

Dear customers,

We would like to inform you that on **July 10, 2017** changes in General Terms and Conditions for the electronic services Bulbank Online and Bulbank Mobile will take effect. The changes concern:

1. Implementation of new functionality and method for signing/ authorization in Bulbank Online service through mobile token.
2. Introducing new processes for registration and activation of Bulbank Mobile service by individual customers

The changes regarding implementation of mobile token (M-token) affect SECTION III. DEFINITIONS and SECTION IV. ACCESS, REGISTRATION AND PERFORMANCE art. 2.5, art. 3.3 and art.3.4. are as follows:

- Introducing new definitions explaining the features of M-token for signing and confirmation of transactions and operations in Bulbank Online;
- Introducing definition of new terms as Trusteed Beneficiary List applied only to M-token users
- Enriching the methods for signing and confirmation of transactions and operations in Bulbank Online with introducing the m-Token and specifying the way of changing authentication methods in internet banking;
- Describing the process for activation of M-token – in a bank branch or remotely via Bulbank Online through SMS OTP confirmation, and the way to access to M-token application

The changes regarding new processes for registration and activation of Bulbank Mobile service by individual customers affect SECTION IV. ACCESS, REGISTRATION AND PERFORMANCE art. 2 and art.3 are as follows:

- Defining two separate sections in the General Terms and Conditions related to the specifics of each of the two services Bulbank Online and Bulbank Mobile containing detailed description of the ways of registration and activation of the services, access, functionalities, methods for authentication, signage and additional confirmation for the performed operations
- Introducing new processes for registration and activation of Bulbank Mobile service by individual customers remotely (via Call Center) for existing bank clients with cards in accordance to the Law for providing financial services from distance or as a part of the application process for opening other bank products and services

In SECTION VI. RIGHTS AND OBLIGATIONS a more detailed specification is given for the rights and obligations of both sides regarding fulfilment of the Security recommendations for the services, protecting the credentials for electronic identification and informing the Bank immediately for any event or suspicion for unauthorised access to them including lost/ stolen device, credentials or change in personal data and phone number.

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.