

GENERAL TERMS AND CONDITIONS OF UNICREDIT BULBANK AD FOR FOREIGN EXCHANGE TRANSACTIONS

1. The customers of UniCredit Bulbank AD receive information on the current foreign exchange rates respectively for cash/non-cash transactions from the servicing bank officials, from the bank's internet website as well as from the electronic channels.
2. The foreign exchange application is filled in by the customers using the preapproved standard form of UniCredit Bulbank AD. The form can be obtained from the bank's branch personnel, the bank's electronic channels or the servicing bank official.
3. The foreign exchange application must be signed by the account holders, the client's legal representatives, their proxies and/or persons with disposal rights and a deposited specimen of signature on the customer's accounts with the bank.
4. In case the foreign exchange application does not comply with any of the requirements in these General Terms and Conditions and with the negotiated as per Item 15 terms of the current General Terms and Conditions, the bank returns it immediately to the customer.
5. The foreign exchange transactions are carried out at the official bid/ask exchange rates, respectively for cash/non-cash transactions of UniCredit Bulbank AD, announced at the time of execution of the transaction, where:
 - a foreign exchange transaction against EUR is carried out at the official bid/ ask rate for the respective foreign currency as announced at the time of execution of the transaction.
 - if neither of the two currencies is EUR, the foreign exchange transaction is carried out at the bid/ask rates for the respective currencies announced at the time of execution of the transaction, where the currency sold by the customer is purchased by the bank at the bid rate, while the currency purchased by the customer is sold by the bank at the ask rate.
6. In case of a non-cash foreign currency transaction, the respective current bid/ask exchange rates for noncash transactions are applied.
7. In case of a cash foreign currency transaction, where one at least one of the currencies is in cash, the respective current bid/ask exchange rates for cash transactions are applied.
- 7.1. The bank does not offer cash foreign currency transactions where both of the currencies are in cash, to legal persons.
8. Relevant fees and/or commissions for all bank transactions/services that are related or supplementary to the foreign exchange shall be paid as per the bank Tariff
9. In determining foreign exchange rates, the bank takes into account and includes costs incurred for the service provided, the risks taken and the bank's mark up.
10. For a non-cash or cash foreign exchange transaction amounting EUR 10,000 or more, or the equivalent amount in other foreign currency, and with accordance to the restriction in Item 7.1, the customer has the right to negotiate the exchange rate for the specific transaction directly with Corporate Treasury Sales Unit between 8:30 am - 5 pm on the following telephone numbers: (02) 9320 122, 123, 124, 125, 126, 127, 128, 129,121; (052) 67 80 66, 67 80 65.
11. All telephone conversations, related to foreign exchange transactions, on the numbers (02) 9320 122, 123, 124, 125, 126, 127, 128, 129, 121 and (052) 67 80 66; 67 80 65 are recorded by the bank. The customer agrees to the above by accepting the current General Terms and Conditions.

12. In negotiating exchange rates, the bank takes into account the relationship with the client in their entirety. Therefore, it is possible for the bank to offer different negotiated rates for foreign currency transactions with the same or similar details.
13. The bank reserves its right to change the officially announced exchange rates during the course of the day, however, the change does not apply to already concluded transactions.
14. The foreign currency transaction, concluded under the terms of Item 10, is considered concluded as soon as the customer verbally confirms that they accept all of its terms. Once confirmed in this way, the transaction becomes irrevocable and is booked on the accounts specified by the customer. In case an incorrect transaction booking is established at the bank's fault, the latter is obliged to correct the error.
15. In case of a foreign exchange transaction concluded over the phone or via other technical means of communication, the customer is additionally obliged to provide the bank with a filled in written foreign exchange application by the end of the business day in which the transaction was concluded, but not later than 5 pm. Upon failure to submit a written foreign exchange application, the bank has the right to consider the customer order withdrawn and the concluded transaction revoked, in which case it automatically performs a transaction that is reverse to the original one, at the currently applicable official foreign exchange rates of the bank.
16. In case of insufficient funds in the accounts specified in the foreign exchange application by the end of the business day in which the transaction was negotiated, but not later than 5 pm, the bank considers the customer order withdrawn and the concluded transaction revoked and automatically performs a transaction that is reverse to the original one, at the currently applicable official foreign exchange rates of the bank.
17. The customer gives their consent to the bank to ex-officio collect from their account(s) opened with the bank, the amount of the exchange rate differential generated from the reverse transaction in the cases of Item 15 and Item 16 herein.
18. The bank has the right to execute reverse offsetting of the transactions concluded with the customer within the current business day.
19. The bank reserves its right to unilaterally change these General Terms and Conditions and informs the customer about the changes by announcing them in the premises accessible to customers as well as via publications on the UniCredit Bulbank webpage.
20. Upon change of these General Terms and Conditions, the latter shall remain valid, preserve and continue their effect on the relations existing prior to the change in their latest valid version.
21. The current General Terms and Conditions are an implicitly inherent and inseparable part of each foreign exchange application and are considered in their integrity as one document.
22. For all relations that are subject to these General Terms and Conditions the provisions of the effective legislation apply.

These General Terms and Conditions have been created on the grounds of Art. 298 from the Commercial Code and have been approved with Decision of the MB of UniCredit Bulbank AD under Minutes №4 from 21.01.2026, effective as of 21.01.2026.