

GENERAL TERMS AND CONDITIONS for credit cards for business clients

UniCredit Bulbank AD issues a main or an additional credit card ("Card") to business clients upon request of legal entities, sole proprietors and any institutions, registered pursuant to the Bulgarian legislation, hereinafter referred to as the CLIENTS. The User of the card shall be explicitly stated by the Client employee of him/her, hereinafter referred to as an AUTHORIZED HOLDER. A credit card for business clients is an electronic payment instrument, which entitles the AUTHORIZED HOLDER within a specific term to use a credit limit, agreed between the BANK and the CLIENT respectively - up to available own funds of the CLIENT (if there are such). The card may be issued at the discretion of the Bank and after the Client submits a written Application for issuing a bank card for business clients (Application) upon observing the General Terms and Conditions, described below. These General Terms and Conditions (GTC) are inseparable part of every Agreement for a credit card for business clients, which UniCredit Bulbank concludes with a Client.

DEFINITIONS

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

a Authorized holder - local or foreign capable individual, employee of a CLIENT of the BANK - a legal entity, a sole proprietor and any institutions, registered and acting pursuant to the Bulgarian legislation. The AUTHORIZED HOLDER may be a user of a main and/or additional card (Main AUTHORIZED HOLDER or a Sub-HOLDER).

b Card account (CA) – the account, opened on the grounds of the Agreement for a credit card for business clients and these GTC, related to the card, on which the CLIENT shall pay-in amounts for repayment until or on the date for repayment of all the liabilities on the card or at least of the MRA, respectively - the Minimum Due Amount (MDA). The CLIENT may deposit on the card account own funds, as well, to which the AUTHORIZED HOLDER will have access through the card.

c Current account (CA) – a current account of the CLIENT, specified under the Agreement for a credit card for business clients, which the CLIENT may indicate as an account, from which the BANK may collect automatically (in case the CA is opened with the BANK) or may directly debit (in case the CA is opened with another bank) on the date of repayment its due receivables for the MRA, the MDA respectively and/or for all due from the Client to the Bank amounts, defined on the grounds and in amount under the Agreement for a credit card for business clients and these GTC, pursuant to the specified by the CLIENT requirements in its Application for a credit card.

d Credit limit (CL) – a credit amount defined under the Agreement for a credit card for business clients („Credit“), provided to the CLIENT by the BANK on the grounds and under the terms and conditions of the Agreement for a credit card for business clients and these GTC, which the AUTHORIZED HOLDER of the main and/or the additional Card may use through this Card during the period of client payments (PCP).

e Utilized Amount (UA) - the sum total of all payments, withdrawals and the due and payable fees and commissions, performed during the PCP, forming the debt on the card account (the Debt).

f Minimum Repayment Amount (MRA) – the amount, which shall be provided by the CLIENT on the card account or the current account within the fixed terms 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 business clients.

g Minimum Due Amount (MDA)– the amount, which shall be provided by the CLIENT on the card account and/or the current account in case there is any overdue MRA 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 the sum total of the due and payable MRA or the actually utilized amount during the PCP, in case it is less than the MRA, together with the amounts of the overdue MRA (if there are such) and the exceeded credit limit (if there is such).

h Debt from a previous PCP - due non-paid debt, transferable on the Card in a next PCP, i.e. this is a Utilized Amount reduced by the amount of the performed payments.

i Exceeded Credit Limit -- in the cases of exceeding the credit limit due to a transaction performed with the card or any fees and commissions and/or

interests, accrued by the BANK on the Card Account, the excess amounts shall be considered a utilized exceeded credit limit, which shall be immediately due.

j Period of Client Payments (PCP) - the period during which all payments and/or withdrawals, including also bank fees and commissions related to them are booked on the card/ card account. The PCP comprises the period of utilization of amounts up to the amount of the agreed credit limit, from the first until the last day of each respective calendar month during the validity term of the Agreement for a credit card for individuals, except for the first PCP, which shall have a term from the day of the right for utilization taking effect until the first day of the next month, and respectively the last client payments period shall comprise the term from the first day of the last month until the date of repayment.

k 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 trade point or withdrawing cash on hand) the period starts from the date of effecting the transaction until the time of repayment of the amount of the transaction.

l Interest Rate For a Utilized Amount – the interest rate, accrued on the utilized credit limit, determined in the Agreement for a credit card for business clients.

m Grace Period (GP) – valid for cashless payments at trade points. This is the period from the date of the transaction until the 15th day of the month, following the PCP. If until the date of repayment/ 15th day of the month following the Client payments period/ the Client fully repays all liabilities from the previous periods, it shall not make any interest payments on the on-account payments at trade points during the previous PCP.

n Date of Repayment (DR) - the date until or on which from the card account/current account (in case such is indicated) the debt on the card is repaid (fully or partially) from the card account. A date of repayment shall be each 15 (fifteenth) day of the month, following the PCP or the first business day after that, in case the fifteenth day is a non-business day. On this date, at the latest, the CLIENT shall provide funds to repay the utilized amounts or at least the MRA, or the MDA, respectively.

