

Dear Clients,

We hereby inform you that from 01.08.2022, the following changes in the General Terms and Conditions of UniCredit Bulbank AD for bank cards for business clients and for providing payment services with the use of bank cards as electronic payment instruments will take effect:

IN SECTION II. "DEFINITIONS":

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2.8. "Current Account for Ex-officio Collection of Receivables" or "CAECR" means a bank payment account opened and kept with the Bank in the name of the Client, indicated in the Credit Card Agreement, which the Client may indicate as an account from which the Bank shall be entitled to collect ex officio on the Date of Repayment, its due receivables for the Minimum Repayment Amount, or respectively the Minimum Due Amount and/or for all amounts payable by the Client to the Bank, including, but not limited to, principal, interests, fees, commissions, other charges, determined in terms of grounds and amount in the Credit Card Agreement and these General Terms and Conditions. The relations between the Bank and the Client upon and in relation to the keeping and closing of a CAECR are subject to the General Terms and Conditions of UniCredit Bulbank for opening, servicing and closing of bank accounts of legal entities and sole traders and for providing payment services;

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2.23. "Monthly Statement" means a document issued by the Bank, containing information about all transactions made with the Card(s) during the respective period from the funds available on the CAECR, or respectively from the Credit Limit in the CC and/or own funds. The monthly statement for CC includes information also about the MRA, respectively MDA, payable by the Client and the term for its payment, as well as the total amount payable in connection with the Card;

2.24. "Cash M transfer" means a service, which allows the Authorized User to transfer funds from the CAECR, or respectively the CA, to an account of another person, through an ATM which supports the service. The receiver can withdraw the amount from an ATM within 7 (seven) days of the date of the transfer by selecting the service "Cash M transfer" and entering the following information in the indicated fields:

- Mobile phone number (on which he/she has received an "SMS code");
- "SMS code" (a 6-digit code from an SMS notification);
- Transaction code (a 4-digit code received from the ordering party);

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2.28. Off-line payment mode – payment by a bank card on a POS terminal device upon which information is not sent for authorization to the authorization system of the card issuing bank.

2.29. On-line payment mode – payment by a bank card on a POS terminal device upon which information is sent for authorization to the authorization system of the card issuing bank.

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A new definition is introduced as item 2.33, which respectively changes the numbering of the subsequent items until 2.43 inclusive:

2.33. 3D biometry for online payment – ensuring strong customer authentication of the Authorized Holder of the Card for online payment, according to Commission Delegated Regulation (EU) 2018/389 of 27 November 2017 supplementing Directive (EU) 2015/2366 of the European Parliament and of the Council with regard to regulatory technical standards for strong customer authentication and common and secure open standards of communication. This is an authentication method that allows through a fingerprint or facial recognition to confirm a transaction online with a merchant participating in Visa Secure and Mastercard Identity Check programmes. Biometric authentication is one-off, non-reproducible and valid for a specific transaction with a particular merchant. The service is provided and accessed through the service for e-banking of the Bank, Bulbank Mobile, and is used personally by the Authorized User of the card. Biometric authentication contains information about the transaction which requires a confirmation (receiver and amount).

IN SECTION III. “ISSUING AND USE OF THE CARD”

3.5. The validity period of the Card is written on it and expires at 24:00h on the last day of the month written on the Card, except for the cases in which the Card is reissued with the same number before its expiry date.

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3.8. The Bank shall deliver the issued Card and PIN in paper form personally to its Authorized User or to the Client, acting through its legal representative or through a person authorized to do so by the legal representative of the Client with a power of attorney with notary certification of the signature.

3.9. The initial paper-based PIN serves only for activating the Card by its Authorized User at an ATM.

3.10. Receiving a Card and PIN:

3.10.1. In a branch of the Bank – The Authorized User of the Card or the Client, acting through his/her legal representative or through a person authorized to do so by the legal representative of the Client with a power of attorney with notary certification of the signature, receives in a branch of the Bank the Card and an initial PIN in paper form after signing the Statement for receipt of a bank card. The Authorized User shall change the initial PIN code at an ATM with the logo of BORICA AD, by which he/she activates the Card and after that he/she shall destroy the envelope, which contained the initial PIN code received from the Bank.

3.10.2. To an address in the Republic of Bulgaria specified by the Authorized User – the service is available only if the Authorized User uses also the Bulbank Mobile service. The Bank issues the Card with delivery to an address with an E-PIN. The Card is delivered by courier to the Authorized User in the manner agreed between the Bank and the courier. At the time of delivery of the shipment, it should be intact and with no signs of damage to the original packaging. In case the packaging is damaged (there are signs of opening, if it has been torn or if there are other such external signs that compromise the integrity of the shipment), the Authorized User must not accept the shipment and must not extract the E-PIN to activate the Card. If the Authorized User cannot be found by the courier at the specified address, this shall be recorded by the courier and the Card shall be redirected to the Bank and it can be received only in a branch of the Bank. In case the Card is redirected to a new address, the courier will charge an additional fee to the Authorized User. Change of the address for delivery of the Card is possible before or on the date of delivery through the online platform of the courier or by a phone call. When the Card is issued with an E-PIN, the Authorized User may perform operations after its activation through the Bulbank Mobile service, which should be done within three months of receipt of the Card. After activation of the Card with an E-PIN, the E-PIN can

be changed with a PIN at an ATM with the logo of BORICA AD. In case the Card is not activated within the above-mentioned three-month period, a new Request for issuing a bank card has to be submitted.

