount (UA) - the sum total of all payments, withdrawals and the due and payable fees and commissions on them during the period of customer payments and forming the debt.

1.8. Debt from a preceding period - the unpaid portion of the due and payable amounts, which is transferred into the next period of customer payments as debt, i.e., this is the Utilized Amount reduced by the amount of the repayments made.

1.9. Exceeded Credit Limit - in cases of exceeding the Credit Limit due to a transaction made with the Card, or any fees and commissions and/ or interests accrued by the Bank on the Card Account, the amounts of the excess shall be considered utilized exceeded credit limit, which shall be immediately due and payable.

1.10. Grace Period (GP) - valid for on-account payments at merchant outlets. This is the period from the date of the transaction until the 15th day of the month following the PCP. If by the date of repayment/ 15th day of the month following the period of customer payments / the customer fully repays all liabilities from preceding periods, he/she shall not owe interests on the on account payments made in retail outlets in the preceding PCP.

1.11. Date of Repayment (DR) - the date until or on which the debt under the card is repaid (fully or partially) from the card account. Date of Repayment shall be each 15 (fifteenth) day of the month following the PCP, or the first business day - if the fifteenth day is a non-business day. On this date at the latest, the Authorized Holder shall provide funds for covering the utilized amounts or at least the MRA, or the MDA, respectively.

1.12. Interest Period - this is the period during which interest is accrued for any utilized amount from the Credit Limit. For any transaction (on-account payment at a merchant outlet or manual cash withdrawal) the period starts from the date of performing the transaction until the time of repayment of the amount of the transaction.

1.13. Term of the Credit Limit - the deadline specified in the Agreement for a credit card for individuals, until which the credit limit may be used and renewed with the repayment of the used loan and after the expiry of which the commitment of the Bank to provide non-utilized amounts of the credit limit shall be terminated.

1.14. Interest Rate for a Utilized Amount - the interest rate accrued on the utilized Credit Limit defined in the Agreement for a credit card for individuals.

1.15. Fee for Exceeded Credit Limit - a fee paid by the Authorized Holder when the credit limit is exceeded as a result from a transaction performed with the card, the amount of which is specified in the Tariff of UniCredit Bulbank for individuals (the Tariff) applicable as of the time of collecting the fee.

1.16. Fee for managing overdue payments- a fee, which shall be paid by the Authorized Holder in the cases when he/she fails to repay the MRA until or on the Date of Repayment, the amount of which is specified in the Tariff applicable as of the time of collecting the fee.

1.17. Monthly Statement (Statement) - a document issued by the Bank by the 5th day of the month following the PCP, at the latest, and containing information about all transactions performed with the Card in the previous PCP, as well as due and payable interests, fees and commissions. The statement indicates also the MRA, or the MDA respectively, which is payable by the Authorized Holder, and the deadline for its payment as well as the total due amount under the Card.

2. General provisions

2.1. The credit limit on a credit card for individuals shall be made available in one of the following three currencies - BGN, EUR or USD.

2.2. The amount of the credit limit of the main card shall be determined by the Bank and it shall be valid for a period of 24 months from the date of signing the Agreement for a credit card for individuals (hereinafter referred to as the Agreement) but at the latest until the last day of the respective month when the validity of the card expires, excluding the cases of early termination of the Agreement. The amount of the credit limit of the additional card shall be within the amount of the limit of the main card and it shall be specified by the Main Authorized Holder and recorded in the Application.

2.3. At its own discretion the BANK shall unilaterally and automatically be able to prolong the term of the credit limit once in the next 24 months, provided the agreement is not terminated ahead of schedule.

2.4. The amounts above the credit limit in result of unpaid interests, fees and commissions, performed payment(s) above the amount of the agreed credit limit from the additional and/ or the additional cards shall be considered used exceeded credit limit, which shall be immediately due and payable, as it shall be collected by the Bank pursuant to a procedure defined in the present General Terms and Conditions for credit cards for individuals.

3. Terms and Conditions for utilization and repayment of the credit limit

3.1. The deadline, until when the credit limit under the Agreement for a credit card for individuals can be used by the main and/or the additional authorized holder(s) and renewed with the repayment from the Authorized Holder of the utilized amounts or at least the MRA, or the MDA, respectively, is 24 months from the date of signing the Agreement, while the Bank may prolong at its own discretion, unilaterally and automatically the right of use and the renewal of the credit limit for yet another period of 24 months whereas keeping the other terms and conditions of the Agreement, provided the Authorized Holder has not explicitly requested the Agreement to be terminated and provided he/she is a non-defaulting party under the Agreement.

3.2. The Authorized Holder shall use the card in the period of customer payments (PCP) indicated in item 4.1.1. of the Agreement for a credit card for individuals. Under the terms and conditions of the present GTC and until expiry of the term of validity of the Agreement indicated in item 4.4. thereof within the PCP under item 4.1.1., the Authorized Holder shall be entitled to utilize and repay amounts from the credit limit under item 2 of the Agreement. The Authorized Holder shall be obliged from the 1st until the 15th day of each respective current month in the term of validity of the agreement to provide the MRA/ MDA in the amount specified in item 4.1. of the Agreement with respect to the utilizations made in the preceding PCP.

3.3. The right to use amounts up to the amount specified in item 2 of the Agreement through their utilization in the period of customer payments shall arise upon fulfilment of the requirements set under item 5.3 of the Agreement (if required so) as the first PCP shall have a term starting from the date of fulfilment of the specified requirements but at the latest until the last day of the PCP. After expiry of the term for arising of the right of use, the commitment of the Bank to provide the non-utilized amounts from the credit limit shall be terminated.

4. Interest rates, fees and commissions

4.1. For the utilized amount (used portion from the credit limit, incl. exceeded credit limit, reduced by the amount of fees and commissions - regular and penalties, under the payments/ withdrawals), the Authorized Holder shall pay to the Bank each month a monthly interest as defined in item 3.1. of the Agreement (Interest for Utilized Amount), which shall be accrued daily from the date of each transaction performed within this (reported) PCP on a 360/360-day basis, as follows:

4.1.1. When until and/or on the Date of Repayment the Authorized Holder fully repays the portion of the credit limit used in the preceding PCP, the Authorized Holder shall pay to the Bank an Interest for Utilized Amount only for the performed transactions representing cash withdrawals. The due and payable interests shall be capitalized (i.e., with the amount of the due interest the amount of the free credit limit is reduced) on the CARD on the last day of the month following the current PCP.