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

p Fee for an Exceeded Credit Limit – a fee, paid by the CLIENT when the credit limit is exceeded, due to a performed transaction with the card, the amount of which is determined in the Tariff for the fees and commissions of UniCredit Bulbank AD for legal entities and sole proprietors (the Tariff), applicable as of the time of collecting the fee.

r Fee for a Delayed Payment – a fee, which shall be paid by the CLIENT when it fails to repay the MRA or the MDA, the amount of which is determined in the Tariff, applicable as of the time of collecting the fee.

s Monthly Statement – a document, issued by the BANK until the 5th day of the month following the PCP, at the latest, and containing data about all the performed transactions with the Card during the previous PCP, as well as due and payable interests, fees and commissions. The statement shows also the MRA, or the MDA, respectively, which is due by the CLIENT, as well as the term for its repayment.

t ICO - International Card Organizations: Visa International and MasterCard International

1. Issue and use of a credit card for business clients

- 1.1. The Bank shall issue a main or a additional credit card for business clients (a main or an additional credit card) to a legally capable local or foreign individual - an employee of the CLIENT, on the grounds of a written template Application and provided documents, being requested by the Bank, in accordance with its criteria for evaluation of the creditworthiness of the CLIENT.
- 1.2. The Client shall fill-in a separate template Application for issue of a card for each AUTHORIZED HOLDER of a main or an additional credit card, which shall be considered an inseparable part of the Agreement.

