UniCredit Bulbank

GENERAL TERMS AND CONDITIONS FOR OPENING, SERVICING AND CLOSING BANK ACCOUNTS OF INDIVIDUALS AND FOR PROVIDING PAYMENT SERVICES AND INSTRUMENTS

by **UNICREDIT BULBANK AD**, entered in the Commercial Register with the Registry Agency under UIC 831919536, registered seat and address of management: 7 Sveta Nedelya Sq., Vazrazhdane District, city of Sofia, e-mail: CallCenter@UniCreditGroup.bg, website: www.unicreditbulbank.bg, licensed to carry out banking activities under the supervision of the Bulgarian National Bank by virtue of Order No. РД 22-2249/16.11.2009 of the Governor of the Bulgarian National Bank. These General Terms and Conditions for opening, servicing and closing bank accounts of individuals and for providing payment services and instruments, hereinafter referred to as the General Terms and Conditions, shall govern the relations between UniCredit Bulbank AD (the Bank) and its customers – individuals concerning the opening, servicing, carrying out transactions and closing bank accounts as well as the provision of payment services and the related transactions by the Bank from and on the bank accounts in accordance with the requirements of Payment Services and Payment Systems Act (PSPSA), the European legislation and the regulations related to its application. The present General Terms and Conditions have the legal effect and consequences of a framework agreement pursuant to the Law on Payment Services and Payment Systems and are mandatory for the customers of the Bank. They lay down the general requirements for the payment relations subject to each individual agreement for opening and keeping the individual types of bank accounts and for execution of the payment services and operations provided by the Bank and they form a part of its content.

SECTION I: BANK ACCOUNTS

CHAPTER I. GENERAL TERMS AND CONDITIONS FOR OPENING, KEEPING AND CLOSING BANK ACCOUNTS

I. BANK ACCOUNT OPENING. PERFORMING DEPOSITOR IDENTIFICATION

1. A bank account shall be opened personally by the Depositor or by a person authorized by the Depositor after the Bank identifies the Depositor and the authorized person, if any. For identification purposes the following documents and information shall be provided:

1.1. Official identity documents and, if applicable, certified copies of other official personal documents of the persons having the right to carry out operations related to the available balance on the bank account. These documents shall contain the following information: full name; date and place of birth; official personal identification number or another unique identification element shown on an official identity document/another official identity document before the expiry date and which shows the person's photograph; each citizenship held by the person; country of permanent residence and address (a post office box number is not sufficient)

1.2. Original power of attorney, if any, specifying explicitly and exhaustively the type and volume of the activities which the proxy is authorized to perform on behalf of and at the expense of the Depositor;

1.3. Duly filled-in questionnaires and/or a template declaration of the bank or such stipulated in an applicable regulation signed by the Depositor

1.4. The bank has the right to request, and the Depositor shall provide information and documents (including but not limited to filled-in questionnaires and/or template declarations of the bank or such stipulated in an applicable regulation) about the Depositor, the countries in which the Depositor is a resident for tax purposes, the purpose and nature of the relations with the bank, etc

2. The Bank has the right to:

2.1. check the identification data of the Depositor and his/her proxy, if any.

2.2. require any other necessary documents and information when relations are established with the Depositor with a view to meeting its obligations under the Measures against Money Laundering Act (MAMLA) and the other applicable legislation, including but not limited to identification of the origin of the funds and source of assets (where applicable) of the Depositor. The Depositor shall provide the requested information and documents;

2.3. check all data, information and documents provided by the Depositor at all times using independent sources and require that the Depositor provide additional information and documents;

2.4. store the data, information and documents under item 2 and disclose them in accordance with the applicable law and the General Terms and Conditions which the Depositor has been notified of and agrees with.

2.5. In case of an established business relationship with the depositor, with a view to the Bank's right to request other necessary documents and information in relation to subsequent (regular) identification and check of the identity of the depositor, including but not limited to the identification of a proxy/legal representative of the depositor, as well as related to opening, servicing, performing transactions from or to, and/or closing a bank account of the

depositor, the Bank may request based on its own judgment the submission of documents and information also by an electronic statement, sent to the electronic address/es (e-mail of the depositor) specified by the depositor in an agreement and/or in other document/s provided to the bank, and or made in the profile of the depositor in the channels of the bank for electronic banking, and/or through use of other permanent media.

3. The documents under item 2, issued by a public authority or certified by a legally capable foreign notary public shall have an Apostille affixed thereto if issued or certified respectively in a signatory country to the Convention Abolishing the Requirement of Legalization for Foreign Public Documents or in accordance with an effective agreement on legal assistance between the Republic of Bulgaria and the country where the documents were issued/certified or certified pursuant to the Rules for legalization, certification and translation of documents and other papers if they were issued/certified on the territory of a signatory country to the Convention Abolishing the Requirement of Legalization for Foreign Public Documents or a country with which Bulgaria has entered into a legal assistance agreement. The documents under item 2 which are issued and/or drawn up in a foreign language shall have an official translation into Bulgarian.

4. The Depositor shall notify the bank in the event of any circumstances concerning his/her identification and that of his/her proxies and/or keeping his/her accounts, revocation of a power of attorney, proxy's death, loss, theft or destruction/replacement of an identity document and/or power of attorney, etc.) as well as provide information and documents pursuant to item 2 attesting to these changes. Changes in the documents and information under item 2 and/or in the circumstances certified by such documents shall be effective with respect to the Bank after the end of the business day following the day on which the latter was notified in writing of them by the depositor (effective date).

5. The Bank shall make a decision on the account opening application but is not obliged to provide reasons for its refusal to conclude an agreement. In case of refusal to open a payment account for basic transactions, the Bank shall notify the user about such refusal, as well as about the specific grounds for the refusal, unless the disclosure of such information would be contrary to the objectives of national security, public order or laws on the prevention of the use of the financial system for the purposes of money laundering and financing of terrorism.

6. After checking the presented documents, the Bank and the depositor shall conclude an agreement for the relevant account. In case of discrepancy between the requirements set out in the present General Terms and Conditions and the agreed terms in the agreement, the latter shall apply.

7. The Bank allows opening of a bank savings account for the benefit of a third natural person – under the age of 18 or placed under judicial disability, and upon opening the account data and documents are provided identifying the person opening the account and the third beneficial party – account holder, subject to the special requirements of the current legislation..

8. The Bank allows opening of a bank account with zero account balance.

8.1. Within 30 (thirty) calendar days from the date of opening, the respective bank account shall be replenished (cash or cashless) with an amount not less than the minimum account balance required by the bank for opening the respective type of account as per the Interest Rate Bulletin of the bank for individuals;

8.2. In case the account has remained with zero balance after the expiry of the period specified in item 8.1, the Bank shall have the right to unilaterally terminate the bank account agreement and close the account, for which the depositor will be deemed to be notified with the account statement provided to the depositor by the Bank on a durable medium and/or through the information provided by the Bank regarding the status of the account in the channels of the Bank for e-banking.

II. INTEREST RATES, FEES AND COMMISSIONS

9. On the funds available on the accounts the Bank shall pay to the depositors interest in the amounts set according to the product group to which they belong depending on the type and the conditions for keeping the accounts, which they hold and the specifics of the various deposit products. The applicable interest rate terms and conditions are published in the Interest Rate Bulletin, which the Bank applies to the different account types in national and foreign currency;

9.1. The interest is accrued daily, it is payable and paid by the Bank in the way specified in item 11 at the end of each interest maturity agreed in the agreement, depending on the type of the account and the terms and conditions for its keeping, it is paid also at the time of closing the account, respectively; Where applicable, in compliance with the legislative requirements, the bank shall pay the due interest after the relevant payable tax is withheld;

9.2. Interest on account shall be accrued starting from the date of replenishing the account with an amount not less than the minimum account balance required by the Bank for opening the respective type of account pursuant to the Interest Rate Bulletin of the Bank;

9.3. The funds available on the accounts shall accrue interest at the annual interest rates defined according to the item 9 and published in the Interest Rate Bulletin applicable for the period of accrual on a 360/360 basis, pursuant to which one month is considered to have 30 days and one year - 360 days, unless otherwise agreed.

10. The funds available on the bank accounts, which are below the required minimum amount set for the respective deposit product pursuant to the Bank's Interest Rate Bulletin, shall not accrue interest.

11. At the choice of the depositor, the interest paid by the Bank may be capitalized on the account or be transferred on an account with the Bank indicated by him or her, which is agreed in the agreement for a bank account.

12. In case the currency of the account, on which the due and payable interest is transferred is a different currency, the Bank shall convert the amount of the transferred interest at its commercial rate for the respective currencies, published at the Bank's teller desks, ot its webside or in the Bank's electronic channels, applicable at the time of the conversion.

13. The interest accrued on andigital savings account/account whose account holder is under 18 years old shall be capitalized in any case.

14. The changes in the amounts of the interests, fees and commissions established as definable according to the method for defining them set out in these General Terms and Conditions, the Interest Rate Bulletin and the bank's Tariff on the Fees and Commissions for Individuals displayed at the bank's teller desks and/or published on the bank's website, shall have effect on the sight accounts (savings and current accounts) from the date on which they come into effect, indicated in the Interest Rate Bulletin and the Tariff on the Fees and Commissions for Individuals. The changes in the amounts of the fees and commissions established as definable according to the method for defining them set out in these General Terms and Conditions and the bank's Tariff on the Fees and Commissions for Individuals displayed at the bank's teller desks and/or published on the bank's website, shall have effect on the time deposits from the date on which they come into effect, indicated in the Tariff on the Fees and Commissions for Individuals. Upon renewal of time deposits on the maturity date, such deposits shall accrue an interest at the interest rate set for the respective deposit type in the Interest Rate Bulletin of the bank as of the renewal date

15. The Depositor undertakes to pay to the bank within the terms and in the amounts defined in its approved Tariff on the Fees and Commissions for Individuals applicable at the time of their collection, all fees, commissions and other charges of the Bank, which have arisen in relation to the opening, keeping and servicing of the account or its closing, as well as for the transactions performed on the account.

16. The funds on the accounts shall accrue interests at the interest rates set in accordance with the specified method for defining them depending on the product group of each account, including a group of the contractual accounts according to the type and the conditions for their keeping specified in item 9 and published on the Interest Rate Bulletin applicable at any time, on equal terms and to all depositors from the relevant groups to which they belong.

17. A payment account opened for charitable purposes, on which no payment transactions have been made for a period of 12 consecutive months, shall be subject to fees and commissions, in accordance with the Bank's Fees and Commissions Tariff for Individuals, applicable to a payment account to which no debit card has been issued, starting from the month following the expiration of the twelve-month period.

III. TRANSACTIONS ON ACCOUNTS

18. The Bank accepts, for consideration, to perform on the account, up to the amount of the cash available on it, any common bank transactions performed by the Bank, or other transactions agreed with the Bank in observance of the requirements stipulated in the effective legislation, the present General Terms and Conditions and the concluded agreement for the respective account.

19. Cash on hand and on account transactions may be performed on the bank accounts by order of third parties in observance of the requirements stipulated in the legislation applicable to the time of their performing and the present General Terms and Conditions in their applicable version as to the date of the respective transaction. The Depositor shall declare that s/he is familiar with and shall provide her/his explicit consent with the purpose of her/his identification and guaranteeing the validity of the execution of the ordered transaction for conducting a check of the validity and authenticity of her/his ID document by a special scanning device both upon signing an agreement with the Bank and at the time of performing payment transactions.

20. The Depositor may operate personally with funds from the account after presenting an identity document as well as through his/her representative acting by virtue of an original power of attorney which certifies the signature of the authorizer in accordance with the required procedures. The power of attorney shall explicitly specify the type of the ordered transaction, certified as follows:

20.1 by a Bulgarian notary public in the Republic of Bulgaria;

20.2 by a Bulgarian diplomatic or consular representative abroad;

20.3 by a legally capable foreign notary public, with an apostille affixed to it if certified in a country, signatory to the Convention Abolishing the Requirement of Legalization for Foreign Public Documents;

20.4 in accordance with an effective agreement for legal assistance between the Republic of Bulgaria and the country, in which the power of attorney has been certified by a legally capable notary public;

20.5 pursuant to the Rules for the Legalizations, Certifications and Translations of Documents and other Books, provided it has been certified in a country other than the countries listed in items 20.3. and 20.4.

