

Dear clients,

We would like to inform you that on September 18, 2014 changes in General terms and conditions for BULBANK ONLINE ELECTRONIC BANKING SERVICE will take effect.

The changes concerns the following texts:

*Article 2, paragraph 2.1.13 u 2.3.4 – Provides an opportunity for visualization of information in Bulbank Online and Bulbank Mobile for products and services used by the client from UniCredit Bulbank and related companies;*

2.1.13 Information for other products and services of UniCredit Bulbank and its related companies, used by the customer.

2.3.4. Other information services for the used bank products and services, exchange rates, news, settings, etc., as well as information for other products and services of UniCredit Bulbank and its related companies, used by the customer.

*Article 10 is divided into three parts 10.1, 10.2 u 10.3*

10.1. The execution of orders for transfer, the submission of requests for bank products and subscription for bank services through BULBANK ONLINE shall be done via one or several of the following means of identification and authorization, depending on the type of the relevant transaction:

1. A user name and a password for ordering transfers between accounts of the individual customer of the bank, which are subscribed to the service and payment of utility bills and other liabilities;
2. A user name and a password in a combination with a Qualified Electronic Signature/a digital certificate for all the rest;
3. For performing each operation, depending on its specifics, to the above specified means of identification and authorization, the BANK may require also an additional confirmation by a SMS password or by another way approved by it.

10.2. The execution of orders for transfer, the submission of requests for bank products and the subscription for bank services through the mobile banking application shall be done through a software token in a combination with a valid PIN for access to the service..

10.3. The Bank reserves its right to change the means of identification and the combinations thereof, and it will inform its customers for such changes through the website of the service or in another appropriate way, including, if necessary, the customer may have to go to the Bank to receive the new means of identification.

*Article 24 new paragraph 24.3 is added*

When the BANK receives from the customer an order for executing a payment, the Bank shall execute it unless:

24.3. The CUSTOMER has not provided the necessary additional confirmation for execution of the relevant operation in case such has been requested by the BANK in accordance with 10.1. item 3 above.

*In Article 41 the following text is edited;*

The fee shall be collected automatically from the account indicated by the customer in the "Application for Use". The fee shall be collected also for the month in which the customer submits a request for cancellation of the service. For the sent SMS messages for the BULBANK ONLINE service – SMS notification, SMS – password, the CUSTOMER shall owe additional fees according to the Tariffs of the BANK, which shall be collected from the account specified by the customer in the Request for Use.

*In the concluding paragraph of General Terms and Conditions is added information about all prior changes of the document and the respective MB decisions for that – dates and protocol numbers.*

This notification is provided by the Bank in regards to its obligation as a payment service provider pursuant to Art. 43 of the Law on Payment Services and Payment Systems to communicate with its customers as payment service users any upcoming change in the terms of the concluded framework agreement with 2-month notice.

The Bank hereby informs the payment service users that it reckons they have accepted the changes in the conditions of the framework contract, unless otherwise notified before the date of entry into force of the changes. Provided that the payment service users did not accept the changes, they would have the right to terminate immediately the framework contract and any other related contracts without any cost and charge prior to the proposed date of entry into force of the changes.