4.1.2. In case until the 15th day of each month following the period of customer payments (PCP) the Authorized Holder has no outstanding utilized amounts from the credit limit from the PCP and preceding periods and fees and commissions on them, and if there are no amounts utilized through cash withdrawals at ATM/POS from the PCP and preceding periods, no interest shall be payable.

4.1.3. The Authorized Holder shall not owe any interest for on-account payments made with the CARD at merchant outlets in the preceding PCP provided only he/she fully repays all the liabilities, which have arisen until the Date of Repayment, but no later than the 15th day of the month following the PCP, as per section III, item I.4.2.

4.1.4. In case there is debt from preceding periods of customer payments (PCP), incl. such formed by amounts for repayment of receivables of the Bank, as per the provisions of the Agreement, from utilized and non-repaid exceeded credit limit respectively, on the so formed actual debt from the preceding periods of customer payments increased by the amount of the utilized amounts in the last PCP and the existing actual debt in the Period of Repayment interest shall be accrued as per item 3.1. of the Agreement for a credit card as of the date of the respective transaction until the final repayment together with the fees for delay.

4.2 Where until and/or on the date of repayment the Authorized Holder has not repaid in full the utilized portion of the credit

limit in the preceding (reported) PCP, the Authorized Holder shall owe to the BANK:

- (1). Interest for the total debt formed by cash withdrawals as of the date of the respective transaction until the final repayment;
- (2). Interest on the total debt formed by on-account payments (in the preceding PCP) until the date of the partial repayment and interest on the outstanding portion from the date of partial repayment to the last day of the current PCP;

The so accrued interests shall be added to the total debt and they shall be due and payable in the next repayment period.

4.3. The specific amount of the due and payable interests as per item 3.1. of the Agreement for a credit card for individuals shall be determined and repaid in the amount and upon the terms and conditions set forth in the Agreement for a credit card for individuals and/or the Interest Rate Bulletin and the Tariff applied by the Bank as of the date of the interest accrual.

4.4. The Authorized Holder shall pay an annual service fee for the Card, and any other fees, commissions and charges, related to the use of the Card and the transactions performed with it, shall be collected unilaterally by the Bank as per the procedure for automatic collection of liabilities from the Card Account and/or the free credit limit pursuant to the Bank's Tariff valid for the respective period.

5. Repayment

5.1. The fees for annual servicing of the CARD, as well as any other fees, commissions and charges related to using/blocking of the CARD, which are not paid by the Authorized Holder, shall be accrued, reported and collected as utilized credit limit and where none is available they shall be collected as exceeded credit limit. They shall be due and payable on the date of their accrual and shall be paid within the deadlines specified in section I, item III. 5.10, III. 5.12 and item III.5.14 of the present GTC.

5.2. The Authorized Holder shall repay his/her liability in the amount of the accrued monthly interests as per item 3 of the Agreement for a credit card for individuals by authorizing the BANK to collect those at the expense of the non-utilized authorized credit limit, or immediately due and payable exceeded credit limit respectively, on each 30/31th day of the month following the current PCP.

5.3. With the signing of the Agreement for a credit card for individuals and on the grounds of Article 16 and Article 21 of Ordinance No. 3 dated

16.07.2009 of BNB on the Terms and Procedure for the Execution of Payment Transactions and Use of Payment Instruments, the Authorized Holder shall give his/her consent for direct debit and automatic collection of the liabilities and it shall authorize the Bank to charge automatically all accounts, which the Authorized Holder holds with it, including also the current account of the Authorized Holder under item

4. of the Credit Card Agreement and with all the available funds on them to repay unilaterally the debt under the Credit Card Agreement and all due and payable amounts, including interests, fees, commissions and charges due and payable to the Bank by virtue of the same Agreement until their full repayment.

5.3.1. Unless otherwise agreed between the parties, the Bank shall collect its due and payable receivables under the Credit Card Agreement on account of and through utilization by the Authorized Holder of amounts from the free credit limit.

5.4. Within the deadline specified in item 4.2. of the Agreement, the Authorized Holder may use the free limit up to the amounts specified in item 2 thereof provided that he/she has repaid an amount no lower than the due and payable MDA for each period of customer payments. Upon non-fulfilment of this requirement, the CARD shall be blocked. The Minimum Repayment Amount, the Minimum Due Amount respectively, on the CARD shall be due and payable until the 15th day of the current month following the PCP, as after its payment the right to use the card with regard to the free credit limit shall be restored so that at any time during the validity term of the Agreement the credit limit utilized by the Authorized Holder shall not exceed the limit authorized under item 2 of the Agreement.

5.5. The credit limit, which the Authorized Holder may use in the next Period of Customer Payments shall be formed by the non-utilized to that date amount of the agreed credit limit increased by the amount of the repaid amounts, i.e. the amount of the Minimum Repayment Amount, respectively the MDA and the additionally paid-in amounts for covering the utilized amounts, and reduced by the amount of the due and payable interests, fees and commissions. The total agreed credit limit shall be recovered after the full repayment of the total due and payable amount and the interest payments formed pursuant to section I, item III.4.1 of the present GTC.

5.6. All repayments of liabilities under the Card by the Authorized Holder shall be made by way of making cash deposits on the Card Account, through a bank transfer ordered from the same or from another bank to a card account, through direct debiting from a current (card account), servicing debit card or savings account with the Bank in one of the three currencies - BGN, EUR or USD and through making cash deposits at an ATM. The received funds shall serve to repay liabilities on the card, which have arisen until the date of issuing the last monthly statement, by first repaying liabilities from past PCPs in the following order - interests from exceeded credit limit (if any), exceeded credit limit (if any), overdue interests (if any), overdue MDAs (if any), fees, commissions, performing interests, purchase transactions in merchant outlets, cash withdrawal transactions.

5.7. All accounting operations on the Card shall be processed until the last business day (inclusive) of the period of customer payments. The Bank shall prepare a Statement containing information on all operations and shall send it to the Authorized Holder to inform him/her of the due and payable amount, which needs to be recovered to the Bank.

5.8. The way of receiving the statement and any other kind of written notifications, which need to be provided by the Bank pursuant to the Agreement for a credit card for individuals, shall be specified in the Application for issuance of a credit card.

5.9. During the grace period, the Authorized Holder shall be entitled to use funds from the free credit limit if there is any available. The used amounts will be included in the amount of the debt formed in the current period of customer payments.

