


 Branch: Date:
 (Location and application submission date)

Please choose the necessary action:		ELECTRONIC BANKING SERVICES APPLICATION FORM	FORM for Individual Clients
First registration	<input type="checkbox"/>		
Change in registration	<input type="checkbox"/>		
Bulbank Online	<input type="checkbox"/>	Bulbank Mobile	<input type="checkbox"/>

Please read the **Instructions on filling in** the form which can be found on the last page. Fill in the form legibly or in block letters. The fields marked with an asterisk (*) are mandatory.

I. Account holder data		Client number *	
Name, Surname, Family name*			
Personal Number / Personal Number of Foreigner or DoB for foreigners/*			
<i>Date of birth and nationality to be filled only for foreigners without bulgarian identity document</i>			
Date of birth*		Nationality*	
Mobile phone number*		E-mail*	

II. User/ Proxy data:				
The data of the account holder coincides with the data of the user/ proxy			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name, Surname, Family name*		Add <input type="checkbox"/>	Remove <input type="checkbox"/>	
Personal Number / Personal Number of Foreigner or DoB for foreigners/*		Client number **		
<i>Date of birth and nationality to be filled only for foreigners without bulgarian identity document</i>				
Date of birth*		Nationality*		
Mobile phone number**		E-mail*		

III. User access settings:			
I personally received a PIN envelope for the service Bulbank Online			Signature
Signature of the user:			
Date*:	Time*:	PIN envelope №*:	
I agree to have access through Bulbank Mobile service to the rights granted to me on the accounts specified in this request			<input type="checkbox"/>
I agree to access the rights granted to me on the accounts specified in this request, adding them to my existing user profile in the services Bulbank Online and Bulbank Mobile			User ID in the service* <input type="checkbox"/>
I would not like to be registered for M-Token as an authentication and authorization tool			<input type="checkbox"/>
With my signature I confirm the accuracy of the entered personal data and my agreement with the declarative texts in this section of the request.			Signature
Signature of the User/ Proxy			

IV. Rights on accounts in the service:						
IBAN 1	BG <input type="checkbox"/> <input type="checkbox"/>	UNCR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Activate <input type="checkbox"/>	Cancel <input type="checkbox"/>	Change <input type="checkbox"/>	
Rights	Passive rights (Without right to create an sign orders)	<input type="checkbox"/>	Limits	Per document		
	Active rights (Full rights)	<input type="checkbox"/>		Daily		
				Weekly		
				Monthly		
Cards	Personal only	<input type="checkbox"/>				
Rights regarding Directive (EC) 2015/2366 (PSD2)				AIS <input type="checkbox"/>	PIS <input type="checkbox"/>	FCS <input type="checkbox"/>