3.10.3. The Authorized User shall not disclose the PIN/E-PIN to anyone, shall not record it on the card or on any items kept together with the card and shall take every possible measure to prevent any third parties from becoming aware of it, including at the time of entering it on the keyboard of an ATM or a POS terminal device, including through a third party accessing his/her profile in Bulbank Mobile. Upon each subsequent reissuing of a Card, the Authorized User shall change the PIN provided in paper form by the Bank together with the reissued Card at an ATM with the logo of BORICA AD, by which the Card will be activated. When the Card is reissued with an E-PIN, the Authorized User may perform operations after its activation through the Bulbank Mobile service, which should be done within three months of receipt of the Card. After activation of the Card with an E-PIN, the E-PIN can be changed with a PIN at an ATM with the logo of BORICA AD. In case the Card is not activated within the above-mentioned three-month period, a new Request for issuing a bank card has to be submitted.

3.11. Immediately after the receipt of the Card and the PIN/E-PIN, the Authorized User/Client shall undertake to protect the Card and the secrecy of the received information relating to its use.

3.12. The Bank may unilaterally and automatically, at its own discretion, reissue for a new term a Card whose term has expired. The new Card can be received as per the procedure of item 3.8 of the GTC, after the tenth day of the month in which the old Card expires. The Bank shall not reissue unilaterally and automatically a debit card if in the last 12 (twelve) months no financial transaction has been booked on this card.

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3.16. At the request of the Client, the Bank shall issue only a new PIN to an active debit card in case of a forgotten PIN, without need to reissue the Card, and the Client shall pay a fee as per the current Tariff of UniCredit Bulbank AD.

3.16.1. If the Authorized User of an active debit card forgets his/her initial E-PIN, the Authorized User shall have the possibility to request through the Bulbank Mobile service the initial E-PIN to be visualized, but not more than 10 times and within 30 days from the activation of the Card. After expiry of the visualisation period of the E-PIN and in case the Authorized User of an active debit card forgets his/her E-PIN/PIN, the Bank shall issue a new PIN in paper form on the basis of a submitted Request for PIN reissuing and without issuing a new card, or shall issue a new card and PIN and close the Card on the basis of a Request for issuing a new card and PIN for a fee according to the current Tariff.

3.17. In case the Authorized User of an active credit card forgets his/her PIN/E-PIN, the Bank shall reissue the Card with a new PIN/E-PIN with the same term of validity, based on a completed Request for card reissuing, for which the Client shall pay a fee according to the current Tariff. An E-PIN for a reissued Card shall be provided by the Bank to the Authorized User through the electronic channel for the Bulbank Mobile service. The Authorized User/ Client shall return the old card to the Bank, which shall be destroyed in his/her presence, and he/she shall fill in and sign a Statement for receipt of the new bank card.

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3.21. Upon execution of transactions with the Card, each of the following actions shall be a valid means of identification of the Authorized User and shall serve as evidence of the consent for making the payment with the Card:

3.21.1. By entering the PIN – for ATM or POS operations, when reading the chip (the magnetic stripe) of the bank card; During the execution of the contactless payment, the PIN shall be entered when the amount of the payment is above a limit approved by the International Card Organization and the Bank for the respective country.

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3.21.6. Upon entering and/or registration of card details online by the Authorized User – Card number, validity of the Card, CVV2/CVC2 code (the three digits printed on the reverse side of the Card following the last 4 digits of the number of the Card), and a dynamic password for online payment/ 3D biometry for online payment – for online and other transactions without the physical presence of the Card and the Authorized User;

3.21.7. Through use of his/her biometric data – for transactions with digital wallets;

In Section VII. RIGHTS AND OBLIGATIONS OF THE BANK IN CONNECTION WITH THE ISSUING AND USE OF A CARD

IN SECTION VI. “RIGHTS AND OBLIGATIONS OF THE CLIENT AND THE AUTHORIZED USER IN CONNECTION WITH THE ISSUING AND USE OF A CARD”:

6.1. The Authorized User shall undertake to:

6.1.2. After receiving the Card, he/she shall activate his/her card personally by changing the initial PIN received from the Bank, while taking all reasonable measures to protect the personalized security credentials, including the PIN and the dynamic password for online payment/ 3D biometry for online payment, including not to record any information about the said features on the Card and shall not keep such information together with the Card;

IN SECTION VII. RIGHTS AND OBLIGATIONS OF THE BANK IN CONNECTION WITH THE ISSUING AND USE OF A CARD

7.1. The Bank shall be obliged to:

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7.1.5. Provide to the Client monthly statements of the account associated with a bank card, once per month, in a manner agreed with the Client;