5.10. Should the Authorized Holder fail to repay the MRA, or the MDA respectively, on the Card Account as per the procedure and within the deadline as defined above, the BANK shall block the Card on the 31st day from the date of arising of the overdue payment pursuant to item

4.3. of the Agreement whereas terminating the use of the non-utilized credit limit until the full repayment of the MRA/ MDA.

5.11. After the repayment of the MDA or the outstanding portion from it, the BANK shall unblock the card whereas restoring the use of the free credit limit if there is any available.

5.12. The credit limit agreed in item 2 of the Agreement for a credit card for individuals may be renewed with the repayment at least of the MRA, respectively the MDA and with the total amount of the repaid amounts under the terms and conditions of the Agreement for a credit card for individuals, and until expiry of the term under item 4 thereof, after which the commitment of the Bank for providing non-utilized amounts under the credit limit shall be terminated with the exception of the cases set out in section I, item III.8.2. of the present GTC.

5.13. On the 15th day each month, the BANK shall unilaterally and as per the procedure for automatic collection collect its due and payable and subject to reimbursement from the Authorized Holder MRA/ MDA from the cash available on the specified in item 4 card account or from a current account for direct debit of the Authorized Holder, which he/she shall undertake to ensure in its amount or the total due and payable amount depending on the wish expressed up front by the Authorized Holder in the Application as regards the amount of direct debiting. In case of a stated by the Authorized Holder wish for collecting the whole due and payable amount/ MRA and insufficient funds on the date of automatic collection, the BANK shall not perform partial collection and the liability of the Authorized Holder shall be considered outstanding.

5.14. Should on the 15th day of the month the funds available on the card account of the Authorized Holder be insufficient to repay the MRA/MDA, on the 15th day the BANK shall collect the available funds from the card account for partial repayment of the MRA/MDA. The remaining unpaid portion of MRA/MDA shall be collected from the current account for direct debit (where such account is indicated in item 4 of the agreement), or it shall be posted to default in case of insufficient funds. In case of insufficient funds for repayment of the MRA/MDA, the Bank shall block the card in the period under item 4.3. of the Agreement and it shall start to accrue interests /fees, as follows:

(1). On the used portion from the credit limit posted to default, including for overdue debt from fees and commissions under the payments/withdrawals, from the date of the default, by an interest rate pursuant to item 3.1. of the Agreement, which shall be collected pursuant to the procedure set out in item III.5.14. of the present GTC.

(2). The BANK shall charge a one-off fee for managing overdue payments pursuant to item 3.2. of the Credit Card Agreement seven days after the date of the delay under item 5.9. The fee shall be added to the total debt and it shall be collected by the Bank on the 22nd day of the month following the PCP in which it was charged;

5.15. The amounts with which the credit limit is exceeded as a result from transactions, unpaid interests, fees and commissions shall represent utilized, immediately due and payable exceeded credit limit becoming part of the debt on the principal and on this overdue portion the Bank shall accrue a one-off fee in the amount specified in item 3.3. of the Agreement. The fee shall be added to the total debt and it shall be due and payable on the 15th day of the month following the PCP in which it was accrued;

5.16. In case the Authorized Holder has not been repaying the debt for more than 62 days and despite the invitations from the Bank employees he/she has not provided funds for repayment of the outstanding amounts, on the sixty-second (62nd) day the liabilities under the Agreement for a credit card for individuals shall become early due and payable and the Card shall be closed.

5.17. The Card Account shall be closed in the cases of terminating the Agreement for a credit card for individuals provided the Authorized Holder has paid all amounts due to the Bank (for Utilized Amount, interests, fees, commissions, other charges) arising from the Agreement for a credit card for individuals.

6. Other Rights and Obligations of the Parties

6.1. From the date of concluding the Agreement for a credit card for individuals until the time of full repayment of all due and payable amounts, which are a subject thereof, and fulfilment of the rights of the Bank and the corresponding obligations of the Authorized Holder, the latter shall be obliged to comply with, to observe and not to raise any claims against the authorizations given to the Bank and to abide strictly by the provisions of the Agreement and the present GTC, including that the Authorized Holder shall be obliged to:

6.1.1. Observe strictly the present GTC;

6.1.2. Provide each month sufficient funds on the indicated card or direct debit account for covering the MRA/MDA.

6.2. The Bank shall provide monthly statements for the movements on the Card at the latest until the 5th day of the month following the PCP as per section I, item III.5.6. and 5.7;

6.3. The Authorized Holder shall be obliged to inform the Bank immediately in case of not getting the monthly credit card

statement as per the way agreed with the Bank;

7. Enforcement

7.1. The commitments undertaken by the Bank for providing the credit limit under item 2 of the Agreement shall be terminated and the debt under the used credit limit, including also exceeded credit limit together with the interests and the fees in full, at the Bank's own discretion, shall become early due and payable, in full or partially, in case:

7.1.1. The Authorized Holder has breached any of the provisions of the General Terms and Conditions and/or the Agreement and has failed to pay on the maturity date any of the due liabilities under the Agreement for due amount, interests, fees and commissions;

7.1.2. The Authorized Holder fails to repay in due course his/her other liabilities to the BANK when they become due;

7.1.3. Upon initiation of enforcement by third parties against the assets of the Authorized Holder or upon levying a distraint on his/her bank accounts;

7.1.4. Upon termination of the Credit Card Agreement;

7.1.5. Some information, confirmation, declaration, certificate or other document submitted by the Authorized Holder in relation to concluding the Agreement for credit cards for individuals and its execution turn out to contain false information or to be null and void at any time during the validity term of the present Agreement;

7.1.6. Upon the death of the Authorized Holder, as well as upon placing him/her under full or partial judicial disability, the heirs shall remain jointly responsible together with the Authorized Holder that is placed under judicial disability but acts through his/her guardian or trustee until full collection of all receivables due and payable to the BANK under the concluded Agreement.

7.1.7. The Card falls in the possession of an unauthorized person, or the Bank receives information about unauthorized access to the Card respectively, in result of a deliberate action, with the involvement and/or fraudulent intention on the part of the Authorized Holder, as well as when the Bank receives information from the competent authorities that the Card has been used or will be used to make payments under deals that are prohibited by the Bulgarian legislation.

