



Dear clients,

We would like to inform you that on 01.02.2021 changes in General terms and conditions by Unicredit Bulbank AD for opening, servicing and closing bank accounts of individuals and for providing payment services and instruments will take effect.

Main changes concerns SECTION I „BANK ACCOUNTS“ and SECTION V: „PREVENTION AND CONTROL“, as follow:

I. BANK ACCOUNT OPENING. PERFORMING DEPOSITOR IDENTIFICATION

3. The Bank has the right to:

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3.5. 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.

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

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44.4. 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. 50 shall apply.

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44A. The start of the period of the notice under item 44.5, and respectively of the notification under items 44.7-44.10 shall be the date of its receipt by the depositor. The notice, and respectively the notification by the Bank, when it is made on paper, shall be deemed to have been received by the depositor when it is sent to the latest mailing address indicated by the depositor to the Bank. In case the depositor has not informed the Bank about any change to

the specified mailing address, the notice, and respectively the notification by the Bank shall be deemed to have been received in proper order, regardless of any remarks in the registered mail receipt. The notice under item 44.5, and respectively the notification under items 44.7-44.10 can be sent to the depositor also by:

44A.1. an electronic statement sent to the e-mail address of the depositor (according to the definition of this term in item 3.5.)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;

44A.2. an electronic statement made in the profile of the depositor in the channels of the Bank for electronic banking;

44A.3. other permanent media.

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50. For deposits with initially agreed clause for automatic renewal the Bank preserves its right on the day after the date of maturity to transfer the account's balance to opened by the Bank depositor's payment account with no specified term, unless other instruction have been given to the Bank by the depositor. The Bank informs the depositor about the international bank account number (IBAN) of the opened payment account. The above actions are undertaken by the Bank when the technical maintenance of the deposit is impossible and/or upon making a decision for termination of the offering of this type of deposit product and after providing a two months notice to the depositors.

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135. 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 134, under the procedure of item 44A“.

136. 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 135, 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 transferred/paid to the depositor in the method s/he has specified after the execution of the distraint provided that there is one.

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The full text of the updated General Terms and Conditions for opening, servicing and closing bank accounts of individuals and for providing payment services and instruments can be viewed in the [attached file](#).

The current notification is in regards to the Bank obligation as a payment service provider pursuant to Art. 62 of the Law on Payment Services and Payment Systems to communicate with its customers any upcoming change in the terms of the framework agreement with 2-month notice.

The Bank hereby informs with this notification 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 user did not accept the changes, the user would have the right to terminate the framework contract and any other related contracts without any cost and charge at any time prior to the proposed date of entry into force of the changes.