7.2. The Bank shall have the right to:

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7.2.4. Not to allow the execution of a payment transaction online on the website of a merchant participating in Visa Secure and Mastercard Identity Check programmes if the Authorized User did not use a dynamic password for online payment or 3D biometry for online payment;

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A new provision is introduced as item 7.2.9, which respectively changes the numbering of the subsequent items up to item 7.2.18 inclusive:

7.2.9. In case of a disputed payment and subsequent withdrawal of the claim related to it, to reverse the initial transaction for recovery of the amount, including in the cases where the funds available on the

account associated with the Card are not sufficient and the excess amount shall be considered to be unauthorized overdraft/exceeded credit limit used by the Client, which shall be immediately due and payable, collected through direct debit and/or ex officio collection of receivables, in accordance with the requirements and the conditions of the Law on Payment Services and Payment Systems and Ordinance No. 3 of the BNB of 18 April 2018 on the Terms and Procedure for Opening Payment Accounts, Executing Payment Transactions and Using Payment Instruments.

IN SECTION X. "SPECIAL RULES FOR CREDIT CARDS":

10.13. If on the Date of Repayment the funds are insufficient to cover the MRA, respectively the Minimum Due Amount, or the amount actually used in the previous CPP, in case it is lower than the MRA/MDA, the Bank shall collect the amount available on the Card Account, or the CAECR respectively, for partial covering of the debt. The remaining portion of the unpaid installment is then posted as default. The Bank shall block the Credit Card on the 31st day of the date of occurrence of the default, by which suspending the use of the non-used credit limit until the full repayment of the MDA. After payment of at least the amount of the MRA/MDA/amount actually used, in case it is lower than MRA/MDA/ (or the aggregate amount of accumulated MDAs for past periods in case of non-payment for several months) or the outstanding portion of it, the using of the Card shall be restored for the available credit limit.

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10.18. The formed debt and all due and payable amounts under the Credit Card Agreement shall be extinguished unilaterally by the Bank as per the procedure for ex officio collection of receivables, with the funds received on the Card Account or the CAECR. In case of lack of funds, the repayment shall be against the funds on the other accounts of the Client in the Bank.

IN SECTION XI. "RULES FOR USE OF THE SMS NOTIFICATION SERVICE":

11.14. After the registration of the Client with the Bank in a specialized WEB interface, the system shall perform authorization with BORICA AD with the entered details for the Card and with the amount of the price of the registered service. After a successful registration, the services will be activated. In order to receive information about the available balance on the Cards subscribed for the service, the Client shall send a SMS with the following text – N+his/her personal code (without spaces) to short number 190091 (for A1 subscribers) or 1618 (for Yettel and Vivacom subscribers).

IN SECTION XII. RULES FOR USING THE SERVICE "SECURE ONLINE PAYMENTS":

12.1. Bank cards issued by UniCredit Bulbank AD can be included in the programmes for identification of authorized users Visa Secure and Mastercard Identity Check by receiving a dynamic password for online payment or 3D biometry for online payment.

12.2. The terms and conditions for use of the service "Secure Online Payments" by the Authorized Users of main cards are as follows:

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12.2.2. The Authorized User should use a service of UniCredit Bulbank AD for e-banking, according to its terms and conditions, through which service he/she will receive a dynamic password or a notification for biometric data confirmation for each payment with a merchant included in the programmes Visa Secure and Mastercard Identity Check. In case of no transactional activity online for six months, the card will be removed automatically from the above specified programmes, but it can be included again by the Authorized User through the service of UniCredit Bulbank for e-banking.

12.3. The Authorized User shall undertake to:

12.3.2. Notify the Bank immediately in case of received requests for card details and a dynamic password for online payment or a notification for biometric data confirmation, received from any sources, through any means of communication and on any occasion, different from payment on a merchant's website, included in the programmes Visa Secure and Mastercard Identity Check.

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12.5. The Bank and the Authorized User agree that for the purposes of execution of online card-not-present payment transactions, the confirmation with a dynamic password for online payment or 3D biometry for online payment, received through the e-banking service of the Bank, represents adequate validation by the Authorized User as a confirmation and consent with the execution of the relevant payment transaction. At the time of ordering a payment transaction, the consent of the Authorized User shall refer to the particular amount and its receiver.

*The amendments to the General Terms and Conditions for bank cards for business clients and for providing payment services with the use of bank cards as electronic payment instruments are available on this **link**.*

By giving this notice, the Bank fulfills its obligation as a payment services provider pursuant to Article 63 of the Law on Payment Services and Payment Systems to communicate by a two-month notice to its Clients any upcoming changes in the terms and conditions of the framework agreement.

By this notice, the Bank notifies the users of payment services and considers they have accepted the changes in the framework agreement, unless they notify the Bank of their refusal to accept the changes before the effective date of the changes. In case a payment services user does not accept the changes, he/she shall have the right to terminate the framework agreement and its related agreements at any time before the proposed effective date of the changes, without being liable for any charges or indemnities.