7.2. In any of the cases outlined in section I, item III, 7.1. the BANK shall be entitled at its own choice and discretion to:

7.2.1. block the Card and the right to use the non-utilized credit limit and to initiate unilaterally, without notice, immediate collection of the due amounts through automatic collection of receivables, including charges, fees and commissions, interests, etc., foreseen in the Agreement for credit cards for individuals and/or to offset the full amount of its due receivables with respect to its liabilities to the Authorized Holder for the balances on his/her bank accounts, including with a right of buy back at the respective exchange rate of the Bank on the day of the transaction and with a right unilaterally to breach the deposit agreements prior to their expiry together with the respective consequences for the Account Holder as per the terms and conditions of the deposit agreements;

7.2.2. To start satisfying its receivable through enforcement of all the assets of the Authorized Holder as per the established legal procedure;

7.2.3. To reduce unilaterally the credit limit indicated in item 2 of the Agreement provided it is not utilized up to the authorized amount;

7.2.4. To block the Card from use by putting it on the international stop list, with the respective consequences for the Authorized Holder resulting from this and in conformity with the Credit Card Agreement, the present GTC.

7.2.5. To take other legal actions aiming at settlement of its receivables under the Credit Card Agreement;

7.2.6. To terminate unilaterally, without notice the Credit Card Agreement by fault of the Authorized Holder and to initiate collection of its receivables (authorized and exceeded credit limit, interests, fees, commissions, charges) pursuant to Article 417 and subsequent from the Civil Procedure Code and Article 60, Para. (2) of the Law on Credit Institutions.

8. Term of Validity of the Agreement for Credit Cards for Individuals. Termination.

8.1. The Agreement for a credit card for individuals shall be concluded with a term of validity until the date specified in item 4. 4 thereof and it shall take effect after the fulfilment of the requirements set out in item 5 thereof. The Agreement shall be terminated from the date of expiry of the specified term provided it is not prolonged as per the terms and conditions defined in section I, item III.8.2. of the present GTC.

8.2. In case the Authorized Holder does not request explicitly in writing termination of the Agreement and if he/she has been a loyal payer under this and other existing loan agreements, the Bank may at its own discretion automatically prolong the term of validity of the Agreement by virtue of this clause for a new 2-year period.

8.3. The Credit Card Agreement for Individuals shall be terminated:

8.3.1. Unilaterally by the Authorized Holder - with a 45-day written notice submitted to the BANK in observance of the requirement set forth in section I, item I.6.3. herein. From the date of receipt of the notice in the Bank, the right to use non-utilized credit limit shall automatically be terminated and the liabilities including the used credit limit, the interests, fees, commissions and charges shall automatically become due and payable.

8.3.2. Unilaterally by the Bank with a one-month written notice or without notice upon the assumption and pursuant to section

I, item III.7.2.6. of the present GTC, at any time, in case of non-fulfilment of any of the obligations of the Authorized Holder under the Agreement and the GTC for a credit card, whereas the Bank shall block the Card from use and it shall request it to be returned to the Bank. In this case, the provisions of section I, item III.7 of the present GTC shall apply;

8.3.3. On other grounds as foreseen in the GTC.

8.4. The termination of the Agreement on any grounds shall not release the Authorized Holder from the obligation to pay to the Bank all due and payable fees and commissions and to repay all of its liabilities to it arising from the Agreement, together with the respective interests, and it cannot give grounds for any claims for reimbursement of the fees and commissions paid by the Authorized Holder.

8.5. Upon termination of the Agreement the Authorized Holder shall be financially liable for all transactions which have been made after the termination of the Agreement unless he has submitted an official request for closing the card/s and has given back the plastic card/s except for the exception envisaged in Section I, item 6.1.8. The Authorized Holder should pay the amounts of these transactions immediately after the Bank has notified him/ her that if any such have been registered.

8.6. The Bank shall be entitled to transfer its receivable under the Agreement for credit cards for individuals to a third party.

8.7. The Authorized Holder shall have the right, without owing any indemnity or penalty and without giving any reason, to cancel the concluded Agreement within a period of 14 days from:

1) the date of signing the Agreement, or

2) the date on which the Authorized Holder receives the terms and conditions of the Agreement and the information under Article 11 of the Law in the cases when this date is after the date specified in section I, item III.8.6.1).

8.7.1. The right to cancel the concluded Agreement shall be considered exercised if the Authorized Holder sends a notice to the Bank prior to the date of expiry of the deadline specified in item III.8.6. and returns the card to the Bank.

8.7.2. The notice under section I, item III.8.6.1 must be on paper or some other durable carrier, to which the Bank has access, and given in a way, which can be proven in conformity with the effective legislation.

8.8. When the Authorized Holder exercises his/her right to cancel the Agreement he/she shall pay to the Bank all due fees and commissions arising from using the card, the principal and shall pay the interest accrued for the period from the date of utilization of the funds under the loan until the date of repayment of the principal without groundless delay and according to the terms and conditions under section I, item I.6.3. section I, III.8.3.1 of the present GTC. The interest shall be estimated based on the interest rate agreed in the Agreement.

8.9. The cancellation by the Authorized Holder of the concluded Agreement shall take effect and the Agreement shall be terminated provided the notice is given within the deadline and as per the procedure set out in section I, item III.8.6.1 and item III.8.6.2 and the requirement under item III.8.7. is fulfilled.

8.10. When the right to cancel the concluded Agreement is exercised, the Bank shall not be entitled to request and collect any indemnity from the Authorized Holder, excluding the indemnity for the costs incurred by him/ her, which are payable to administrative bodies and not subject to reimbursement.

8.11. In exercising his/her right to cancel the Agreement, the Authorized Holder shall not be bound by the additional services related to the Agreement, which are provided by the Bank or a third party based on an agreement between the third party and the Bank.

9. Other terms and conditions

9.1. Upon any change to the regulatory framework and/or the financial market environment and/or arising of other objective circumstances leading to a significant increase in the costs of the Bank under the provided financial services, subject of the Agreement, and depending on the change of the agreed interest rate in the interbank markets, the Bank shall be entitled unilaterally to make the interest rate under item 3 of the Agreement compliant with the market conditions by amending and increasing its agreed amount up to 5 (five) percentage points, for which it shall notify the Authorized Holder in writing and/or electronically. In case the Authorized Holder disagrees with the change, he/she shall have the right to repay all of his/her liabilities to the BANK and to return the issued Card within a 14 (fourteen)-day period from the time of receipt of the notice.