- 1.3. The BANK shall issue a main or an additional Card in accordance with the effective legislation in the Republic of Bulgaria and its internal regulations, the present GTC, the Tariff of the Bank and the particular Agreement for a credit card for business clients. The Agreement for a credit card for business clients shall be signed by the legal representatives of the CLIENT or by persons, duly authorized by it to represent it.
- 1.4. The BANK shall deliver the issued main or additional card personally to its AUTHORIZED HOLDER or to the CLIENT, acting through its legal representatives or to any persons, who are duly authorized by the legal representatives of the Client for this.
- 1.5. The card (main or additional) is ownership of the Bank and shall be returned to it within 30 days after the expiration of its validity or at the day of the early termination of the Agreement for a credit card for business clients.
- 1.6. The main card is a tool for the main AUTHORIZED HOLDER through which he/she could access the card account of the CLIENT with the BANK, on which account the credit limit is booked and maintained.
- 1.7. The BANK may issue additional credit cards to the main Card to AUTHORIZED HOLDERS, indicated under the Application by the Client. The additional credit card entitles the Authorized Holder to access the card account of the CLIENT with the BANK, which is related to the main Card.
- 1.8. Through a main or an additional Card the AUTHORIZED HOLDER may perform the following financial operations within the agreed Credit limit and/or within the available funds of the Client on the card account, in the country or abroad at trade points and on devices with the sign of the respective type of card - Visa/ MasterCard:
 - 1.8.1. Withdrawing cash on ATM – usually performed in the local currency of the country, in which the operation is performed. The maximum cash amount, which could be withdrawn on ATM, shall be determined by the banks, which manage the devices and the credit card limits;
 - 1.8.2. Manual cash withdrawal at a bank counter through an electronic terminal or another type of mechanical device for processing payments, effected by cards (imprinter);
 - 1.8.3. Payment of goods and services at merchant outlets on POS terminal and/or another type of mechanical device - imprinter;
 - 1.8.4. Payment of goods and services via Internet, rent-a-car services, hotel bookings, etc. without the physical presence of the AUTHORIZED HOLDER;
 - 1.8.5. Payment of bills through ATM devices in the system of Borica.
 - 1.8.6. Payment on a POS-terminal at merchant outlets with receipt of cash on hand - with Visa cards at trade points in Bulgaria;
- 1.9. With the Card, the AUTHORIZED HOLDER may perform the following inquiries and non-payment operations at acceptance points and on devices with the sign of the respective type of card Visa/ MasterCard:
 - 1.9.1. Change of the PIN – on ATM devices in the country in the system of Borica.
 - 1.9.2. Balance inquiry on the card account – on ATMs throughout the country and for cards, which have the trademark of Visa – on ATM devices all over the world.
 - 1.9.3. Balance inquiry on ATM for the last 5 transactions- only on the ATM in the country;
- 1.10. Upon performing operations with the CARD the AUTHORIZED HOLDER shall establish his/her identity in one of the following ways:
 - 1.10.1. By entering the PIN – when performs operations on ATM and POS terminal;
 - 1.10.2. By his/her signature on the receipt – upon performing operations on POS terminal;
 - 1.10.3. By way of signature on the receipt and presenting his/her valid identity document on the cash desk in a bank, exchange office or upon transactions, performed in casino;
 - 1.10.4. By entering the last three digits, typed in/next to the signature panel on the back of the card and/or with the secret password of the AUTHORIZED HOLDER/ the CLIENT, chosen by him/her/it – in case of Internet transactions, etc., without the physical presence of the card and the AUTHORIZED HOLDER/the CLIENT;
 - 1.10.5. By showing the identity document – on request, upon payment on POS at merchant outlets.
- 1.11. The Bank shall not be held responsible for any groundless rejection of third persons to accept payments, effected with the card or in case that a payment, initiated with the card could not be effected due to any technical, communication and other kinds of reasons, which are beyond the control of the Bank.
- 1.12. In case the AUTHORIZED HOLDER enters wrongly his/her PIN on the keyboard of an ATM for three successive times, the card may be withheld by the ATM or returned back, but its successive use may be automatically blocked. The Card shall be activated pursuant to an Application for activation, filled in personally by the AUTHORIZED HOLDER, submitted in a branch of the BANK and upon payment of a fee for activation pursuant to the Tariff. If the card is withheld by an ATM, it shall not be activated but shall be reissued with a new number.
- 1.13. Upon performing payments abroad in a currency other than 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 sum total of settlement shall be converted in the sum total of the currency of the card, with which the account shall be debited, by the respective sell/trade exchange rate of the BANK, applicable in the day of accounting the respective operation.
- 1.14. In the Tariff for the fees and commissions which the Bank applies to its operations, valid as of the date of performing those, there are fixed limits and terms and conditions for issue and service of payments with credit cards for business clients.
- 1.15. For the issuing and servicing of a credit card for corporate clients as well as for the operations with it, the BANK shall collect fees and commissions pursuant to the Tariff, valid as of the time of their accrual.
- 1.16. The AUTHORIZED HOLDER or the CLIENT shall be obliged to inform the BANK in writing for any changes, which have occurred in regard to his/her/its personal data, specified by him/her in the Application for issuing of the main and/or the additional card.
- 1.17. The validity term of the Card is indicated on its front side. Its validity shall expire at 24.00 o'clock on the last day of the specified month.
 - 1.17.1. The Bank may unilaterally and automatically at its sole discretion reissue a card, the term of which has been expired for a new term. The new card may be received by the AUTHORIZED HOLDER or the CLIENT pursuant to item 1.4. above, after the 10th day of the month when the old card expires. A card that is reissued but not collected within 3 (three) months shall be destroyed by the Bank.
 - 1.17.2. Upon receipt of the new card, the AUTHORIZED HOLDER or the CLIENT 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.
- 1.18. The card shall be issued and activated by the Bank within 5 business days from the date of opening the card account by the BANK. The card may be issued urgently - up to 48 hours on request of the CLIENT (after opening the card account). For a fast-track service the CLIENT shall pay a fee, pursuant to the Tariff.
- 1.19. Together with the card, the AUTHORIZED HOLDER and/or the CLIENT receives a personal identification number (PIN), which shall be unique, known only by the AUTHORIZED HOLDER, and providing a possibility of using the card upon ensuring a sufficient level of security.
- 1.20. Upon receipt of the card and the envelope containing the PIN, the AUTHORIZED HOLDER/ the CLIENT of the main and/or the additional card shall sign both the Application and the signature panel on the back of the card. The signature shall be identical with that laid on the identity document of the AUTHORIZED HOLDER. In case the Card was received by the CLIENT pursuant to item 1.4., it shall be obliged to ensure that the AUTHORIZED HOLDER lays his/her signature on the Application for issuing of the Card and on the signature panel on the back of the Card.
- 1.21. Upon receiving the card the AUTHORIZED HOLDER, acting personally or through the CLIENT, shall present to the Bank his/her personal password with the help of which he/she shall establish his/her identity before the BANK in relation to phone messages for incidents and information regarding the use of the Card.
- 1.22. Immediately after the receipt of the card and the PIN code and after defining the identification password of the AUTHORIZED HOLDER, he/she shall become fully responsible for preserving the card and the secrecy of the received information, related to its utilization.
- 1.23. The AUTHORIZED HOLDER/ the CLIENT shall remember his/her PIN

code, after which he/she shall destroy the envelope, in which the PIN code was delivered by the BANK. The AUTHORIZED HOLDER/ the CLIENT shall not be allowed to communicate his/her PIN code to anybody, neither to write it down on the card or on any objects, which he/she keeps together with the Card.