IBAN 2	BG <input type="checkbox"/> <input type="checkbox"/> UNCR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Activate <input type="checkbox"/>	Cancel <input type="checkbox"/>	Change <input type="checkbox"/>
Rights	Passive rights (Without right to create and sign orders)	<input type="checkbox"/>	Limits	Per document	
	Active rights (Full rights)	<input type="checkbox"/>		Daily	
Cards	Personal only	<input type="checkbox"/>	Weekly		
			Monthly		
Rights regarding Directive (EC) 2015/2366 (PSD2)			AIS <input type="checkbox"/>	PIS <input type="checkbox"/>	FCS <input type="checkbox"/>
IBAN 3	BG <input type="checkbox"/> <input type="checkbox"/> UNCR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Activate <input type="checkbox"/>	Cancel <input type="checkbox"/>	Change <input type="checkbox"/>
Rights	Passive rights (Without right to create and sign orders)	<input type="checkbox"/>	Limits	Per document	
	Active rights (Full rights)	<input type="checkbox"/>		Daily	
Cards	Personal only	<input type="checkbox"/>	Weekly		
			Monthly		
Rights regarding Directive (EC) 2015/2366 (PSD2)			AIS <input type="checkbox"/>	PIS <input type="checkbox"/>	FCS <input type="checkbox"/>
IBAN 4	BG <input type="checkbox"/> <input type="checkbox"/> UNCR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Activate <input type="checkbox"/>	Cancel <input type="checkbox"/>	Change <input type="checkbox"/>
Rights	Passive rights (Without right to create and sign orders)	<input type="checkbox"/>	Limits	Per document	
	Active rights (Full rights)	<input type="checkbox"/>		Daily	
Cards	Personal only	<input type="checkbox"/>	Weekly		
			Monthly		
Rights regarding Directive (EC) 2015/2366 (PSD2)			AIS <input type="checkbox"/>	PIS <input type="checkbox"/>	FCS <input type="checkbox"/>
IBAN 5	BG <input type="checkbox"/> <input type="checkbox"/> UNCR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Activate <input type="checkbox"/>	Cancel <input type="checkbox"/>	Change <input type="checkbox"/>
Rights	Passive rights (Without right to create and sign orders)	<input type="checkbox"/>	Limits	Per document	
	Active rights (Full rights)	<input type="checkbox"/>		Daily	
Cards	Personal only	<input type="checkbox"/>	Weekly		
			Monthly		
Rights regarding Directive (EC) 2015/2366 (PSD2)			AIS <input type="checkbox"/>	PIS <input type="checkbox"/>	FCS <input type="checkbox"/>
IBAN 6	BG <input type="checkbox"/> <input type="checkbox"/> UNCR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Activate <input type="checkbox"/>	Cancel <input type="checkbox"/>	Change <input type="checkbox"/>
Rights	Passive rights (Without right to create and sign orders)	<input type="checkbox"/>	Limits	Per document	
	Active rights (Full rights)	<input type="checkbox"/>		Daily	
Cards	Personal only	<input type="checkbox"/>	Weekly		
			Monthly		
Rights regarding Directive (EC) 2015/2366 (PSD2)			AIS <input type="checkbox"/>	PIS <input type="checkbox"/>	FCS <input type="checkbox"/>

V. The account / IBAN from which the due charges for the service will be collected, if any, is:

IBAN **BG** **UNCR**

VI. Description of group signature combinations (if any):
(използва се при необходимост)

VII. Information about personal data processed by UniCredit Bulbank AD in accordance with EU Regulation 2016/679 (General Data Protection Regulation):

UniCredit Bulbank AD, UIC: 831919536, registered seat and management address: City of Sofia, 7, Sveta Nedelya Sq., holding a banking license issued by the Bulgarian National Bank by virtue of Order No. RD22-2249/16.11.2009, is a data controller.

The Bank processes your personal data for **the purposes** of carrying out a banking activity and in managing the relationships with clients and customers before and/or during the term of effect of concluded bank agreements. If you apply for a credit product, the Bank will have to process your personal data in order to evaluate your creditworthiness. Also, if you have provided your consent, your personal data will be processed for direct marketing purposes by analyzing the information about your preferences and consumer habits and promoting the products and services offered by the Bank. It is possible that your personal data may be processed to survey your customer satisfaction and improve the customer service, unless you object. Information that constitutes personal data is also processed in order to control the activities of outsourced service providers, for security and security maintenance as well as to prevent fraud. UniCredit Bulbank AD is obliged by law to process your personal data for the purposes of anti-money laundering and combating terrorist financing. The Bank has the obligation under the Measures Against Money Laundering Act (MAMLA) to identify the person carrying out the transaction, i.e. to process personal data from the identity document, including when the person is not its client. This processing includes also fulfillment of the legal obligation to check and make a copy of the identity document and these operations can be executed with the help of technical means permitted by the law. The data shall be processed and stored for the period and purpose established in the MAMLA. In addition, the bank is required to process your personal data when you act as a representative or beneficial owner of a legal entity that is a client of the Bank. Your personal data will be processed exclusively for the purposes, for which they have been collected.

The Bank shall process the personal data when at least one of the grounds for processing is present, namely: When you give your consent; when you want to enter into or have already entered into an agreement with the Bank; for compliance with a legal obligation; for the purposes of the legitimate interests of UniCredit Bulbank AD. If you fail to provide your personal data, the Bank will not be able to provide the requested service.

When it is stipulated by law or in your agreement, UniCredit Bulbank AD can disclose personal data to different **categories of recipients** as follows:

- public bodies, institutions and establishments, auditors that exercise supervisory control over the activity of the Bank or over the compliance with a law applicable to the bank or the data subjects. Those can be, for instance, the BNB, FSC, CPDP, NRA, SANS, Mol, the court, the prosecutor's office, etc.;
- Data processors acting on behalf of and under instruction from the Bank (including parties that provide assistance in servicing and collecting receivables of the controller);
- parties related to the Bank, including companies of UniCredit Group, whenever there are justified legitimate interests of UniCredit Bulbank AD. For various processes related to direct marketing, the connectedness assessment, maintenance and management of information systems, regulatory reporting, the sale of products and services, etc., UniCredit Bulbank AD and the subsidiaries of the bank in Bulgaria (UniCredit Consumer Financing, UniCredit Leasing, UniCredit Insurance Broker, UniCredit Fleet Management and UniCredit Factoring) may act as joint controllers and jointly determine the purposes and means for personal data processing;
- in order to carry out checks and receive information related to the assessment of your creditworthiness when you have expressed your willingness to enter into an agreement with the Bank;
- Third parties when there is a valid legal reason for disclosure;
- when transferring (ceding) receivables to third parties in accordance with the requirements of the applicable national legislation.

Usually, UniCredit Bulbank AD **does not transfer personal data to third countries** or international organizations. If, however, this is necessary, the provisions under the General Data Protection Regulation shall be observed. Such transfer shall be done, for instance when it is required for the conclusion and execution of an agreement between you and the Bank. One such instance is when you need to do a money transfer abroad. You can use the phone numbers or the contact form of the Bank (those are available on our website) to obtain information about the applicable safeguards for personal data protection and the conditions of the transfer.

UniCredit Bulbank AD processes personal data in accordance with the **retention periods** set in the applicable legislation and by the supervisory authorities. Personal data with no explicit legally defined retention period shall be erased after the purpose for which it was collected and processed has been achieved.

For certain categories of credit products (for instance, those with a pre-approved limit), you may be subject to an automated decision making process, which includes profiling while assessing your creditworthiness. This type of decision making is necessary in order to conclude the agreement. Various checks are carried out in databases of the Bank and the country's official registers, which lead to decision based on pre-set criteria. You may receive an offer for such type of product if you have given your consent for processing of your data for the purposes of direct marketing. It is entirely up to you to decide whether to accept the offer or not.

We hereby inform you that you have the right to request access to, rectification, erasure or restriction of the processing of your personal data as well as the right to data portability under the General Data Protection Regulation. You can object to processing on the basis of a legitimate interest. You can withdraw your consent for a specific purpose at any time without this affecting the lawfulness of the processing before the consent was withdrawn.

Further information about the personal data processed by UniCredit Bulbank AD can be found on the Bank's website www.unicreditbulbank.bg, Personal Data Protection section as well as at your convenient bank branch/center.

You can contact UniCredit Bulbank's Data Protection Officer at the following address: DPO@UniCreditGroup.BG, 7, Sveta Nedelya Sq., 1000 Sofia, Bulgaria.

If you believe that your rights regarding the processing of personal data have been violated, you can file a complaint with the Commission for Personal Data Protection.

I/We declare that I am/we are acquainted with and accept the General Terms and Conditions for providing the electronic banking services Bulbank Online and Bulbank Mobile, as well as the instructions for operation in the system and the Security Recommendations of the Bank.

Signature of the Account holder:

The following fields are to be filled in by a bank employee				
Application Form accepted on (date):		Client OPU:		
Enclosed to the Application Form:				
Copy of the Identity Document / ID card/passport of each User/ Proxy of the account holder				<input type="checkbox"/> copies
Other documents				<input type="checkbox"/> copies
Employee who accepted the application form:				
	Name / Family name	BBxxxxxx	Branch code and name	Signature

Instructions for filling in the form

Dear Customers, the correct completion of the Request will help you become registered as quickly and correctly as possible. Thank You!

1. Choose correctly the type of action that you wish to perform:

- 1.1. First registration – choose in case of registration for the service for the first time;
- 1.2. Change of an existing registration – when including or excluding users and/or accounts, and/or when changing the rights on accounts;
- 1.3. Bulbank Online/ Bulbank Mobile – select the electronic banking service to which the request refers.

2. In Section I fill in the data of the individual who is the account holder on the accounts that will be subscribed for use in the service;

3. In Section II fill in the data of the individual indicated personally by the account holder to be registered for the service with specifically defined rights, as well as the respective power of attorney. Usually, the user of the services and the bank customer are one and the same person - in this case, indicate it in *The data of the bank customer coincide with the data of the user of the bank customer*. In case the customer does not have a user ID, he/she shall fill it in in the Request after the employee accepting his/her request provides one to him/her.

4. In Section III fill in the date and time of receiving a user name and password. These are provided in a sealed PIN envelope:

- 4.1. Personally to each indicated user in the service;
- 4.2. To a notary authorized representative of each user in the service for each PIN envelope which he/she shall receive;
- 4.3. Users of the bank customer who have not appeared in person or who, at the time of the registration / change of the service by the customer, do not have in the branch of the Bank an explicitly authorized representative, must visit a branch which is convenient for them so that the following can be performed: identification of the person, obtaining a PIN envelope, and activation of his/her user access to the service;

5. In case the following is marked: providing the Bulbank Mobile service, Section III. *Settings for a User Access* is filled in only in case the user of the bank customer does not coincide with the bank customer or at the time of providing the PIN envelope for the Bulbank Online service. The request of the user to use the Bulbank Mobile service is marked in this section, as well as in case of a user profile which already exists in the electronic services - whether the he/she wishes the new rights to be added to it.

6. Each user of the Bulbank Online service shall be automatically registered for an M-token. M-token is a mobile application for generating one-time passwords which serve for electronic signing or one-time additional confirmation of payment orders, submitting requests for bank services, subscribing for bank services, and identification and access to the Bulbank Online service. In case the customer is unwilling to be registered for an M-token, he/she shall mark the option "I do not wish to be registered for an M-token".

7. In section IV indicate the accounts which will be registered for the service, with the relevant rights:

- 7.1. **Passive rights** – information on the account can only be seen, without any rights to create and sign payment orders;
- 7.2. **Active rights** - he/she has full rights, both to see information on the account and to create and sign/send payment orders from it;
- 7.3. **Passive rights and creating orders** – information on the account can be seen and payment orders from it can be created/entered, but signing and sending them for execution is not possible;
- 7.4. **Limits** – to be indicated in the currency of the account and it can be per document, daily, weekly or monthly. If no limits are filled in, it is considered that signing is possible regardless of the amount of the order for the service or up to the limit defined by the Bank for the service Bulbank Mobile.
- 7.5. **Cards** - define the rights of the user about information on bank cards issued to the selected account;
- 7.6. **Personal only** - if this field is marked, the user shall see general information only about the cards whose holder it is. If it is not marked, the user shall see all cards to the account;
- 7.7. **Rights pursuant to Directive (EU) 2015/2366 (PSD2):**

- ✓ **AIS** (Account Information Service) – Receiving information about the availability of funds on the account – possibility to see the balances of his/her accounts through an external provider of payment services (*TPP* - a Third Party Payment Service Provider);
- ✓ **PIS** (Payment Initiation Service) – Initiating transactions – the customers have the possibility to order transactions through a third party payment services provider;
- ✓ **FCS** (Confirmation on the Availability of Funds Service) – Confirmation about the availability of funds – in case of a transaction ordered through a third party payment services provider, the customers allow an inquiry to the Bank to be initiated for availability of the funds necessary for the transaction on the customer's account with the Bank;

8. If adding more accounts of an account holder and/or new users is necessary, a new Request shall be filled in for each individual user of the customer in the service;
9. In Section V fill in the account from which the due charges on the service will be collected, if any;
10. In Section VI describe the rights for completing a complex signature, in necessary;
11. Section VII has an informative nature and contains information about personal data processed by UniCredit Bulbank AD in accordance with Regulation (EU) 2016/679 of the European Parliament and the Council;
12. The indicated date and time of receipt of user names and passwords/ code for access activation is considered a start of the contractual relations between the account holder and the Bank with regard to using the service "Bulbank Online" and/or "Bulbank Mobile".
13. **Application form for changing user's data in BULBANK ONLINE** is a separate document and is filled in only if necessary and independently for Activation/Reissuing of a PIN envelope, and/or Cancellation / Deactivation of a signing means, and/or Uniting client profiles, **and/or** Blocking / Restoring access to the service, **and/or** Change to the user's data.