9.2. The Bank shall inform the Authorized Holder about the changes under the preceding item III.9.1. in one of the ways defined by the BANK in writing and/or electronically: written notices in the banking halls, published messages on the official website of the BANK and/or messages printed on the monthly statements of the credit card of the Authorized Holder.

9.3. The Authorized Holder shall be liable for the fulfilment of all obligations under the present GTC and the Agreement, repayment on the maturity date of the amounts utilized through the Card and the due fees, commissions and interests on them, as verified with the monthly statement of the Card and arising from its use;

Section II. GENERAL TERMS AND CONDITIONS FOR USING ADDITIONAL SERVICES WITH BANK CARDS

I. General rules for using the SMS notification service

1. Definitions. Pursuant to these GTC, the concepts listed below shall have the following meaning:

1.1. SMS notification service - this is a system providing the opportunity to Customers who have bank cards to get from the Operator in a convenient and accessible way information about the card payments made by them as well as to them, the available balances on the cards and other financial and bank services, the information about which can be distributed through SMS notifications.

1.2. Customer - Authorized Holder to whom the Bank issues debit/ credit card(s)

1.3. Mobile operator - a company providing telecommunication services mainly through a wireless technology on the territory of the Republic of Bulgaria;

1.4. Operator - DATAMAX AD

1.5. Bank - UNICREDIT BULBANK AD;

1.6. BORICA - The Banking Organization for Payments Initiated by Cards and System Card Operator for Payments with Bank Cards in the Republic of Bulgaria;

1.8. Subscription deposit - an amount specified by the Customer and deposited up front, at the expense of which the SMS notifications received by him/ her are paid for.

1.9. Annual subscription fee for using the SMS notification service - fixed annual fee, which is collected automatically by the Bank at the beginning of each one-year period.

2. General provisions

2.1. The services shall be provided pursuant to a submitted to the Bank and correctly filled in by the Customer Application for SMS notification for existing debit and/ or credit card for individuals, or a filled in Application for issuance of a debit and/ or credit card for individuals.

2.2. In the Application for SMS notification for existing debit and/ or credit card for individuals, or filled in Application for issuance of a debit and/ or credit card for individuals, the client shall state in writing before the Bank his/ her wish to use the services by indicating:

2.2.1. his/ her mobile phone number on which to receive the SMS notifications;

2.2.2. the numbers of his/ her bank cards, for which he/ she wishes to use these services;

2.2.3. the amount of the subscription deposit;

2.2.4. the card account from which the subscription deposit and the annual subscription fee shall be collected;

2.3. The Customer shall have the right to cancel the services at any time by informing the Bank in writing thereof. In such case, the Operator shall return to him/ her the unspent amount from the subscription deposit within the next business day from the date on which the Customer has stated in writing before the Bank that he/ she wishes to cancel the services.

2.4. The bank shall provide a 24-hour service for SMS notification to the Customers of the Bank registered for using the system for SMS notification, for authorizations/ transactions, available balance on bank cards issued by UNICREDIT BULBANK AD, which are authorized with BORICA on-line and shall support the Customers when they contact the Call Center of the Bank on 0700 1 84 84 in case of technical problems.

2.5. The SMS notification is usually received by the Customer within 10 minutes after performing the respective transaction. Due to reasons that are beyond the control of the Operator, it may take more than 10 minutes to receive the SMS notification.

2.6. The notification contains the date and time of the authorization, information about the terminal (ATM or POS - bank servicing the ATM or name and address of the merchant that owns the POS), amount and original currency of the authorization, as well as result from the transaction - successful or rejected, whereas giving grounds for the rejection (insufficient funds, exceeded limits, etc.)

2.7. For using the services, the Customer shall pay to the Bank a fee in the form of annual subscription pursuant to the Bank's Tariff for individuals.

2.8. For each received SMS notification with information for authorizations/ transactions with bank cards, the Customer shall pay to the Operator a fee pursuant to the tariff of the Operator, which is provided to him/ her at his/her servicing bank branch.

2.9. For receiving information for available balance on bank cards, the Customer shall pay only for the SMS request sent by him/ her at the price of a SMS of the respective mobile operator whereas the received SMS reply shall be free of charge.

2.10. The Operator shall reduce the subscription deposit for each sent SMS notification with information for authorizations/ transactions on bank cards, as well as upon generating a new personal code for checking the available balance on cards, with the exception of the SMS reply as per section II, item I.2.9.

2.11. The Operator shall undertake to inform the Customer at its own expense when the subscription deposit falls below 10% of the selected advance amount.

2.12. With the signing of the Application for SMS notification for existing debit and/or credit card for individuals, or filled in Application for issuance of a debit and/ or credit card for individuals, the client shall authorize the Bank to collect automatically the amount stated by him/ her from his/her card account after the subscription deposit is exhausted. If the Customer has not provided sufficient funds on the account indicated by him/her, yet the services shall be active for a period of 30 days. In case of insufficient funds on the account after the expiry of this term, the services shall be deactivated. For any performed replenishment, the Customer shall pay to the Bank a fee pursuant to the Bank's Tariff for individuals.

3. Sending information for authorizations/ transactions, available balance on international and national bank cards

3.1. Customers who have bank cards issued by UNICREDIT BULBANK AD shall receive SMS notifications for:

3.1.1. on-line authorizations/ payments made with the cards owned by them - registered for the services; and/or

3.1.2. available balance on the registered cards.

3.2. After the registration of the Customer in the Bank in a specialized WEB interface, the system shall perform authorization in BORICA with the entered data for the bank card and with the amount of the price of the registered service. After successful registration, the services shall be activated. For receiving information for available balance on the subscribed cards the Customer shall sent SMS with the following content -N+the personal code (without an interval in between) to the short number 190091 (for Mtel subscribers) or 1618 (for Globul and Vivacom subscribers).

4. Other terms and conditions

4.1. The Operator can change its tariff whereby informing its Customers by SMS and/or via the mass media.

4.2 The Customer may not refuse to pay for the services on the grounds of being unaware of the tariff of the Bank and/or any changes to that tariff, including with regard to the pricing of the services provided by the Operator.

4.3. The fees of the Operator shall include the technical and communication costs for using the services, not including the bank fees for the bank processing of the payments, which the Customer shall pay separately to the Bank.