- 1.24. In case the AUTHORIZED HOLDER/ the CLIENT forgets his/her PIN code, the BANK shall issue him/her/it a new card, on the basis of a filled-in Application for reissue, for which the CLIENT shall pay a fee, pursuant to the Tariff.
- 1.25. Prior to expiry the validity of the Card, the BANK shall issue a new card to the same card account in the cases when:
 - 1.25.1. The card is damaged, broken, its magnetic stripe is damaged;
 - 1.25.2. The card is lost/stolen or there are doubts that it has been used without authorization;
 - 1.25.3. The card is unusable right at performing the first operation with it;
 - 1.25.4. A technical error was made upon issue of the card by fault of the AUTHORIZED HOLDER and/or the CLIENT, for which the CLIENT shall pay a fee pursuant to the Tariff;
 - 1.25.5. A technical error was made upon issue of the Card by fault of the BANK.

2. Utilization and repayment of the credit limit

- 2.1. The credit limit used through the card (main or additional) shall be granted, serviced and repaid in the currency of the card account (USD, EUR and/or BGN), opened upon issuing of the main Card.
- 2.2. The credit limit shall be used by the AUTHORIZED HOLDER (Main or Sub-Holder) through the card (main or additional) during the PCP under the terms and conditions of the Agreement and the dispositions of these GTC.
- 2.3. The amount of the credit limit of the main card shall be defined by the BANK and shall be written in the Agreement for a credit card for business clients. The amount of the credit limit of the additional card shall be within the limit of the main card and it shall be determined by the CLIENT, whereby writing it down in the Application for its issuing.
- 2.4. The deadline, until when the credit limit under the Agreement for a credit card for business clients may be used by the Authorized Main and/or the Sub-Holders and may be renewed with the repayment on the part of the CLIENT of the utilized amounts or at least of the MRA, or the MDA, respectively, is 24 months, from the date of signing the Agreement and not later than at the last day of the respective month in which the validity of the Card expires, where the Bank at its sole discretion may unilaterally and automatically prolong the term of the credit limit one-off for another period of 24 months, keeping the other terms and conditions of the Agreement, provided the CLIENT has not explicitly requested the Agreement to be terminated and provided he/she is a non-defaulting party under the Agreement.
- 2.5. In case of performed payment above the amount of the agreed credit limit of the main card and/or the additional cards, the excess amount shall be considered a utilized exceeded credit limit, which shall be immediately due, and it shall be collected by the BANK pursuant to a procedure, set out in the Agreement for a credit card for business clients, whereby the CLIENT shall provide funds to repay it, as well as to pay the due fee for an exceeded credit limit, on the Card Account and/or the Current Account.
- 2.6. For the utilized amount the AUTHORIZED HOLDER shall pay to the Bank a monthly interest, determined in the Agreement (Interest for a Utilized amount), which shall be accrued daily, from the date of each transaction, performed within this accounting PCP on the basis of 360/360 days, as follows:
 - 2.6.1. When until and/or on the repayment date the CLIENT has fully repaid the utilized during the previous PCP portion of the credit limit, the CLIENT shall repay to the Bank an interest for utilized amount only for the performed transactions representing cash withdrawals. The due interests shall be capitalized (i.e. the amount of the due and payable interest shall be offset against the Free Credit Limit) on the Card Account on the last day of the month following the current PCP.
 - 2.6.2. Where until and/or on the date of repayment the CLIENT has not repaid fully the utilized portion of the credit limit during the previous PCP, the CLIENT shall repay to the BANK:

1. Interest on the total debt formed by cash withdrawals from the date of the respective transaction until full repayment;

2. Interest on the total debt formed by cashless payments (during the previous PCP) until the date of the partial repayment and interest on the outstanding portion from the date of partial repayment until the last day of the current PCP;