20.6 in any other way provided for in the Bulgarian law.

21. Disposal transactions from the accounts shall be carried out on the instructions of the depositor/his or her proxy only if there is financial coverage on the account for the amount of the transaction and the charges due and payable for executing it, as laid down in the Tariff of the Bank for fees and commissions for individuals, applicable at the time of the transaction, applying relevant templates of payment documents and upon presentation of all documents required by the current legislation and/or the internal rules of the Bank. The Bank may also require other documents for identification of the depositor and/or for certifying the reason for the payment, in order to prevent payments for prohibited activities and money laundering.

22. Disposal transactions on an account opened on behalf or for the benefit of a person who is under the age of 18 or is placed under judicial disability shall be carried out in compliance with the statutory requirements for this, with permission from the district court according to the current address of the person..

23. Cash transfers from/on bank accounts shall be performed in accordance with the applicable legislation and in applying the present General Terms and Conditions - section III. Payment services and instruments.

24. The exchange rates applied by the Bank in the execution of the payment operations shall be currency exchange rates „buy"/ „sell", published at the Bank's teller desks, ot its webside or in the Bank's electronic channels, applicable at the time of the conversion.

25. The depositor shall notify the Bank in writing in case of changes in the documents submitted to it under item 2 and/or in the circumstances certified by such documents, and shall certify the changes that have occurred.

26. The Bank shall not be liable for any suffered damages or benefits foregone resulting from execution of payment transactions, executed until the day of entry into forcewithin the meaning of item 4, including in the cases where it has executed an order given by a person having presented for this purpose regular at first sight, but in reality inauthentic documents (with false content and/or inauthentic) and having certified his/her rights to order transactions on the account, including by presenting a regular at first sight power of attorney. Duly drawn up shall be considered each order that contains the requisites required by the law and the present General Terms and Conditions and signed by a person with right of specimen corresponding to the specimen submitted to the bank.

27. The Bank shall effect from the account of the depositor each entered with it order for cash and/or cashless payment, which is admissible as per the effective legislation, the applicable rules for payment and the Terms and Conditions according to which the account is kept.

27.1 Subject to execution shall be such an order that is received in the Bank and has all the documents required for its execution appended to it, and which has been made in compliance with all the necessaryrequisites, has been signed by a person who has/have rights to order transactions on the account, whose signature appears to correspond to the signature laid in front of a Bank clerk or to a specimen of the signature submitted in a notary certified form;

27.2 The executed payment orders, which were received in the Bank, corresponding to the requirements set forth in the preceding item, are the necessary and sufficient valid reason for the ordered transactions to be executed by the Bank in good faith while the consequences from this execution shall be borne by the depositor;

27.3 The Bank shall not be held liable in case it has performed in good faith, according to the provisions of item 27.1, a transaction under the current account of the depositor, ordered to it in writing by a person/s, whose signature/s on the order, laid outside the Bank correspond/s to the specimen of the signatures of the persons who have rights to order transactions under the account and which person/s on the grounds of unambiguous circumstances appear/s to be entitled to dispose with the cash available on it. The risk and the consequences from the execution of orders that at first sight have appeared regular, which afterwards are found to be counterfeit, shall remain at the expense of the depositor to the account;

27.4 In accordance with the provisions of the Payment Services and Payment Systems Act and Ordinance 3 of the BNB of 18/04/2018 on the Terms and Procedure for Opening Payment Accounts, Execution of Payment Transactions and Use of Payment Instruments, the Bank is entitled to collect automatically, through an adjusted transfer or debit of the unduly received and payable amounts credited into the accounts of its customers from the cash available on them or from the cash available on any other account of theirs with it and to debit the amounts ordered for transfer which are still not collected to which the Depositor shall provide his/her explicit written consent by signing the account agreement;

27.5 Upon receipt of an attachment notice by authorities authorised by the legislation for the account of the depositor, it shall be executed in accordance with the provisions of the current legislation.

27.6 The Bank has the right to refuse to carry out transactions from/on a payment account ordered by a proxy of the Depositor if the scope of the his/her powers of representation is not clearly and precisely specified;

27.7 The Bank has the right to refuse to carry out a transaction from/on a payment account in the cases under art. 17 of MAMLA.

28. The Bank shall not be held responsible for blocked amounts and/or operations by another bank participating in the payment process in execution of payments by order /in favour of individuals and legal entities and countries, which are subject to restrictions and/or sanctions.

29. The depositor shall be obliged to inform the Bank for each unauthorized or inaccurately executed payment transaction without undue delay after becoming aware of such a transaction, but in any case no later than 13 months after the date of debiting the account of the depositor. The depositor shall be considered to have become aware of the unauthorized or incorrectly executed payment transaction at the latest upon the receipt of information as per Art. 57, para. 1 or Art. 65, para. 1 of the Payment Services and Payment Systems Act.

30. The Bank has the right to collect ex officio from the accounts of its customers its due receivables according to the type of the account for opening, keeping, maintaining and closing an account, servicing of transactions, as well as amounts unduly received in the event of initial absence of a reason, including as a result of fraud and/or incorrect instructions and/or bank technical errors. In case the depositor has an account in a currency other than the currency of his or her liability to the Bank, the latter shall collect its receivable from that account, according to the Bank's Tariff based on its exchange rate to EUR published by BNB on the day of the transaction or rate “buy”/”sell”, published at the Bank’s teller desks, ot its webside or in the Bank’s electronic channels, applicable at the time of the conversion.

30.1. The Bank reserves the right to debit ex officio the account for payment of additional expenses incurred, including to foreign banks in connection with the execution of the orders of a depositor/his or her proxy;

30.2. In the event that due to a shortage of funds on the account, the Bank cannot collect in full the fees or commissions due and payable to it from the depositor, through ex officio collection of receivables the Bank shall collect in full the balance on the account and shall have its receivables paid in their amount up to the available balance;

31. In case of an unauthorized or inaccurately performed transaction, the Bank shall determine its correct execution in accordance with the order registered and booked according to the regulatory and internal requirements, as well as that the transaction is not affected by a technical failure or some other deficiency.

32. In case of an unauthorized payment transaction the bank shall immediately reimburse the payer with the amount of the transaction, in any case no later than the end of the next business day after the Bank has noticed or has been informed about the unauthorized transaction unless the bank has reasonable doubts for fraud and notifies the respective competent authorities. Whenever necessary, the payer’s provider of payment services recovers the payer’s account in the state it would have been if the unauthorized payment transaction has not been performed. The Bank shall be informed in writing by the payment service user when the payment service user has learned about the unauthorized payment transaction. The value date for crediting the payer's payment account is no later than the date on which the account was debited with the amount of the unauthorized payment transaction. The recovery by the Bank of the unauthorized payment transaction amount into the authorized holder’s payment account does not prevent the Bank from holding the payer responsible in compliance with the legislation regarding the recovered amount of the payment transaction if the payment transaction was authorized by the payer.

32.1. Where a payment order is initiated by the payer through a payment initiation service provider, the Bank shall refund to the payer the amount of the non- executed or defective payment transaction and, where applicable, restore the debited payment account to the state in which it would have been had the defective payment transaction not taken place. The burden shall be on the payment initiation service provider to prove that the payment order was received by the payer’s Bank in accordance with Article 83 of the Payment Services and Payment Systems Act and that within its sphere of competence the payment transaction was authenticated by it, accurately recorded and not affected by a technical breakdown or other deficiency linked to the non-execution, defective or late execution of the transaction. Where the payment initiation service provider is liable for the non-execution, defective or late execution of the payment transaction, it shall immediately compensate the Bank at its request for the losses incurred or amounts paid as a result of the refund to the payer

33. Any losses shall be borne by the payer, regardless of their amount, should they result from unauthorized or inaccurately performed payment transaction as a result from fraud or non-fulfillment of the customer's obligations in using the respective payment service or due to gross negligence, or upon any misuse assisted by the payer.

IV. INFORMATION AND FINANCIAL REPORTING ON BANK ACCOUNT

34. For ensuring the accurate execution of a payment order for performing the payment services, the payer shall be obliged to fill out precisely, accurately and completely the payment documents with all requisites required for the correct execution of the ordered transaction, including the the international number of the bank account (IBAN) of the beneficiary, the international bank identification code of the bank (BIC), whenever any such is required pursuant to the effective legislation or any other unique identification number of the recipient's account.

35. The Bank shall provide/ make available to the depositor, free of charge, information about all deposits, payments and the available balance on the account within the time periods, scope and with all required details pursuant to the Payment Services and Payment Systems Act (PSPSA), 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, and the provisions of the current General Terms and Conditions and the applicable Tariff of the Bank for fees and commissions for individuals and the Interest Rate Bulletin. The above information is provided/ made available through the Bank's electronic channels, unless otherwise agreed with the depositor. In case the depositor has not agreed on the way of providing/ making the information available, or if the information is not provided/made available to the depositor for reasons beyond the Bank's control (e.g. the address/email provided is wrong, incomplete or non-existent, or the Depositor has not activated the electronic banking services), the Bank shall provide/ make the information available through the Bank's electronic channels or upon request – at a branch of the Bank, when the depositor does not use the services of the Bank for e-banking. In the event that the Depositor ceases to use the electronic banking services, the Depositor shall notify the Bank within a reasonable period of time and agree with the Bank on an alternative channel for the provision/making available of account information.

35.1 The depositor shall pay the Bank a fee in accordance with the Tariff of the Bank for fees and commissions for individuals, for the provision of information with delivery to an address on paper or in the form of a certificate, or for additional information/ information provided at the request of the depositor for a period shorter than a month, unless otherwise agreed with the depositor.

36. Information about an ordered cash transfer is provided on the teller desks of the Bank immediately after the execution of the transfer as well as via the electronic channels of the Bank, in case it is ordered electronically.

37. The Bank shall provide information for received available cash transfers upon request by the recipient under the payment service, as well as via the e-channels.

38. The Bank corrects unauthorized or inaccurately executed payment transaction only if the depositor notifies the Bank without undue delay after becoming aware of such a transaction, which gives rise to a claim, however, no later than 13 months after the date of the debiting of customer's account. The depositor shall be considered to have become aware of the unauthorized or incorrectly executed payment transaction no later than the time of receipt of information as per Art. 57, para. 1 or Art. 65, para. 1 of the Payment Services and Payment Systems Act.

39. In fulfilling its obligation for providing the information required by law, the Bank shall maintain and provide at the disposal of its customers actual, complete and detailed information for the products and services offered by it, the methods for determining the interest rates, fees and commissions, the amounts of the calculated interest rates, exchange rates based on them, as well as the content of the effective and applicable Interest Rate Bulletin, Tariff for the fees and commissions of the Bank for individuals and the present General Terms and Conditions by making such information available at the commercial premises of the bank and the website and the e-channels of the bank.

V. CLOSING

40. The agreement for bank account opening and keeping shall be terminated and the account shall be closed:

40.1 at the request of the depositor/ his or her proxy;

40.2 in case of failure to comply with the depositor's obligation under item 8.1, the Bank has the right to unilaterally close the account, for which the depositor will be deemed to be notified with the account statement provided/ made available to the depositor by the Bank on a durable medium and/or through the information provided by the Bank on the status of the account in the channels of the Bank for electronic banking;

40.3 in case of failure of the depositor to pay the expenses due to the Bank, according to its Tariff for fees and commissions for individuals, for two consecutive months, the Bank has the right to unilaterally terminate the bank account agreement and close the account, for which the depositor will be deemed to be notified with the account statement provided/ made available to the depositor by the Bank on a durable medium and/or through the information provided by the Bank on the status of the account in the channels of the Bank for electronic banking;

40.4 unilaterally by the Bank in case of making a decision for terminating the offering of a specific type of account and/or in case of impossibility for technical maintenance after the providing of a two months notice to the account holders. The account's balance will be transferred to opened by the Bank account's holder payment account with no specified term, unless other instruction have been given to the Bank by the account's holder. The Bank informs the account holder about the international bank account number (IBAN) of the opened payment account. If the specific type of account is a deposit, Art. 47 shall apply.