4.4. The Operator and the Bank do not guarantee and shall not be liable in case the Mobile Operator fails to deliver on time or fails to deliver at all any SMS notification, as well as in the cases when due to circumstances, which are beyond the control of the Operator (power cuts, earthquakes and other natural disasters or force majeure circumstances) those SMS notifications are not sent and respectively not received by the Customer, or if they are not received within the period stated above.

4.5. The Customer shall be informed by his/her mobile operator whether he/she will receive SMS notifications when abroad. In case this service is not provided by the Mobile Operator and its roaming partners abroad in the respective country, the Operator and the Bank shall not be liable for any notifications that are not received by the Customer and they shall not reimburse the Customer for the fees charged for those messages. In case the Customer is informed by his/her Mobile Operator that he/she cannot receive SMS notifications abroad, the Customer shall have the opportunity to state before his/her servicing branch of the Bank that he/she wishes to stop temporarily the SMS notification service without any change to its term, for which the Customer has already paid the annual fee.

4.6. The Operator and the Bank shall not be liable for telephone numbers and/or bank card numbers incorrectly submitted by the Customer, regardless of whether the wrong information has been submitted by the Customer or the Bank.

4.7. In case the Customer receives more than one SMS notifications for one and the same transaction, the Bank shall not be held responsible.

4.8. In any case, the responsibility of the Operator and the Bank shall be limited to the amount of the fee received by the Operator for the particular service where the service has not been performed or its performing is of poor quality, excluding the cases of deliberate action or gross negligence. Neither the Customer, nor any other party may have claims for any other damages, benefits foregone, etc.

4.9. The Operator shall reserve its right to terminate the SMS services by sending a one-month written notice to the Customer and the Bank.

4.10. The Bank shall not be liable for the actions of the Operator, the Mobile Operator or BORICA, performed in executing the services as offered herein by those three parties.

II. Rules for Using the Service "Secure Payments in Internet"

1. Definitions.

1.1. Verified by Visa (VbV) and MasterCard SecureCode -programmes of the international card organizations Visa and MasterCard for identifying the Authorized Holder of a bank card at the time of performing transactions at Internet merchants participating in the programmes.

1.2. Secret password- a set of symbols selected personally by the authorized holder of a bank card, which serves to identify the authorized holder and to confirm transactions at Internet merchants participating in the programmes "Verified by Visa" and

"MasterCard SecureCode".

1.3. Reminder question - selected by the Authorized Holder upon registration for the service and the reply to that question is used for unblocking the secret password.

1.4. Personal message- selected by the Authorized Holder upon registration for the service and it is displayed each time upon payment at Internet merchants participating in the programmes "Verified by Visa" and "MasterCard SecureCode".

1.5. Card Holder Profile- it is created by the Authorized Holder upon on-line registration for the service "Secure Payments in Internet".

2. General provisions.

2.1. The present Terms and Conditions supplement the Agreement for a credit/ Agreement for a debit card for individuals with regard to providing the additional service "Secure Payments in Internet" with a bank card.

2.2. UniCredit Bulbank AD provides to its cardholders the opportunity to register the issued to them international bank card with the logo of Visa, Visa Electron, VPAY, MasterCard in the programmes for cardholder identification Verified by Visa and MasterCard SecureCode for performing transactions in Internet in a secure way.

2.3. The terms and conditions for using the service Secure Payments in Internet shall take effect from the time of submitting an Application for subscription to the service in a branch of the Bank and they shall be valid unless the participation of the card holder in the service is terminated.

3. Rights and obligations of the Bank.

3.1 The Bank shall accept an Application for registration for the service "Secure Payments in Internet" for cards with the Visa and MasterCard logo filled in completely and correctly and signed personally or by an electronic signature by the Authorized Holder(s) in its branches or through Bulbank Online.

3.2. The Bank shall not be liable for the accuracy of the contact information of the Authorized Holder provided in the Application.

3.3. The Bank shall have the right to refuse to accept Applications for registration for the service "Secure Payments in Internet" should the card holder information provided in the Application differ from the information available in its information systems, unless that information is out-of-date and the Authorized Holder submits the respective Application for change of parameters.

3.4. After the acceptance of the Application for registration for the service "Secure Payments in Internet" from the Authorized Holder in a branch of the Bank or by an electronic signature, the latter shall undertake to provide one-off to the Authorized Holder a temporary password free of charge. The temporary password shall be valid for 24 hours from the time of sending it to the cardholder, as the first part of the password shall be received on the email address provided by him/her in the Application and the second part shall be received via an SMS to the specified mobile phone number. The temporary password can be used only for registration of the card for the service from the Authorized Holder.

3.5 The Bank undertakes to provide on its official website links enabling the Authorized Holder to register on-line for the service and to create his/her own customer profile.

3.6 In case of incorrect entering of the secret password three times in a row and/or wrong answer to the reminder question, the Bank shall block the access of the Authorized Holder to the service.

3.7 In case of a forgotten secret password and/or answer to a reminder question, after the Authorized Holder submits a new Application for registration for the service "Secure Payments in Internet" the Bank shall undertake to provide a new temporary password for registration against payment of a fee pursuant to the effective Tariff of UniCredit Bulbank AD for individuals.

3.8 The Bank shall have the right to refuse to accept for processing a submitted claim against a payment when that claim is not accompanied by the complete set of necessary documents or when it is submitted after the deadline foreseen in item V.4.8.

3.9 The Bank shall be obliged to inform the Authorized Holder in writing about the reasons for rejecting the claim upon the circumstances set out in the preceding item.

3.10 The Bank shall be entitled to collect from the Authorized Holder a fee for groundless claim pursuant to the Tariff of the Bank for individuals when the claim is proven to be groundless.

3.11 The Bank shall be obliged to inform the Authorized Holder in writing that the claim is found to be groundless whereas providing the reasons for considering it groundless as per the preceding item.

4. Rights of the Authorized Holder.

4.1 The Authorized Holder shall have the opportunity to register his/her bank card for the service "Secure Payments in Internet" only within the period of validity of the temporary password provided to him/her by the Bank.

4.2 In case the Authorized Holder does not register his/her bank card for the service "Secure Payments in Internet" within the period of validity of the temporary password, he/she shall have the right to submit a new Application to the Bank, which will issue and send to the email address provided by him/her a new temporary password for registration. For each temporary

password that is generated and sent, excluding the initial one, the customer shall be charged pursuant to the effective Tariff of the Bank for individuals.