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

- 2.7. In order that the AUTHORIZED HOLDER may use the idle (non-utilized) credit limit in the course of the successive period of client payments, the CLIENT shall provide until or on the repayment date, funds available on his/her card account or on his/her current account at least equal to the MRA, respectively – to the MDA or in case the MRA/MDA is greater than the actually utilized amount, funds at least equal to this amount.
- 2.8. If on the repayment date the funds on the card are not sufficient to cover the MRA, the Minimum Due Amount respectively or the actually utilized amount during the preceding PCP, should it be less than MRA/MDA, the BANK collects the amount available in the card account, the current account, respectively for partial debt repayment. The remaining portion of the unpaid installment is posted as default. The Bank shall block the card on the thirty-first day from the occurrence of the default, whereby terminating the utilization of the non-utilized credit limit until full repayment of the MDA. After paying-in at least the MRA/MDA/the actually utilized amount, should it be less than the MRA/MDA (or the total accumulated MDA for past periods, in case those have not been paid-in for several months) or the non-paid portion of it, the use of the Card regarding the portion of the free credit limit shall be restored.
- 2.9. The credit limit, which the AUTHORIZED HOLDER may use during the next Period of customer payments may be formed by the non-utilized to that moment amount of the agreed credit limit, increased by the amount of the repayments, i.e. the amount of the minimum repayment amount, or the MDA, respectively, and the additionally deposited funds for covering the Utilized amounts and minus the due interests, fees and commissions. The total agreed credit limit shall be recovered after full repayment of the total due amount and the interest payments, formed as per item 2.6.
- 2.10. All repayments of due amounts on the Card by the CLIENT shall be made through depositing funds on the card account, or the current account, respectively. The deposited funds shall be used to repay debt on the card, which have arisen until the date of issue of the last monthly statement, as first there shall be repaid the due amounts from past PCP in the following order – due amounts for exceeded credit limit (if any), default amounts (if any), fees, commissions, interests, utilized amounts from the credit limit (from the utilized amounts the amounts for transactions for payments at merchant outlets shall be repaid first).
- 2.11. All movements on the card shall be processed in the last business day of the PCP, after which a statement shall be printed out and sent to the CLIENT in order to inform it about the due amount, which it shall repay to the Bank.
- 2.12. The way of receiving the statement, as well as any other kind of written notices, which shall be provided by the Bank pursuant to the Agreement for a credit card for business clients shall be specified in the Application for issuing of a credit card.
- 2.13. During the grace period the AUTHORIZED HOLDER/ the CLIENT shall be entitled to use funds from the free credit limit if such is available. The utilized amounts will be included in the amount of the debt formed during the current PCP.
- 2.14. The formed debt and all due amounts under the Agreement for a credit card for business clients shall be repaid unilaterally by the Bank as per the procedure for automatic collection from the proceedings under the card account or the current account of the CLIENT with the BANK, stated under the Agreement. Upon lack of funds, the debt shall be repaid at the expense of the funds on the other accounts of the CLIENT with the BANK, for which the latter shall provide its explicit consent upon conclusion the Agreement. In case the account, from which the due and payable amounts are to be repaid is opened with another bank, the CLIENT shall be obliged to undertake all necessary measures for effecting the direct debiting.
- 2.15. In case the CLIENT has not been repaying its debt for over 62 days and regardless of the invitations sent by the Bank's employees, it has not provided any funds for repayment of its due amounts, on the sixty-second day all the debt for utilized amounts of the CLIENT shall become early due and the BANK shall have the right to collect them automatically from every one and all accounts of the Client with it pursuant to the provisions of item

- 2.14 and the Card, the Cards respectively, in case there is an issued main card and additional cards to it, shall be terminated.
- 2.16. The fees for annual service of the CARD, pursuant to the Tariff, as well as all the other fees, commissions and charges, related to the Card, shall be collected unilaterally by the Bank as per the procedure for automatic collection of liabilities from the card account, offsetting them from the free credit limit.
- 2.17. The Card Account shall be terminated in the cases of termination of the Agreement for a credit card for business clients, if the AUTHORIZED HOLDER has paid to the Bank all due amounts (for an utilized amount, interests, fees, commissions, other charges), arising from the Agreement.
- 2.18. Raising no objections against the data of the statement within a 30-day term from the date of its preparation and submission as per the above procedure, shall mean that the AUTHORIZED HOLDER and/or the CLIENT agrees with the statement.

3. Activities, which shall be undertaken in case of a stolen/lost card

- 3.1. In case of loss or theft of the card, as well as in the other cases provisioned in 4.1.1. the AUTHORIZED HOLDER or the CLIENT shall:

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

UniCredit Bulbank - Head Office:

Telephone No: +359 2 / 9337212

+359 887 232 232.

+359 894 500 000

E-mail: CallCentre@UniCreditGroup.bg

- 3.1.2. In case the AUTHORIZED HOLDER is abroad, he/she may connect to Visa International or MasterCard International directly on free-of-charge phones for connection to the Global system for assistance to customers of Visa International (Global Customer Assistance Service – GCAS) and MasterCard International (MasterCard Global Service). A list with the telephone numbers shall be provided to the AUTHORIZED HOLDER upon delivery of the CARD.
- 3.2. After receipt of a message for a theft/ loss of the card, Visa International / MasterCard International, respectively, the BANK shall block the Card for amounts, exceeding the minimum limits for authorization by countries and trade points.
- 3.3. For the theft/loss of the card the AUTHORIZED HOLDER shall inform the local police department, where he/she shall obtain a document for the incident.
- 3.4. In any case, the AUTHORIZED HOLDER may directly address the Bank for further instructions.
- 3.5. Within a term of 5 (five) days after the notification has been made, the AUTHORIZED HOLDER shall submit to the Bank a written request for blocking the card with a description of the incident. In case the AUTHORIZED HOLDER is abroad or for some other reason he/she is prevented from appearing in the BANK in person, he/she may send a request with free wording, describing the incident to the above phone and fax numbers, and e-mail.