40.5 by two-month notice from the Bank to the depositor;

40.6 in the event of death of the Depositor, as of the date of notification to the Bank, under the conditions of item 43;

40.7 by giving notice with immediate effect as of the date thereof in case the Depositor is a defaulting party under the bank account agreement and/or in case of non-fulfillment by the Depositor of any of his/her obligations stipulated in the present General Terms and Conditions, including but not limited to the cases when a breach of the prohibitions for carrying out the transactions specified in items 112 and 113 of the present General Terms and Conditions has been identified

40.8 by a notification with immediate effect from its date when it is established that the depositor is included in restrictive lists drawn up by the United Nations Security Council, SDN lists of OFAC, the United Kingdom of Great Britain and Northern Ireland and the European Commission;

40.9 by giving notice with immediate effect as of the date when it is identified that depositor is on a list under the Measures Against the Financing of Terrorism Act and the proliferation of weapons of mass destruction - list of natural persons, individuals and organizations against which special measures are imposed has been drawn up by the Council of Ministers.

40.10 by giving notice with immediate effect as of the date when it is identified that the depositor is a person involved in terrorist or terrorist financing activities on other regulatory or contractually established grounds;

40.11 by a notification with immediate effect from its date – in case of failure by the depositor to comply with relevant provisions of the current law, including in case of refusal or failure to submit within the prescribed period documents or information requested by the Bank, as well as in case of impossibility to fulfill the obligations of the Bank to carry out customer due diligence of the depositor pursuant to Article 17 of the Measures against Money Laundering Act;

40.12 Unilaterally by the Bank, when the account does not incur a monthly service and maintenance fee and the balance on the account is below the required minimum according to the Bank's Interest Bulletin for individuals for a period of 12 consecutive months, of which the depositor will be deemed to have been notified by the account statement provided/made available to the depositor by the Bank on a durable medium, and/or through the information provided by the Bank on the status of the account in the Bank's electronic banking channels. If funds are available, they are transferred to a current account of the Bank and can be received by the depositor at its branch. This provision is not applicable to a payment account opened for charitable purposes;

40.13 Unilaterally by the Bank, when there is no balance on a payment account opened for charitable purposes and no payment transactions have been made for a period of 12 consecutive months, of which the depositor will be deemed to have been notified by the account statement provided/ made available to the depositor by the Bank on a durable medium, and/or through the information provided by the Bank on the status of the account in the Bank's electronic banking channels;

40.14 on other statutory or contractually established grounds.

41. The notice referred to in item 40.5 or the notification referred to in items 40.7 to 40.11 by the Bank, when given on paper, shall be deemed to have been received by the depositor when it has been sent to the last correspondence address indicated by the depositor to the Bank. In case the depositor has not notified the Bank of a change in the indicated correspondence address, the notice or respectively the notification by the Bank shall be deemed to have been duly received, notwithstanding the acknowledgement of receipt. The notice under item 40.5, and respectively the notification under items 40.7 to 40.11 may be sent to the depositor, in addition to the aforementioned manner, and/or also:

41.1 an electronic statement sent to the e-mail address of the depositor (according to the definition of this term in item 2.5.)The notice, and respectively the notification shall be deemed to have been received by the depositor on the day of its sending to the e-mail of the depositor unless an automated message is received from the e-mail of the depositor that the message has not been sent successfully and/or its receipt has failed;

41.2 an electronic statement made in the profile of the depositor in the channels of the Bank for electronic banking;

41.3 other permanent media.

42. The framework agreement about a payment account with basic features can be terminated by the depositor in accordance with subpara. 40.1 or unilaterally by the Bank in accordance with Art. 121 of the Payment Services and Payment Systems Act only if at least one of the following conditions is fulfilled:

42.1 The depositor has used deliberately the payment account for illegitimate purposes;

42.2 No payment transaction has been performed on the payment account for more than 24 consecutive months;

42.3 The depositor provided false information in order to open a payment account with basic features while the provision of the true information would have led to a rejection for the opening of the account;

42.4 The depositor does not reside anymore lawfully in the EU;

42.5 The depositor has more than one payment account with a bank, other than the account with basic features, for the use of the services, listed in item 45.2;

42.6 The depositor breaches the present General Terms and Conditions;

42.7 Should the Bank terminate the framework agreement for the payment account with basic features on one or more of the grounds specified in subpara. 42.2, 42.4, 42.5 and 42.6, it shall inform the depositor for the reasons and grounds for this termination by means of a two-month notice unless the disclosure of this information would contradict the national security and public order objectives;

42.8 When the Bank terminates the framework agreement for the payment account with basic features based on subpara. 42.1 or 42.3 of the present General Terms and Conditions, the termination shall become effective immediately.

43. The Bank shall be notified in writing in the event of death of a depositor. Such notification may be made by any person in any branch of the Bank and it has to be accompanied by a copy of death Certificate

43.1 The amounts on the accounts of the deceased depositor shall be paid to the heirs after completing an application form as per a template of the Bank, signed by the heirs or their proxy and after presentation of a copy of a death certificate, a certificate of heirs/declared will, a certificate from the municipality of the deceased's last residence that the amounts in the accounts have been declared and the inheritance tax is paid, where such is due by law, a certificate from the territorial office of the National Social Security Institute, in which the last month for which the deceased was entitled to a pension, as well as the month until which the pension was transferred to the account of the depositor (in case a pension was received into the account), have been entered. The amount transferred, relating to a time after the month in which the depositor died, shall be reimbursed ex officio by the Bank to the territorial division of the National Social Security Institute. If necessary, as well as in all cases of succession with an international element, including in the case of a European Certificate of Succession, the Bank shall have the right to request from the heirs to submit also other documents before payment of the sums.

44. If the information about a depositor's death is accurate, the bank has the right to block his/her accounts opened with it without receiving the notification under item 43.

CHAPTER II. TYPES OF BANK ACCOUNTS

I. CURRENT, SAVINGS AND DEPOSIT ACCOUNTS

45. The Bank concludes agreements for opening of the following types of accounts for individuals:

45.1 Current accounts - for keeping money payable at sight without any required term for giving notice from the depositor to the Bank, as well as for performing payment transactions on depositing, transferring and withdrawal of funds;

45.1.1 A current account opened for a minor, upon the person's reaching the age of 18, continue to be maintained, serviced and used as a (basic) account under the pricing and other terms of the plan "Plus", in accordance with art. 55.1 et seq. of these General Terms and Conditions, with including the products and services for plan "Plus", defined in the current Tariff of the Bank for individuals, including the debit card and electronic banking service "Bulbank Mobile" provided with the current account agreement.

45.2 Payment account with basic features–through which the following services in EUR are provided on the territory of the country:

45.2.1 Opening, use and closing of a payment account;

45.2.2 Depositing funds on a payment account;

45.2.3 Withdrawing cash on hand from a teller desk or ATM during or outside banking hours;

45.2.4 Payment transactions executed by a payment card, incl. online payments;

45.2.5 Credit transfers, incl. orders for regular transfers on ATMs and POS and on the teller desks, if applicable and through the online banking systems of the Bank.

45.3 Savings accounts - for keeping cash amounts intended for accumulation, payable without any required term for giving notice.

45.3.1 Digital savings account is opened to a Depositor with a Start, Plus or Max, as well as in cases of applicability of the plan Plus, according to art. 45.1.1, plan in the currency of the main account included in the plan. Transfer of funds from the digital savings account may only be ordered through Bulbank Mobile and only to the main account included in the plan of the Depositor. Upon termination of the plan of the Depositor, the digital savings account keeps being used under the standard terms and conditions, fees and commissionsof the bank unless the Depositor has requested explicitly the closing of the digital savings account as well.

45.4 Deposit accounts - for keeping money payable on an agreed date (maturity) or upon arising of other agreed terms and conditions for payment and in compliance with the terms and conditions published by the Bank, pursuant to the Interest Rate Bulletin and the bank's Tariff on the Fees and Commissions for Individuals.

45.4.1 The Bank allows opening of standard deposit accounts with a zero account balance only for deposits with a term of 1 (one) month.
A Depositor, or his/her respective proxy respectively, who has opened a one-month standard time deposit with a zero account balance, shall have the right on the maturity date to renegotiate the deposit for a term other than one month as in such case he/she shall be obliged to replenish the deposit account with the required minimum account balance amount according to the Interest Rate Bulletin of the Bank. The first interest payment under monthly deposits, which are initially opened with a zero account balance, shall be calculated on a first interest group basis as per the Interest Rate Bulletin regardless of the received amount. On the maturity date, for the new deposit term, if there is no renegotiation of the term, the interest rate shall correspond to the interest group according to the deposit amount. The accrual of interests on the deposit accounts shall start from the date on which the accounts are replenished with the deposit amount. The cash available on the deposit account shall accrue interest after the expiry of the deposit term at annual interest rates defined and included in the Interest Rate Bulletin of the Bank valid as of the date of signing the account agreement.

45.4.2 On the maturity date, upon each renewal of the deposit term, the Bank shall add to the amount on the deposit account the interest accrued until that time or it shall transfer it to another account pursuant to the instructions given by the depositor in the deposit account agreement.

45.4.3 In case the maturity date is on a non-business day,the interest due shall be accrued on the first business day after the maturity date.

45.4.4 On the maturity date of the deposit, upon continuing its effect, the Bank shall have the right to set a new interest rate applicable from the date of renewal of the deposit and indicated in the Interest Rate Bulletin applicable to that date.

45.4.5 If on the maturity date or before that, the depositor has not requested termination of the deposit, either personally or through a proxy, the deposit shall be renewed automatically for the same term as that agreed in the deposit account agreement while applying the effective interest and the other terms and conditions of the Bank applicable to that date, whereas information about these terms and conditions can be obtained by the depositor on the Bank's premises where such information is displayed in a visible place or it also can be found on the Internet site of the Bank.

45.4.6 On the deposit account the Bank shall accept on-account transfers and paying in cash-on-hand prior to the maturity date of the deposit without changing the maturity date and without considering this a breach of the deposit terms and conditions, in compliance with the terms and conditions published by the Bank, pursuant to the Interest Rate Bulletin and the bank's Tariff on the Fees and Commissions for Individuals. Upon additional paying in of funds during the deposit term, the additionally paid-in amount shall accrue interest until the maturity date at an interest rate equal to the one set for the respective time deposit. In case the deposit moves to another interest rate group as a result from the additional paying in, from the date of the additional paying in the Bank shall apply the interest rate applicable to this interest group according to the Interest Rate Bulletin valid as to the time of opening/ last review of the deposit.

45.4.7 The Depositor may operate with the deposit funds on the maturity date. In case the maturity date happens to be a non-business day, the depositor may operate with the deposited funds on the first business day thereafter, without considering this breach of the terms and conditions of the deposit.

45.4.8 Partial withdrawal of the deposited funds on the maturity date shall result in automatic renewal of the remainder for the same term agreed in the agreement at an interest rate indicated in the Interest Rate Bulletin applicable to that moment according to the type and the amount of the deposit.

45.4.9 In case of performing an operation with the deposit or a portion of it before expiry of the deposit term, for the days from the replenishment of the deposit account, or last renewal of the deposit respectively, until the date on which the deposit is breached, the Bank shall accrue and pay interest as per the interest rates set for current accounts in the respective currency defined in terms of amount in the Interest Rate Bulletin of the Bank applicable as to the date of breaching the deposit.

45.4.10 Should the deposit be breached by way of withdrawal of a portion of the deposited funds, a new deposit shall be formed with the remaining portion and a new agreement shall be signed, where:

45.4.10.1 the deposit account number shall be preserved provided the term of the deposit is not changed;

45.4.10.2 a new account shall be opened in the event of a change of the term of the deposit.

45.5 Special accounts – accounts with assigned conditions for operating with them or accounts serving some special purpose, whose specific terms and conditions are defined in the relevant agreement;

45.6 Joint account – operated by two or more depositors;

45.6.1 All of the depositors to a joint account shall have obligations to the Bank under the conditions of passive solidarity in respect of repayment of the due fees and commissions for opening, servicing and closing the account, as well as for performing operations on the account, as foreseen in the bank's Tariff on the Fees and Commissions for Individuals;

45.6.2 On the joint account amounts may be received cash-on-hand or on-account either on behalf of all of the depositors or on behalf of any of them. After the amounts are received on the account, all the depositors may operate with them together, regardless on whose behalf the amounts were deposited or transferred unless explicitly agreed otherwise;

45.6.3 Account operations by the depositors via a proxy shall be allowed only if the proxy has an authorization by all the depositors altogether. A proxy of one of the depositors to the account may operate with cash available on the account only in conjunction with the other depositors to the account and on condition that the proxy has an explicit authorization by the respective depositor;

45.6.4 The Bank shall not have any responsibility for the relations between the depositors and/or their proxies in the event of and in connection with operating with the funds on the account that is performed by any of them. Should the instructions given by a depositor or a proxy be contradictory to or inconsistent with an instruction given by another depositor or proxy, the Bank shall have the right to refuse to execute the instructions until the contradiction is resolved;

45.6.5 The Bank shall execute the received orders of distraint on the joint account completely against the total funds available on the account nonetheless for the repayment of a debt in enforcement of which of the depositors the distraint is imposed and regardless of the amount of the distraint or the size of the share of the amount deposited by the debtor depositor. Because of the coownership of the depositors in respect of the funds available on the joint account, the rule of passive solidarity applies in this case as well;

45.6.6 Besides the account closing cases indicated in present General Terms and Conditions, a joint account shall be closed also in the event of:

45.6.6.1 a request submitted by one or more depositors, where for closing the account each of them must have provided his/her consent together with all the rest of the depositors in person or via an explicitly authorized person with a power of attorney certified in accordance with the requirements of the Bank;

45.6.6.2 upon death of any depositor provided that:

45.6.6.2.1 The Bank shall be notified in writing in the event of death of any of the depositors. Such notification may be made by any person and it should be accompanied by a copy of the depositor's death certificate and a certificate of the depositor's heirs;

45.6.6.2.2 the surviving depositors and the heirs of the deceased depositor have the right within a period of 30 days from the notification to the Bank to make a joint written statement to Bank that they agree the account agreement to stay in effect for a time deposit until the agreed maturity date comes, while preserving all originally agreed terms and conditions. In case until the expiry of the 30-day period no joint written statement is submitted to the Bank, the account shall be closed down after the funds accumulated on the joint account are paid to the heirs of the deceased depositor and to the surviving depositors, whereas the amount shall be divided into as many equal parts as the number of the depositors at the time of opening the joint account and each part shall be paid to each of the surviving depositors accordingly and one relevant part shall be paid to the heirs of the deceased depositor altogether. The amounts shall be paid in cash or to an account specified by each of the surviving depositors and by the heirs of the deceased person. In case any of the depositors or the heirs of the deceased depositor do not appear at the bank or do not indicate a bank account on which to receive their due amount, the Bank shall open automatically on behalf of the respective depositor or the heirs of the deceased depositor an account and shall transfer the relevant due amount on it. On the accounts automatically opened under the aforesaid conditions, fees and commissions shall be charged for opening, servicing and closing as well as for performing transactions on the account, as foreseen in the bank's Tariff on the Fees and Commissions for Individuals, whereas such fees and commissions shall be collected by the Bank as per the terms and conditions of present General Terms and Conditions, to which the depositors agree by the signing of the joint account agreement;

45.6.6.2.3 The bank shall have no responsibility or obligation to collect documents or to clarify facts and circumstances related to the legislative requirements, the circle and the rights of the heirs. In this respect the bank does not check and is not responsible for the authenticity and truthfulness of the content of the documents submitted to it.

45.7 Besides the account listed above, the Bank may open also other types of accounts pre-agreeing the terms and conditions with the depositor.

46. All accounts shall be opened, kept and closed pursuant to the present General Terms and Conditions and the individual account agreement.

47. For deposits with initially agreed clause for automatic renewal the Bank shall have the right to unilaterally terminate the term deposit agreement upon deciding to cease offering of the respective deposit product and/or where its technical maintenance is no longer possible, subject to prior notice being given to the Depositor in accordance with these General Terms and Conditions. Upon expiry of the notice period and in the absence of any other instruction from the Depositor, the funds held in the deposit shall be transferred to an account type offered by the Bank at the relevant time, under the terms and conditions and interest rates set out in the Bank's effective Interest Rate Bulletin..

II. ACCOUNTS OPENED VIA E-CHANNEL

48. The individual customers using the electronic banking services of UniCredit Bulbank AD may open accounts according to the functionalities of the service by identifying themselves for this purpose through the electronic means of identification described in detail in the General Terms and Conditions of the Bank for Providing the Electronic Banking Services Bulbank Online and Bulbank Mobile. The means of electronic identification shall be considered

valid signed written statements (electronic documents) binding for the customer. The electronic use of an electronic signature has the effect of a legally valid signature appended by a person with rights to operate with the accounts of the customer with the Bank within the meaning of the applicable legislation and it certifies the truthfulness and the authenticity of the electronic statement for the ordered transaction. The electronic signature placed for bank account opening and keeping via e-channel expresses the consent and acceptance on behalf of the account holder of the agreement for a bank account signed with the bank via e-channel.

49. Through the electronic banking service the account is automatically added to the customer profile, whereas the user shall be informed of the rights with which the account is added.

50. The Bank provides information on account balances and movements on the accounts opened via the electronic channels as well as the other accounts added through the respective menus in the service. The date of registering the movement on a bank account subscribed to electronic banking service shall be considered to be the start of the period within which the customer may dispute the respective transaction according to the provisions of the Law on Payment Services and Payment Systems.

51. The accrual of interest on accounts opened via electronic banking service is done only by way of capitalization of the interest on the respective account. The customer may change this condition in a branch of the Bank.

52. The closing, change of rights and exclusion of accounts subscribed or opened through the e-banking services shall take place at a branch of the Bank.

53. For any issues that have not been dealt with herein General Terms and Conditions of the Bank for Providing the Electronic Banking Services "Bulbank Online" and "Bulbank Mobile" shall apply.

54. Where the bank account agreement is concluded in accordance with the terms and conditions of the Distance Financial Services Act (DFSA), the depositor shall have the right, without compensation or penalty and without giving any reason, to withdraw from the bank account agreement within 14 days from:

(a) the date of conclusion of the bank account agreement, or

(b) the day on which the depositor receives the terms of the bank account agreement and the information referred to in Article 10(1). 1 and 2 of the DFSA, where this occurs after the conclusion of the bank account agreement.

54.1. The right of withdrawal from the bank account agreement shall be deemed to have been exercised provided that the depositor sends a notice to the Bank before the expiry of the deadline referred to art. 54.

54.2. In exercising his right of withdrawal, the depositor shall notify the Bank, before the expiry of the above period, by calling the Bank's Customer Contact Centre at the telephone number indicated on the Bank's website or on paper at a branch of the Bank.

54.3. The withdrawal from the bank account agreement shall take effect and the bank account agreement shall terminate if the notice is given within the time limit and in accordance with art. 54.1 and 54.2.

54.4. Where the depositor exercises his right to withdraw from the bank account agreement, he shall pay the Bank within 7 days only for the financial services actually provided under the bank account agreement.

54.5 Where another contract has been entered into between the Bank and a third party in connection with the bank account agreement and the depositor exercises his right of withdrawal from the bank account agreement, the contract between the Bank and the third party shall be terminated without the depositor being liable for any compensation and/or penalty.

54.6. The bank account agreement shall continue in force if the depositor does not exercise the right to cancel the bank account agreement.

54.7. The depositor shall be entitled throughout the term of the bank account agreement to receive the terms of the bank account agreement in paper form when he expressly so requests. The depositor shall have the right to change the means of distance communication used where this is not contrary to the bank account agreement or compatible with the nature of the financial service.

III. PACKAGE PROGRAMMES AND PLANS

55. "Start", "Plus","Max" and "Private" Plans:

55.1 The plan includes products and services, which are defined in the current Tariff of the Bank for individuals. The products/services included in the plan are provided in accordance with the Bank's General Terms and Conditions, applicable to them. The change in the Tariff in its part affecting the products and services included in the plan applicable to the client, leads to a corresponding change in the terms and conditions of the plan. The

change in the Tariff in its part affecting the amount of the monthly fee due for service and maintenance of the plan leads to a corresponding change in the terms and conditions of the plan, unless otherwise agreed with the client. A change to the Tariff shall be effective for the customer from the effective date unless the customer notifies the Bank that it does not accept the changes prior to the proposed effective date. Where changes to the Tariff are more favourable to the customer, they shall apply without prior notice.

55.2 The Bank provides the plan to the customer after conclusion of an agreement for providing a plan/ under the terms of art. 45.1.1.

55.3 The customer pays the Bank a monthly service and maintenance fee for the plan/ application the terms of plan. The fee is payable on the date of provison of the plan/ application the terms of plan, in accordance with the current Bank's Tariff for individuals, unless otherwise agreed with the customer. For the purposes of the plan, the monthly period is from the 25th of the current calendar month to the 24th of the following calendar month, inclusive, except for the first and last monthly periods of the plan, which include the days of the calendar month in which the plan is effective. During the first and last monthly periods of the plan, the fee due is calculated pro rata the number of days in which the plan was is effective. The fee is due monthly on the 25th day of the calendar month.

55.4 In case the date for collection of the due monthly fee is a non-business day, the Bank collects it on the first business day that follows.

55.5 The customer may change the plan they use by concluding an agreement for another plan/ application the terms of plan, while in such case the effect of the previously concluded agreement for a plan/ application the terms of plan gets terminated. In case the change made to the plan leads to a change of the due monthly fee, the new amount of the fee is payable on the first date for payment of the fee thereafter.

55.6 The agreement for providing a plan/the plan/ application the terms of plan shall be terminated:

55.6.1. by mutual agreement of the customer and the Bank;

55.6.2. upon concluding an agreement for a new plan;

55.6.3 unilaterally by the customer exercising his or her right of withdrawal within 14 days from the date of conclusion of the agreement for providing a plan, when the agreement is concluded pursuant to the Distance Marketing of Financial Services Act;

55.6.3.1. The right to withdrawal from the agreement shall be considered to have been exercised provided that the notice was sent to the Bank before the expiry of the deadline referred in paragraph 55.6.3;

55.6.3.2. When exercising their right to withdrawal, the customer shall notify the Bank before the expiry of the deadline referred in paragraph 55.6.3, on the telephone line of the Call Center of the Bank, which is provided on the Bank's website, or alternatively they can give the notice on paper at a convenient branch of the Bank.

55.6.3.3. The withdrawal from the concluded agreement for a plan shall take effect and the agreement shall be terminated, provided that the notice is given within the term and pursuant to the procedure specified in paragraphs 55.6.3.1 and 55.6.3.2.

55.6.4 unilaterally by the customer by giving a written notice to the Bank through submission of a Request for termination as per a sample form of the Bank and after payment of all due fees;

55.6.5 unilaterally by the Bank, in accordance with these General Terms and Conditions;

55.6.6 upon withdrawal by the customer of the consent to indicate his or her wishes with an electronic signature within the meaning of Article 13 (1) and (2) of the Electronic Document and Electronic Trust Services Act, unless otherwise agreed.

55.6.7 on other statutory or contractually established grounds.

56. In case the customer wants to include in a package programme/ plan an existing current account opened in his/her name, the account shall be rearranged as the special terms and conditions agreed under the agreement for a plan shall apply.

57. For the performed transactions and movements on the accounts included in the plan/ accounts to which the terms of a plan are applicable, the Bank provides statements in a way specified by the customer In the event of a stated request for receiving statements on an electronic address, the Customer shall undertake to meet the following requirements:

57.1 Take all necessary actions so as to ensure the unhindered receipt of the electronic messages containing/having as an attachment statements sent to the given electronic address. To be familiar with and accept the fact that the Bank shall not assume any liability if it has delivered statements to the customer to the email address specified above in good faith but it is inaccessible due to technical issues and/or as a result of deliberate actions or gross negligence on the part of the customer.

57.2 To inform the Bank in due course in case of any change to the e-mail address, which s/he has provided for receiving statements. The Bank is not responsible for any undelivered statements until the day of receiving a written notification of the changes or circumstances as stipulated in the previous statement.

57.3 To take all possible actions so as not to allow unauthorized access to the information in respect of the bank account(s) and/or the bank card(s) indicated in the statement(s) sent to the specified e-mail address. The risk and the consequences of any such unauthorized access shall be borne by the customer.

57.4 The Customer declares that they are aware of and accepts that any statement sent by the Bank to an electronic address shall have the effect and meaning of a written notification for the information contained in it, as well as for all operations performed on the account by the customer and/or third parties and it shall be considered provided to the customer, whereas the term for raising claims against the information contained in it in compliance with the provisions of present General Terms and Conditions and the General Terms and Conditions for bank card for individuals and for providing payment services via the use of bank cards as electronic payment instruments, with which the customer is acquainted and accepts, shall start from the time when in the systems of the Bank information is reported that the electronic message, containing an attached statement, has reached the electronic address, indicated by the customer to which it was sent. The Customer declares that they are aware of and accepts that the statements sent by the Bank may not exceed "3 MB" and in case they are bigger in size, they shall appear at the Bank in person to receive the statement;

58. In case the customer does not provide the necessary funds for payment of the monthly fee in full for a plan/application the terms of plan for two consecutive months, the Bank has the right to immediately terminate the plan/application the terms of plan without notice, for which the customer will be deemed to be notified with the statement of the main account included in the plan/to which the terms of a plan are applicable provided to the customer by the Bank on a durable medium. The termination of the plan/application the terms of plan does not release the customer from his or her obligations to pay for the use of the products/ services specified in the agreement for a plan/to which the terms of a plan are applicable.

59. The Bank has the right to terminate an agreement for a plan/application the terms of plan unilaterally without prior notice in case of non-fulfillment by the customer of an obligation under the agreement and/or these General Terms and Conditions, for which the customer will be deemed to be notified with the statement of the main account included in the plan/to which the terms of a plan are applicable, provided or made available to the customer by the Bank on a durable medium, and the customer's liabilities to the Bank shall remain until their final repayment. The Bank has the right to unilaterally terminate an agreement for a plan/application the terms of plan upon making a decision to terminate the offer of a particular type of a plan/application the terms of plan, in case of impossibility for technical maintenance, or in case of another occurred circumstance, with a two months' written notice to the customer. The notice shall be given to the customer in accordance with the procedure provided for in item 41.

60. The Customer has the right to terminate a plan/application the terms of plan by giving written notice to the Bank through submission of a Request for withdrawal/termination as per a sample template of the Bank and after paying all due fees and commissions.

61. Upon termination of a plan/application the terms of plan, the customer continues to use the products/services of the Bank included in the plan/ the Bank's products/services for which the terms of the plan were applicable under the standard conditions of the Bank, in accordance with its Tariff and General Terms and Conditions for the respective products/services, unless the customer explicitly requests termination of the contractual relationship also for these products/services, or unless the Bank unilaterally, under the procedure provided for in its applicable General Terms and Conditions, terminates the legal relationship also for the respective products/services.

62. The Bank shall be entitled to collect all its due receivables from the customer, including those related to the settlement, in respect of the keeping and servicing the accounts subscribed to the plan/ the accounts to which the terms of a plan are applicable and the transactions performed through them from the main module account and/or the other accounts of the customer held with the Bank, and in the event of insufficient funds on them–based on a statement of the debit account balance on the account/s as per the procedure foreseen in the Civil Procedure Code.

63. Payments from an account subscribed to the plan/ for which the conditions of the plan are applicable may be made up to the amount of the available funds on it, unless an overdraft has been agreed to it. Any payments exceeding the account balance or the authorized overdraft limit on the account shall constitute unauthorized overdraft and as such they shall be immediately due and payable, whereas the Bank shall be authorized to collect them from the other accounts of the customer held with it as per the procedure of an automatic correcting transfer.

SECTION II: EXECUTION OF TRANSACTIONS, BASED ON PRIOR CONSENT FROM THE CUSTOMER

64. Automatic utility payments

64.1 The Bank provides services for automatic payment of periodic utility costs to suppliers - legal entities, included in a list maintained by the Bank.

64.2 The Client applies for the use of the service by submitting a request according to the Bank's template. By signing the request, the Client gives his explicit consent for the Bank to collect from the Client's account(s) at its own expense and to transfer ex officio to the account of the utility service provider the amounts due to the respective provider in the order of receipt of the information provided to it by the respective provider. The Bank does

not execute payments after the payment deadline specified by the provider, regardless of the availability of funds in the Client's payment account(s). The sequence of utility payments is determined by the chronology of the dates agreed with the providers.

64.3 The execution of automatic utility payments begins in the month following the month of application.

64.4 When requesting the service, the client determines:

a) a payment limit to the relevant provider, which may be changed, and the Bank does not execute payments above the limit specified by the Customer;
b) a main payment account for automatic utility payments to the relevant provider, as well as additional payment accounts to provide funds for payment of utility costs and fees, commissions and other expenses due to the Bank. In case of a shortage of funds on the main account, the funds are collected from the additional accounts in the order in which they are specified by the client. In the event of providing funds to an account in foreign currency, the Bank executes the payment at its "buy"/"sell" rates, announced at its counters, on its website or in its electronic banking channels, applicable to the execution of the payment transaction.

64.5. By signing the request for automatic utility payments, the client orders and agrees, and the Bank accepts to execute operations from his payment accounts, main and additional, maintained with it, in the order and at the limit specified by the client, and provided that the amount of the available funds and/or the agreed permissible excess over the balance (overdraft) on the client account is sufficient to make the utility payment and pay the expenses due to the Bank for the execution of the payment transaction, established in the amount in the Bank's Tariff for fees and commissions for individuals, applicable at the time of the transaction.

64.6. Unexecuted payments, due to lack of sufficient funds on the payment account and/or due to exceeding the limit specified by the client, are not included in the payments for the following month.

64.7. The Bank is not responsible for incorrect payment as a result of incorrect, inaccurate and/or missing information required for the payment, the burden of which lies with the utility service provider or the client. In the above-mentioned hypothesis, the liability for the incorrectly executed banking transaction is at the risk and expense of the utility service provider/client and is exercised directly by the client through a direct claim to this provider. In the event that the utility services requested for payment have not been performed to a certain provider during the current month, due to insufficient funds in the client's account(s) and/or exceeding the limit specified by the client, including for payment of the Bank's receivables for the execution of the payment transaction, the obligation for the relevant month should be settled directly by the client (at the provider's cash desk or by bank transfer) outside the automatic utility payment service, and the Bank is released from any obligations for the execution of the utility payment and responsibilities for its non-execution. The Bank continues to make subsequent automatic utility payments from the client's utility payment account(s) if there are sufficient funds in the client's account(s) for this, including for payment of the amounts due to the Bank for expenses, and the Bank has received the required data for making the relevant utility payment.

64.8 The Bank collects a fee for each automatic utility payment at the time of the transaction. The amount of the fees due is established in the Bank's Tariff for fees and commissions for individuals, valid for the day the payment is made. By signing the request, the client gives his explicit consent for the Bank to ex officio collect the fees due from his account(s) specified in the request for making utility payments.

64.9 The customer has the right to cancel the automatic utility payment service with one month's written notice sent to the Bank.

64.10 When the client closes a main account specified by him in the request to the Bank as such for a given automatic utility payment, the Bank shall terminate its execution from the moment of closing the account.

65. The Bank may make intrabank transfers by official collection from a client's account(s) based on the client's prior consent for the purpose of repaying his obligations to legal entities. The Bank shall transfer the collected amounts at its own expense and transfer them to the recipient's bank account, based on an individual agreement with the payer and/or recipient.

66. The Bank is not a party to the relations between the client and the relevant legal entity and claims regarding the amount of payments made under this section should be addressed to the relevant legal entity.

SECTION III: PAYMENT SERVICES AND INSTRUMENTS

I. PAYMENT SERVICES PROVIDED BY THE BANK

67. The Bank provides the following payment services:

67.1 services related to deposit of cash-on-hand on an account;

67.2 services related to withdrawal of available cash from an account;

67.3 execution of payment transactions, including transfer of funds on an account of the customer with the Bank or on an account with another bank, including where the funds are part of a loan granted to the customer;

67.3.1. execution of credit transfers, including SEPA Instant Credit Transfers in Euro and orders of periodic transfers;

67.3.2. execution of local cash transfers to an account at the Bank or for utility/periodic payments.;

II. FORM AND PROCEDURE FOR PROVIDING CONSENT FOR PERFORMING PAYMENT TRANSACTIONS, EXECUTION OF PAYMENT TRANSACTIONS

68. The Bank shall accept, process and execute payment orders and perform payment services in local and foreign currency on the territory of the country and abroad upon submitting of duly drawn up payment documents containing all requisites as per a template on paper or received through the e-channels in compliance with the requirements of the applicable legislation. To ensure the proper execution of a Payment Order for the provision of payment services, Customers shall accurately, completely and correctly provide in the payment documents all details required for the proper execution of the instructed transaction, including the International Bank Account Number (IBAN), the Bank Identifier Code (BIC), where required under applicable legislation, or another unique identifier of the Beneficiary's account.

68.1 Instant Credit Transfers (SEPA Instant Credit Transfer, SCT Inst) in Euro

The Bank executes Instant Credit Transfers in euro 24 hours a day, every calendar day of the year. Where both types of credit transfer are available for the respective payment transaction, the customer may choose between an instant credit transfer and a regular credit transfer. Instant credit transfers initiated through an electronic channel are executed immediately upon their confirmation and submission to the payment system. A payment order submitted in paper form shall be deemed received by the Bank at the moment it is entered into the payment system responsible for the execution of the payment. The beneficiary's account shall be credited within seconds from the moment the payment order is received by the payment system of the beneficiary's bank.

68.2 For the execution of Instant Credit Transfers in euro, both the payer's payment account and the Beneficiary's payment account must be accessible through payment service providers participating in the SCT Inst scheme and supporting the service at the time the payment order is submitted. The fee for the service is set out in the Bank's Tariff and shall not exceed the fee applicable to a standard SEPA Credit Transfer.

68.3 A SEPA Instant Credit Transfer may not be revoked once it has been confirmed by the Bank. The Customer shall have no right to revoke a SEPA Instant Credit Transfer after such confirmation. The transfer may be returned only upon mutual agreement between the Customer and the Bank, provided that the Beneficiary has consented to the return of the funds.

68.4 There must be sufficient funds available in the Customer's account to execute a SEPA Instant Credit Transfer, including the amount of the transfer and any applicable fees and commisions. The Bank shall refuse to execute the transfer if the available balance in the account at the time the payment order is submitted is insufficient.

68.5 Upon receipt of a SEPA Instant Credit Transfer, the Bank shall credit the Customer's account within seconds. The Bank shall process and confirm each incoming SEPA Instant Credit Transfer regardless of the day or time of receipt, including on weekends and public holidays.

68.6 The Bank offers the Customer, acting either personally or through an authorised representative/s empowered to dispose of funds in the account, the option at any time to set a maximum amount for an individual Instant Credit Transfer or a daily limit for Instant Credit Transfers initiated through the electronic channels, by contacting the Customer contact centre at the telephone number published on the Bank's website. The Bank shall refuse to execute a payment order where the amount exceeds the specified limit. In the event of such refusal, the Customer shall be notified without undue delay and may resubmit the transaction as a regular SEPA Credit Transfer (SCT). The option referred to above shall not affect the Bank's right to establish transaction limits in accordance with the Bank's General Terms and Conditions governing the provision of the Bulbank Online and Bulbank Mobile electronic banking services, and to display such limits in the relevant channel. For this purpose, the Bank may determine, within the relevant channel, a maximum amount in euro for each individual payment transaction.

The Customer may resubmit the respective payment transaction as a regular SEPA Credit Transfer (SCT), subject to the applicable terms and conditions and transaction limits.

69. Verification of Payee (VoP)

69.1 Verification of Payee (VoP) is a service that verifies whether the name of the Beneficiary provided by the Customer, acting as payer, matches the name associated with the payment account identifier (IBAN) specified for the transfer (the transfer Beneficiary). The Bank shall inform the payer of the outcome of the verification prior to the execution of the transfer, and the payer shall decide whether to proceed with or cancel the payment transaction. Upon receiving such notification, the payer, acting personally or through an authorised representative (or representatives) authorised to operate the account, shall decide whether to confirm the execution of the payment transaction or to cancel it. Where the payer confirms the execution of the

transaction despite having been notified of a partial match, no match, or the inability to perform the verification, the payer accepts the risk and responsibility that the funds may be transferred to a Beneficiary other than the one intended by the payer. In such case, the Bank shall not be liable for the non-execution or defective execution of the payment transaction where the transaction has been confirmed by the Customer after being informed of the identified mismatch.

69.2 The outcome of the Verification of Payee may be one of the following:

(a) Match – the name of the Beneficiary provided corresponds to the Beneficiary's IBAN.

(b) Partial Match – there is a partial similarity between the name of the Beneficiary provided and the name associated with the Beneficiary's IBAN.

(c) No Match – the name of the Beneficiary provided does not correspond to the Beneficiary's IBAN.

(d) Check Cannot Be Performed – the verification cannot be carried out due to technical reasons or the unavailability of information from the Beneficiary's bank.

The Bank shall promptly inform the Customer of the outcome of the Verification of Payee. In the event of a Partial Match, the Bank shall also provide the Customer with the name associated with the specified IBAN, to the extent technically feasible.

69.3 The requirement to perform a Verification of Payee (VoP) shall not apply to payment transactions initiated on the basis of payment orders submitted in paper, form where the payer, acting either personally or through an authorised representative (or representatives) authorised to operate the account, is not present at the time the payment order is submitted to the Bank.

69a. A payment order, when submitted on paper, shall be considered received at the time of its submitting to the Bank directly by the payer or through the recipient, and when submitted via the e-channels as per the procedure established for this purpose, while in confirmation it shall be registered with indicating the date, hour and minutes in a chronological order of receipt. Should the payment order be received on a nonbusiness day for the Bank, it shall be considered received on the next business day. The Bank shall define the terms for execution of the payment orders in Appendix 1, representing an integral part of the present General Terms and Conditions.

70. The depositor shall inform the Bank in writing, incl. in the specimen, about the persons who are authorized on his/her behalf to submit and receive payment documents for performing payment services from his/her payment accounts.

71. The depositor shall undertake not to disclose the names and the data of the persons with rights to perform transactions on his/her payment accounts and the data for access to the payment electronic channels, as well as not to allow any possibility for other persons who are not authorized by him/her as per this agreement and the legislation to initiate payment transactions on these accounts. Should the aforementioned obligation be breached, the risk and the responsibility for the consequences from the executed transactions shall be borne by the depositor.

72. The Bank shall not execute any payment orders that are received by post and handed over by other persons than the persons specified for this.

73. The Bank shall make transfers provided all of the following requirements are met:

73.1 order or preliminary consent of the depositor signed by persons with rights for operating on the payment account of the ordering party or through a payment order drawn up in electronic form pursuant to the requirements of the applicable legislation and those of the Bank;

73.2 provided sufficient funds are available on the account of the payer including the amount of the transfer and all fees and commissions payable to the Bank and to the other participants in the payment process for executing the transfer pursuant to the applicable as of that time Tariff for the fees and commissions of the Bank for individuals;

73.3 documents required pursuant to a legislative act, agreement to which the depositor is a party or other documents required by the Bank for execution of the respective transfer.

74. The Bank shall execute the payment order only if the ordered amount and the entitlements of the Bank according to item 73.2. in total are up to the amount of the available funds on the account of the payer or up to the amount of the agreed loan if such is available. Otherwise, the Bank shall not execute the payment order.

75. The Bank shall not perform partial transfers under separate payment transactions. Partial payments may be made only in the cases of enforcement as per the established statutory procedure an automatic correcting transfer intrabank transfer by official collection from a client's account(s) based on his prior consent for the purposes of repaying his obligations to legal entities(s).

76. The Bank shall ensure precise execution of the payment order received with it in observance of the following terms and conditions: the payment order shall not be in contradiction to the effective legislation, the applicable rules for payment and the terms and conditions under which the account is kept; it shall be accompanied by the documents required for its execution where such are required; it shall be drawn up together with all standard requisites; it shall contain the signature of a person/ persons with rights to operate under the account, whose signature laid outside the Bank corresponds to that laid in front of an employee of the Bank, or a specimen submitted in a notary certified form; upon ensured financial coverage by the depositor - payer, for the amount of the transaction and the fees and commissions payable to the Bank.

77. The Bank shall not be held responsible if in good faith and in accordance with the present General Terms and Conditions it has executed a payment transaction ordered to it in writing by a person/s whose signature/s on the payment order appear/s to correspond to the specimens of the persons

with rights to operate on the account and which person/s on the grounds of unambiguous circumstances appear/s to be authorized to operate with the cash available on it. The risk and consequences from the execution of regular at first sight payment orders, which are counterfeit (inauthentic, with false content), or which are accompanied by counterfeit documents and declarations, result from failure to fulfill the depositor's obligations under item 82 above and shall be borne by the depositor

78. The Bank shall not be held responsible for the consequences and damages resulting from payment orders executed by it, which were incompletely, inaccurately or wrongly drawn up and/or for the execution/ non-execution of which there was a shortage of funds. The risk from such operations shall be borne by the payer.

79. The Bank shall not exercise control over the subject and/or the compliance of the transaction representing grounds for performing the transfer, unless the obligation for such control arises from an agreement, based on which the Bank has provided the amount of the transfer to the depositor, or from a legislative act. The Bank shall not be responsible for the common bank intermediation under transactions of its customers.

80. The Bank shall have the right not to execute, to delay or stop respectively the execution of payment orders in case of any doubt that they do not meet the requirements of the Measures Against Money Laundering Act, the Rules for applying it and the Law on the Measures Against Financing Terrorism and the proliferation of weapons of mass destruction, as well as in the cases where additional checks are necessary for ascertaining facts and circumstances related to the application of those legislative acts.

81. For execution of payment services in a foreign currency, the depositor shall present to the Bank all documents that are required pursuant to the Currency Law and Ordinance No. 28 of the Ministry of Finance and the Bulgarian National Bank on the Information and Documents Submitted to Payment Service Providers in Executing Third Party Cross-border Transfers and Payments and other applicable regulatory provisions.

82. In the absence of debit (expense) operations on a bank account for more than 12 (twelve) months, the Bank has the right to invalidate (restrict) the account for performing debit operations. The Bank shall provide/ make available to the depositor information on the invalidation of the account for carrying out debit operations through the Bank's electronic channels or upon a request submitted to the Bank, when the depositor does not use the Bank's services for electronic banking. The account is activated for debit operations after the depositor gives confirmation to the Bank at a cash desk of the Bank or by calling the Call Center. The confirmation can also be given by a duly authorized proxy of the depositor at a Bank's cash desk.

III. EXECUTION OF CREDIT TRANSFERS

The Bank shall execute credit transfers as per the provisions of the present General Terms and Conditions by way of debiting the account of a customer in accordance with the terms for execution of received payment orders pursuant to Appendix 1, which is an integral part of the present General Terms and Conditions.

83. The Bank shall credit the account of an intermediary or a provider of payment services to the recipient upon ordered credit transfers, or the account of the customer upon received credit transfers in accordance with the value dates indicated in Appendix 1, which is an integral part of the present General Terms and Conditions.

84. The payer may choose the credit value (current value date), for which s/he shall pay the respective fee as per the Tariff for the Fees and Commissions of the Bank for Individuals.

85. The Bank shall accept credit transfers (ordered or received) for execution, with the following instructions regarding the charges, and more specifically:

85.1 "Charges on the transaction are shared" - the Payer and the Beneficiary shall jointly pay the fees and commissions to the payment services provider of the Payer and to the payment services provider of the Beneficiary respectively by sharing them. In case of an ordered credit transfer, the bank charges shall be at the expense of the Payer, the charges of the other payment services providers (the payment services provider of the Beneficiary and the payment services providers – intermediaries) shall be at the expense of the Beneficiary. In case of a received credit transfer, the bank charges and the charges of the payment services providers – intermediaries shall be at the expense of the Beneficiary, and the charges of the payment services provider of the Payer shall be at the expense of the Payer. This applies to domestic (including intrabank) and cross-border transfers.

85.2 "The charges on the transaction are at the expense of the Payer" ("OUR guaranteed") - the Payer shall not pay charges other than the fee for the transfer and the additional charge on the transfer for „OUR guaranteed", defined in the Tariff of the Bank, in order to ensure the crediting of the amount specified by the Payer in the payment order on the Beneficiary's account. This option is not applicable in case of domestic payments and outbound cross-border payments within the European Economic Area.

85.3 "All charges on the transaction, including those of the Payer's payment services provider, are the expense of the Beneficiary" – this instruction is not applicable in case of domestic payments and outbound cross-border payments within the European Economic Area. Received inbound transfers from

a payment services provider having its seat within the European Economic Area with specified charges at the expense of the Beneficiary shall be processed automatically by the Bank as a received transfer with shared charges.

85.4 The Bank shall accept for execution local (including intrabank) payment orders and orders for outbound cross-border transfers within the European Economic Area only with the instruction "Charges on the transaction are shared".

86. The Bank shall accept for execution inbound cross-border credit transfers from other payment services providers in favor of its clients with the following instruction: "All charges on the transaction, including those of the Payer's payment services provider, shall be at the expense of the Beneficiary", without being liable for the amount of fees and commissions withheld by other payment services providers involved in the payment chain.

87. Payment orders in a currency other than the currency of the payment account shall be processed "buy"/"sell" exchange rates of the Bank, published at the Bank's teller desks, ot its webside or in the Bank's electronic channels, applicable at the time of the conversion. While for amounts equal to or exceeding EUR 10,000, or its equivalent in another currency, offered by the Bank, the Customer may negotiate a preferential exchange rate.

88. The Bank may provide in case of payment of an additional fee the application of special conditions for processing the transfer.

89. The Bank shall not be obliged to credit the payment account of the recipient before the funds, subject of the credit transfer, are received on its account.

90. The Bank shall not exercise control and shall not be held responsible for the time for execution and the value dates, which other payment service providers apply in processing ordered or received credit transfers.

91. In processing payment orders outside the country the Bank shall have the right to:

91.1 perform on behalf of the ordering party a translation of requisites in case the customer has not prepared them in English.

91.2 compile the electronic order to the provider of the beneficiary in accordance with the requirements of the provider of the beneficiaryand/or the legislation of the respective country, (as far as known to the Bank), and within the instructions of the customer.

92. The Bank shall execute cash transfers based on the necessary true, accurate and complete information provided by the payer for the execution of the cash transfer.

IV. REFUSAL FOR EXECUTION OF PAYMENT TRANSACTIONS

93. The Bank shall have the right to refuse to execute a payment order in the following cases:

93.1 The depositor has submitted payment documents, which are not drawn up in proper form and/or do not contain all required requisites necessary for the execution of the order, i.e. there is missing, incomplete or inaccurate data;

93.2 The depositor has not provided on the date of execution of the payment transaction financial coverage for the amount of the transfer and for the due and payable fees and commissions to the Bank and the other participants in the payment process;

93.3 The execution of the payment order by the Bank would result in a breach of the regulations of the Bank, the imperative regulations of the Bulgarian legislation, any court ruling or any other mandatory provisions stipulated in the legislation.

94. By signing the agreement for opening, keeping and closing an account, the depositor shall confirm that s/he accepts the present General Terms and Conditions and s/he has been informed about the cases in which the Bank shall refuse to execute a payment order, whereas the depositor shall owe to the Bank a fee for processing of the payment documents pursuant to the Tariff for the fees and commissions of the Bank. The Customer shall owe a fee for adjustment/change pursuant to the Tariffs for the fees and commissions of the Bank for each change that is made to the payment orders and documents submitted by him/her until the date of their entering for execution.

95. The Depositor shall have the right to order again the same payment transaction as per the procedure defined in the applicable legislation and the present General Terms and Conditions by submitting new payment documents consisting all the standard requisites and at a time when sufficient coverage may be provided for the amount of the transfer together with the fees and commissions due and payable to the Bank.

V. IRREVOCABLE PAYMENT ORDER

96. The Depositor may not cancel the payment order after its receipt by the Bank.

97. A payment order, which has been accepted by the Bank, may be canceled by the depositor only in the following cases:

97.1 For a credit transfer for a particular day - by the payer - until the end of the business day preceding the agreed day for execution at the latest;

97.2 In case of an official collection from the depositor's account(s) based on the depositor's prior consent to perform an intrabank transfer for the purposes of repaying his obligations to legal entities/entities - no later than the end of the business day preceding the agreed day for debiting the depositor's account(s)..

98. After the expiry of the deadlines defined in art. 97.1 and 97.2, but in any case no later than the date of crediting the account of the recipient, the payment order may be canceled only in case this was agreed upfront between the depositor and the Bank.

99. The depositor may cancel the execution of payment order by way of submitting a written notice to the Bank before the execution of payment order has started.

100. Upon cancellation of a payment order, the depositor shall owe a fee for cancellation of a transfer order pursuant to the Tariff for the fees and commissions of the Bank for individuals

VII. AUTOMATIC CORRECTING TRANSFER AND BLOCKING THE CUSTOMER'S USE OF A PAYMENT INSTRUMENT

101. The Bank shall have the right to make an automatic correcting transfer from the account of the depositor in the cases provided for by current law.

102. The automatic correcting transfer shall be in an amount that restores the payment account to the condition in which it would have been before the execution of the wrongly performed operation.

103. By signing the agreement for opening, keeping and closing an account, the depositor authorizes the Bank to block the depositor's use of a payment instrument for objective reasons related to the security of the payment instrument, to a doubt of an unauthorized use of a payment instrument, to use of the payment instrument for fraud purposes or to a significantly high risk for the payer to not be able to fulfill his/her payment obligation - in case of payment instruments related to loan providing.

SECTION IV: GENERAL PROVISIONS

104. Information about the transactions and the cash available on the accounts pursuant to the statutory procedure shall be provided only to the Depositor and/or to a person explicitly authorized by him/her by virtue of a power of attorney with signature certification (or certified pursuant to another procedure stipulated in the effective legislation) as well as to the competent authorities in observance of the statutory procedure.

105. The Depositor shall be obliged not to disclose in front of third parties the information regarding his/her bank accounts, or in any other way to create conditions for access to information, data and documents related to his/her accounts, while undertaking to take every possible measure to prevent any unauthorized persons from performing operations on them.

106. The amounts of deposits of the depositor in the Bank are guaranteed up to EUR 100,000.

107. No guarantee is provided:

107.1 to persons who have acquired deposit rights as a result of arrangements made with the deposit after the date of issue of a decision under Article 20 (1) of the Bank Deposit Guarantee Act.

107.2 deposits arising from or related to transactions or acts constituting money laundering within the meaning of Article 2 of the Measures against Money Laundering or Terrorist Financing Act within the meaning of the Measures against Terrorist Financing Act and the proliferation of weapons of mass destruction, established by a final judgment.

108. Deposits the holder of which has not been identified under Chapter Two, Section V of the Measures against Money Laundering Act shall not be paid at the date of issue of a decision under Article 20 (1) of the Bank Deposit Guarantee Act.

109. The following deposits are guaranteed up to an amount of EUR 125,000 for a period of three months from the time when the amount was credited to an account of the depositor, or from the time when the depositor acquired the right to make arrangements with the deposit amount:

109.1 deposits of individuals, which have arisen as a result of real estate transactions for housing needs;

109.2 deposits of individuals arising as a result of paid amounts on the occasion of marriage or dissolution of marriage, termination of employment or termination of a civil-service relationship, disability or death;

109.3 deposits arising as a result of insurance or social security payments or the payment of indemnity for damage caused by criminal offences or from an overturned sentence.

110. The deposits under item 109 are not part of the calculation of the total amount of the liability of the Bank to one depositor pursuant to Article 12 of the Bank Deposit Guarantee Act within the three-month period indicated in item 109.

111. The Bulgarian Deposit Insurance Fund shall repay the guaranteed amounts of the deposited funds through a commercial bank determined by its management board in accordance with the terms and conditions laid down by law.

SECTION V: PREVENTION AND CONTROL

112. UniCredit Bulbank AD does not open and keep accounts, does not accept payments and execute ordered transactions under and from opened accounts, respectively, intended for accumulation of amounts for offers sent to a non-defined specifically group of persons, not requested commercial messages and offers which terms and conditions allow the counterclaim not to be realized and/or are grounded on a random principle and/or aim at using disloyal and/or deceiving, aggressive, unfair trade practices and activities and results prohibited by the law and/or money laundering and/or terrorism financing and/or exercising a different types of fraud and misuse of the trust and confidence of UniCredit Bulbank AD as a servicing bank and/or threaten the reputation of the bank and/or the bank system.

113. The Bank does not execute ordered transactions from customers in favour of persons on whom a sanction regime is imposed for payment of liabilities in accordance with the officially accepted rules and procedure for this, when there are imposed internal or international sanctions/bans for payment, the realization of which breaches the accepted restrictions as the consequences of conducting such transactions stipulated in the restriction framework shall remain entirely at the risk, responsibility and for the account of the Customer who is the ordering party.

114. In case any violation of the prohibitions for carrying out the transactions stipulated in item 112 and item 113 through the depositor's fault, the bank shall immediately block his/her accounts with so that no ordering payment transactions (receipt and/or ordering) can be carried out.

115. The incoming transfers shall be refunded to the ordering party through the ordering party's bank. Payment orders shall not be accepted for execution. The bank has the right to collect the fees and commissions for maintaining the blocked accounts through direct debit from the balances of those accounts until it receives an order from the depositor for closing his/her accounts with the bank, specifying the way the depositor wants to receive the remaining balance on those accounts.

116. The Bank shall notify the depositor of the established breach of the prohibitions specified in these GTC in respect of transactions on his/her bank accounts (acceptance and ordering of payments through unauthorized payment transactions) and the blocking of these accounts with it, in accordance with the provisions of item 114, under the procedure of item 41.

117. The depositor shall order the closing of his/her bank accounts with the Bank within three days from the date of the notification pursuant to item 116, specifying in what method s/he wants to receive the balance on them after the receivables which are due and payable by the depositor to the Bank are deducted. In case of a distraint imposed on a bank account with available funds, the account shall be closed after the completion of the execution/collateral proceedings, with the due cancellation of the distraint by the authority which has imposed it. The available funds shall be transfered/paid to the depositor in the method s/he has specified after the execution of the distraint provided that there is one.

118. The depositor shall declare before the Bank any circumstances defining the country in which s/he is a resident for tax purposes. The term "resident of a country for tax purposes" shall mean any person who in accordance with the legislation of a country is subject to taxation in this country due to his/her residence, location and any other criteria of such nature. If the data declared by the depositor is not absolutely identical to the data shown on the person's identity document, the Bank can request the signing of additional documents attesting to the circumstances declared by the depositor.

119. If the depositor refuses to or is not able to conclusively prove its taxation status, the Bank can provide data about the person and his/her assets to third parties in accordance with the effective legislation for which the depositor shall grant his/her consent.

120. The Bank restricts the access of Clients to Bulbank Online and the mobile banking application Bulbank Mobile from IP addresses located in the following sanctioned countries and regions: Iran, Syria, North Korea, Crimea, Sevastopol, Donetsk, Lugansk, Kherson and Zaporizhia. The reason for this is related to the restrictions imposed on the specified countries and regions by international control bodies - EU, UN and OFAC. UniCredit Bulbank AD strictly observes the imposed international restrictions and monitors their implementation in accordance with the internal bank rules and procedures of UniCredit SPA.

SECTION VI: SETTLEMENT OF DISPUTES AND AMENDMENTS TO THE GENERAL TERMS AND CONDITIONS

121. In case the depositor has any objections concerning the execution of a particular payment service, s/he may submit a written complaint to the Bank and the latter shall examine the complaint and inform the depositor of its opinion within a 15 business days period from its submitting. As an exception, in case the Bank cannot give its opinion within the aforesaid term because of reasons that are beyond its control, the bank shall send a reply to the depositor in which it shall state the reasons for the delay and the term within which the depositor will receive a decision on the complaint. In any case the term for receiving a decision cannot exceed 35 business days.

122. In case the Bank does not give its opinion within the term defined under the preceding item or if the depositor is not satisfied with its decision, the dispute may be referred for examination to the Arbitration Committee for payment disputes to the Consumer Protection Commission.

123. By virtue of the legal fact of account opening, the depositor shall agree with these General Terms and Conditions and confirm that s/he has voluntarily provided his/her personal data and the data of the persons authorized by him/her for achieving the purposes and the relations stipulated in these General Terms and Conditions. The Depositor agreeing and authorizing the bank to provide information which is bank secrecy of the Depositor and the authorized persons to its lawyers, accountants, auditors and other external consultants and persons working for the bank, such as its partners, proxies, contractors, intermediaries or otherwise, as well as to other financial, commercial and administrative institutions in Bulgaria and abroad, including in the cases where they belong to the same banking group or to persons related to the bank pursuant to the applicable legislation.

124. The Bank has the right to unilaterally change its Tariff for charges and commissions for individuals and its Interest Bulletin for individuals, about which the Bank notifies the depositor with a statement sent to the electronic address specified by the depositor in the contract and/or other document/s submitted to the Bank, and/or by sending a „push" notification by the e-banking channel of the Bank, "Bulbank Mobile", and/or by using another durable medium, no less than two months before the proposed date of enforcement of such change, by making the information about such change available on the website and at the business premises of the Bank. Changes in interest rates and exchange rates may be applied immediately and without prior notification under the previous sentence, if such changes are based on the reference interest rate or reference exchange rate. In such cases, the Bank informs the depositor about the changes under the previous sentence as soon as possible, while the depositor shall be informed about the changes under the procedure set out in this item. When changes in interest rates, exchange rates or fees and commissions due are more favorable to the depositor, they shall be applied without prior notice.

125. The Bank has the right to amend and supplement these General Terms and Conditions, by a statement sent to the e-mail address specified by the depositor in the contract and/or other document/s submitted to the Bank, and/or by sending a „push" notification by the e-banking channel of the Bank, "Bulbank Mobile", and/or by using another durable medium, no less than two months before the proposed date of enforcement of such amendments, by making the information about such change available on the website and at the business premises of the Bank.

126. The depositor shall be deemed bound by the amendments to these General Terms and Conditions and the Tariff for charges and commissions for individuals and its Interest Bulletin for individuals, respectively, unless the depositor notifies the Bank in writing that he/she does not accept them prior to the date of their entry into force. In case the depositor does not agree with the proposed amendments, he/she may reject them and terminate the agreements to which these General Terms and Conditions apply, including the account agreements, before the enforcement of such amendments, without owing expenses and compensation.

127. In the cases where the bank account agreement provides for terms and conditions than are different from these General Terms and Conditions, the clauses of the bank account agreement shall apply.

128. The Client has the right, upon request, to receive the General Terms and Conditions on paper or another durable medium.

129. All relations between the depositor and the Bank that are not regulated by these General Terms and Conditions or the account agreement are governed by the Law on Payment Services and Payment Systems Payment Services, Ordinance No. 3 of 18.04.2018 of the Bulgarian National Bank on the terms and conditions for opening payment accounts, for executing payment transactions and for using payment instruments, as well as by other applicable Bulgarian laws.

130. These General Terms and Conditions have been drawn up on the grounds of Article 57 of the Credit Institutions Act and Article 298 of the Commerce Act, and they were adopted by the Management Board of the Bank by virtue of Decision as per Minutes No. 28 dated 29.06.2010, they were updated as per: Decision of the Management Board of the Bank according to Minutes No 66 dated 25.11.2020 and they took effect from 01.02.2021; Decision of the Management Board of the Bank according to Minutes No 73 dated 23.12.2020 and they took effect from 30.12.2020; Decision of the Management Board of the Bank according to Minutes No 29 dated 23.06.2021 and they took effect from 25.08.2021; Decision of the Management Board of the Bank according to Minutes No 57 dated 01.12.2021 and they took effect from 02.12.2021; Decision of the Management Board of the Bank according to Minutes No 8 dated 23.02.2022 and they took effect from 24.02.2022; Decision of the Management Board of the Bank according to Minutes No 39 dated 28.09.2022 and they took effect from 06.12.2022; Decision of the Management Board of the Bank according to Minutes No 26 dated 25.05.2023 and they took effect from 01.06.2023; Decision of the Management Board of the Bank according to Minutes No 45 dated 24.08.2023 and they took effect from 04.09.2023; Decision of the Management Board of the Bank according to Minutes No 52 dated 28.09.2023 and they took effect from 01.10.2023; Decision of the Management Board of the Bank according toMinutes No 34 dated 03.07.2024 and they took effect from 05.07.2024; Decision of the Management Board of the Bank according to Minutes No 5 dated 28.01.2025 and they took effect from 01.04.2025; Decision of the Management Board of the Bank according to Minutes No 31 dated 11.06.2025 and they took effect from 23.06.2025; Decision of the Management Board of the Bank according to Minutes No 30 dated 04.06.2025 and they took effect from 18.08.2025; Decision of the Management Board of the Bank according to Minutes No 31 dated 11.06.2025 and they took effect from 18.08.2025; Decision of the Management Board of the Bank according to Minutes No 55 dated 29.10.2025 and they took effect from 01.01.2026; Decision of the Management Board of the Bank according to Minutes No

52 dated 28.10.2026 and they took effect from 01.01.2027. The GTC shall be an implicitly inherent and integral part of each Agreement concluded by the Bank, which refers to the present GTC, and they shall be considered in their integrity as one integrated document and shall be applied unless otherwise agreed in the individual Agreement.

Appendix 1

Time for execution of local and cross-border credit transfers at UniCredit Bulbank (from Monday to Friday) [1] for the branches open on Saturday only the intrabank transfers are currently processed

Channel:	Payment system:	Term for submission/ acceptance of the order[2]	Completion date
E-channel [3, 5]	**SEPA credit transfer in the country**	until 19:45 h.	Same business day
		after 19:45 h.	Next business day
	SEPA credit transfer outside the country	until 16:30 h.*	Same business day
		after 16:30 h.*	Next business day
	From/to budget transfers	until 19:45 h.	Same business day
		after 19:45 h.	Next business day
	Instant Credit Transfer	Preformed 24/7**	
	Intrabank Transfer	Preformed 24/7**	
On paper	**SEPA credit transfer in the country**	until 17:00 h.	Same business day
		after 17:00 h.	Next business day
	SEPA credit transfer outside the country	until 16:30 h.*	Same business day
		after 16:30 h.*	Next business day
	From/to the budget transfers	until 17:00 h.	Same business day
		after 17:00 h.	Next business day
	Instant credit transfer	until 17:00 h.***	Same business day
		after 17:00 h.***	Next business day
	Intrabank transfer	until 17:00 h.	Same business day
		after 17:00 h.	Next business day

* Due to the participation in the national payment system BISERA of clearing houses established within the European Union, with which participation agreements have been concluded, SEPA Credit Transfers to beneficiaries holding accounts with banks participating in such clearing houses shall be processed within the execution timeframes applicable to domestic SEPA Credit Transfers.

** Instant and intra-bank payments initiated after 21:00 on Business Days and on non-Business Days shall be booked with the date of the next Business Day and value date corresponding to the date on which the payment was initiated. Instant and intra-bank payments are executed on a 24/7 basis, and the available balance of the accounts is updated in real time.

***Instant Credit Transfers initiated in paper form shall be accepted until the end of the business hours of the respective Bank branch.

Cross-border transfers and transfers in foreign currency ordered with a value date for the recipient TOMORROW			
Channel:	**Term for submission of the order**	**Date of execution for the client of UCB**	**Value date for the recipient or for the correspondent bank***
E-channel [3,5]	until 17:00 часа	Same business day	Next business day
	after 17:00 часа	Next business day	Next business day + 1 day
On paper	until 15:00 часа	Same business day	Next business day
	after 15:00 часа	Next business day	Next business day + 1 day

Cross-border transfers, transfers in foreign currency and transfers in euro, ordered with a value date for the recipient SAME DAY			
Channel:	**Term for submission of the order**	**Date of execution for the client of UCB**	**Value date for the recipient or for the correspondent bank***
E-channel [3,5]	for USD, CAD, GBP and EUR** until 17:00 h.	Same business day	Same business day
	for other currencies**** until 15:00 h.		
	for USD, CAD, GBP и EUR** - след 17:00 h.	Next business day	Next business day
	for other currencies**** - after 15:00 h.		
On paper	for all currencies*** until 15:00 h.	Same business day	Same business day
	for all currencies*** after 15:00 h.	Next business day	Next business day

* The value date for the recipient (next business day or same business day) is selected by the originator when creating the payment order. In case UniCredit Bulbank and the recipient's bank do not have a direct relationship and it needs to be processed by a correspondent bank, the selected value date applies to the correspondent bank's account. Any cross-border transfer could be held for additional checks or for regulatory reasons by any bank in the payment chain. This may delay the receipt of the transfer by the recipient beyond the value date selected by the originator.
** Transfers in euros with a value date for the recipient on the same business day can be executed via the SWIFT network or via TARGET2 depending on the country in which the recipient's account is located
*** "for all currencies" means all currencies in which UniCredit Bulbank executes payment orders and are announced in the Bank's interest rate bulletin
**** "for other currencies" means all currencies in which UniCredit Bulbank executes payment orders and are announced in the Bank's interest rate bulletin, with the exception of those specifically listed

Received transfers		
Payment system:	**Term of receiving the order from UniCredit Bulbank**	**Date of posting to the customer account**
SEPA credit transfers within the country and payments from/to the budget	until 20:00 h.	Same business day
From/to the budget transfers	until 20:00 h.	Same business day
SEPA credit transfers outside the country	until 17:30 h.	Same business day
Instant credit transfer	Preformed 24/7*	
Intrabank transfer	Preformed 24/7*	
Cross-border and foreign currency transfers	until 17:30 h.	Same business day
	after 17:30 h.	Next business day
Transfers in euros from TARGET2	until 17:30 h.	Same business day
	after 17:30 h.	Next business day

*Instant and intra-bank payments received after 21:00 on Business Days and on non-Business Days shall be booked on the next Business Day, with a value date corresponding to the date of receipt. Instant and intra-bank payments are executed on a 24/7 basis, and the available account balance is updated in real time.

1.	For the payments which the system has not blocked for verification in lists concerning compliance with the regulations and anti-money laundering and terrorism financing measures and for payments which the system has not blocked for the detection of unauthorized or fraudulent payment transactions and there is enough balance on the account.
2.	The time for submission/acceptance in the e-channels is determined by the time of importing the orders in BIS.
3.	The orders sent via an e-channel after the working hours of the Bank (depending on the type of payment and the channel used) shall be considered accepted by the Bank on the next business day.
4.	On the condition that the cost-proving documents under Ordinance 28 of the Ministry of Finance and BNB on the Information and Documents Submitted to Payment Service Providers in Executing Third Party Cross-border Transfers and Payments when they are needed, have been provided within the working hours for acceptance of foreign currency orders.

5.	They are accepted with a future date of execution.
6.	The Bank shall preserve its right to change the value date from SD to TOM in case the working hours for acceptance of transfers have expired for the correspondent bank as at the date of execution of the client order in the Bank.
7.	Due to the time difference payments with value date SD in JPY, AUD, CNY shall not be executed, payments with value date TOM shall be executed with value date of the recipient D+2. As per the business opportunities of the correspondent bank value date D+1 may apply.
8.	The time for execution of orders for cross-border credit transfers are not guaranteed in case of agreed customized processing of outgoing cross-border transfer inforeign currency.
9.	In case of transfers being subject to automatic processing For the other orders the end time for current processing is 17:00 h.
10	The Bank executes Immediate Transfers /Blink/ through an electronic channel – 24/7. The Bank shall not be liable if the payee's payment service provider is unavailable through the Immediate Payments System.

Appendix 2

GLOSSARY	
Within the meaning of present General Terms and Conditions, the used terms shall have the following meaning:	
Value date	A reference date used by the provider for calculation of the interests on the funds with which the payment account is debited or credited or the date on which the Bank is obliged to credit or debit the payment account, where no interest accrual of the account has been agreed.
Credit Transfer	A payment transaction ordered by the Payer via his/her Provider of payment services, with a purpose the funds to be provided at the disposal of the Recipient via his/her Provider of payment services. The Payer and the Recipient may be one and the same person.
SEPA Instant Credit Transfer	A payment service for the immediate execution of a credit transfer in euro within the SEPA area, available 24 hours a day, 7 days a week, 365 days a year in accordance with the applicable European legislation and the rules of the relevant payment scheme.
Cash on hand transfer	A payment service where the funds are provided by the Payer, without any opened payment accounts in the name of the Payer, with the only purpose to transfer the relevant amount to the Recipient or to another Provider of payment services acting on behalf of the Recipient, and/or where these funds are received on behalf of the recipient and are at his/her disposal.
Transfer order	Every order of a participant in a payment system to provide at the disposal of the recipient a cash amount through entering it on the accounts with a bank, Central Bank or Settlement Agent or any other order, which results in undertaking or fulfillment of an obligation for payment according to the rules of the system.
Payment transaction	An action undertaken by the Payer or by the Recipient related to deposit, transfer or withdrawal of cash on hand, regardless of the main legal relation between the Payer and the Recipient
Bank account	Customer account, opened and maintained with a bank. A bank account can be any payment account opened and maintained with a bank and used for performing payment transactions and storing money, as well as any other type of account for storing money and which is serviced under contractually determined conditions, in accordance with the applicable legislation.
Payment account	An account kept in the name of one or more account holders and used for the execution of payment transactions. The payment accounts, opened at the Bank are used apart from for payment services, also for keeping money, due to which a requirement may be set for keeping minimum cash available on such accounts.
Payment order	Every order from the Payer or the Recipient to a bank by which the execution of a payment transaction is ordered.
Payer	An individual or a legal entity, which is an account holder of a payment account and orders the execution of a payment order on this account and where no payment account is in place - an individual or a legal entity that submits a payment order.
User of payment services	An individual or a legal entity that uses a payment service in his/her/its capacity as a Payer or a recipient, or both.
Recipient	An individual or a legal entity defined as the end recipient of funds, which are subject to a payment operation.
User	An individual, user of a payment service, which by virtue of agreements for providing of payment services performs an activity different from his/her commercial or professional activity.
Business day	The day on which the respective Bank of the payer or of the recipient, which participate in the execution of the payment operation, exercises an activity, necessary for the fulfillment of the payment transaction.

Single Euro Payments Area (SEPA)	The Single Euro Payments Area comprising the Member States of the European Union, the European Economic Area and other participating countries, within which payments are executed in accordance with uniform standards as defined in Regulation (EU) No 260/2012.
Verification of Payee (VoP)	A free of charge service whereby, prior to the execution of a payment transaction in euro, the Bank verifies whether the name of the Beneficiary provided by the payer corresponds to the IBAN of the Beneficiary's account. In the event of a mismatch, the Bank shall notify the payer before the payment transaction is executed.