4.3 The Authorized Holder must define his/her personal secret password, a reminder question and a personal message in order to be able to confirm transactions at Internet merchants participating in the programmes Verified by Visa and MasterCard SecureCode.

4.4 From the on-line profile, the Authorized Holder shall have the right to change his/her secret password, reminder question, personal message and email address at any time. The change of those parameters from the online profile is free of charge for the Authorized Holder.

4.5 When a personal secret password is entered incorrectly three times in a row, the password shall be blocked. The Authorized Holder shall have the right to set a new password only after giving a correct answer to the reminder question that is selected at the time of the registration for the service "Secure Payments in Internet". The Bank shall not charge the Authorized Holder when a new password is set under such circumstances.

4.6 In case of a forgotten answer to the reminder question, or if a wrong answer is entered, the profile of the Authorized Holder for using the service "Secure Payments in Internet" shall be blocked. The Authorized Cardholder shall have the right to register again his/her card for the service after submitting an Application for registration for the service Secure Payments in Internet in a branch of the Bank. For processing that Application the Bank shall charge the due fee pursuant to the effective Tariff of the Bank for individuals.

4.7 Through his/her online profile the Authorized Holder shall have the right to receive information as to whether the attempted transactions at Internet merchants have been performed with correctly entered secret password.

4.8 The Authorized Holder shall have the right to submit a claim against a payment made at an Internet merchant participating in the programmes Verified by Visa and MasterCard SecureCode but not later than 30 (thirty) calendar days from the date of the payment.

4.9 At any time, the Authorized Holder shall have the right through his/her online profile or with a request in free text upon a visit to a branch of the Bank to terminate his/her participation in the service Secure Payments in Internet.

5. Obligations of the Authorized Holder.

5.1. The Authorized Holder shall be obliged to register personally his/her bank card indicated in the Application for registration for the service Secure Payments in Internet and personally to create his/her profile using the links provided on the official website of UniCredit Bulbank AD.

5.2. The Authorized Holder shall be obliged to keep in good faith his/ her secret password, the answer to a reminder question and personal message by taking every necessary measure to prevent other people from becoming aware of them and using them.

5.3. The Authorized Holder shall be obliged not to disclose information about his/her personal secret password and/or reminder question, regardless of the source, the occasion and the way in which the inquiry is received, excluding the cases of making payments on the websites of merchants participating in the programmes Verified by Visa and MasterCard Secure Code where the entering of the secret personal password is done after the personal message is displayed, that message being created by the Authorized Holder at the time of creating his/her personal profile upon the registration of the card for the service Secure Payments in Internet.

5.4. The Authorized Holder shall be obliged not to keep any information about his/her personal password and/or reminder question together with or on the card.

5.5. The Authorized Holder shall be obliged to use his/her personal secret password and/or reminder question only in person.

5.6. The Authorized Holder shall be obliged to inform the Bank immediately in case of abuse or suspected abuse of his/her secret password and/or answer to a reminder question.

5.7. The Authorized Holder shall be obliged to inform the Bank immediately in case of inquiries about his/her personal password, reminder question and/or personal message received from any source, in any way of communication and on any occasion other than payment in the website of an Internet merchant and after the personal message is displayed.

5.8. In case of arising of a dispute about the specific conditions of the purchase of goods and/or services, periods for delivery, prices, warranty conditions, insurances, etc., the Authorized Holder shall be obliged to contact the merchant directly in order to solve the issue.

5.9 Where no amicable settlement can be reached as per the preceding item and when a written claim against the payment is submitted to the Bank, the Authorized Holder shall be obliged to provide to it the complete information and documents for the placed order, the general terms and conditions of the merchant effective at the time of making the order, the entire correspondence with the Internet merchant in relation to the order and the subsequent attempts to resolve the dispute between the Authorized Holder and the merchant. The Authorized Holder shall be obliged to provide the documents accompanying the claim together with their translations into Bulgarian and/or English.

6. Responsibilities of the parties.

6.1 The correct entering of a secret password and/or answer to a reminder question shall have the legal effect and consequences of an entered PIN. Each transaction at an Internet merchant, which is confirmed with a secret password shall be considered to be performed by the Authorized Holder with his/her knowledge, participation and/or consent or as a result from gross negligence on his/her part in relation to the obligation for not disclosing the secret password and/or answer to a reminder question.

6.2 The Bank shall not be responsible for any losses of the Authorized Holder caused by illegal use of his/her card for transactions at Internet merchants as a result from other persons becoming aware of a secret password and/or answer to reminder question if before

being informed thereof by the cardholder the Bank has effected and booked in good faith the transactions ordered with the card and the personal secret password. Any damages from such transactions shall be borne by the Authorized Holder.

6.3 The Bank shall not be a party to the purchase transactions made by the Authorized Holder and it shall not be liable for any disputes regarding the conditions of the purchase, delivery, quality and quantity, prices, warranty terms and conditions, etc.

6.4 The Bank shall not be liable for any direct or indirect losses of the Authorized Holder, non-performed transactions, benefits foregone, loss of data, etc. arising as a result from using the service Secure Payments in Internet.

7. Policy of Bank Secrecy and Non-Disclosure of Information

7.1. The Bank shall undertake to guarantee non-disclosure of the information containing personal data and provided by the users through submitted paper forms or electronic correspondence.

7.2. The email address provided in the Application for registration for the service Secure Payments in Internet shall be used for sending a part of the temporary password for registration to the service and for other messages from the Bank.

Section III. PROVIDING PAYMENT SERVICES THROUGH BANK CARDS AS ELECTRONIC PAYMENT INSTRUMENTS - FRAMEWORK AGREEMENT

I. Providing payment services through bank cards as electronic payment instruments - framework agreement

1. Payment services offered by the supplier. Procedure for accepting payment orders and deadlines for execution

1.1. The Bank provides the following payment services:

1.1.1. execution of payment transactions through bank cards in relation to:

a) payment of goods/ services at POS terminal, in Internet or through providing card information by fax, telephone or some other means of telecommunication.

b) cash withdrawal at ATM or at POS terminal.

1.1.2. issuance of payment instruments

1.1.3. execution of payment transactions where the consent of the payer for the execution of the payment transaction is given through a telecommunication, digital or information device and the payment is made to the operator of a telecommunication or information system or network acting as an intermediary between the user of the payment service and the supplier of the goods and services.

1.2. The order of the Authorized Holder for execution of payment transactions through bank cards is received indirectly by the supplier - in electronic form through telecommunication from the supplier of payment services to the supplier of goods, services or cash. The Bank shall execute the order from the Authorized Holder immediately after its receipt unless the Authorized Holder has not fulfilled his/her obligations under the present framework agreement, under the particular agreement concluded with the supplier for the respective product and its General Terms and Conditions.

The payment orders shall be executed in the chronological order of their receipt by the supplier in compliance with the provisions of Chapter Four of the Law on Payment Services and Payment Systems. The payment order can be executed only up to the amount of the available balance on the payment account, up to the amount of the funds provided by the Authorized Holder for execution of a payment transaction, up to the amount of the agreed credit limit (if available) and within the limits set by the supplier for execution of payment transactions through a bank card as a payment instrument, as specified in the Bank's Tariff for individuals. The Bank does not perform any partial transfers under separate payment orders.

1.3. The consent of the Authorized Holder for execution of a payment transaction (payment order), or a number of payment transactions, through a bank card as a payment instrument can be submitted in writing, electronically or through a means of telecommunication. The consent of the payer for execution of a payment transaction through a bank card needs to be provided before the execution of the payment transaction and it cannot be withdrawn.

1.4. Possible ways and procedure for providing consent from the Authorized Holder for execution of payment transactions through bank cards:

1.4.1. Through providing the plastic bank card from the Authorized Holder of payment services for performing the respective

payment service and:

- a) reading the chip of the bank card by ATM or POS terminal and entering a valid PIN code by the Authorized Holder;
- b) reading the chip of the bank card on POS terminal and putting a signature by the Authorized Holder on the receipt from the device;
- c) reading the magnetic stripe of the bank card by ATM or POS terminal and entering a valid PIN code by the Authorized Holder;
- d) reading the magnetic stripe of the bank card by POS terminal and putting a signature by the Authorized Holder on the receipt from the device;
- e) reading the chip/magnetic stripe of the card on POS terminal, entering a valid PIN code and/or putting a signature on the receipt from the device and presenting a valid identity document from the Authorized Holder upon manual cash in a bank, exchange bureau or upon transactions in a casino;
- f) through providing the plastic card or through its manual putting into the terminal device and reading by the latter of its magnetic stripe or chip - upon payment on self-service terminal devices.

Upon submitting the bank card by the Authorized Holder for payment on POS terminal, he/she may be requested to present also a valid identity document as a necessary requirement for ordering the payment.

1.4.2. Upon entering and/on registering card data in Internet by the Authorized Holder - bank card number, term of validity of the bank card, CVV2/CVC2 code (the three digits printed on the back side of a payment instrument following the last 4 digits from the number of the payment instrument), password for Secure Payments in Internet;

1.4.3. Through providing card data of the supplier of goods and/or services and its authorization to use it for payment from the Authorized Holder by fax, telephone or some other means of telecommunication - number and term of validity of the bank card, CVC2/CVV2 code.

2. Fees, commissions, interest rates and exchange rates in relation to the payment services provided through a bank card.

2.1. The changes to interest rates and exchange rates can be applied immediately and without giving a two-month notice provided those changes are based on the reference interest rate or the reference exchange rate. When the changes to the interest rates or the exchange rates are more favorable for the Authorized Holder, those shall be applied without any preliminary notice from the supplier.

2.2. Upon termination of the framework agreement, the Authorized Holder shall pay the periodically accrued under the agreement fees for payment services with bank cards in proportion to the expired period of validity of the agreement. If such fees are paid in advance, they shall be reimbursed in proportion to the period of the termination.

3. Procedure for communication between the parties

3.1. Any communication between the parties under the present framework agreement shall be in Bulgarian or English.

3.2. The parties shall communicate between themselves in writing, including also by using means of telecommunication - fax or via electronic channels.

3.3. Any messages relating to the execution of this framework agreement shall be in writing or on some other durable carrier, they shall be delivered to a physical address, sent by fax or email, or some other electronic channel, published on the website of the supplier or provided upon request in the bank. The frequency of sending messages shall be agreed between the two parties but it may not exceed 30 days.

II. Amendments To The General Terms And Conditions

1. For any amendments in Section III. Providing payment services through bank cards as electronic payment instruments of the present GTC, the Bank shall inform the Authorized Holder within 2 months prior to the date on which the amendments shall take effect through notices in the branches of UniCredit Bulbank AD, as well as by publishing the amendments on the website of the Bank. The Authorized Holder can get the foreseen changes on paper upon request at the cash desks of the Bank.

2. Upon amendment of the present GTC, these shall remain valid while their effect shall be maintained and prolonged as regards the established legal relations in their latest version, as the case might be.

3. The present GTC have been drawn up on the grounds of Article 57 of the Law on Credit Institutions, Article 37 of the Law on Payment Services and Payment Systems and Article 298 of the Commerce Act, they have been adopted by the Management Board of the Bank with a decision as per Minutes No. 31 dated 14.07.2010, latest update with a decision of the Management Board as per Minutes № 15 of 06.04.2012 and they shall come into force from 22.04.2012. The above GTC shall be an implicitly inherent and integral part of each concluded by the Bank Agreement and its amendments referring to the present GTC and they shall be examined in their integrity as an integrated document and shall be applied unless otherwise agreed in the particular Agreement.

4. In case of divergence between the Agreement for a bank debit/ Agreement for a credit card and the present GTC, the

provisions of the particular Agreement shall apply.

5. Any relations between the Authorized Holder and the Bank, which have not been dealt with in the present GTC or in the Agreement for a debit/credit card, shall be settled pursuant to the Law on Payment Services and Payment Systems, Ordinance No. 3 of BNB on the Terms and Procedures for the Execution of Payment Transactions and Use of Payment Instruments, as well as pursuant to any other applicable regulations of the Bulgarian legislation.

These General Terms and Conditions (framework agreement) are an inseparable part of each request for issue of a debit and/or credit card for individuals, deposited by the Customer with the Bank, as well as upon submitted request for the SMS notification service and/or the service „Secured payments in Internet” for existing debit and/or credit card to individuals, in which he/she has confirmed in writing that he/she is acquainted with these General Terms and Conditions and is informed about his/her obligation to be aware of any changes to them that are published on the web-page of the Bank www.unicreditbulbank.bg, whereby he/she agrees with the binding effect for him/her of the published amendments in relation to the provided payment services through use of bank cards as electronic payment instruments.