4. Suspension/activating and reissue of an international bank card

- 4.1. The BANK has the right to block the card in the following cases:
- 4.1.1. Submitted notice by the AUTHORIZED HOLDER, the CLIENT or by another person by phone or fax in case of theft, loss, deprivation in any other way, forgery or illegal use of the card, followed by a written request for blocking the card, submitted by the AUTHORIZED HOLDER or the CLIENT to the BANK.
- 4.1.2. Breaching the Agreement for a credit card for business clients by the CLIENT.
- 4.1.3. In case the due amounts pursuant to the Agreement have not been repaid.
- 4.1.4. Automatically received notice of a distraint of a receivable of the CLIENT on his/her accounts with the Bank, imposed by the competent authorities;
- 4.1.5. Upon arising of any doubt on behalf of the BANK for unauthorized use of the Card;

- 4.1.6. by order of the CLIENT.
- 4.1.7. out of security considerations in regard to the Card;
- 4.1.8. any doubt for unauthorized use of the card;
- 4.1.9. use or doubt for use of the card with fraudulent purpose;
- 4.1.10. Upon a significantly increased risk that the card holder may be unable to fulfill his/her obligations related to repayment of his/her liabilities to the Bank;
- 4.2. The Bank shall activate the card in the following cases:
- 4.2.1. Submitted Application personally by the AUTHORIZED HOLDER or the CLIENT for activation of the card, the use of which has been suspended on the grounds of items 4.1.7, 4.1.8 and 4.1.9. under the present GTC.
- 4.2.2. Automatic activation of the card after repayment of the due amounts;
- 4.2.3. Automatic activation of the Card, blocked on the grounds of items 4.1.4 and 4.1.5. herein, after the grounds are no longer in place;
5. **Liabilities and rights of the AUTHORIZED HOLDER and the CLIENT:**
- 5.1. The AUTHORIZED HOLDER shall be obliged pursuant to the applicable legislation and these GTC:
- 5.1.1. To use the card in the way and according to the rules established by the applicable legislation, the Agreement and the present GTC, the rules of the ICO and the provisions of the effective legislation in the country, including not to allow any use of the card for payments related 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;
- 5.1.2. To keep in secret his/her PIN, undertaking all possible measures against its revealing and preventing from any access and use of the card by third persons;
- 5.1.3. To use the card only personally;
- 5.1.4. To keep the card with due diligence, undertaking all possible measures against its loss, destroying or damaging;
- 5.1.5. To keep his/her Card with care, to protect it from any mechanical damage, as well as from any magnetic and electromagnetic interference.
- 5.1.6. On request upon payments with the card, to establish his/her identity in a trade point or a bank;
- 5.1.7. To return the card to the BANK personally or through the CLIENT within a 30-day term from the date of occurrence of one of the following events: damage of the card, expiry of the term of effectiveness of the card or termination of the Agreement. The card shall be destroyed in the presence of the AUTHORIZED HOLDER or the CLIENT;
- 5.1.8. In case of destruction, loss, theft, deprivation in any other way, forgery or in case any circumstances occur, which provide a possibility of using the card in any other illegal way, to immediately notify the Bank on a telephone/fax/e-mail, stated under the present GTC, as in 5 (five) - day term he/she shall submit to the BANK a written confirmation.
- 5.1.9. To keep for reference the receipts from the operations performed with the card at least until the receipt of the monthly statement. In case of any doubts for discrepancies, the AUTHORIZED HOLDER shall be obliged to notify the BANK immediately in writing by filling in a template form;
- 5.2. The AUTHORIZED HOLDER shall have the right:
- 5.2.1. To perform the operations under items 1.8 - 1.10 of the present GTC;
- 5.3. The CLIENT shall be obliged:
- 5.3.1. To dispose with the funds on the card account and to use the card in the way and according to the rules established in the Agreement and the present GTC, the rules of the ICO and the provisions of the effective legislation in the country, including not to allow any use of the card for payments related 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;
- 5.3.2. To immediately notify the Bank of any changes to the personal data of an AUTHORIZED HOLDER and/or the CLIENT, provided by it in the Application. In case the CLIENT does not notify the Bank of the changes to its correspondence address, all letters/notifications/messages on

behalf of the BANK shall be considered duly delivered to the address, stated under the Application for issue of a credit card for business clients.

- 5.3.3. To monitor and be responsible together with the AUTHORIZED HOLDER for the due and proper execution of the liabilities of the AUTHORIZED HOLDER, arising out of the legislation and these GTC.
- 5.3.4. To notify the Bank immediately in case he/she does not receive the monthly credit card statement as per the way preliminary agreed with the Bank;
- 5.3.5. Upon objections related to cash payments and withdrawals at ATMs with the Card and submitting of a Form for a disputed payment to a Bank branch, the Authorized Holder shall be obliged to provide all the documents required by the Bank related to that payment and the objections to its performing.
- 5.4. The Client shall have the right to:
 - 5.4.1. To currently receive information on the cash desks for the servicing of bank cards in the BANK;
 - 5.4.2. To request that the CARD be re-issued, filling in an Application in the cases under the provisions of item 1.24. and 1.25. from these GTC;
 - 5.4.3. To make a request for issuing of additional cards to the CARD, setting daily and weekly limits for use of the additional card, not exceeding those of the CARD;

6. Obligations and rights of the BANK:

- 6.1. The BANK shall be obliged:
 - 6.1.1. To issue and activate the card and to deliver it personally to the AUTHORIZED HOLDER/ CLIENT, together with a personal identification number (PIN), in term not longer than 5 (five) business days, after fulfillment of all requirements, stated under the GTC.
 - 6.1.2. To provide monthly statements of the movements on the Card Account at the latest until the fifth day of the month, following the CPP, under the provisions of item 2.11, including through their collecting in the client's file, by which they shall be considered delivered;
 - 6.1.3. To keep the bank secret and to respond in writing in 7 (seven)-day term to any objections, raised by the AUTHORIZED HOLDER related to any operations, performed with the card after the payment by the AUTHORIZED HOLDER of the due amount, fees and interests within the agreed terms;
 - 6.1.4. To provide possibility to the AUTHORIZED HOLDER and/or the CLIENT to make notification in the cases of loss, theft, deprivation in any other way, forgery or use in any other illegal way of the card, indicating to him/her/it in advance telephone and fax numbers for contact;
 - 6.1.5. To suspend the use of the card in term until 1 (one) hour after the receipt of the notification, made by the AUTHORIZED HOLDER and/or the CLIENT, in the cases and pursuant to the provisions of item 3.1
 - 6.1.6. To issue a new card and deliver a new PIN for the cases under item 1.24. and 1.25. within the above term;
- 6.2. The BANK shall be entitled to:
 - 6.2.1. collect unilaterally as per the procedure of the automatic collection of liabilities and by virtue of the Agreement for a credit card for business clients from the accounts, of which the CLIENT is a holder, the due by the CLIENT amounts, arising out of operations with the card, as well as all fees and commissions, pursuant to the current statements, received by MasterCard, VISA and/or BORICA and the Tariff of the BANK;
 - 6.2.2. To immediately suspend the use of the Card, in case of breach of any of the liabilities on behalf of the CLIENT under the Agreement and the GTC;
 - 6.2.3. To suspend the Card immediately in the cases under item 4.1. herein.
 - 6.2.4. Not to consider any objections to transactions, effected with the Card submitted as per item 7 herein when the requirements provisioned in item 5.1 9 and item 7.2. are not met or where they have been submitted with an ungrounded delay within the meaning of item 7.1.
 - 6.2.5. To provide any kind of information, related to the use of the CARD, including such which is a bank secret, within the meaning of the Law for the Credit Institutions, as well as personal data, within the meaning of the Law for protection of the personal data, to the international card organizations VISA International and MasterCard International, the

national operator BORIKA and any third parties, with which the BANK has contractual relations, as well as to any persons related to the BANK and to their advisors, in relation with the service of the card.

7. Procedure for raising objections and settlement of disputes. Out-of-court settlement

- 7.1. Upon any doubts for non-compliance or disagreement with a transaction, booked on his/her card, the AUTHORIZED HOLDER or the CLIENT shall be obliged to immediately inform the BANK in writing by filling-in a template Claim form, and to submit it to a branch of the BANK not later than 30 days after the date of receipt of the statement to the address, stated by the AUTHORIZED HOLDER under the Application for issue of a credit card for business clients. Transactions, which are disputed after the specified term, shall be considered disputed with ungrounded delay.
- 7.2. The BANK shall not be a party in settling payment disputes related to circumstances or unobserved conditions for purchasing and providing of goods/services - quantity, quality, supply, term and other delivery conditions, etc. - agreed between the AUTHORIZED HOLDER of the card as a buyer, and the trader providing the goods/services, as a seller, prior to making the payments with the CARD. In such cases the AUTHORIZED HOLDER shall settle his/her dispute directly with the trader, pursuant to the agreement concluded between them for the purchase and the general terms and conditions of the trader/seller. If the parties cannot reach an agreement, the BANK may escalate the dispute to the trader's bank but only if explicit and unambiguous evidence is in place as regards the default of the trader, provided by the AUTHORIZED HOLDER.
- 7.3. The AUTHORIZED HOLDER AND/OR the CLIENT shall be obliged to provide any available paperwork in relation to a transaction disputed by him/her together with the filled-in Claim Form, as well as any additional information by request of the Bank.
- 7.4. The AUTHORIZED HOLDER and/or the CLIENT may submit an objection to a transaction as per the way described above or any other objections to the signed Agreement for issuing a debit card for business clients in any branch of the BANK.
- 7.5. The BANK shall examine the claims and notify the AUTHORIZED HOLDER/ the CLIENT of its opinion on any submitted written objection in a 7-day term from its submission and upon necessity of any additional information by third parties – after its receipt.
- 7.6. Upon disputing a transaction on the part of the AUTHORIZED HOLDER and/or the CLIENT, he/she/it shall provide his/her consent for the Bank to perform an in-depth check on the case and if necessary it will inform the competent authorities. The Card Holder shall undertake to assist them in clarifying the circumstances related to the disputed transactions.
- 7.7. Upon ungrounded objections on the part of the AUTHORIZED HOLDER to transactions or to the amounts of transactions, performed by him/her, by his/her order or with his/her knowledge and authorization, the latter shall owe a fee for an ungrounded claim pursuant to the Tariff.
- 7.8. In the cases provisioned in item 7.7., the BANK may terminate the Agreement for a credit card for business clients ahead of schedule.
- 7.9. In case the AUTHORIZED HOLDER and/or the CLIENT disagrees with the decision of the Bank the dispute may be referred for settlement to the competent Bulgarian Court of Justice.

8. Other terms and conditions:

- 8.1. Upon death of the AUTHORIZED HOLDER, the Client shall notify the BANK and shall return the card.
- 8.2. The BANK shall not be held responsible for any payments performed as per the legal procedures, until the day of receiving a written notification of the death of the ACCOUNT HOLDER.
- 8.3. The Bank shall preserve its right to unilaterally change the present GTC, including the interests, fees, commissions and the defined maximum limits for issue and service of payments with the card, whereby notifying the AUTHORIZED HOLDER in due course about the occurring changes.

The present GTC have been drawn up on the grounds of art. 37 of the Law on Payment Services and Payment Systems, in relation to art. 298 of the Commerce Act and they have been approved by the competent authority of UniCredit Bulbank AD. They are inherent and inseparable part of any concluded by UniCredit Bulbank AD Agreement for a credit card for business

clients and the amendments to it and shall be considered in their integrity as one whole document.

Where anything different than the settled under the present GTC is set out under the Agreement for a credit card for business clients, the provisions of the respective Agreement shall be applied.

The undersigned
..... (name as on the identity document) with
PIN, in my capacity of (Client), I hereby
declare that I have received a copy of the present General Terms and
Conditions, I have acquainted myself with them and accept them. I hereby
declare my consent that the relations, subject of the Agreement for issue and
use of a bank credit payment card for business clients, shall be settled
pursuant to the GTC, valid as of any time during its validity term, whereby I
acknowledge I have been informed about the changes in those and I have
received those GTC, which are provided at the cash desks, they have been
enclosed to my Client file and they are made public via the Bank's website and
electronic channels.

Date:

Signature:

The undersigned
..... (name as on the identity document) with
PIN, in my capacity of (Authorized Holder),
I hereby declare that I have received a copy of the present General Terms
and Conditions, I have acquainted myself with them and accept them. I
hereby declare my consent that the relations, subject of the Agreement for
issue and use of a bank credit payment card for business clients, shall be
settled pursuant to the GTC, valid as of any time during its validity term,
whereby I acknowledge I have been informed about the changes in those and I
have received those GTC, which are provided at the cash desks, they have
been enclosed to my Client file and they are made public via the Bank's
website and electronic channels.

Date:

Signature:

The undersigned
..... (name as on the identity document) with
PIN, in my capacity of (HOLDER of an
ADDITIONAL CARD), I hereby declare that I have received a copy of the
present General Terms and Conditions, I have acquainted myself with them
and accept them. I hereby declare my consent that the relations, subject of the
Agreement for issue and use of a bank credit payment card for business
clients, shall be settled pursuant to the GTC, valid as of any time during its
validity term, whereby I acknowledge I have been informed about the changes
in those and I have received those GTC, which are provided at the cash desks,
they have been enclosed to my Client file and are made public via the Bank's
website and electronic channels.

Date:

Signature: