

GENERAL TERMS AND CONDITIONS of INVESTBANK JSC for providing payment services and opening and servicing bank accounts of legal entities, sole traders and physical persons pursuant to the Payment Services and Payment Systems Act (PSPSA)

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SECTION I. LEGAL STATUS, LICENSE AND REGISTRATION OF INVESTBANK JSC

NAME: INVESTBANK JSC

COUNTRY OF INCORPORATION: Republic of Bulgaria

SEAT AND REGISTERED OFFICE: 85 Bulgaria Blvd., Triaditsa District, Sofia Municipality, Sofia 1404

WEBSITE: <http://www.ibank.bg/>

SUPERVISORY AUTHORITY: Bulgarian National Bank (BNB), address: 1 Knyaz Aleksandar I Square, Sofia 1000, website: <http://www.bnb.bg>

LICENSE: № Б 18-A issued by the BNB and updated by Order № ПД 22-2261 dated 16 November 2009 of the Manager of BNB

IDENTIFICATION OF THE REGISTRATION WITH THE COMMERCIAL REGISTER AND THE REGISTER OF NON-PROFIT LEGAL ENTITIES (CRRNPLE) AT THE REGISTRATION AGENCY: UIC: 831663282
REGISTRATION UNDER THE PERSONAL DATA PROTECTION ACT: INVESTBANK JSC is a personal data controller and is registered with the Personal Data Controllers Register under identification code No. 0033115.

SECTION II. GENERAL PROVISIONS

1. DEFINITIONS

1.1. The terms used in these General Terms and Conditions shall have the following meaning:

1.1.1. **"The Bank"** is INVESTBANK JSC as a payment service provider within the meaning of the Payment Services and Payment Systems Act (PSPSA).

1.1.2. **"Base Account"** means a payment account designated by the Customer as the default account for digital channel operations.

1.1.3. **"Value Date"** means the reference date used by the Bank to calculate interest on the funds with which the Customer's payment account is debited or credited. Where no interest rate has been agreed upon to apply for the Customer's payment account, the value date is the date on which the Bank is required to debit or credit the payment account.

1.1.4. **"Digital Channels"** mean electronic channels accessible via the Internet: internet banking and mobile application provided by the Bank.

1.1.5. **"Durable Carrier"** means any instrument that enables a payment service user to store information addressed to them in a way accessible for subsequent reference for a period of time sufficient for the purposes for which the information is provided and which allows the unchanged reproduction of the stored information. Durable carriers may be the printouts of devices to print account statements, diskettes, CD-ROMs, DVDs, computer hard disks where electronic messages can be stored, and Internet pages that are available for follow-up references for a period of time sufficient for information purposes and allowing unchanged reproduction of the stored information, etc.

1.1.6. **"Express Virtual Card"** means a payment /debit/ card issued remotely through the Bank's digital channels without a physical plastic carrier, intended for making payments via the Internet or other remote communication methods; and, following the digitalization of the card in third-party provider applications in accordance with the "Terms and Conditions for Digitalization and Use of cards of Investbank JSC through Third-Party Provider Applications", also for contactless operations at terminal devices (ATMs, POS) via a mobile device (mobile phone, smartwatch, etc.).

1.1.7. **"Electronic Money"** means a monetary value stored in electronic form, representing a claim against the Bank. It is issued upon receipt of funds for the purpose of executing payment transactions and is accepted by a natural or legal person other than the issuer of the electronic money.

1.1.8. **"Customer"** means a legal entity or natural person who is a user of payment services provided by the Bank. A Customer shall also be any natural person for whom the Bank opens accounts and provides payment services in connection with their commercial or professional activities in their capacity as a sole trader, notary, enforcement agent, lawyer, depositary, insurance broker/agent, or in any other commercial or professional capacity of the natural person.

1.1.9. **"Credit Interest Rate"** means the interest rate paid to the user (Customer) in connection with the holding of funds on a payment account.

1.1.10. **"Credit Transfer"** means a national or cross-border payment service for crediting the beneficiary's payment account through one or several payment transactions performed on the payer's payment account by the payment services provider who maintains the payer's payment account, on the basis of an order given by the payer.

1.1.11. **"Available Money Transfer"** means a payment service in which the funds are provided by the payer without opening payment accounts in the payer's name or in the name of the beneficiary, for the sole purpose of transferring the relevant amount to the beneficiary or to another payment service provider acting on behalf of the beneficiary, and/or where these funds are received on behalf of the beneficiary and are at the beneficiary's disposal.

1.1.12. **"Periodic Transfer Order"** means an instruction of the payer to the payment services provider who maintains the payer's payment account to execute credit transfers at regular intervals of time or on predetermined dates.

1.1.13. **"BLINK Instant Payment"** means a credit transfer in Euro (EUR), executed 24 hours a day, 365 days a year, with immediate or near-immediate processing and crediting the beneficiary's account within seconds of the payment initiation, carried out with the participation of payment service providers certified and participating in the BLINK program of the National Card and Payment Scheme, part of BORICA AD.

1.1.13.1. **"TIPS Instant Payment"** means a credit transfer in Euro (EUR) executed 24 hours a day, 365 days a year, with immediate or near-immediate processing and crediting of the beneficiary's account within seconds of the payment initiation, carried out with the participation of payment service providers certified and participating in the SEPA Instant Credit Transfer Scheme for instant payments in Euro.

1.1.14. **"Overdraft"** means an explicitly agreed loan by which the payment service provider provides the option to the consumer to use funds in excess of their payment account balance.

1.1.15. **"Payment Transaction"** means an act, initiated by the payer or on their behalf or by the beneficiary, of depositing, transferring or withdrawing available funds, irrespective of any underlying obligations between the payer and the beneficiary.

1.1.16. **"Payment Account"** means an account held in the name of one or more Customers – payment service users, used for the execution of payment transactions.

- 1.1.17. **"Payment Order"** means any order issued by the payer or the beneficiary to the payment service provider, which instructs the execution of a payment transaction.
- 1.1.18. **"Payer"** means a person who is the holder of a payment account and instructs the execution of a payment order on this account and in the absence of a payment account – the person issuing a payment order.
- 1.1.19. **"Payment Service User"** means a person who uses a payment service in the capacity as a payer or a beneficiary, or both.
- 1.1.20. **"Beneficiary"** means a person designated as the ultimate beneficiary of the funds that are the subject of the payment transaction.
- 1.1.21. **"Consumer"** means a natural person, acting as the user of a payment service provided by the Bank, acts for purposes other than their trade, business, or profession.
- 1.1.22. **"Legal Resident in the European Union"** means a natural person who has the right to reside in a member state pursuant to an act of the European Union or national law, including users without a permanent address, asylum seekers under the Convention on the Status of Refugees drawn up in Geneva on 28 July 1951, and the Protocol Relating to the Status of Refugees 1967 ratified by an act (promulgated in Official Gazette No. 36/1992, supplemented Official Gazette No. 30/1993) (Official Gazette No. 88 of 1993) and other applicable international treaties
- 1.1.23. **"Prepaid Virtual Card for Online Payments"** means a personalized payment instrument on which electronic money is stored or which provides remote access to an electronic money account, and through which payment transactions are executed. A prepaid virtual card for online payments is issued solely in connection with an electronic money account, which in turn is opened only if a Customer of the Bank has requested the issuance of a prepaid card for online payments only through the Bank's digital channels.
- 1.1.24. **"Payment Account Transfer "** or **"Transfer Service"** means the transfer, at the request of the user, from one payment service provider to another, of information on all or any orders for periodic transfers and periodic incoming credit transfers executed on a payment account, and/or the transfer of the positive balance, if any, from one payment account to another payment account with or without closing the previous payment account.
- 1.1.25. **"Transferring Payment Service Provider"** means a payment service provider from which the information required to perform the transfer is submitted in the process of switching a payment account.
- 1.1.26. **"Receiving Payment Service Provider"** means a payment service provider to which the information required to perform the transfer is submitted in the process of switching a payment account.
- 1.1.27. **"Business Day"** means a day on which the Bank, as the payment service provider of the payer or of the beneficiary involved in the execution of a payment transaction, is open for business as required for the execution of the payment transaction.
- 1.1.28. **"Available Balance"** means the balance in the bank account consisting of the Customer's own funds and/or an authorized payment excess over the account balance /credit overdraft/ but not exceeding the agreed or legally established limit on the account, if any.
- 1.1.29. **"Registration Number"** means a previously disclosed set of data or a unique number assigned by the Bank as a payment service provider that allows for unique identification of the payment transaction.
- 1.1.30. **"Excess Overdraft"** means a tacitly agreed overdraft where a payment service provider gives the user the option to use funds in excess of the balance available on that user's payment account or the agreed overdraft amount.
- 1.1.31. **"Funds"** mean banknotes and coins, account money and electronic money.
- 1.1.32. **"Account"** or **"Bank Account"** means a payment account held in the name of one or more payment service users, used for the executing payment transactions and for keeping funds, which is identified by a "unique identifier" – international bank account number /IBAN/.
- 1.1.33. **"Electronic Money Account"** means a payment account held in the name of a single customer – a payment service user, used for the execution of payment transactions by means of a prepaid virtual card for online payments.
- 1.1.34. **"Fees"** mean all payments and penalties payable by the Customer to the payment service provider in connection with the provision of services related to a payment account or in connection with the failure of the user to implement an agreement or in case of early termination of an agreement.
- 1.1.35. **"Third-Party Payment Service Providers"** – payment initiation service providers (PISP), account information service providers (AISP), and card-based payment instrument issuing service providers (CBPII) within the meaning of Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market.
- 1.1.36. **"Payment Account Services"** means all services related to opening, using and closing a payment account, including payment services and payment transactions within the meaning of Art. 2, para. 1, it. 8 of the PSPSA, as well as overdraft and excess overdraft.
- 1.1.37. **"Services Related to Online Access to Payment Accounts"** – services of payment initiation, provision of account information and confirmation of availability of account funds within the meaning of Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market.
- 1.1.38. **"Payment Initiation Services"** mean services where a payment is initiated at the request of the payment service user (Customer) with respect to a payment account held with another payment service provider.
- 1.1.39. **"Account Information Provision Services"** – online service where aggregated information is provided for one or more payment accounts of a Customer / payment service user maintained by the Bank, through a third-party service provider.

1.1.40. **“Services for the Confirmation of Availability of Funds”** mean an online service where information is provided regarding the availability of funds in a Customer's payment account held with the Bank, upon a Customer request made through a third-party service provider.

1.1.41. **“Qualified Electronic Signature” (QES)** means an advanced electronic signature that is created by a Qualified Electronic Signature Generator and is based on a qualified electronic signature certificate.

1.1.42. **“Cloud Qualified Electronic Signature” (CQES)** means a QES issued by a trust service provider in accordance with the Electronic Document and Electronic Trust Services Act (EDETSA) and Regulation (EU) No 910/2014, which is created within the provider's application on a mobile device.

1.1.43. **“One-Time Cloud Qualified Electronic Signature” (OTCQES)** means a CQES with the capacity for one-time and short-term use.

1.2. The terms that are not defined in accordance with Clause 1.1 should be interpreted with the meaning given to them in the PSPSA, the Credit Institutions Act (CIA), Ordinance 3 of BNB dated 18 April 2018 on the terms and conditions and the procedure for opening payment accounts, for executing payment transactions, and for using payment instruments (Ordinance 3 of BNB), Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market, Commission Delegated Regulation (EU) 2018/389 of 27 November 2017 supplementing Directive (EU) 2015 / 2366 of the European Parliament and of the Council, as well as in other normative and subordinate acts relevant to these General Terms and Conditions, as well as in other regulations relevant to these General Terms and Conditions.

2. SCOPE

2.1. These General Terms and Conditions for Payment Services shall regulate the terms and conditions for opening, keeping and closing Customer's payment bank accounts, the execution of individual or series of payment transactions, the terms and conditions for the provision of payment services that the Customer may use, the transfer of payment accounts within the country, as well as the obligations of the parties in this respect. These General Terms and Conditions also contain the preliminary information referred to in Art. 60 of the PSPSA.

2.2. These General Terms and Conditions shall cover the following types of payment services that the Bank provides and the Customer may use:

2.2.1. cash depositing services in a payment account, as well as the associated payment account service operations;

2.2.2. cash withdrawal services for a payment account, as well as the associated payment account service operations;

2.2.3. execution of payment transactions, including transfer of funds to a payment account of the Customer with the Bank or with another payment service provider in the form of execution of credit transfers;

2.2.4. execution of payment transactions when the funds are part of a loan granted to the Customer in the form of execution of credit transfers;

2.2.5. executed payment transactions via payment cards.

2.3. The Bank may open and maintain the types of Customer's payment accounts as described in Section III of these General Terms and Conditions provided that the Customer meets the condition for opening and keeping the relevant accounts specified in the same section, and upon the conclusion of a framework agreement within the meaning of Art. 59, para. 2 of the PSPSA. For opening and keeping each particular payment account, the parties shall conclude a separate agreement specifying the type of account and other special terms and conditions not covered by these General Terms and Conditions or by the framework agreement. In case of difference between the specific payment account agreement and the provisions of these General Terms and Conditions or the framework agreement, the clauses of the specific agreement shall prevail.

2.4. Pursuant to these General Terms and Conditions, the Bank shall not be bound to provide the Customer with types of payment services other than those specified in para. 2.2 of this section. The scope of the payment services provided by the Bank to the Customer may be extended only by mutual written agreement of the parties.

2.5. The Bank does not control the subject and is not responsible for the reality and legality of the transactions in connection with which it provides the payment services, unless otherwise provided by a regulatory act. Nevertheless, the Account Holder undertakes not to use their accounts for or in connection with illegal activities, including, but not limited to, proliferation of weapons of mass destruction, terrorist financing, money laundering, fraud, etc. The Bank shall not be responsible for the usual banking mediation and servicing of transactions of the Account Holder concluded in violation of legal acts.

2.6. The Customer may use the Bank's services only after appropriate identification – of the Customer, as well as of their legal representatives and/or authorized persons and the persons on whose behalf and for whose account the Customer executes transactions through an account opened in the Customer's name with the Bank, which shall be performed on the basis of registration documents and personal data from an identity document and in compliance with all other requirements, including identification of the ultimate beneficial owner and provision of the required documents and information – as established by law, in a contract, in general terms and conditions or by the Bank, including those required under SECTION VIII. PREVENTION AND CONTROL of these General Terms and Conditions.

3. PROCEDURE FOR MODIFICATION OF THE INFORMATION UNDER ART. 60 OF THE PSPSA. NOTIFICATION PROCEDURE

3.1. Pursuant to the requirements of the PSPSA and its Implementing Regulations for the provision of preliminary information, Investbank JSC provides these General Terms and Conditions, including all the preliminary information under Art. 60 of the PSPSA, the Tariff for Conditions, Interest, Fees and Commissions Applied by Investbank JSC for Legal Entities and the Tariff for Conditions, Interest, Fees and Commissions Applied by Investbank JSC for Natural Persons (hereinafter referred to as "Tariffs"), the Interest Bulletin of Investbank JSC and the General Terms and Conditions of Investbank JSC for issuing and using debit, prepaid and credit cards, available to the Customer in an accessible way and for a period sufficient to make a decision to use one or more payment operations, at the electronic address or correspondence

address specified by the Customer, in hard copy (in any financial center and office of the Bank) or in other durable medium, as well as on the Bank's website – www.ibank.bg

3.2. The Bank's interest, fees and commissions for the relevant payment services are determined by type and value in the Tariff for Conditions, Interest, Fees and Commissions Applied by **Investbank JSC** for Legal Entities and the Tariff for Conditions, Interest, Fees and Commissions Applied by **Investbank JSC** for Natural Persons and in the Bank's Interest Bulletin.

3.3. The Bank shall be entitled to change (supplement and amend) these General Terms and Conditions, and:

3.3.1. The Bank shall exercise due diligence to notify a Customer who has the status of a “consumer” (within the meaning of the Consumer Protection Act /CPA/ or the Payment Services and Payment Systems Act /PSPSA/), at the correspondence address or telephone number provided by them /in the form of an SMS or messages via a web-based communication application such as Viber/ or by e-mail, as well as through a notification in mobile banking (accompanied by a push notification from the mobile application) or internet banking (accompanied by a message sent to a mobile number as an SMS or via a web-based communication application such as Viber, etc.); information regarding changes to these General Terms and Conditions shall also be provided on the Bank's website and at publicly accessible locations within the Bank's financial centers and offices, no later than two months before the date on which the amendments are proposed to enter into force. The personal notifications/messages to Customers regarding upcoming changes to the General Terms and Conditions shall state that the documents are available to the payment service user on the Bank's website, including a link to the specific web address.

3.3.1.1. When the Customer - user does not agree with the amendments, until their entry into force, the latter shall be entitled to terminate the framework agreement unilaterally with a written notification, without giving a reason and without owing compensation or penalty.

3.3.1.2. The changes in the General Terms and Conditions shall be binding upon the Customer - user when the latter has been notified of the change in accordance with the procedure referred to in Clause 3.3.1 and has not exercised the right under Clause 3.3.1.1.

3.3.1.3. The minimum two-month period shall not apply in cases of adding a new service or expanding the channels for access to an available service, i.e. in cases where the Bank adds new, more favourable conditions or offers more profitable conditions than those before the change.

3.3.2. The amendments shall come into effect immediately for the Customer, who is not a consumer, and the Bank shall take due care to notify that Customer of the amendment. The Customer agrees to be considered notified of the amendments made when they are announced by the Bank in a publicly accessible manner on the Bank's website and or by placing notices in publicly accessible locations in the Banks's financial centers and offices. Information on the planned amendments may be obtained by the Customer upon request in hard copy at the Bank's counters.

3.4. Changes in interest rates, fees, and commissions, as well as exchange rates, shall apply following a notification procedure identical to the one specified in Clauses 3.3.1 and 3.3.2 above, except in cases where the amended terms are more favourable to the consumer (in which case they shall enter into force immediately).

4. METHOD AND PERIODICITY OF PRESENTATION OF INFORMATION REQUIRED BY LAW

4.1. The Bank shall provide the Customer with information regarding the payment transactions executed on their account(s) /monthly account statement/ once a month, free of charge, after the end of the respective month, via one of the following methods: in hard copy at a Bank office; by e-mail specified by the Customer; through a digital channel – via mobile banking (in which case a push notification from the mobile application is also sent) or internet banking (in which case a message is also sent to a mobile number as an SMS or via a web-based communication application such as Viber, etc.). In cases where a prepaid virtual card for online payments has been issued, the monthly statement shall be provided only through the digital channels (mobile banking). Where the Customer is not a consumer, a different, shorter period for providing the information than the one agreed upon in this section may be arranged between the Bank and the Customer; for this purpose, the Customer shall complete a special declaration /Appendix/.

4.2. The information shall be provided to the Customer in Bulgarian against their signature, certifying its receipt in hard copy and/or via the Customer's e-mail and/or through a digital channel /mobile banking/, and shall contain the data required under the PSPSA.

4.3. The Customer shall be deemed notified and to have received information regarding all payment transactions executed on their account(s) upon the provision of the information via any of the methods specified in Clause 4.1 (including cases where the Customer has explicitly declared in writing to the Bank that they do not wish to receive the information on a monthly basis).

4.4. Upon the Customer's written request, the Bank shall provide them with preliminary written information regarding the execution of an individual payment transaction, under the terms of Article 64 of the PSPSA. The information shall be received by the Customer against their signature, by mail at the correspondence address, or via the e-mail specified by the Customer.

4.5. In the event that the Customer has requested to use the SMS notification service, the Bank may provide them with information regarding individual payment transactions and/or balances by sending an SMS notification /text message/ to a mobile number specified by the Customer. A Customer who has requested the use of the SMS notification service shall be deemed notified of the execution of the respective payment transaction upon the sending of the text message. The Bank shall not be held liable for text messages not received by the Customer due to reasons beyond its control, including but not limited to: lack of contractual relations between the Customer and a mobile operator; technical reasons related to or caused by a mobile operator; lack or failure of the Customer's technical device /mobile phone/; lack of network coverage, roaming coverage, internet connection, the phone being switched off, etc.

4.6. To receive information in different terms and/or volume, the Customer may make a written request to the Bank and pay a fee, if such is determined according to the Tariffs.

4.7. In the event that the Bank is not able to provide the information under Clause 4.6, it shall notify the Customer in writing within 3 days of the date on which the Customer's written request was received.

5. COMMUNICATION BETWEEN THE BANK AND THE CUSTOMERS – IMPLEMENTATION PROCEDURE, LANGUAGE

5.1. In order to be valid, all notices and communications between the Bank and its Customers shall be made in writing and signed by the party from whom they originate or by their representative, respectively, except in cases where a specific contract or these General Terms and Conditions provide otherwise. The addresses of each of the parties specified in the framework agreement, including the specified e-mail addresses and telephone numbers, shall be deemed the address/contact for correspondence. All notices, communications, and other documents shall be deemed validly received by the party if they have been sent to the correspondence address or e-mail address provided by the Customer.

5.1.1. The Bank may send messages/notices/notifications to Customers regarding amendments made to these General Terms and Conditions (including information that the documents are made available to the payment service user on the Bank's website, as well as a link to the specific web address), as well as other communications, via SMS or messenger applications to a telephone number specified by the Customer, as well as through digital channels – mobile and/or internet banking.

5.2. Upon entering into contractual relations with the Bank, the Customer shall provide up-to-date contact details – address, telephone number, and e-mail. In the event of a change to the address, e-mail, or telephone number specified in the framework or any other agreement, the Customer undertakes to immediately notify the Bank of the change in writing. If the Customer fails to comply with the above obligation, all notices and communications sent to the Customer at the last address, e-mail, or telephone number provided by them in writing shall be deemed validly received. In the event of a change to the Bank's registered office address, the Customer shall be deemed notified of its new registered office address as of the date the change is announced in the electronic Commercial Register and Register of Non-Profit Legal Entities with the Registry Agency (the CRRNPLR with the RA), which is public.

5.3. These General Terms and Conditions have been drawn up in Bulgarian and all possible amendments and additions to them will be in Bulgarian. Foreign persons are provided with these General Terms and Conditions in a bilingual version - in Bulgarian and in English, and in case of inconsistencies and/or contradictions between the two versions, the original text in Bulgarian shall prevail.

5.4. The documents due and submitted by the Bank's customers and prospective customers in connection with opening, closing and using the accounts and information in connection with them, should be submitted in original, in Bulgarian language, and in the case where they are issued in a foreign language - their originals must be accompanied by a legalized translation (certified by a notary). In the event that official documents issued by a foreign authority or private documents certified by a foreign authority are submitted, the originals submitted should be legalized, unless the relevant foreign country is a party to the Hague Convention - then the originals shall be submitted with attached apostille (regardless of whether there Bulgaria and the relevant foreign country have entered into an international treaty which exempts the parties from the obligation for presenting an apostille and providing legalization).

5.5. Prospective customers and customers of the Bank shall sign all documents related to potential or existing contractual relationships, including a specific bank account agreement and these General Terms and Conditions, as follows:

5.5.1. In the presence of a Bank employee, by affixing the customer's handwritten signature to the documents prepared in hard copy;

5.5.2. With a Qualified Electronic Signature (QES) within the meaning of the EDE TSA – applicable at the Bank's discretion depending on the specific type of document and case;

5.5.3. With a Cloud Qualified Electronic Signature (CQES) on a PDF file of the respective set of documents through the portal of Evrotrust Technologies AD;

5.5.4. With a One-time Cloud Qualified Electronic Signature (OTCQES) – only in the presence of a Bank employee, on a PDF file of the respective document/set of documents, via an application provided by Evrotrust Technologies AD. The application shall be installed on the customer's mobile device in accordance with the current requirements of Evrotrust and with internet access. The cost of each use of a CQES/signing shall be borne by the Bank. Each document shall be deemed signed after the final electronic signature has been affixed thereto;

5.5.4.1. When documents are signed with an OTCQES, the documents shall be completed by the Bank;

5.5.5. Through a digital channel login /Internet Banking and/or Mobile Banking/, by using electronic identification means having the effect of an electronic signature within the meaning of the EDE TSA, whereby on the basis of Art. 13, para. 4 of the EDE TSA, the Bank and the Customer shall consider the legal force of such signature to be equivalent to that of a valid handwritten signature.

5.6. Upon successful signing, the agreements shall be deemed concluded and shall be binding upon the parties in accordance with the provisions therein, these General Terms and Conditions, and the applicable Bulgarian legislation.

5.7. The Bank and the Customer agree and stipulate that the electronic signatures of the parties, affixed in accordance with these General Terms and Conditions, shall have the character and legal force equivalent to handwritten signatures on paper.

5.8. Documents signed with a CQES and OTCQES shall be stored and may be accessed via the portal or mobile application of Evrotrust Technologies AD or upon request at the Bank. Documents signed with an OTCQES may be downloaded within a limited time period in accordance with the terms of Evrotrust Technologies AD after receipt of an e-mail containing an individual link with instructions and guidelines.

5.9. Subsequent signing of annexes/additional agreements to already signed agreements shall be carried out in the same manner as the signing of the initial agreement.

SECTION III. BANK ACCOUNTS

1. GENERAL PROVISIONS

1.1. The Bank shall open payment (including payment accounts with basic features), deposit, escrow, letter of credit, liquidation, special, electronic money and other types of payment bank accounts in EUR and foreign currency, hereinafter referred to as "accounts" or "bank accounts", upon the request of Customers, under the terms of a specific agreement concluded in compliance with these General Terms and Conditions and the framework agreement.

1.2. The person in whose name the bank account is opened shall be referred to as the "Account Holder". One person may be the Account Holder of an unlimited number of bank accounts opened with the Bank. A bank account holder may also be a third party, in whose favour the opening of an account has been agreed in an agreement entered into by and between the Bank and its Customer.

1.3. Current accounts are used for keeping money, payable on demand without a notice period from the Account Holder to the Bank and for the execution of payment transaction for depositing, transferring and withdrawing funds.

1.4. Deposit accounts are used for keeping money, payable on a certain date (maturity date) or under other pre-established payment conditions. The Bank shall accept and execute orders for deposits and withdrawals on deposit accounts in accordance with the provisions of these General Terms and Conditions and the specific bank account agreement.

1.5. Escrow accounts are used for keeping money provided for the establishment of a legal entity.

1.6. Letter of credit accounts are used for keeping money provided for payments of the Account Holder to a third party, who is entitled to receive it upon meeting the conditions set when the letter of credit was opened.

1.7. Liquidation accounts are used for keeping money of persons declared liquidation.

1.8. The electronic money account is a payment account opened in the name of a customer – a payment service user, in which electronic money is held and which is used for the execution of payment transactions by means of a prepaid virtual card for making online payments /internet payments/.

1.9. Current accounts of budget organizations - for keeping of budget funds, funds from the European Union and the related national and advance co-financing, as well as foreign funds of budget organizations.

1.9.1. The procedure and method of opening, keeping and closing accounts of budget organizations are laid down in the relevant instructions, according to Art. 151, para. 1 and 4 and Art. 154, para. 2 of the Public Finance Act.

1.10. Special accounts (n) are used for keeping money of persons for whom bankruptcy proceedings have been opened.

1.11. Payment accounts for customer funds (customer accounts) of private enforcement agents (Art. 24 of the Private Enforcement Agents Act), of lawyers / law firms (Art. 39 of the Bar Act), of insurance brokers / agents (Art. 306 and 316 of the Insurance Code), of notaries (Art. 25a of the Notaries and Notarial Activity Act), of depositaries (Art. 39, para. 5 of the Registered Pledges Act), etc., are explicitly regulated in the effective legislation as accounts used solely for the receipt, storage, and disposal of funds owned by the Account Holder's customers or funds collected for the benefit of a third party in the course of enforcement proceedings by a person of special competence; such funds are not part of the Account Holder's assets and are therefore not subject to attachment or pledge to secure the Account Holder's obligations, nor to individual enforcement for their debts, and they shall not be included in the bankruptcy estate upon the initiation of insolvency proceedings against the Account Holder, nor in the estate of the deceased upon the death of an account holder who is a natural person.

1.11.1. The transactions on the "customer account" shall be executed by the Account Holder on the Account Holder's behalf using the funds of a third party – the Account Holder's customer.

1.11.2. With each debiting of amounts on a "customer account", it is considered that the Account Holder declares to have performed a proper identification of the respective customer whose funds are deposited into the account, as well as to have also implemented the other obligations as a person referred to in Art. 4, para. 15, item 15 of the Anti-Money Laundering Measures Act (AMLMA) in connection with them, that it properly stores all the documents for their identification and the declarations completed by them regarding the origin of funds, politically exposed persons, and other required documents, according to the requirements of AMLMA and the Implementing Rules (IR) of AMLMA, which the Account Holder shall make available to the Bank and, upon request, provide them to it. The declaration shall be considered reconfirmed by the Account Holder again with each transaction on the account.

1.11.3. By opening a "customer account" with the Bank, the Account Holder agrees and undertakes to immediately provide the Bank, upon each of its written requests, copies of the documents collected by that Account Holder for the identification of the customers of the latter and the completed declarations according to the AMLMA, and agrees to the Bank's right to retain certified copies thereof, as well as to collect and provide additional documents as necessary upon the Bank's additional request in this regard.

1.11.4. By opening a "customer account", the Account Holder agrees and undertakes:

1.11.4.1. to ensure that when debiting and crediting the account with funds, to mandatory specify in the "reason" field of the deposit slip / payment order the customer, whose funds are the subject of the transaction, what is its legal basis, and for a lawyer's customer account - the case number and/or lawyer's contract number, and/or other details, and in case it is not specified in the document containing the order for the transaction - in a timely manner, but in any case not later than 14 days

after the transaction, to declare in writing to the Bank the missing necessary information, without the need for the Bank to remind thereof, so that it can be established in an undoubted way which funds are held in the account of which customer of the Account Holder at any time.

1.11.4.2. in the event that the Account Holder is a natural person, e.g. a lawyer – annually by 31 January of the current calendar year to submit to the Bank an accurate written statement of the funds of the Account Holder's customers available in the lawyer's account as of 31 December of the previous calendar year - by lot of each individual customer (at least the following customer's data should be indicated: three names/firm; Personal Number/UIC for Bulgarian natural person / legal entity / sole trader, or Foreigner's Identification Number or year of birth for a foreigner, respectively; number from a commercial register of a foreign country, if any, for a foreign legal entity; contact details – correspondence address; e-mail; phone, etc.)

1.11.5. In the event of death of a natural person who is an Account Holder, as well as in the event of dissolution of a company - holder of a "customer account", in relation to the account and the funds remaining available therein, the procedure provided for in the relevant legal norm or subordinate legislation shall apply, regulating the legal status of the account. Unless otherwise provided for or specified in a current legal act or by a judicial or other proper act of a state body acting within its competence, in case of death or dissolution of the Account Holder, the account shall be ex officio closed after the bank has received a proper written information about the Account Holder's death/dissolution, and if there are remaining funds in it, they shall be transferred to an account of the Bank intended for keeping the funds for their owners - the former customers of the Account Holder, to whom they shall be reimbursed after deducting all fees and commissions due to the Bank, - upon their motivated written request and proper identification, after it has been verified that the funds are theirs - on the basis of the documents presented by them and the documentation available at the Bank, but not earlier than 1/one/ month after notifying the Bank of the Account Holder's death/dissolution. In the event of a lack of sufficiently secure or accurate information, as well as in the event of a dispute between different persons claiming the funds on the account, the payment is not allowed and the funds shall remain in custody on the Bank's account until a valid judicial or other official deed of a competent authority is presented, indicating to the Bank in whose favour to make the payment. The Bank shall not be responsible for funds of former customers of a deceased/dissolved customer Account Holder, about whose funds no proper information was available and whose claims were not submitted to it within 1 /one/ month of informing the Bank of the death/dissolution of the Account Holder - in this case, the affected persons should settle their relations with the other former customers of the Account Holder according to the general civil law.

1.11.6. The Bank shall have the right to block and/or terminate the agreement for a customer account within the meaning of Clause 1.11 without notice:

1.11.6.1. In the event the customer fails to implement within the specified period an obligation under Section VIII to provide information and/or documents regarding the Account Holder or the Account Holder's customers. In such case, the funds shall be transferred to an account of the Bank for storage against a respective commission, in accordance with the Tariff, which shall be collected from the funds. The funds may be transferred upon the Account Holder's instruction: 1/ to another of their customer accounts with another bank, or 2/ to an account of their specific customer, unless otherwise agreed in the framework agreement or the specific account agreement;

1.11.6.2. Upon the death of a natural person who is a customer of the Account Holder, or upon the termination of a merchant/legal entity that is a customer of the Account Holder and their deletion from the respective register, following the presentation of official documents /original death certificate, court-certified copy of an effective court decision, an extract from a public register certified by a public authority, or an extract from such register taken by the Bank, etc./ certifying these circumstances, after the expiration of 6 /six/ months from the death/deletion, during which time the balances on the account or information about them have not been claimed by the Account Holder under Clause 1.11 with the presented required documents for the proper legitimation of the eligible heir/legatee, or respectively the successor in title, in whose favour to order the funds, unless otherwise agreed in the framework or the specific agreement. In such case, the funds shall be transferred to an account of the Bank for storage against a respective commission, in accordance with the Tariff, which shall be collected from the funds. The funds may be transferred upon the Account Holder's instruction: 1/ to another of their customer accounts with another bank, or 2/ to an account of a person who has duly legitimized themselves before the Bank with official documents in their capacity as a successor in title of the deceased/deleted person or in their capacity as an eligible authority, unless otherwise agreed in the framework agreement or the specific account agreement.

1.11.6.3. In all other cases and according to the procedure provided for in these General Terms and Conditions, the framework agreement, or the account opening and service agreement, or by law.

1.11.6.4. In the cases under Clauses 1.11.6.1 to 1.11.6.3, if a sub-account has been opened to the customer account for the specific customer according to the terms of the concluded agreement, the Bank shall have the right to block and/or close only the specific sub-account where the funds of the person for whom the conditions under Clauses 1.11.6.1 to 1.11.6.3 are met are held.

1.12. Joint accounts -- the Account Holder can be two or more local and/or foreign natural persons referred to as Account Holders /Joint Holders/. The Joint Holders shall execute transactions and dispose of the funds on the joint account without limitation, jointly or separately, in accordance with what has been agreed in the specific joint account agreement, and in all cases where a separate disposal is agreed by each of the joint holders, the consequences of the actions of each individual holder shall be binding on all others. Disposing of the account through an attorney is only permissible if the attorney is authorized by all Joint Holders together, unless otherwise agreed in the specific agreement.

1.12.1. The joint bank account may receive amounts through cash or non-cash transfers both in the name of all persons - joint holders of the account, and in the name of each of them. After the deposit amounts are credited, they may be disposed of in any of the above methods, regardless of in whose name the amounts were deposited or transferred.

1.12.2. Each of the joint holders shall be jointly and severally liable for all obligations arising from the agreement and this type of account, up to their full amount. The shares are considered equal unless otherwise agreed. The Bank shall not be responsible for the relations between the joint holders on the occasion of and in connection with the disposition of the account funds made by any of the joint holders. If the orders given by one joint holder contradict or are incompatible with an order of another joint holder, the Bank shall be entitled to refuse to execute the orders until the contradiction is resolved.

1.12.3. The Bank shall fully implement the attachment orders received for the account, regardless of which of the joint holders the enforced attachment is imposed on.

1.12.4. The joint holders may only close the joint bank account by acting jointly.

1.13. Donation accounts - opened in the name of the person or their legal representative, in whose favour funds are to be raised to finance treatment, training, etc.

1.14. Payment accounts with basic features - payment accounts with basic features are payment accounts maintained in EUR, through which the following services are provided:

1.14.1. opening, using and closing a payment account;

1.14.2. depositing funds on a payment account;

1.14.3. withdrawing cash from the payment account within the European Union from a counter or an ATM terminal device during the bank's working hours or outside of it;

1.14.4. executing the following payment transactions within the European Union:

a) payment transactions executed using a payment card, including payments via the Internet;

b) credit transfers, including periodic transfer orders, at ATM and POS terminal devices and bank counters, where available, and through the bank's online banking systems;

1.14.5. other payment transactions and services.

1.14.6. The Bank shall provide an option to execute an unlimited number of transactions related to the services provided on a payment account with basic features.

1.15. The security accounts, opened in accordance with the procedure and under the conditions of Art. 23 of the PSPSA, are accounts for keeping funds received from payment service users or through another payment service provider for the execution of payment transactions which have not yet been transferred to the beneficiary or to another payment service providers by the end of the business day following the day the funds were received. The funds in security accounts may not be subject to imposition of attachment and enforcement for liabilities of the payment institution to persons other than the users of payment services. The funds received from a user of payment services or through another payment service provider for the execution of payment operations on the security account shall be accounted for separately from the funds of a person who is not a user of payment services, or with their own funds.

1.16. The subject of these General Terms and Conditions is the opening and keeping of the accounts under Clauses 1.1 to 1.13, trust (escrow) accounts, as well as other types of accounts according to the PSPSA, Ordinance 3 of the BNB and the other provisions of the applicable legislation.

2. OPENING OF ACCOUNTS

2.1. Any natural person who wants to open an account shall submit the following documents:

2.1.1. bank account opening request according to the Bank's model;

2.1.2. identity card or another valid identity document of the Customer;

a) Bulgarian identity document, e.g. ID card – for persons with Bulgarian citizenship (or another valid identity document, when the person is temporarily objectively prevented from presenting an ID card and insofar as in the specific case it is not necessary to certify the person's permanent address);

b) Bulgarian identity document of a foreigner (Art. 59, para. 1 of the Bulgarian Identity Documents Act (BIDA)) – for stateless persons and foreigners who have received asylum, refugee status or humanitarian status;

c) foreign ID card – for persons who are citizens of the EU and EEA member-states and the Swiss Confederation;

d) foreign personal passport and (if any) permit/residence card – for the citizens of countries outside the EU and EEA member-states and the Swiss Confederation. The foreigner's card/residence permit for the country (Art. 59, para. 2 and 3 of the BIDA) may not be used to identify the Customer but should also be presented to the Bank as part of the information collected for the identification of the customer (KYC policy).

2.1.3. questionnaire according to the Bank's model with attached declarations, in compliance with the applicable legislation;

2.1.4. specimen of the signature of the persons with dispositive rights on the account, and the signatures of these persons must be affixed in the presence of an authorized Bank's employee or must be notarized.

2.1.5. When other persons are granted the right to dispose of the account or the assets on it, an express power of attorney of the account holder with notarization of the signature, meeting all the requirements under Clause 3.10, shall also be submitted to the Bank.

2.1.6. when the account is opened for the benefit of a third party, additional documents expressly agreed upon for each individual case shall be submitted;

2.1.7. the documents shall be submitted in person by the natural person who wants to open a bank account. It is not allowed to open an account by an attorney, except as an exception - at the discretion of the Bank for the specific case, subject to compliance with the requirements of Clause 3.10.

2.1.8. Opening of an electronic money account – an account for holding electronic money, opened at the request of the account holder through a digital channel – (the Bank's Mobile Banking), to which account the account holder has explicitly requested access for executing transactions with a prepaid card for online payments, in accordance with the terms of the Agreement for Opening and Maintaining an Electronic Money Account, serviced also by a prepaid virtual card for online payments, these General Terms and Conditions, and the Bank's General Terms and Conditions for Issuing and Using Debit and Prepaid Cards. Upon logging in the digital channel (Mobile Banking), Strong Customer Authentication (SCA) of the authorized user shall be mandatorily applied through the use of two or more elements categorized as knowledge, possession, and characteristic feature, which are independent so that the breach of one element does not compromise the reliability of the others. The Customer's statements to the Bank, including the signing of the Agreement for Opening and Maintaining an Electronic Money Account, serviced also by a prepaid virtual card for online payments, as well as all documents related to the agreement, shall be made through the Bank's digital channel – Mobile Banking, by using electronic identification means – an existing authorization method previously registered by the Customer at a Bank office (static password + iTAN or static password + mobile token). The signing of the Customer's statements to the Bank, including the Agreement for Opening and Maintaining an Electronic Money Account, serviced also by a prepaid virtual card for online payments and all related documents, performed through Mobile Banking by using the means of electronic identification and signature – logging in the Bank's Mobile Banking and entering a user code, password, a one-time code sent via SMS (iTAN) to the mobile phone registered by the Customer and a PIN, or confirmation via 'Mobile Token', shall have the effect of an electronic signature within the meaning of the EDE TSA, whereby on the basis of Art. 13, para. 4 of the EDE TSA, the Bank and the Customer shall consider the legal force of such signature to be equivalent to that of a valid handwritten signature in their mutual relations.

2.2. A sole trader can open account by submitting the documents referred to in para. 2.3.

2.3. A legal entity wishing to open a bank account shall provide the Bank with the following documents and information:

2.3.1. bank account opening request according to a model;

2.3.2. certificate of registration under BULSTAT – for entities that are not registered with the CRRNPLE or with the court register;

2.3.3. questionnaire according to the Bank's model with attached declarations, in compliance with the applicable legislation;

2.3.4. Constituent Deed / Articles of Association / Company Agreement of the holder, which establishes the powers to dispose of the property;

2.3.5. an up-to-date certificate of registration of the Account Holder, which certifies the persons who manage and represent the Account Holder and their personal data as per their ID documents issued by the relevant court of registration - for entities that are not traders;

2.3.6. power of attorney, if any, with which the person(s) who legally represent(s) the Account Holder (its legal representatives) authorize another person/persons to dispose of the account or its assets on behalf of the Account Holder, with notarized signature of the authorizer(s) and meeting all the requirements referred to in Clause 3.10.;

2.3.7. personal data as per the identity document and a specimen of the signature of the person with dispositive rights on the account, and the signatures of these persons must be affixed in the presence of an authorized Bank's employee or must be notarized.

2.4. Accounts of budget spending units – for their opening and maintenance, in addition to all the above documents submitted when opening a payment account, budget organizations shall also submit the following documents:

2.4.1. The relevant act - law, decree, order or other, for its establishment.

2.4.2. Written permission issued by a higher-ranking budget spending unit (for primary budget spending units - by the Ministry of Finance).

a) For opening of accounts of municipalities and their spending units, as well as accounts for mass payments of labour remuneration, such permission should not be required. In these cases, the request for opening the accounts shall be prepared by the relevant municipality.

b) Written authorization from the Ministry of Finance is necessary for initiating payments to the municipality through the electronic budget payments system SEBRA, for opening the accounts for local taxes and fees, as well as for opening a second or subsequent budget account of the municipality;

2.4.3. A copy of the MoF's letter to change the servicing bank (if necessary), certified "true to the original" by the person legally representing the budget organization.

2.4.4. Appointment order / employment agreement of the manager and representative of the budget spending unit; if the order / employment agreement constitutes classified information, a letter citing the order / employment agreement is required.

2.5. To open a liquidation account under para. 1.7, the following documents must be submitted:

2.5.1. bank account opening request according to a model;

2.5.2. copy of the deed declaring liquidation and the appointment of a liquidator, certified by the authority that issued the deed;

2.5.3. questionnaire according to the Bank's model with attached declarations, in compliance with the applicable legislation;

2.5.4. specimen of the signature of the liquidator(s), and the signature(s) of this/these person(s) must be affixed in the presence of an authorized Bank's employee or must be notarized.

2.6. To open a special account (n) for keeping money for persons for whom bankruptcy proceedings have been opened, the following documents shall be submitted:

- 2.6.1. bank account opening request according to a model;
- 2.6.2. court-certified copy of the decision to open bankruptcy proceedings and to appoint a receiver;
- 2.6.3. questionnaire according to the Bank's model with attached declarations, in compliance with the applicable legislation;
- 2.6.4. specimen of the signature of the receiver and this signature must be affixed in the presence of an authorized Bank's employee or must be notarized.
- 2.7. Where the Customer's business activity, in connection with which an account is opened or transactions or operations are performed, is carried out under a registration, licensing, authorization, or other statutorily defined regime, a certified up-to-date copy of the respective official document shall be submitted upon the Bank's request.
- 2.8. The Bank shall have the right to require, for the purposes of account opening and at any time thereafter during the course of the business relationship with the customer, at its own discretion, other documents and information, as well as the completion of declarations, including in view of its obligations regarding the application of specialized legislation in the field of prevention of money laundering, terrorist financing, and the proliferation of weapons of mass destruction, and compliance with sanction/restrictive regimes, in accordance with the requirements of SECTION VIII. PREVENTION AND CONTROL, as well as the provisions of other applicable legislation, including but not limited to the origin of funds and the source of wealth (where applicable), of which it shall notify the customer.
- 2.8.1. The prospective customer, or the customer, respectively, shall be obliged to provide in a timely manner all documents and information required by the Bank in connection with activities for the prevention of money laundering and terrorist financing and compliance with other requirements of the effective legislation and the agreements between them.
- 2.8.2. In the event that the prospective customer, or the customer, respectively, fails to provide requested documents or information, this shall constitute a breach of contract, and the Bank shall have the right to refuse to enter into a business relationship with them, or respectively – to block their accounts and/or terminate the established relationship with them. If, after the conclusion of the framework agreement, it is established that such required documents are missing or that submitted documents have proven to be forged or to contain false information, including documents requested during the course of the business relationship, this shall constitute a breach of contract and grounds for termination of the relationship with the customer by the Bank due to failure to fulfil their contractual obligations.
- 2.9. The changes in the above-mentioned documents, respectively the circumstances they certify, shall be in effect for the Bank only from the time the Bank is notified of them in writing by an authorized person.
- 2.9.1. The Account Holder shall be required to notify the Bank in writing of all changes in the data and information included in the submitted documents or to submit relevant documents for the changes, respectively.
- 2.10. The Bank shall verify the submitted regular appearing documents, including powers of attorney, and shall not be responsible for damages suffered from the execution of payment operations, including cash withdrawals, based on regular appearing documents that are untrue or with incorrect content.
- 2.11. The Bank may provide as a condition for opening a bank account the provision of a minimum balance on it, which is determined in the specific bank account agreement or in the relevant Tariff.
- 2.12. The Bank shall assess and make a decision on each specific request to open an account and is not obliged to give reasons for its refusal to open the account. The Bank may request additional documents clarifying or confirming the declared circumstances.
- 2.13. The obligations of the parties in connection with a bank account arise after the submission of all the required documents specified above, the conclusion of a framework agreement and a specific bank account agreement and the provision (by cash or non-cash depositing) of the specified minimum balance on the account, where such is provided for the relevant type of bank account in the specific bank account agreement or the Tariff.
- 2.14. The Bank shall be entitled to refuse to accept a power of attorney if the scope of the representative rights of the authorized person are not clearly and comprehensively indicated, in a way that excludes their ambiguous interpretation, in case of suspicion about the validity or authenticity of the power of attorney, as well as in the case that in relation to it other requirements under para. 3.10 or other provisions of these General Terms and Conditions have not been met.
- 2.15. When opening a bank account, the Bank shall assign to it an international bank account number (IBAN) in accordance with the requirements set by the BNB.

3. EXECUTION OF PAYMENT TRANSACTIONS

- 3.1. Payment transactions on the bank accounts can only be executed with permission - by order or with the consent of the Account Holder, except in the case of enforcement or with an explicit other stipulation in the framework agreement or in the specific bank account agreement, in compliance with the provisions of the applicable legislation. The authorization by the Account Holder shall be given before the execution of the payment transaction, unless it is otherwise agreed for the specific payment transaction. The consent to execute a payment transaction or a series of payment transactions shall be given according to the procedure and method agreed between the Account Holder and the Bank.
- 3.2. The Account Holder can execute payment operations using the sample payment documents prepared by the Bank, subject to compliance with the requirements established in the applicable legislation, being required to describe in detail the reasons for executing payment operations. The Bank may require documents that confirm the stated reasons, regardless of the currency and amount of the payment transaction. The Bank may, at its own discretion, require other documents regarding the verification of the grounds for payment, including for the purpose of preventing payments related to prohibited activities, in accordance with the provisions of SECTION VIII. PREVENTION AND CONTROL, including money laundering, fraud, and other financial crimes, etc.

3.3. For accurate execution, the payment order/consent must contain a correctly specified unique identifier of the beneficiary, respectively of the payer, as well as data and information in compliance with the requirements for the execution of the relevant payment service. The payment orders/consent should be legible and without corrections and contain all other details required according to the applicable legislation.

3.4. The Account Holder's order or consent to execute a payment transaction may be withdrawn by the Account Holder at any time but no later than the time the payment transaction becomes irrevocable according to Art. 85 PSPSA. The Bank shall accept a request to withdraw a payment order only if it is made in writing. Upon withdrawal of consent to execute a series of payment transactions, all future payment transactions shall be considered unauthorized. All withdrawal service costs shall be borne by the Customer according to the Bank's Tariff.

3.5. The payment orders and consents shall be executed in the chronological order of their receipt at the Bank. When the Customer submits more than one payment order at the same time, the Bank shall execute them in the order of execution specified by the Customer, and if no such order is specified, in the order in which they were registered with the Bank, and the due fee shall be deducted for each payment transaction separately, unless otherwise agreed in the account agreement or the Bank's Tariff.

3.6. The payment order or consent can only be executed up to the amount of the available balance on the bank account, up to the amount of the funds provided by the Customer for the execution of a payment transaction, or up to the amount of the agreed credit, if any, taking into account the due expenses, fees and commissions specified in the relevant Tariff. No partial transfers shall be allowed under individual payment orders.

3.7. If the conditions under para. 3.6 are not met, the Bank shall refuse to execute the payment order. The Bank may refuse the execution of a payment transaction in case of restrictions according to the applicable legislation, the applicable rules for the execution of the relevant payment transaction, the agreed terms and conditions under which the account is maintained, as well as if there are ambiguities or omissions in the transfer order or in the accompanying documents. In case of refusal, Art. 84 of the PSPSA shall apply.

3.8. A customer who is a natural person may dispose of the funds on the account in person - upon presentation of an identity card or other valid identity document or through attorney - subject to compliance with the requirements and according to the procedure regarding the authorization specified in para. 3.10. When exercising the rights under the power of attorney, the attorney should appear in person at the Bank and identify himself/herself before the Bank by presenting a valid identity document and the original of the power of attorney. The Bank shall not be liable for any amounts paid and dispositions performed by an attorney if it has not been notified in writing by the Account Holder in person that the power of attorney has been withdrawn.

3.8.1. Acts of disposal concerning an account where the Account Holder is a minor or a person placed under full or limited interdiction shall be permitted with the authorization of the district court of their current address, as follows:

3.8.1.1. For legally incapable persons:

- a) a minor under the age of 14 – by their legal representative (parent, adoptive parent, or guardian);
- b) a person under full interdiction – by their legal representative – a guardian.

3.8.1.2. For persons with limited legal capacity:

- a) a minor aged between 14 and 18 – by the account holder personally, jointly with a parent or a trustee /if the parents are deceased, unknown, placed under full interdiction, or deprived of parental rights/.
- b) a person under limited interdiction – by the account holder personally, jointly with a trustee.

3.8.2. A legal representative/trustee of a minor is: either parent, or an appointed guardian/trustee – if both parents are deceased, unknown, placed under full interdiction, or deprived of parental rights. The guardian of a minor under 14 / the trustee of a minor aged 14 to 18 with unknown parents shall be the manager of the respective institution in which the minor is placed.

3.8.3. The legal representative of a person under full interdiction / the trustee of a person under limited interdiction shall be their appointed guardian/trustee.

3.8.4. The guardian and the trustee, as well as their deputies, shall certify their capacity as a (deputy) guardian / (deputy) trustee with a Certificate of Guardianship/Trusteeship issued by the Guardianship and Trusteeship Authority (GTA) – the mayor of the municipality of the permanent address of the person under guardianship/trusteeship or an official designated by them, and shall be entered into a special register maintained by the GTA.

3.8.5. Permission from the district court to dispose of deposits of minors under 14 and minors aged 14 to 18, respectively persons under incapacity mandates, is not required in the following cases:

3.8.5.1. In case of non-cash transactions without changing the account holder - merger of several accounts, intrabank transfer to another account of the same holder, transfer from one type of account to another (savings account to fixed-term one and vice versa, change of the agreed term on fixed-term accounts), transfer to another branch of the Bank.

3.8.6. Upon the receipt of a duplicate of a fixed-term deposit document.

3.9. A customer who is a legal entity may dispose of the funds on the account through its legal representatives (the persons who legally represent it) - upon the presentation of an ID card or other valid identity document, or through a person authorized by the legal entity (attorney) - subject to the requirements and the procedure regarding the authorization specified in para. 3.10. When exercising the rights under the power of attorney, the attorney should appear in person at the Bank and identify himself/herself before the Bank by presenting a valid identity document and the original of the power of attorney. The Bank shall not be liable for any amounts paid and dispositions performed by an attorney if it has not been notified in writing by the Account Holder that the power of attorney has been withdrawn.

3.10. The authorization of a specific person shall be proven before the Bank by presenting a power of attorney, which explicitly states the scope and type of actions the attorney-in-fact is entitled to perform and in the text of which representation 'before Investbank JSC' and/or before 'all banks' is explicitly included.

3.10.1. The power of attorney must necessarily contain at least the full name of the attorney according to the identity document, the attorney's personal number and permanent address (according to the identity document), while for foreign citizens - the full name according to the identity document, the foreigner's personal number, if any, date and place of birth, type of identity document, number, date of issue and issuer.

3.10.2. The signature of the authorizer must be certified by:

3.10.2.1. Bulgarian notary;

3.10.2.2. persons who are not notaries, but according to the Notaries and Notarial Activities Act may perform notarial functions;

3.10.2.3. legally competent foreign notary abroad.

3.10.3. The powers of attorney and other documents issued abroad, certified by the competent authorities of the respective country in which they were issued, must be certified with an "apostille" according to the Convention Abolishing the Requirement of Legalisation for Foreign Public Documents and translated into Bulgarian, and when originating from a country which is not a member of this Convention - legalized in accordance with the Rules for Legalization, Certification and Translation of Documents and Other Papers and translated into Bulgarian.

3.10.4. When the power of attorney is issued/verified abroad (regardless of whether the verification was performed by foreign authorities or by Bulgarian consular offices), it should be presented to the Bank in person by the Account Holder (respectively, by the legal representative(s) of the Account Holder who is a legal entity); otherwise, the Bank shall be entitled to refuse to accept the power of attorney and to execute the orders of the attorney. An exception is allowed only in the case of the Bank's assessment of the specific case with the corresponding application of the provisions of Clause 3.10.5. The Bank shall have the right, at its discretion, to request confirmation at any time of powers of attorney issued abroad.

3.10.5. When a power of attorney, issued/certified in the Republic of Bulgaria, is presented by a person other than the Account Holder, the Bank shall be entitled to refuse to accept the power of attorney if it has not received express confirmation in person from the Account Holder (respectively, from the persons who legally represent the Account Holder) electronically or by telephone - from the e-mail or telephone number specified in writing in person by the Account Holder as contact details and available in the file of the latter kept by the Bank.

3.10.6. The powers of attorney shall be presented to the Bank in original "on demand", as a copy certified by the Account Holder who presented it, or by the attorney, respectively, with the inscription "True to the original", date, signature and handwritten names, and shall remain stored in the Bank in the Customer's file.

3.10.7. The original of the power of attorney, issued only to Investbank JSC only, shall remain in storage at the Bank. The attorney shall complete a declaration according to the Bank's model regarding the fact that, as at the date of its presentation to the Bank, the power of attorney is valid and has not been withdrawn by the authorizer.

3.10.8. In addition to the check under para. 3.10.5, the Bank shall be entitled to carry out additional checks regarding the power of attorney (with the body that certified the power of attorney; the authorizer; in accessible registers, etc.), and in the event that the result of the check is unfavourable, it shall be entitled to refuse to accept the power of attorney.

3.10.9. The Bank shall have the right to refuse to accept a power of attorney presented before it for the first time more than 3 years after its issuance, as well as if the power of attorney has already been presented before the Bank but was issued more than 3 years ago and the Bank is unable to establish contact with the Account Holder at the address or telephone number provided by them personally in order to confirm that the power of attorney is still valid.

3.11. The power of attorney can always be withdrawn by the authorizer, and the authorizing account holder is required to immediately notify the Bank in writing. The Bank shall not be responsible for amounts paid, transactions executed or other actions made based on a power of attorney, when it was not aware that it was terminated or withdrawn.

3.12. When executing payment transactions, the Customer shall be obliged to present to the Bank all duly completed forms, declarations, and other documents in accordance with the requirements of currency legislation, the regulatory requirements for balance of payments statistics, the provisions of specialized legislation in the field of prevention of money laundering, terrorist financing, and the proliferation of weapons of mass destruction, and compliance with sanction/restrictive regimes, as well as the provisions of other applicable legislation, their agreements with the Bank, including these General Terms and Conditions. The failure to fulfil this obligation shall constitute a breach of the agreements and these General Terms and Conditions and shall constitute grounds for the Bank to refuse the execution of the ordered transaction and/or to terminate agreements/relationships with the customer.

3.12.1. Disposing of amounts on accounts of holder with physical disabilities that do not allow them to sign by hand, as well as those who are illiterate, shall be carried out in the presence of two witnesses who sign the relevant payment document. Instead of a signature, the account holder shall place his/her right thumbprint. If the account holder is not able to affix his/her right thumbprint, the reason for this shall be indicated, as well as which other fingerprint is affixed. If it is impossible to affix a fingerprint, the reason for this shall be indicated and the transaction shall be executed based on the signatures of the witnesses only. The Bank's employee shall record and keep the three names, addresses and identification details of the two witnesses.

3.12.2. In cases where, when withdrawing cash from accounts, the account holder is not able to write his/her three names, but can affix a handwritten signature, when presenting a completed order-receipt or when completing it directly in the banking system, that account holder shall, in the presence of the two witnesses and the Bank's employee, affix on the fields of the form an ink right thumbprint and a handwritten signature instead of handwritten three names.

3.13. In compliance with the requirements of the applicable legislation, the Bank may, at any time during the validity of the framework agreement and the specific bank account agreement, by order of the Account Holder or a third party, credit the account with cashless transfers or by depositing money in cash, regardless of who is the payer/depositor of these transactions, unless the Account Holder has provided the Bank with a written objection to the acceptance of money from a specific person. The Bank shall have the right not to execute, respectively, to delay, suspend, or block the execution of payment orders, incoming funds, card transactions, and other operations and services upon establishing or suspecting money laundering, fraud, or other financial crimes, or in the event of non-compliance with the requirements of specialized legislation against money laundering, terrorist financing, restrictive and sanction regimes, as well as in other cases provided for in Section VIII. PREVENTION AND CONTROL and in Bulgarian and applicable European legislation and regulations, and in cases where additional checks are required to establish facts and circumstances related to the application of the statutory acts.

3.14. When receiving a bank transfer in a currency other than the currency of the account, the Bank shall convert the amount of the transfer, applying its non-cash buy/sell rates for the day of the transaction.

3.15. The Bank may debit the account under the conditions and according to the procedure provided for in the applicable legislation, the framework agreement and the specific bank account agreement.

3.16. The Bank shall not execute transactions with suspicious or counterfeit means of payment, and the counterfeit means of payment shall be treated according to provisions of the applicable regulations.

3.17. The Bank may refuse to execute a payment order, including to block the transactions on the payment account in the event that there is ambiguity regarding the identification or the representative authority of the person submitting the payment order, unclear or illegible documents, inaccuracies or contradictions in the documents, missing required documents in relation to the payment or the customer, inaccurate instructions, presence of international sanctions in relation to persons, institutions or countries related to the order given by the Customer, etc.

3.18. The Bank may refuse to execute payment orders for a specific period, currency, or subject matter, including to block transactions on the payment account in the event of objections, requested verifications, and refusals to process transactions by correspondent banks or the banks of the payees, arising from the application of their risk policies and international banking practices, including suspicions of fraud, money laundering, terrorist financing, proliferation, or other circumstances mentioned in SECTION VIII. The Bank shall not accept customers who administer, operate, hold, mediate, participate in, or whose activity is otherwise related to the provision of services for trading in crypto-assets.

3.19. Pursuant to Art. 17, para. 1 of the AMLMA, the Bank shall be obliged to refuse the execution of a payment transaction or deal, or the establishment of a business relationship, in cases where it is unable to fulfil the customer due diligence requirements under Art. 10, items 1-4 of the AMLMA.

3.20. The payment orders, the execution of which is refused, shall be considered not received and the Bank shall not be responsible for their execution according to the provisions of these General Terms and Conditions.

3.20.1. The Bank shall not be responsible for amounts and/or transactions blocked by another bank participating in the payment process, when making payments by order/in favour of natural persons and legal entities, and countries subject to restrictions and/or sanctions.

3.21. The Account Holder may order transactions on the account remotely - by using the Internet or Mobile Banking service provided by Investbank JSC.

3.22. TIPS Instant Payments in EUR are credit transfers in EUR executed 24 hours a day, 365 days a year, with immediate or near-immediate processing and crediting of the payee's account within seconds after the initiation of the payment, carried out with the participation of payment service providers certified and participating in the SEPA Instant Credit Transfer Scheme.

3.22.1. The Bank accepts for execution orders for TIPS Instant Payments in EUR at a bank counter, via online and/or mobile banking, from an account in Euro, with a transfer amount less than or equal to EUR 30,000 (thirty thousand EUR) – for transfers ordered at a bank counter, and EUR 5,113 (five thousand one hundred and thirteen EUR) – for transfers ordered via online or mobile banking, excluding budget transfers, only in the event that the payee's payment service provider is a certified and reachable participant in the SEPA Instant Credit Transfer Scheme. The payment shall be processed with value date corresponding to the calendar date on which it is received.

3.22.2. In the event that the credit transfer meets the criteria of the previous article, it shall be executed as an order for a TIPS Instant Payment in EUR, unless the customer refuses to do so at the time of ordering the transaction in the Bank's office or disables the option for immediate payment before submitting the credit transfer order for execution to the Bank.

3.22.3. In case of unsuccessful execution of an order for a TIPS Instant Payment in EUR ordered through Internet Banking/Mobile Banking system, the Bank shall notify the customer by sending a free PUSH, Viber or SMS message to the customer's mobile phone registered with the Bank.

3.22.4. The Bank shall accept incoming TIPS Instant Payments in EUR at any time with value date corresponding to the calendar date on which the relevant instant payment was accepted and only if the beneficiary's account is in EUR.

3.22.5. The Bank does not guarantee that the instant payments received at the Bank after 7:00 p.m. on banking days will be able to be used for repayment of credit liabilities, payments, including insurances, and replenishment of deposit accounts on the day of the receipt.

4. INTEREST AND EXCHANGE RATES

4.1. INTEREST – GENERAL PROVISIONS

4.1.1. The Bank shall pay interest on the available funds in the bank accounts at an interest rate determined in the relevant Tariff, applicable for the relevant period of time, depending on the type of account, type and amount of currency.

4.1.2. The interest rates used the Bank to credit customers' funds on bank accounts, including current, deposit and savings accounts, are determined in compliance with the Bank's interest policy, the market conditions on the domestic and international markets, and are subject to approval by the Management Board of Investbank JSC. The current interest rates shall be announced in the Bank's offices and published on the Bank's website.

4.1.3. The interest convention applicable by the Bank is defined in the relevant Tariff.

4.2. INTEREST ON DEPOSIT ACCOUNTS

4.2.1. At the maturity date of the deposit, if the specific agreement is extended for a new term, starting from the date of its renewal, the Bank shall be entitled to determine a new interest rate applied to the deposit, according to the relevant Tariff valid at that time.

4.2.2. At the maturity date, at each renewal of the term of the deposit, in accordance with the option selected by the Account Holder in the specific deposit agreement, the Bank shall add to the amount on the deposit account the interest accrued up to that point (interest capitalization), or transfers it to another account. In the event that the currency of the account on which the interest due is transferred is in a currency different from the currency of the deposit, the Bank shall transfer the interest by converting the amount, applying its non-cash buy/sell rates for the day of the transaction.

4.2.3. The Account Holder shall be entitled to dispose of the deposited funds on the maturity date of the deposit, and when the maturity date is not a business day for the Bank, on the first following business day, without this being considered a violation of the deposit conditions.

4.2.4. The deposit shall be deemed to be violated when a dispositive action is taken with all or part of the deposit amount before the maturity date. In case of violation of the deposit, for the period from the date of its opening (the last renewal of the agreement) until the date of the violation, the Bank shall charge and pay interest at the interest rate determined for a standard current account in the relevant currency, in the amount specified in the Tariff applicable to the date of the violation. This procedure shall also apply in the case of enforcement. The restriction shall not apply to special deposit products, which expressly provide for the option of withdrawing and depositing during the term of the deposit.

4.2.5. In the case of deposits with a provision for automatic renewal for a new period unless terminated on the maturity date, no renewal shall take place if the Bank has taken action to terminate the Framework Agreement with the Customer. In such cases, upon expiration of the deposit term, the deposit account shall be closed, and the amount therein (together with the accrued interest, if such is accrued as of the maturity date) shall be transferred to a current account of the account holder, to which the closing procedure provided for in these General Terms and Conditions shall apply.

4.3. EXCHANGE RATES

4.3.1. The Bank's exchange rates for the day of the payment transaction shall be provided to the customer in hard copy or other durable media and/or announced by the Bank in a publicly accessible manner on the Bank's website or by placing notices in publicly accessible places in the Bank's offices.

5. FEES AND COMMISSIONS

5.1. The Customer undertakes to pay to the Bank, within the terms and amounts specified in the Tariffs, all fees, commissions and other expenses of the Bank incurred in connection with opening, keeping, maintaining, servicing, closing a bank account, as well as for the transactions executed on the account, including for the payment of additional expenses incurred by foreign banks in connection with the execution of the orders of the Customer or the Customer's representative, respectively.

5.2. The Bank shall be entitled to collect its receivables ex officio under the preceding para. 5.1, as well as in connection with payment transactions carried out as a result of wrong orders of the Customer and/or mistakes made by the Customer, from the available funds of each of the Customer's accounts opened with the Bank, for which the Customer expressly consents in writing by entering in the framework agreement.

5.3. In the event that the Customer's account is in a currency different from the currency of the Customer's liabilities to the Bank, the latter shall collect its claim from this account by recalculating the currencies according to the buy-sell exchange rates officially announced by the Bank for the day of the transaction.

5.4. In the event that, due to a lack of funds on the account, the Bank is not able to collect the full amount of a fee or commission due by the Customer, the Bank shall collect the remainder of the amount due from the first subsequent receipt of funds on the account, and in the event of shortage - from the subsequent receipts.

5.5. The Bank shall provide Consumers with information on fees with the content under Art. 103 of the PSPSA, in the Tariff of terms, interest rates, fees, and commissions applied by Investbank JSC for natural persons, in hard copy or another durable medium, in a publicly accessible manner – by displaying it in publicly accessible areas within the Bank's offices and on the Bank's website.

5.6. Where transactions are executed on a payment account with basic features upon the order of the Account Holder - consumer, including cash withdrawals, no fees shall be charged for such transactions when they are at the expense of funds received from labour remunerations, pensions, social security benefits and assistance, or scholarships for pupils, students, and doctoral candidates.

5.6.1. A payment account with basic features for consumers within the meaning of Art. 118 of the PSPSA shall be serviced free of charge where funds under Clause 5.6 and the interest on such funds are received and held in the account. The aforementioned rule shall not apply to cash withdrawals from an account opened with the Bank through ATM and POS terminals of other banks.

6. OBLIGATIONS OF THE CUSTOMER

6.1. The Customer shall be bound at all times to maintain a minimum required amount on the bank account specified in the relevant bank account agreement and to pay the fees and commissions in the amount specified in the Tariffs.

6.2. The Customer shall be bound not to create any prerequisites for access to information, data and documents related to its accounts and shall be required to take all measures to prevent the possibility that unauthorized persons carry out operations.

6.3. The Customer shall be bound to notify the Bank in writing of the changes in the documents submitted when opening the bank account, as well as in the data on the persons who have the right to dispose of the amounts on the bank account (changes in address and identity document, withdrawal of power of attorney, death of the owner, etc.), by presenting the necessary documents certifying the changes. The changes in the documents and the persons who have the right to dispose of the money on the account with the Bank shall be effective in relation to the Bank only from the time it was notified in writing of the change by an authorized person. The rule of the preceding sentence shall also apply in cases where the changes were registered with a public register.

6.4. In the event of loss or theft of an identity document, power of attorney, bank account agreement, as well as in any other case in which there may be a risk of illegal disposal of the bank account, the Customer shall be bound to immediately notify the Bank in writing.

6.5. The Bank shall not be responsible for damages suffered from payment transactions executed until the receipt of a written notification of changes or circumstances referred to in Clause 6.3 and Clause 6.4, including in cases where the Bank has executed a payment order placed by a person, including attorney, identified for this purpose with regular appearing power of attorney, in cases where that person's representative authority has been terminated, before the Bank has been notified in writing of the termination of that person's authority.

6.6. The Customer shall be obliged to comply with the other requirements and obligations provided for in these General Terms and Conditions, in the Framework Agreement and the specific account agreements, the other applicable terms and requirements, as well as the provisions of the effective legislation, including to provide the required documents and information within the deadlines specified therein or indicated to them by the Bank.

7. CLOSING OF BANK ACCOUNTS

7.1. The account shall be closed upon the termination of the framework agreement and/or the specific bank account agreement under the terms and conditions and in accordance with the procedure provided for in these General Terms and Conditions, the law or in the relevant agreement. With the termination of the specific bank account agreement, the respective account shall be closed, and with the termination of the Payment Services Framework Agreement, all specific agreements concluded with the same Customer shall also be terminated, thus closing all the Customer's accounts.

7.1.1. Upon closing an account, the Bank shall, at the choice of the Account Holder, pay out in cash or transfer to another account specified by them the funds remaining in the account; however, under certain circumstances, the Bank may limit the available channels for transferring the remaining monetary funds. In the event that the Customer does not dispose of the funds available in their account as of the date of its closing, the Bank shall have the right to continue to hold their funds in its own account for a respective commission, in accordance with the Tariff, which shall be collected from the funds.

7.2. The customer can terminate a specific bank account agreement at any time. Upon the termination of a framework or specific agreement, the Account Holder who is a natural person shall also present an identity document. Upon the termination of the agreement of the Holder who is a legal entity, an identity document shall be presented by the person who legally represents the Account Holder. If the account is closed by a representative, the latter shall present an identity document and an express power of attorney referred to in Clause 3.10, authorizing the representative to close the bank account.

7.2.1. A Framework Agreement for a payment account with basic features may be terminated:

- a) unilaterally by the Customer – with one month's written notice sent to the Bank;
- b) unilaterally by the Bank – with two months' written notice, provided that at least one of the following conditions is met: 1./ no payment transaction has been carried out on the payment account for more than 24 consecutive months; 2./ the Consumer no longer resides legally in the European Union; 3./ the Customer breaches the terms of the framework agreement; 4./ the Consumer has subsequently opened another payment account with a bank which allows them to use the services listed in Art. 118, para. 1 of the PSPSA. By the notice, the Bank shall inform the Customer of the reasons and grounds for the termination, unless the disclosure of such information would be contrary to the objectives of national security or public order.
- c) unilaterally by the Bank - when the Customer has intentionally used the payment account for illegal purposes or has provided incorrect information in order to open a payment account for basic transactions where the provision of the correct information would result in a refusal for the opening. In such cases, the termination shall take effect immediately;
- d) by mutual written consent of the parties.

7.2.1.1. In the notice of termination of a framework agreement for a payment account with basic features pursuant to Clauses 7.2.1 (b) and (c), the Bank shall inform the Consumer of the possibility to file a complaint against the termination under the procedure of Art. 174 of the PSPSA to be reviewed by the Bank, as well as of the possibility to refer the dispute to the BNB at the address specified in Section I, and to the Payment Disputes Conciliation Commission at the addresses specified in Section VII, item 4.

7.2.2. When closing a **deposit account** with the Bank, regardless of whether on the maturity date or upon early termination of the deposit, the customer shall present the documents specified in Clause 7.2 above.

7.3. Upon the termination of the Framework Agreement for payment services, the Framework Agreement for an account with basic features, or a **specific bank account agreement**, the Account Holder shall pay the accrued fees and commissions specified in the Tariffs applicable to the relevant period. In case such fees and commissions are paid in advance, they shall be reimbursed in proportion to the termination. In cases where the agreement is terminated with prior notice of the Account

Holder, the fees and commissions paid in advance shall not be reimbursed. Upon termination of a framework agreement that has been in force for more than 6 /six/ months, the payment service user shall not owe any fees or penalties for the termination, unless the termination is due to non-performance by the Customer.

7.4. The specific bank account agreement shall be legally terminated upon the expiry of the agreed term. In the event of failure to provide funds to cover the fees and commissions due to the Bank for a period of 3 /three/ months, the Bank has the right to terminate the contract unilaterally and without prior notice, by closing the account ex officio. The Bank shall notify the Customer of the termination according to the last contact details provided by him, in accordance with Clause 5.1 of Section II.

7.5. The term (maturity) of a specific bank account agreement, including in case of renewal, shall expire on the last day of the term for which the agreement was concluded, and if it is not a business day for the Bank, on the first following business day.

7.6. In the case of an agreement with a promotional interest rate or other conditions different from the standard ones, the agreement shall be terminated after the agreed period expires, unless otherwise expressly agreed in the agreement. In the event that the agreement lacks an explicit agreed period or other explicit arrangement regarding the duration of the promotion, it shall be considered that the promotion is agreed for a period of 1 (one) year, after which the Bank's standard terms and conditions begin to apply.

7.7. The Framework Agreement and the bank account agreements shall be terminated, and the account(s) shall be closed, in the event of the death of an Account Holder – natural person, after the Bank has been notified in writing of the death of the Account Holder, and in the event that there are assets in the account – also after the disposal of the funds in the account upon the order of the person(s) who have identified themselves to the Bank as heir(s) or legatee(s) of the Account Holder regarding the assets in the account within a period of 6 (six) months after the death of the account holder. The Bank shall not be responsible for payment transactions carried out in accordance with the established procedure before receiving written notification of the Account Holder's death.

7.7.1. The disposal of the funds in the account, and respectively its closing, shall be carried out after presenting the following to the Bank:

- (1) **Certificate of Heirs;**
- (2) **Official transcript of the Death Certificate;**
- (3) **Identity document** of the heir(s) or the legatee(s);

7.7.1.1. In case of inheritance by persons other than the surviving spouse and the heirs by direct line without restrictions, apart from the documents specified under Clauses 1 to 3, for the payment of the amounts from the account, a **certificate from the municipality** should be presented specifying that these persons are specified in the inheritance tax return and the tax has been paid. When the tax is not paid, it shall be withheld and transferred to the account of the relevant municipality within one month of the submission of a document for the amount of the tax due, and the heirs shall be paid the amounts up to the balance on the account of the legator.

7.7.1.2. In case of inheritance by will (universal inheritance and inheritance by a legatee), a **notarized will or a handwritten will declared by a notary** (a protocol from the notary with a notarized copy of the handwritten will) must also be presented. In case of cross-border inheritance, when the legator or heir or legatee is from another EU member-state, a **European Certificate of Heirs** shall also be presented. Unless otherwise expressly provided in these General Terms and Conditions, their rules regarding heirs by will shall also apply to legatees.

7.7.1.3. The documents shall be presented in "original" on demand, and a copy verified by the heir/legatee (or a notarized copy) shall remain in the Bank. The Bank shall briefly check the submitted documents and shall have no obligation to carry out additional checks for their authenticity. The Bank may not be held liable for wrong payment and for the appearing valid payment made by the legitimized heir/legatee, and it may not be held responsible in the event that the document presented, referred to above, appeared duly executed but turned out to be inauthentic, falsified, destroyable or void for any reason, for which it was not notified in writing before the approval of the disposal of the money or which was not visible on the valid appearing presented document in original or as a notarized copy. Any factual circumstances or changes in circumstances concerning the deceased account holder which could affect the validity of the documents provided to Bank in connection with the inheritance of assets on the account holder shall be unopposable to the Bank, provided that the Bank was not notified of them before the approval of the disposal of the amounts on the accounts of the deceased holder, including, but not limited to - marriage contract, guardianship, illness, etc.

7.7.2. The Bank shall execute orders for the funds in the account of the deceased Account Holder only to heirs/legatees who have identified themselves before it (with the documents under Clause 7.7.1) according to their hereditary share, as follows:

7.7.2.1. in the absence of rights/claims of heirs by will declared before the Bank – at the request of and in favour of the heirs by law;

7.7.2.2. in the absence of heirs by law listed in the Certificate under Clause 7.8.1 (1) and in the presence of rights/claims of heirs by will declared – at the request of and in favour of the heirs by will;

7.7.2.3. in the presence of both heirs by law according to the presented Certificate of Heirs and rights/claims of heirs by will declared before the Bank – orders for the funds in the account shall be executed only in the presence of all heirs/legatees identified in writing before the Bank simultaneously (personally or represented by a proxy with a notarized explicit power of attorney) and after they sign before a Bank employee a **protocol** (or present a protocol with notarized signatures) containing: the names, Personal Number / Foreigner's Identification Number of the deceased Account Holder and each of the heirs, the date of death of the Account Holder and the date on which the Bank was officially notified of this fact in writing; details of the identity document of each heir, their inheritance shares and the corresponding amount from the account of the deceased Account Holder for which the Bank is to carry out the relevant orders; details of the heirs' attorneys – names, Personal

Number / Foreigner's Identification Number as per the identity document of the attorney and details of the notarized power of attorney; **declaration by the heirs that with this record they finally settle the relations between themselves and with the Bank** regarding the funds in the deceased holder's account. In the absence of agreement on the above, the presentation of a final court ruling or another official act by which the relations between the heirs by law and the heirs by will/legatees are finally settled shall be awaited.

7.7.3. Subject to the terms of Clause 7.7.2 and insofar as the cases specified in Clauses 7.7.4 and/or 7.7.5 do not apply, each heir/legatee shall have the right to independently dispose of their share of the hereditary assets in the accounts of the deceased at the Bank, following the order of their appearance, identification, and the submission of their orders. If there are no balances on the account, each of the legitimized heirs can immediately close it, with effect for all other heirs, after the payment of the due fees and commissions. The Bank shall have no obligation to monitor the rights of potential heirs who have not been certified in writing to it.

7.7.3.1. When the subject of inheritance is a bank deposit and only some of the identified heirs/legatees entitled to receive amounts under the procedure of Clause 7.8.2 express a desire to dispose of their shares of the deposited funds before the agreed maturity date of the deposit, each such heir/legatee shall dispose of (withdraw in cash or order a transfer) only their respective portion of the deposit principal due to them by law/will, but without the right to the agreed interest, as the deposit in their portion is prematurely terminated in breach of the agreement. The deposit account shall not be closed, and the deposit agreement shall be deemed amended accordingly pursuant to these General Terms and Conditions, and the remainder of the deposit distributable to the remaining heirs who have not requested early termination of the deposit shall remain in the account until the maturity date when it shall be made available to them for disposal, and in addition to their share of the deposit principal, they shall also allocate proportional shares of the accrued interest on the term deposit balance.

7.7.3.2. By signing the Framework Agreement for payment services, these General Terms and Conditions or a specific bank account agreement, it shall be considered that the Account Holder who is a natural person consents and authorizes the Bank to carry out ex officio reimbursement in favour of the National Revenue Agency (NRA), the Agency for Social Assistance (ASA) or other competent state authorities of amounts unduly paid/overpaid on that Account Holder's account after the death of the latter, which has been expressly requested by the relevant authority that made the transfer. These amounts shall not be part of the estate of the deceased Account Holder.

7.7.4. In the event of data or suspicions regarding **ambiguity, objections, disagreement, claims, or a dispute concerning the rights and/or the quotas** of heirs (*by law and/or by will*) and/or legatees, including claims for a reserved share (forced heirship), validity of documents or statements, etc., the Bank shall have the right to require that orders be executed: (1) in the presence of all heirs/legatees identified in writing before the Bank simultaneously (*in person or represented by a proxy with a notarized explicit power of attorney*) and after they sign before a Bank employee a protocol (or present a protocol with notarized signatures) with the content and the declaration under Clause 7.7.2.3; or in the absence of agreement on the above – (2) based on and in accordance with a final court ruling by which the relations between the heirs by law and the heirs by will/legatees are finally settled.

7.7.5. Any disputes regarding inheritance by law and/or by will (*including regarding the amount of inheritance shares, contestation of the will or the right of inheritance by law, etc.*) are unopposable to the Bank. If notified in writing of the existence of such a **dispute or objections**, the Bank shall be entitled to suspend the execution of orders for the amounts on the account of a deceased Account Holder until a written agreement is reached by and between all the heirs identified by the Bank according to Clause 7.7.1 above (by law/will), documented in a record in compliance with the requirements of Clause 7.7.2.3, or until the dispute is settled by a court order, evidenced by submitting to the Bank a certified copy of a final court judgement. The Bank shall not be liable if it has executed orders of heirs by law and/or by will identified before it according to Clause 7.7.1 and Clause 7.7.2 above, before it has been expressly notified in writing of the existence of a dispute or other claims regarding the inheritance.

7.7.5.1. **If the total amount of bequeathed inheritance assets in bank accounts exceeds EUR 25,000 /twenty-five thousand EUR/**, even if there is no evidence of a dispute or disagreement between heirs/legatees, the Bank may, at its discretion, refuse to dispose of the amount until the submission in accordance with the procedure referred to in Clause 7.7.2.3 of a statement of consent from all known heirs by law and by will and legatees, or a valid court ruling.

7.7.6. The Bank may set additional conditions or requirements before allowing the disposal of funds from the account(s) of a deceased Account Holder.

7.7.7. The provisions of Clauses 7.7 to 7.7.6 shall apply accordingly in the event of the death of a natural person – holder of assets in an account under Clause 1.11 of Section III of these General Terms and Conditions.

7.8. In the event of dissolution of the Account Holder as a legal entity through *liquidation*, the framework agreement and the bank account agreements shall be terminated after the Bank is notified in writing thereof by the respective duly authorized liquidator(s) within a period of 6 (six) months from the date of commencement of the liquidation proceedings. Upon the submission of the documents according to Section III, Clause 2.5 of these General Terms and Conditions, the Bank shall open a liquidation account, transfer to it the assets from the available bank accounts of the dissolved legal entity and close them. If the liquidator does not open a liquidation account of the legal entity with the Bank, the assets shall be transferred at the liquidator's order to a liquidation account of the company opened by the latter with another Bank. The Bank shall not be responsible for payments made in accordance with the prescribed procedure before receiving a written notification by the liquidator.

7.9. The Bank shall have the right to terminate the framework agreement and/or an agreement for a specific bank account without notice:

7.9.1. In the event of a *failure* by the Customer to fulfil an obligation under these General Terms and Conditions, the Framework Agreement, or a bank account opening agreement, as well as any mandatory obligations under the effective legislation, including but not limited to the non-fulfilment of:

- (1) The Customer's obligation to provide information and/or documents in accordance with the requirements of Section VIII within the specified deadline, and in the case of a Customer Account within the meaning of Clause 1.11 of Section III – upon failure to provide, within the deadline, information in accordance with the requirements of Section VIII regarding the Account Holder and/or the persons whose assets are held in the Customer Account;
- (2) The Customer's obligation to notify the Bank of any change in the provided contact details under Clause 5.2 of Section II;

7.9.2. Where the Customer has intentionally used the payment account for illegal purposes or has provided false information upon opening the account; upon establishing or suspecting inconsistencies with the requirements of the Anti-Money Laundering Measures Act, its Implementing Regulations, and the Counter-Terrorist Financing Measures Act, and the Resolutions and Regulations of the European Union (EU) imposing restrictive measures.

7.9.3. Upon receipt by the Bank, through the proper channels, of written information that a Customer (a natural person – Account Holder, respectively a holder of assets in an account referred to in Clause 1.11 of Section III) has deceased, and thereafter the assets in the account or information regarding them have not been claimed for more than 6 (six) months by a duly identified and authorized heir/legatee of the deceased person, respectively by the holder of an account under Clause 1.11 of Section III through the presentation of the required documents for the proper authorization of the entitled heir/legatee in whose favour the funds are to be ordered, unless otherwise agreed in the Framework or the specific Agreement.

7.9.4. Upon receipt by the Bank, through the proper channels, of written information that a Customer (a legal entity – Account Holder) has been terminated through liquidation or insolvency under the Commercial Act and deleted from the CRRNPLE, respectively dissolved under the relevant applicable foreign law and deleted from the respective foreign register, and the assets in the account or information regarding them have not been claimed for more than 6 (six) months after the striking off by a duly identified and authorized liquidator or trustee in bankruptcy, respectively another duly authorized competent authority or empowered person according to the applicable law; and in the case of assets of such a legal entity in an account under Clause 1.11 of Section III – by the account holder with proper authorization of the successor in title in whose favour the funds are to be ordered, unless otherwise agreed in the framework or the specific agreement.

7.10. Where no payment transactions (with the exception of internal operations performed by the Bank) have been carried out on the account for a period of 12 (twelve) months, the Bank shall have the right to block the account and/or terminate the agreement for the specific account without notice.

7.11. Each of the parties shall be entitled to *unilaterally* terminate the **framework agreement** with a written notice to the other party, whereby the notice period from the customer is one month, and from the Bank - two months if the customer is qualified as "user", or 14 (fourteen) days, respectively, when the Customer is not qualified as "consumer". The notice of any of the parties under this paragraph for the termination of the framework agreement shall be considered a notice of termination of all specific contracts signed by and between them for the Customer's bank accounts. The Bank shall notify the Customer of the termination according to the last contact details provided by him, in accordance with Clause 5.1 of Section II.

7.12. The Customer qualified as a user shall be entitled within two months of the notification of *changes* to these General Terms and Conditions or the Framework Agreement with the Bank to unilaterally, by written notification to the Bank, terminate the Framework Agreement without giving a reason and without owing compensation or penalty.

7.13. The Framework Agreement and each individual specific bank account agreement can be terminated by *mutual written consent* of the parties, as well as *in other cases and in compliance with* the provisions of the Framework Agreement, these General Terms and Conditions and the law.

7.14. In cases where the termination is carried out on the initiative of the Bank, it shall notify the Customer using the last contact details provided by the latter, in accordance with Clause 5.1 of Section II.

7.15. In the event that, upon termination of a specific account agreement or a framework agreement, the Customer does not dispose of the funds available in their account as of the date of its closing, the Bank shall have the right to continue to hold their funds in its own account for a respective commission, in accordance with the Tariff, which shall be collected from the funds.

7A. PAYMENT ACCOUNT TRANSFER

7A.1. The Bank, as an Accepting Provider within the meaning of the PSPSA, shall provide the users with the service of transferring a payment account when the payment accounts are maintained in the same currency with payment service providers located on the territory of the Republic of Bulgaria.

7A.2. The procedure for transferring a payment account shall be started at the user's request, after the Bank has received an authorization from that user. In case there are two or more account holders, the authorization should be obtained from each of them. The authorization shall be given in writing in Bulgarian or in another language agreed between the parties, and a copy of it shall also be provided to the user.

7A.2.1. By the authorization under Clause 7A.2, the consumer gives consent for the performance of specific actions regarding the switching and may specify the particular incoming credit transfers and standing orders to be switched along with the switching of the payment account.

7A.2.2. By the authorization under Clause 7A.2, the consumer may also determine the date from which the standing orders are to be executed from the payment account opened or maintained with the receiving payment service provider; this date shall be at least 6 (six) business days after the date on which the receiving payment service provider has received the

documents from the transferring payment service provider. The deadline for the transferring provider to send the information is 5 (five) business days from the date of receipt of the request.

7A.3. The Bank shall provide consumers, free of charge and upon request, with information on paper or another durable medium, at all its financial centers and offices accessible to consumers, as well as in electronic format on its website at any time, regarding the payment account switching service, pertaining to: the role of the transferring and the receiving payment service provider at each stage of the payment account transfer procedure; the deadlines for the implementation of the relevant stages; fees, if such are charged in connection with the transfer of the payment account; any information that will be requested from the user.

8. BANK DEPOSIT GUARANTEE

8.1. In case of enforcement, the Bank shall execute the imposed attachments in compliance with the applicable legislation.

8.2. The funds on bank accounts (deposit - within the meaning of the Bank Deposit Guarantee Act) are guaranteed in EUR and foreign currency in an amount determined by the Bank Deposit Guarantee Act (BDGA) and in full compliance with the requirements of the legislation of the Republic of Bulgaria. The Bulgarian Deposit Insurance Fund guarantees the full payment of the amounts of deposits of one person with one bank, regardless of their number and size, up to EUR 100,000, and this does not apply to persons who have acquired rights to a deposit as a result of disposing of the deposit after the date of issuance of an act under Art. 20, para. 1 of the BDGA, namely: (1) decision of the Bulgarian National Bank to revoke the banking license; (2) decision of the Bulgarian National Bank establishing that the deposits are unavailable and that, in its opinion, at this time the bank appears unable - for reasons directly related to its financial condition - to repay the deposits and that it will not be able to do so in the short term; the decision is taken no later than 5 business days after becoming aware that the bank has not paid deposits that are due and payable, or (3) an act of a judicial authority, which, for reasons directly related to the bank's financial condition, prevents the depositors' claims against the bank.

8.3. The following deposits are guaranteed up to EUR 125,000 for a period of three months as from the moment when the amount is credited to the depositor's account or as from the moment when the depositor has acquired the right to dispose with the amount of the deposit:

- a) deposits of individuals resulting from residential real estate transactions;
- b) deposits of natural persons resulting from amounts paid for marriage or termination of marriage, termination of employment and office, disability or death;
- c) deposits resulting from insurance or social security payments or payment of compensation for damages from crime or from revocation of sentence.

8.3.1. The deposits referred to in para. 8.3 are not included in the calculation of the total amount of the Bank's liability to a single depositor within the deadline set in Clause 8.3.

8.4. Determining the total amount of the Bank's liability to a single depositor:

8.4.1. The total amount of the Bank's liability to a single depositor shall be determined by summing the deposits, including the accrued interest up to the date of the issuance of the decision of the Bulgarian National Bank for revoking the banking license. In the summing process, the deposits in foreign currency shall participate with their EUR equivalent, determined at the exchange rate of the Bulgarian National Bank as at the date of issuance of the decision of the Bulgarian National Bank for revoking the banking license.

8.4.2. In the case of a joint deposit, the shareholding of each person shall be taken into account when determining the total amount of its deposits with the bank. Unless otherwise stated in the deposit agreement, the shareholdings of the depositors shall be assumed to be equal.

8.4.3. In cases where the depositor does not have an exclusive right to the amounts in the account, the person for whose benefit the deposit is made shall be entitled to receive payment from the Fund, unless the agreement provides otherwise and provided that this person is identified or can be identified before the date of the decision of the Bulgarian National Bank to revoke the banking license. In case the deposit is made for the benefit of several persons, the rules for the joint deposit shall apply.

In case of conversion of two or more banks through merger or consolidation, the deposits with these banks before the conversion shall be calculated for the purposes of determining the coverage under the guarantee for each bank separately until the expiry of the 6-month period under Art. 263k, para. 1 of the Commercial Act.

8.4.5. Deposits on which encumbrances are imposed or which serve as collateral shall be included in the summing process according to the procedure under para. 8.4.1, and the corresponding part of the guarantee attributable to the deposit shall not be paid to the depositor - holder of the deposit, until the encumbrance or the collateral is removed. To the extent that the deposits referred to in the first sentence are subject to a final act of a judicial authority, the Fund shall pay the guarantee due regarding the deposit to the person indicated in the act as having the right to receive the amount of the deposit.

8.5. The Fund shall provide access to the bank's depositors to the sums to be paid for the guaranteed deposits not later than 7 business days as from the date of the decision of the Bulgarian National Bank to revoke the banking license.

8.5.1. The guaranteed amounts of the deposits shall not be paid to:

- 8.5.1.1. other banks when the deposits have been made on their behalf and for their account;
- 8.5.1.2. financial institutions under Art. 3 of the Credit Institutions Act;
- 8.5.1.3. insurers and reinsurers under Art. 8 of the Insurance Code;

8.5.1.4. pension insurance companies and the funds for supplementary pension insurance and payment funds managed by them;

8.5.1.5. investment firms;

8.5.1.6. collective investment schemes, national investment funds, alternative investment funds and special investment purpose vehicles;

8.5.1.7. budget organizations under §1, it. 5 of the Supplementary Provisions of the Public Finance Act;

8.5.1.8. Investor Compensation Fund, Bulgarian Deposit Insurance Fund (BDIF) and the Guarantee Fund under Art. 287 of the Insurance Code.

8.5.2. No guarantee shall be provided on deposits in connection with transactions or operations that are considered to be money laundering activities within the meaning of Art. 2 of the AMLMA or terrorist financing within the meaning of the Counter-Terrorist Financing and the Proliferation of Weapons of Mass Destruction Measures Act or other financial crimes established by a final court judgement.

8.5.3. No guarantee shall be provided on deposits the holder of which has not been identified pursuant to the requirement of the AMLMA as at the date of issuance of the act referred to in Clause 8.2 (1-3) above.

8.5.4. The circumstances determining the exceptions under Clauses 8.5.1 and 8.5.2 shall be established as of the date of the issuance of the act referred to in Clause 8.2.(1-3) above.

9. OTHER PROVISIONS

9.2. Within a period of one year from the date of the introduction of the EUR in the Republic of Bulgaria, the Customer shall have the right to receive, free of charge, information regarding the monetary values in BGN of their property rights and obligations arising from contractual relations with the Bank as of the date of conversion.

SECTION IV. PROVIDED PAYMENT SERVICES

1. SERVICES RELATED TO DEPOSITING CASH INTO A PAYMENT ACCOUNT AND THE ASSOCIATED PAYMENT ACCOUNT SERVICE OPERATIONS

1.1. The Customer can deposit money in cash to bank accounts opened with the Bank in EUR and in foreign currency.

1.2. The Bank shall service the Customer's bank accounts opened with it in accordance with the provisions of these General Terms and Conditions, the framework agreement and specific bank account agreements.

1.3. The conditions for keeping the Customer's payment accounts and the related transactions are defined in these General Terms and Conditions and in the specific bank account agreements.

2. SERVICES RELATED TO CASH WITHDRAWALS FROM A PAYMENT ACCOUNT AND THE ASSOCIATED PAYMENT ACCOUNT SERVICE OPERATIONS

2.1. The Customer can withdraw cash from the payment accounts opened with the Bank in EUR and in foreign currency up to the amount of the balance on the account, up to the amount of the funds provided for the execution of the payment transaction or up to the amount of the agreed credit.

2.2. The Bank shall announce in the Tariff for Conditions, Interest, Fees and Commissions Applied by Investbank JSC for Legal Entities and the Tariff for Conditions, Interest, Fees and Commissions Applied by Investbank JSC for Natural Persons (*including the fees applied by the Bank on payment account with basic features*) the notice periods for cash withdrawal of amounts in EUR and foreign currency exceeding certain limits.

2.3. The conditions for keeping the Customer's payment accounts and the related transactions are described in these General Terms and Conditions, in the framework agreement and in the specific bank account agreements.

3. PAYMENT TRANSACTIONS RELATED TO THE USE OF CREDIT TRANSFERS

3.1. CREDIT TRANSFERS

3.1.1. The Bank shall execute credit transfers in compliance with the orders of the payer who is the holder of a payment account, for the benefit of a certain beneficiary of the funds that are the subject of the payment transaction. The payer and the beneficiary of the funds can be the same person.

3.1.2. The holder - payer shall complete the payment order to the Bank with the details of the international bank identification code (BIC) (except for SEPA payments) and the international bank account number (IBAN) or other unique identifier of the beneficiary's account.

3.1.3. In case the beneficiary's payment service provider is not a bank, the account holder shall indicate in the payment order the unique identifier of the beneficiary's account.

3.1.4. The Account Holder shall be responsible for the accuracy of the data completed in the credit transfer payment order.

3.1.5. A payment order for a credit transfer in EUR shall contain the following mandatory details: the beneficiary's unique identifier – the Beneficiary's IBAN (International Bank Account Number); beneficiary's name; Transfer amount; Transfer currency (EUR); Name of the ordering party; IBAN of the ordering party; BIC of the beneficiary's bank (Bank Identifier Code); Basis for payment (information for the beneficiary); Date of submission of the payment order; Signature.

3.1.5.1. It may also contain other data, including data required for the compliance with the requirements under other applicable legal acts.

3.1.6. When performing a credit transfer in a currency other than EUR, the payment order may contain data other than those specified in Clause 3.1.5, in accordance with the rules of the relevant payment system, using the Bank's payment order form, available to the customers in the Bank's financial centers and offices, as well as on the Bank's website.

3.1.7. When executing payment transactions:

a) *in EUR or in the currency of a member-state* within the meaning of the PSPSA, in cases where both the payer's Bank and the beneficiary's Bank are located **on the territory of the EU**, the beneficiary of the payment order shall pay the fees due to the beneficiary's Bank, and the payer shall pay the fees due to the payer's Bank - i.e. the execution of the transaction shall be carried out with shared expenses (SHA).

b) *in foreign currency*, in cases where the beneficiary's bank is outside the EU, the customer can also order transfers with clauses for expenses entirely for the account of the payer (OUR), entirely for the account of the beneficiary (BEN), as well as with a clause for shared expenses (SHA).

4. PAYMENT TRANSACTIONS UPON PRIOR WRITTEN AUTHORIZATION

4.1. In cases where the Bank is also the beneficiary of the funds of the payment transaction, the Bank may collect, from a payment account opened with it, the amounts due by the Customer based on that Customer prior written consent. The Bank shall notify the Customer of the reasons, size and value date of the amount collected from its payment account.

5. AUTHORIZATION OF PAYMENT TRANSACTIONS

5.1. Payment transactions shall be executed if the Customer, in the capacity as a payer, has given the relevant order or express consent to perform the payment transaction.

5.2. The authorization for the execution of certain payment transactions may be given by the Customer even after their execution only on the basis of a prior written authorization to this effect by the Customer, provided in a special form of the Bank.

5.3. The conclusion of a Framework Agreement under these General Terms and Conditions does not constitute a form of prior written authorization within the meaning of the previous Clause 5.2 of this Section.

5.4. In the event that the Bank executes an unauthorized payment transaction or executes a payment transaction in deviation from the Customer's instructions, the latter shall have the right to notify the Bank of the respective circumstance without undue delay, but no later than 30 days after becoming aware of the unauthorized or incorrectly executed payment transaction, and to request a correction of the respective payment transaction. In the event that the Customer is a 'Consumer', the latter shall notify the Bank of unauthorized or incorrectly executed payment transactions without undue delay after becoming aware of them through any of the methods provided for in Section II, Clause 4, but no later than 13 months from the date their account was debited. In such cases, the Bank shall also bear the liability under Art. 78, 79, and 80, para. 1 of the PSPSA. The Bank shall not be held liable for unauthorized or incorrectly executed payment transactions, including under the procedure of Art. 78, 79, and 80, para. 1 of the PSPSA, if the Customer has failed to notify the Bank of the unauthorized or incorrectly executed payment transaction under the terms and within the timeframes of this Clause. The Customer shall be deemed to have become aware of the unauthorized or incorrectly executed payment transaction upon receipt of information regarding it through any of the methods provided for in Section II, Clause 4 of these General Terms and Conditions, and at the latest upon receipt of the monthly statement under Section II, Clause 4 of these General Terms and Conditions.

5.5. The deadline for notifying the Bank of an unauthorized or inaccurately executed payment transaction shall not apply when the Bank has failed to implement its obligations to provide information about the payment transaction.

5.6. The Bank shall bear the burden of proof when establishing the authenticity of the payment transaction, its accurate registration, accounting, as well as when proving that the transaction is not affected by a technical failure or other defect, when the Customer claims to not have authorized the execution of a payment transaction or that there is an inaccurately executed payment transaction. The authenticity of the payment transaction shall be established in accordance with the Bank's rules and procedures related to the execution of the relevant payment transaction.

5.7. In the event of an undisputedly established unauthorized payment transaction, the Bank shall immediately reimburse the Customer for the value of the unauthorized payment transaction and restore the Customer's payment account in the state in which it would have been before the execution of the unauthorized payment transaction, and these actions shall be carried out in accordance with the procedure and under the provisions of Art. 79 of the PSPSA.

5.8. The Bank shall not be responsible for damages incurred by the Customer as a result of unauthorized payment operations, if they are caused by fraud by the Customer or are related to the failure of the Customer to implement one or more of the obligations under Art. 75 of the PSPSA, intentionally or due to gross negligence.

5.9. In cases where the payment transaction is initiated by the Customer through a Payment Initiation Service Provider (PISP) in accordance with the procedure and under the conditions of Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in internal market, within scope of that Customer's participation, the latter shall bear the burden of proof in establishing the authenticity of the payment transaction, its accurate registration and that the transaction is not affected by a technical failure or other defect related to the payment service for which the latter is responsible.

6. EXECUTION OF PAYMENT TRANSACTIONS

6.1. The Bank shall receive written payment orders from the Customer at its financial centers and offices, as well as through its digital channels. Other forms of transmitting payment orders from the Customer to the Bank may be agreed upon in the specific bank account maintenance agreements.

6.2. Execution deadlines for payment transactions in EUR:

6.2.1. The payer's bank shall be obliged to ensure that the payment account of the beneficiary's bank is credited with the amount of the payment transaction by the end of the next business day following the moment of receipt of the payment order. This deadline may be extended by one additional business day for payment transactions initiated on paper.

6.2.2. When executing payment transactions between payment service providers licensed by the BNB, as well as branches of payment service providers operating within the territory of the Republic of Bulgaria, the payer's payment service provider shall ensure that the payment account of the beneficiary's payment service provider is credited on the same business day on which the payment order was received.

6.2.3. The beneficiary's payment service provider shall determine the credit value date and shall ensure that the amount of the payment transaction is at the disposal of the beneficiary's payment account after receiving the funds from the respective payment service provider in accordance with Art. 89 of the PSPSA.

6.2.4. The beneficiary's payment service provider shall transmit to the payer's payment service provider the payment order given by or through the beneficiary within the deadlines agreed between the beneficiary and their provider, so as to allow for settlement on the agreed date.

Where the beneficiary does not hold a payment account with the payment service provider, the funds shall be made available to the beneficiary within the deadlines specified in Clauses 6.2.1 to 6.2.4 by the payment service provider that receives the funds for the beneficiary.

6.2.6. When cash is deposited by a Customer who is the holder of a payment account with the Bank in the currency in which the respective payment account has been opened, the Bank shall make available the amount and set the crediting value date immediately after the receipt of the funds. Where the user of payment services is not a holder of a bank account, the amount is made available and the value date is determined at the latest on the following business day after receiving the funds.

6.3. Execution deadlines for payment transactions in other currencies

6.3.1. For payment transactions other than those specified in Clause 6.2, the deadlines under Clauses 6.2.1 to 6.2.6 shall apply, unless otherwise agreed between the payment service user and their bank.

6.3.2. For payment transactions within the European Union, the agreed deadlines under Clause 6.3.1 may not exceed 4 business days after the moment of receipt of the payment order.

6.4. Credit value date and debit value date of the payment account

6.4.1. The credit value date for the beneficiary's payment account shall be no later than the business day on which the account of the beneficiary's payment service provider is credited with the amount of the payment transaction.

6.4.2. The beneficiary's payment service provider shall make the amount of the payment transaction available to the beneficiary immediately after the account of the beneficiary's payment service provider is credited with that amount, provided that on the part of the beneficiary's payment service provider:

6.4.2.1. there is no currency exchange, or

6.4.2.2. there is a currency exchange between EUR and the currency of a Member State, or between the currencies of two Member States.

6.4.3. The rule under Clause 6.4.2 shall also apply to payments executed within a single payment service provider.

6.4.4. The debit value date for the payer's payment account shall be no earlier than the moment at which the payment account is debited with the amount of the payment transaction.

6.5. Submitted payment documents with a future value date shall be processed on the value date itself. The debit value date for the payer's payment account shall be no earlier than the moment at which the payment account is debited with the amount of the payment transaction.

6.6. The Bank shall set a deadline within the business day, after which each payment order is considered received on the next business day. The deadline shall be set depending on the rules of the payment system through which the relevant payment transaction is executed and the information about it is available to the Customers in the effective Tariff of the Bank.

6.7. A payment order in currency for the benefit of a customer of the Bank, received at the Bank by 4:30 p.m. on the relevant business day, shall be executed within the same business day. Orders received after 4:30 p.m. on the relevant business day shall be considered received on the next business day and executed on the next business day.

6.8. The Bank and the Customer can arrange that the payment order may be executed on a certain day or on the day following the end of a certain period, or on the day on which the Customer provides the Bank with the necessary funds to execute the order. In such cases, the time of receipt of the payment order shall be considered to be the day agreed between the parties, and if this day is not a business day for the Bank - the next business day.

6.9. The Bank shall not be entitled to refuse the execution of an authorized payment order, unless the requirements stipulated in these General Terms and Conditions or the specific agreement are met or there is a restriction on the execution of the order according to a regulatory act.

6.10. A payment order, the execution of which is refused, shall be considered not received for the purposes of Art. 87, para. 2 to 6, Art. 91, Art. 92 and Art. 93, para. 1 of the PSPSA.

6.11. The Customer may not cancel the credit transfer payment order after it is received by the Bank.

6.12. In cases where the payment transaction is executed by the initiative of or through the beneficiary, the Customer may not cancel the payment order after its transmission or after giving consent to the execution of the payment transaction for the benefit of the beneficiary.

6.13. In the cases under the preceding Clause 6.12, the payment service user can cancel the payment order at the latest by the end of the business day preceding the agreed day for execution.

6.14. After the expiry of the permitted deadlines for cancellation of the payment order according to Clauses 6.11 to 6.13 above, but not later than the time of crediting the beneficiary's account, the payment order can be cancelled only upon agreement between the Bank and the customer, and in the cases under Clause 6.12. – with the consent of the Bank, the Customer and the beneficiary.

6.15. In case of cancellation of the payment order, the Bank shall charge a fee according to the effective Tariff.

6.16. The Bank shall not execute partial transfers under individual payment orders.

6.17. The Bank shall execute payment orders without withholding its fees from the transferred amount, unless expressly agreed otherwise.

6.18. When executing a payment transaction within the EEA, the fees paid by the Payer and the Beneficiary shall be shared (SHA) - each one shall pay the fees and commissions due to their payment service provider.

6.19. When executing a payment transaction outside the scope of the PSPSA, the fees shall be paid as indicated by the Customer in the payment order and in accordance with the conditions of the relevant payment system.

6.20. When executing payment transactions involving a one-time currency exchange between EUR and a foreign currency, the Bank, in its capacity as the payer's payment service provider, shall ensure that the payment account of the beneficiary's payment service provider is credited by the end of one business day following the business day of receipt of the payment order; where the payment order is submitted on paper, this deadline shall be extended by one additional business day.

6.21. In cases of remote submission of payment orders, the Bank's archived data for each transaction shall be considered as evidence in case of disputed payments.

As of the date of the introduction of the EUR in the Republic of Bulgaria, the initiation and execution of payment transactions in BGN related to the provision of payment services under Art. 4 of the PSPSA shall be discontinued, except for cases of exchanging BGN banknotes and coins into EUR at the official exchange rate for the period specified under Art. 26, para. 8 of the Law on the Introduction of the Euro in the Republic of Bulgaria (LIERB).

7. EXECUTION OF PAYMENT TRANSACTIONS VIA PAYMENT CARDS

The Bank shall execute payment transactions ordered by the payment service user via payment cards in accordance with the agreement concluded between the Bank and the payment service user, pursuant to the General Terms and Conditions of Investbank JSC for the Issuance and Use of Debit and Prepaid Cards and the General Terms and Conditions of Investbank JSC for the Issuance and Use of Credit Cards, and in compliance with the rules and procedures for the respective payment card and/or the payment system through which they are processed, in accordance with the PSPSA and these General Terms and Conditions. The cards may be used via their physical plastic carrier or without it, in the case of a prepaid virtual card for online payments created solely for internet transactions, as well as when registered in applications of third-party providers for mobile devices, the so-called digital wallet.

7.1. The user can execute payment transactions with the bank card up to the amount of coverage on the account associated to the card.

7.1.1. Unless otherwise provided for the respective card type, payment and other services can be performed using bank cards, as follows:

Payment Services: a) Cash withdrawals via ATM and POS terminals; b) Payment for goods and services via POS terminals; c) Payment of recurring obligations; d) Payment for goods and services via the Internet; e) Cash deposits via ATMs of Investbank JSC; f) Reservations for hotels, airline tickets, and rent-a-car services;

Other services: a) Receipt of cash by the Customer when paying for goods and services with the card via a POS terminal at merchant outlets that provide this service; b) Account inquiry via an ATM terminal; c) PIN change by the Customer via an ATM terminal of banks serviced by the national card operator BORICA AD; d) Other services provided depending on the card type, including money transfers (payment transactions related to gambling, betting, purchase of chips, currency, stocks, and other monetary and financial instruments).

7.1.2. When using a payment card, the user shall be bound:

- a) to use it in accordance with the terms and conditions for its issuance and use;
- b) to notify the Bank of loss, theft, misappropriation or unauthorized use of the payment card immediately after becoming aware of it and provide (upon request) the necessary data and documents;
- c) after receiving the payment card, to take all measures to keep its personalized security characteristics, including not to record any information about these security characteristics on the card and not to keep such information with the card.

7.1.3. For the execution of the transactions referred to in Clause 7.1, operational transaction limits determined by the Bank shall apply as follows: The operational limits for the use of funds per single transaction, within 24 hours, and for a period of 7 days, as well as the maximum number of transactions performed with the card for a certain period, shall be determined by the Bank, for which it provides the relevant information in accordance with the procedure set out in Section II, Clause 3 of these General Terms and Conditions;

Transaction limits	Value in currency (EUR, USD)	Card Product
Maximum cash withdrawal transaction in Bulgaria	2,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit, VISA Business
	1,000	Mastercard Standard; Visa Classic; Visa Free card; Mastercard Business; Mastercard Business World;
	3,000	Mastercard Gold; Visa Gold
Maximum cash withdrawal transaction abroad	1,000	Debit Mastercard PayPass; V PAY; Mastercard Standard; Business Debit Mastercard PayPass; Visa Classic; Visa Free card; Mastercard Business World Debit, VISA Business;
	2,000	Mastercard Business World; VISA Business
	3,000	Mastercard Gold; Visa Gold
Maximum purchase transaction in Bulgaria	10,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Standard; Visa Classic; Visa Free card; Mastercard Business World Debit, Mastercard Prepaid Card
	15,000	Mastercard Gold; Visa Gold
	20,000	Mastercard Business; Mastercard Business World Debit; Mastercard Business World; VISA Business
Maximum purchase transaction abroad	12,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit, VISA Business, Mastercard Prepaid Card
	10,000	Mastercard Standard; Visa Classic; Visa Free card
	15,000	Mastercard Gold; Visa Gold
	20,000	Mastercard Business; Mastercard Business World Debit; Mastercard Business World; VISA Business
24h cash withdrawal limit in Bulgaria	2,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass, Mastercard Standard; Visa Classic; Visa Free card; Mastercard Business World Debit
	3,000	Mastercard Business World; VISA Business
	4,000	Mastercard Gold; Visa Gold
24h cash withdrawal limit abroad	1,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit
	2,000	Mastercard Standard; Mastercard Business World;
	2,500	Visa Classic; Visa Free card
	4,000	Mastercard Gold; Visa Gold; VISA Business
24h purchase limit in Bulgaria	10,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit; Mastercard Standard; Visa Classic; Visa Free card; Mastercard Prepaid Card
	15,000	Mastercard Gold; Visa Gold
	20,000	Mastercard Business World; VISA Business
24h purchase limit abroad	12,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit; Mastercard Standard; Visa Classic; Visa Free card, Mastercard Prepaid Card
	15,000	Mastercard Gold; Visa Gold
	20,000	Mastercard Business World; VISA Business
Total 24h limit	12,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit; Mastercard Standard; Visa Classic; Visa Free card; Mastercard Prepaid Card
	16,000	Mastercard Gold; Visa Gold
	20,000	Mastercard Business World; VISA Business
Number of transactions per 24 hours	20	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit, Mastercard Prepaid Card
	40	Mastercard Standard; Mastercard Gold; Visa Gold; Mastercard Business World; VISA Business
7-day cash withdrawal limit in Bulgaria	10,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit
	3,000	Mastercard Standard; Visa Classic; Visa Free card; Mastercard Business World;

	6,000	VISA Business
	7,000	Mastercard Gold;
	8,000	Visa Gold;
7-day cash withdrawal limit abroad	7,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit
	3,000	Mastercard Standard; Visa Classic; Visa Free card; Mastercard Business World;
	6,000	VISA Business
	7,000	Mastercard Gold;
	8,000	Visa Gold;
7-day purchase limit in Bulgaria	12,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit; Mastercard Standard; Visa Classic; Visa Free card, Mastercard Prepaid Card
	15,000	Mastercard Gold;
	20,000	Visa Gold; Mastercard Business World; VISA Business
7-day purchase limit abroad	12,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit; Mastercard Standard; Visa Classic; Visa Free card, Mastercard Prepaid Card
	20,000	Mastercard Gold; Visa Gold; Mastercard Business World; VISA Business
Total 7-day limit	12,000	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Business World Debit; Mastercard Standard; Mastercard Prepaid Card
	20,000	Mastercard Gold; Visa Gold
Number of transactions per 7 days	80	Debit Mastercard PayPass; V PAY; Business Debit Mastercard PayPass; Mastercard Standard; Mastercard Gold; Visa Gold; Mastercard Business World; VISA Business; Mastercard Prepaid Card

7.2. The Account Holder associated with the card shall fully bear the losses, regardless of their size, related to all unauthorized payment transactions, if they are caused by that Holder's fraud, intentionally or due to gross negligence or non-compliance with the conditions specified in the preceding Clause 7.1.2.

7.2.1. The Account Holder shall bear the losses related to all unauthorized payment transactions resulting from the use of a lost, stolen, or misappropriated card, up to the amount specified in Art. 80, para. 1 of the PSPSA, except in cases where: 1) the loss, theft, or misappropriation could not have been detected by the payer prior to the payment, unless the payer acted fraudulently, or 2) the damage was caused by the action or omission of an employee of the payment service provider or its subcontractor.

7.3. The Bank shall be entitled to block the use of the bank card for objective reasons related to:

- a) the security of the card;
- b) suspected unauthorized use of the card;
- c) use of the card for fraud;
- d) significantly increased risk of not-compliance of the payment obligations - for cards with credit, regardless of its type, including overdraft;
- e) other cases provided for in these General Terms and Conditions, in an agreement with the customer or in the law.

7.4. The Bank shall notify the user through the agreed communication means, including by telephone, of the blocking of the payment instrument and of the reasons for the blocking, if possible before the blocking or at the latest immediately after it, unless the provision of such information is not permitted due to security reasons or in order to comply with regulatory requirements preventing the user from being informed.

8. VIRTUAL CARD

8.1. The Virtual Card is issued remotely through the Bank's digital channels. The Virtual Card is issued without a physical plastic carrier. It is issued in two varieties:

8.1.1. Express Virtual Card is a debit card intended for making payments via the Internet or another remote method of communication; and after digitizing the card in third-party provider application(s) in accordance with the "Terms and Conditions for Digitalization and Use of cards of Investbank JSC through Third-Party Provider Applications" – also at terminal devices (ATM, POS) for contactless operations via a mobile device (mobile phone, smartwatch, etc.).

8.1.1.1. The Express Virtual Card shall be deactivated: a) upon termination of access to the digital channels; b) upon submission of a request by the Customer for deactivation of the Virtual Card; c) upon termination of the agreement and closure of the account to which it was issued; d) in the cases specified in Clause 7.3.

8.1.2. Prepaid Virtual Card for Online Payments is a personalized payment instrument on which electronic money is stored or which provides remote access to an electronic money account, and through which payment transactions are executed. A Prepaid Virtual Card for Online Payments is issued solely in connection with an electronic money account, which in turn is opened only if a Customer of the Bank has requested the issuance of a prepaid card for online payments only through the Bank's digital channels.

8.1.2.1. The Prepaid Virtual Card for Online Payments is a prepaid card issued against an e-money account opened under the Base Account. Base Account is a payment account designated by the Customer as the default account for digital channel operations. The Prepaid Virtual Card may only be used for payments for goods and/or services on the Internet.

8.1.2.2. The e-money account has limited functionality – transfers to and from it can be ordered and executed, respectively, only through electronic channels and solely from and to the Base Account; payments can be made only by using the prepaid virtual card for online payments in the internet space. Upon transferring funds from the Base Account, the e-money account is funded with electronic money, forming the balance of the e-money account, at a value equal to the nominal value of the funds transferred by the Customer. The balance of the e-money account shall not bear interest.

8.1.2.3. The Prepaid Virtual Card shall be deactivated, and the e-money account to which it was issued shall be closed: a) upon a change of the Base Account, in the event that the new Base Account is in a different currency; b) upon termination of access to the digital channels; c) upon submission of a request by the Customer for deactivation of the Virtual Card; d) upon termination of the agreement and/or upon closure of the e-money account; e) in the cases specified in Clause 7.3.

8.1.2.4. In the cases under Clause 8.4, if there is a balance in the e-money account as of the date of closure, a redemption shall be performed, whereby the nominal monetary value of the electronic money available in the e-money account shall be credited to the Customer's Base Account. The Bank shall not apply a fee for the redemption, except in cases where the agreement is terminated before its expiry date (respectively, upon early deactivation of the virtual card) at the initiative of the Account Holder.

8.2. Limits determined by the Bank shall apply to transactions with virtual cards – both express and prepaid – for which the conditions under Clause 7.1.3 shall be valid.

8.3. The Bank issues virtual Mastercard cards (under Clause 8.1.1 and 8.1.2) in EUR, which have international access.

SECTION V. ACCESS TO A BANK ACCOUNT AT THE BANK FOR THE PURPOSES OF INITIATING PAYMENTS, SERVICES FOR PROVIDING INFORMATION REGARDING A BANK ACCOUNT AND SERVICES FOR CONFIRMATION OF ACCOUNT BALANCE. REMOTE ACCESS TO ACCOUNTS OPENED WITH INVESTBANK, ACCESSED THROUGH REMOTE BANKING SYSTEMS OF OTHER PAYMENT SERVICE PROVIDERS

1. ACCESS TO A PAYMENT BANK ACCOUNT

1.1. When the Customer's payment account is accessible online, the Customer shall be entitled to allow access to that Customer's payment account to third parties - Payment Initiation Service Providers (PISP) and Account Information Service Providers (AISP).

1.2. The Customer shall exercise reasonable care in the selection, appointment and use of third-party providers (AISP/PISP or /CBPII)

1.3. In case the Customer uses payment initiation services and/or provision of account information and/or account availability confirmation when that Customer's account is accessible online, through other payment service providers (third-party providers), including when giving consent for the execution of a payment transaction or a series of payment transactions through them, the Customer shall be informed in advance that upon giving consent, the AISP/PISP/CBPII will have the same access as if the account is accessed by the Customer.

1.4. By giving consent to a third-party provider, including in online transactions, as part of the Internet payment process, to initiate a payment or retrieve information for confirmation of availability or for account transactions (as established by AISP/PISP/CBPII), the Customer expressly consents to this third party, under the conditions under which it has identified itself and applies the legal requirements in its activity, to access online the Customer's accounts with Investbank JSC and to initiate payment transactions from them at the Customer's expense. In these cases, Investbank JSC will accept any received order as given by the Customer.

1.5. The Bank is not a party to the agreement between the Customer and the relevant AISP/PISP/CBPII. The Customer shall be solely responsible for the selection of AISP/PISP/CBPII, for determining the terms and conditions under which the relevant providers will provide such services and for ensuring that they will comply with the relevant agreements between the Bank and the Customer relating to such services. In particular, the Bank will accept the incoming payment orders relating to the Customer's payment account, requests for information about the Customer's payment account and requests for confirmation of account availability submitted through AISP/PISP/CBPII and provided that the Bank is able to identify the Customer and ensures that the personalized security tools are not accessible to anyone other than the Customer and the publisher of personalized security tools. The Bank shall not be responsible for the provision by the Customer to AISP/PISP/CBPII the Customer's personalized means for access to the payment account with the Bank. A payment information service provider (AISP) shall not be entitled to place orders for the execution of payment transactions on the Customer's payment account with the Bank. The fees charged by the AISP/PISP/CBPII shall be separate from the fees charged by the Bank.

1.6. The Bank shall be entitled to refuse access to a payment account to AISP/PISP/CBPII, in case it finds or has reason to believe that there is unauthorized access or access to the Customer's payment account for the purpose of fraud by

AISP/PISP/CBPPII, including unauthorized initiation of a payment transaction or initiation of a payment transaction for the purpose of fraud. In the cases referred to in the preceding sentence, the Bank shall make the necessary efforts to notify the Customer, except when the provision of such information is not allowed due to security reasons or in view of compliance with regulatory requirements preventing the Customer from being informed.

2. REMOTE ACCESS TO ACCOUNTS OPENED WITH OTHER PAYMENT SERVICE PROVIDERS

2.1. When the Customer's accounts opened with other payment service providers are accessible through another remote channel, the Customer has the option to use the Bank's services for providing account information or for initiating payment on such accounts. Information about the providers with whom the Bank has ensured technical connectivity is available in the Bank's electronic channel through which the Customer declares the use of the services.

2.2. In order to use the services, the Customer must expressly consent to the Bank in the relevant electronic channel and specify the account with the other payment service provider on which the services are to be used. The consent shall have a validity period specified in Art. 10 of Commission Delegated Regulation (EU) 2018/389 of 27 November 2017 supplementing Directive (EU) 2015/2366 of the European Parliament and of the Council with regard to regulatory technical standards for strong customer authentication and common and secure open standards of communication, after the expiry of which the consent must be given again. Additionally, the Customer should enter electronic access and electronic identification data required by the provider serving the payment account. The establishment of the Customer's identity necessary for the provision of the services shall be carried out entirely by the payment service provider with whom the account has been opened. The Customer's authentication and access data with the other provider (including access identifiers) shall be provided by the Bank in encrypted form and via a secure channel to the other provider, and they shall not be stored, collected or processed in any other way by the Bank. The Customers shall be fully responsible for the storage and use of their authentication/electronic identification data.

2.3. With the information provision service, the Customer has the opportunity to receive summarized information on the availability and history of movement on the account with the other payment service provider. The parameters of the provided information depend on the functionalities provided by the other provider and/or on the agreement concluded between that provider and the Customer. The Bank shall not be responsible for the content of the information received by it, providing it to the Customer upon its receipt from the relevant provider. Account balance information may not be up-to-date in real time. The information is automatically updated once a day, and in addition, the Customer has the option to request 4 separate updates within one day.

2.4. With the payment initiation service, the Customer has the option through the Bank to initiate a payment transaction on an account operated by another payment service provider, whereby the Customer shall submit an electronic payment order to the Bank, indicating the details required according to the provided public interface (beneficiary's name and beneficiary's account IBAN, amount and reason), and the Bank shall provide this data for execution to the payment service provider servicing the account. The number of the Customer's account from which the operation is ordered shall be ex officio completed in the payment order. In order for it to be submitted for execution, the Customer must confirm the completed payment order with the Bank after which changes are not possible. The Customer shall be responsible for the accuracy and correctness of the data submitted by the latter to complete the payment order. The Bank shall be responsible for the proper transmission of the received payment order for execution by the payment service provider servicing the account, applying the execution time limits, the final time for order acceptance and other terms and conditions for the execution of payment operations agreed between the Customer and the payment service provider servicing the account.

2.5. The payment operation shall be executed by the provider servicing the Customer's account and according to the terms of the framework contract for payment services concluded by and between them, and the Bank shall not be responsible for the execution.

2.5.1. The Bank shall provide the Customer in the electronic channel with information about the initiated payment transaction, which it has received from the payment service provider servicing the account.

2.6. The Bank is not a party to the relation between the Customer and the payment service provider serving the account for which the Customer declares the use of the services under Clause 2.1 of this section. The Bank shall not be responsible for the impossibility of providing the services to the Customer, when this is due to reasons related to the payment service provider servicing the account (for example, but not limited to, unavailability of the interface of that provider or the conditions for remote access to the account which the provider provides to the Customer under the framework agreement for payment services, etc.), as well as other reasons beyond the control of the Bank.

SECTION VI. PROTECTIVE MEASURES

1. RESPONSIBILITY OF THE BANK FOR THE EXECUTION OF PAYMENT TRANSACTIONS

1.1. Where a payment order has been executed in accordance with the unique identifier specified therein, the order shall be deemed to have been accurately executed in respect of the beneficiary indicated by the unique identifier. The Bank shall not be liable for any failure or inaccurate execution of a payment transaction in the event of incorrectly specified unique identifier by the Customer. In case of failure to execute a payment transaction due to the indication of an invalid unique identifier, the Bank, acting as the originator's bank, shall reimburse the amount to the originator's payment account on the next business day. In these cases the Bank, within the scope of the due care, shall make efforts to reimburse the amount of the payment transaction, being entitled to charge a fee for this reimbursement in accordance with the applicable Tariff.

1.2. When executing a payment order of the Customer, acting in the capacity as a payer, the Bank shall be responsible to the Customer for the accurate execution of the payment transaction, promptly reimbursing the payer the amount of the non-

executed or inaccurately executed payment transaction and, where applicable, reimbursing the debited payment account in the state in which it would have been before the execution of the inaccurately executed payment transaction.

1.3. The Bank's liability under the preceding paragraph shall cease if it proves to its Customer or to the beneficiary's payment service provider that the latter has received the amount of the payment transaction within the terms specified in the PSPSA. In this case, the beneficiary shall be responsible for the correct execution of the payment transaction by the beneficiary's provider who shall immediately make available to the beneficiary the amount of the payment transaction and, where applicable, credit the beneficiary's payment account with the corresponding amount.

1.4. When a payment order is submitted by or through the Customer, acting in the capacity as a beneficiary, the Bank shall be responsible to that Customer for the accurate transmission of the payment order to the payer's payment service provider and the execution of the payment transaction, providing the beneficiary with the amount of the payment transaction immediately after the Bank's account is credited with this amount.

1.5. In case of a non-executed or incorrectly executed payment transaction for which the Bank, acting as the beneficiary's bank, is not liable, the payer's payment service provider shall be liable to the payer and refund to the payer without undue delay the amount of the non-executed or incorrectly executed payment transaction, as well as the amounts necessary to bring the payment account in the state in which it would be before the execution of the incorrectly executed transaction.

1.6. The liability of the Bank provided for in this section shall not be borne in cases of extraordinary and unforeseen circumstances beyond the control of the Bank, the consequences of which would inevitably occur despite the efforts made to prevent them, as well as in cases where the Bank acted in implementation of a legally established obligation, including under the law of the European Union or the legislation of a Member-State.

1.7. The Bank shall not be liable for the illegal actions of third parties which have damaged the Customer, unless otherwise provided by law.

1.8. In cases of remote submission of payment transaction orders, the Bank's archived data for each transaction shall be considered as evidence in case of disputed payments.

2. TERMS AND CONDITION FOR REIMBURSING FUNDS PURSUANT TO ART. 93 PSPSA

2.1. The reimbursement of funds for an authorized and executed payment transaction from the Bank to the Customer shall be carried out under the provision of Art. 93 of the PSPSA, after a request for reimbursement of funds has been duly made by the Customer within the time limits of Art. 82, para. 2 of the PSPSA.

2.2. The Customer and the Bank agree that the Bank shall not be bound to reimburse the Customers funds for an authorized and executed payment transaction in cases where the Customer has consented to the execution directly to the Bank and the Bank or the beneficiary has provided or made available to the Customer information about the upcoming payment transaction in an agreed manner at least 28 days before the date of the execution of the payment transaction.

SECTION VII. APPLICABLE LAW. LEGAL PROTECTION PROCEDURE

1. The law applicable to the relations of the parties, including the resolution of all disputes between them related to the interpretation, validity and implementation of these General Terms and Conditions, the framework agreement and/or the specific agreement, shall be the Bulgarian law. For any issues not settled herein, the relevant provisions of the Bulgarian law shall apply, and in the cases where the Customer does not have the status of a "user" - in the relations between the parties, the requirements of Chapter V of the General Terms and Conditions shall not apply in whole or in part, to the extent that the relevant framework agreement and/or the specific account agreements and/or the General Terms and Conditions expressly agree on it or contain a corresponding different provision.

2. When implementing their contractual rights and obligations, the parties shall act in good faith and strive to settle any disputes arising between them by mutual agreement and through mutual concessions, including using, if necessary, the out-of-court procedures for resolving disputes regulated in the applicable legislation. If the parties fail to settle the dispute out of court, it shall be referred for resolution before the competent Bulgarian court in accordance with the Civil Procedure Code (CPC).

3. In the event that the Customer has objections to the execution of a specific payment service, the latter should submit a written objection to the Bank, specifying the complaint, the request to the Bank and the specific facts on which that Customer relies on, as well as attach the written evidence available in this respect. The Bank shall examine all received written objection of the Customer according to the procedure for submitting objections, resolving disputes and determining compensation in connection with the provision of payment services, regulated in the Bank's internal rules. The Bank shall be bound to issue a ruling and notify the Customer in writing of its decision on all the received objections that meet the requirements under this paragraph within 14 days of its submission. If the statement of the objection is incomplete or unclear, or the necessary evidence to clarify the case is not attached, the Bank shall require the Customer to supplement, respectively specify the necessary data in the objection and/or present the evidence that the Customer refers to and is necessary for the clarification of the case, and in this case the deadline for the ruling shall start from the submission of the Customer's objection supplemented or, respectively, clarified and consistent to the requirements stipulated in this paragraph.

4. If the Bank fails to issue a ruling within the period provided for in Clause 3, as well as when the decision does not satisfy the Customer, the dispute may be referred for consideration by the Payment Disputes Conciliation Commission (PDCC) to the Commission for Consumer Protection, which is conciliatory body for out-of-court settlement of disputes between payment services providers and users. Referring the dispute to the PDCC shall be made by filing a written contestation, containing a statement of facts and the request, with all the documents necessary to clarify the subject matter of the dispute

attached, as well as a declaration of the sender that at the time of filing the contestation, it has not referred the same dispute for settlement to any court, arbitration tribunal or other conciliation body and it has not entered into any settlement with the respondent party. By executing the framework agreement, the Customer declares to have been informed by the Bank of the possibility and of the procedure for referring the dispute to the DRCC.

4.1. The address of the PDCC is 1 Vrabcha Str., floor 4, 1000 Sofia, telephone: +359 2 933 05 77, fax +359 2 988 42 18; e-mail: adr.payment@kzp.bg, website: www.kzp.bg and <http://abanksb.bg/pkps>;

4.2. The consumer dispute resolution online platform address is: <http://ec.europa.eu/odr>

4.3. The address of the Sectoral Conciliation Commission for handling disputes in the field of financial services, including the provision of remote provision of financial services, related to the provision of consumer and mortgage loans, is as follows: 1 Vrabcha Str., floor 3, 4 and 5, 1000 Sofia, telephone: 02/933 0565, fax 02/9884218; website: www.kzp.bg; e-mail: adr.credits@kzp.bg;

4.4. The address of the Sectoral Conciliation Commission for handling disputes in the field of activities and services under Art. 5, para 2 and 3 of the Markets in Financial Instruments Act and the activities and services under Art. 86, para. 1 and 2 of the Operation of Collective Investment Schemes and Other Collective Investment Undertakings Act, including the the remote provision of financial services in these sectors is as follows: 1 Vrabcha Str., floor 3, 4 and 5, 1000 Sofia, telephone: 02/933 0565, fax 02/9884218; website: www.kzp.bg; e-mail: adr.finmarkets@kzp.bg;

4.5. General Conciliation Committees at the Consumer Protection Commission listed on a regional basis:

- General Conciliation Commission to the Commission for Consumer Protection, having its registered office in Sofia and area of operation within the territory of the city of Sofia, Sofia Region, Kyustendil Region and Pernik Region, with address: 1 Vrabcha Str., floor 3, 4 and 5, 1000 Sofia, telephone: 02/933 0565, fax 02/9884218; website: www.kzp.bg; e-mail: adr.sofia@kzp.bg;
- General Conciliation Commission, having its registered office in Blagoevgrad and area of operation within the territory of Blagoevgrad Region;
- General Conciliation Commission, having its registered office in Burgas and area of operation within the territory of Burgas Region;
- General Conciliation Commission, having its registered office in Sliven and area of operation within the territory of Sliven Region and Yambol Region;
- General Conciliation Commission, having its registered office in Varna and area of operation within the territory of Varna Region, Dobrich Region and Silistra Region;
- General Conciliation Commission, having its registered office in Shumen and area of operation within the territory of Shumen Region, Targovishte Region and Razgrad Region;
- General Conciliation Committee, having its registered office in Lovech and area of operation within the territory of Lovech Region and Gabrovo Region;
- General Conciliation Commission, having its registered office in Pleven and area of operation within the territory of Pleven Region;
- General Conciliation Commission, having its registered office in Montana and area of operation within the territory of Montana Region, Vratsa Region and Vidin Region;
- General Conciliation Commission, having its registered office in Plovdiv and area of operation within the territory of Plovdiv Region, Smolyan Region, Pazardzhik Region and Stara Zagora Region;
- General Conciliation Commission, having its registered office in Ruse and area of operation within the territory of Ruse Region and Veliko Tarnovo Region;
- General Conciliation Commission, having its registered office in Haskovo and area of operation within the territory of Haskovo Region and Kardzhali Region;

SECTION VIII. PREVENTION AND CONTROL

1. The Bank strictly complies with the requirements regarding anti-money laundering measures, the financing of terrorism and proliferation, established restrictive measures, and sanction regimes, in accordance with the provisions of the applicable legislation and regulations.

2. The Bank and the Customer (each party for itself) undertake to conduct their business relations in a manner that prevents violation of the applicable legislation and ensures that no restrictive or sanction measures or prohibitions are imposed on them that could affect the business relations between the parties. They undertake to conduct their business relations in a manner that prevents the execution of transactions with persons or assets subject to restrictive or sanction measures or prohibitions in implementation of such measures.

3. The Customer undertakes not to use their accounts for or in connection with unlawful acts, including, but not limited to, the proliferation of weapons of mass destruction, financing of terrorism, money laundering, fraud, and others. The Bank shall not be held liable for its routine banking mediation in transactions of the Customer concluded in violation of statutory acts. If the Bank is notified or has reasonable suspicion that an account and/or a remote access instrument has been used for money laundering or other illegal purposes, it shall have the right to terminate the business relationship with immediate effect; in such cases, the Bank shall have the right to immediately block the execution of operations on the accounts opened in the name of the respective Customer, for which, by accepting these General Terms and Conditions, the Customer gives their unconditional and irrevocable consent.

4. By accepting these General Terms and Conditions, the Customer declares that they comply with the legal requirements applicable to them and undertakes to provide the documents and information required by the Bank in a timely manner as follows:

a) documents for their own identification, as well as for the identification of their representatives, authorized persons, persons authorized to dispose of the bank accounts, and third parties for whom the Bank is required to perform identification in accordance with the legal requirements in connection with the customer service, including third parties whose funds are held in the Customer's accounts with the Bank or third parties on whose behalf and/or for whose account transactions are carried out through the Customer's accounts with the Bank.

b) documents for updating the identification of the persons listed in letter (a) upon request by the Bank.

c) declarations and all other required documents and information in connection with the customer service and the application of customer due diligence measures, including documents establishing the grounds for the transactions – agreements, invoices, etc.

5. The Bank shall have the right at any time to verify all data, information, and documents provided by the Customer through independent sources, and in this connection to request, and the Customer shall be obliged to provide, additional information and documents.

6. Where the Customer has failed to provide requested documents and information in a timely manner in connection with the update of their identification and that of the persons specified in Clause 4, letter (a), which the Bank is obliged to perform pursuant to the requirements of Art. 16 of the AMLMA, as well as in the event of non-compliance by the Customer with applicable provisions of the effective legislation in this field, including refusal or failure to provide requested documents and information within the period specified by the Bank, as well as in the event of the Bank's inability to fulfil its obligations to perform customer due diligence pursuant to Art. 17 of the AMLMA, the Bank shall have the right to restrict the services used by the Customer and to block the Customer's accounts for the execution of operations until the Customer provides the requested documents and information, as well as to terminate the business relations with notice of immediate effect. Incoming transfers shall be received, cash deposits shall be executed, and the Customer's obligations to the Bank shall be repaid through accounts blocked in accordance with this provision; the accounts shall bear interest and be subject to fees in accordance with the concluded bank account agreement.

7. The Bank shall not establish business relations and shall not execute payment transactions related in any way to natural persons, legal entities, organizations, other entities, or countries/jurisdictions subject to sanctions or those to whom the provision of financial services is not permitted, or where there are prohibitions on providing/receiving other services and prohibitions on the trade of certain goods pursuant to EU regulations and decisions, UN Security Council resolutions, lists of the Council of Ministers of the Republic of Bulgaria, UK restrictive lists, as well as sanctions introduced by the Office of Foreign Asset Control of the U.S. Department of the Treasury (OFAC). If it is established that an existing customer has been included in the lists of the acts mentioned above or has submitted a payment order that violates the prohibitions in these acts, the business relationship with them shall be terminated by providing a notice of immediate effect, in which cases the Bank shall immediately block the execution of operations on the accounts opened for the respective Customer.

8. By signing a payment order, the Customer declares, without the need for any additional statement on their part, that:

a) the transaction is not related to persons, provision of services, or trade in goods falling within the scope of the prohibitions of the acts and lists mentioned above;

b) they agree to provide, within the timeframe specified by the Bank, all requested documents for the purposes of verifying compliance with prohibitions, including but not limited to: customs documents showing the customs CN codes of the goods, bills of lading, transport service documents showing information about the carriers, and documents identifying the manufacturers of the goods, the point of departure, the transit route, and the final destination. The Bank shall execute the transaction only after the Customer provides the required documents and after the Bank's review of these documents confirms that no prohibitions or restrictions have been violated. In such cases, the established execution deadlines and value dates shall be extended by the time taken to provide the additionally requested documents or information and the time required for the Bank to conduct the verification.

c) they are aware of the possibility that the Bank, as well as correspondent banks, may not execute a payment order submitted by the customer and/or may block the amount of the payment transaction if it is established that the transaction violates established prohibitions and that the execution of the order by the Bank would lead to violations of the Bank's internal acts, mandatory provisions of Bulgarian legislation, a court/arbitration award, or an administrative act. The Bank shall have the right not to execute a payment order in other cases established by contract, law, or these General Terms and Conditions.

d) when a payment order is submitted that violates established prohibitions, the Customer shall be obliged to indemnify the Bank for all costs related to the processing of the order, the request and verification of documents and information, by paying the fee provided for in the Bank's Tariff, as well as to indemnify it for all other costs or damages suffered, including monetary penalties imposed in connection with the submitted order.

9. The Bank shall have the right not to execute, or respectively, to delay or suspend the execution of payment orders upon suspicion that they do not comply with the requirements of the Anti-Money Laundering Measures Act, the Implementing Regulations thereof, and the Counter-Terrorist Financing and the Proliferation of Weapons of Mass Destruction Measures Act, as well as in cases where additional checks are necessary to establish facts and circumstances related to the application of these acts.

10. In the event of blocking Customer accounts for the execution of payment transactions in the cases mentioned in the clauses above, the Bank shall not execute payment orders placed by the Customer and shall return (with the exception of Clause 6) any received transfers to the remitter via the remitter's bank. The Bank shall not be held liable for damages suffered by the Customer as a result of the non-execution of a payment transaction, including if a correspondent bank delays, refuses to execute, or blocks an amount of a payment transaction due to non-compliance with its policies regarding the prevention of money laundering and terrorist financing and adherence to imposed restrictive measures.

SECTION IX. FINAL PROVISIONS

1. COMPLIANCE WITH LEGAL REQUIREMENTS REGARDING PERSONAL DATA PROTECTION AND BANK SECRECY

1.1. The Customer or the persons representing the Customer, respectively, hereby declare and confirm that the personal data of the Customer or the persons representing the Customer, respectively, which are contained in the Framework Agreement and the specific agreements concluded with the Bank, in the payment orders and/or in other documents provided and/or signed on behalf of the Customer upon the conclusion and/or during the execution of these agreements, are provided by the Customer or the persons representing the Customer, respectively, to the Bank voluntarily for the purposes of identifying the Customer as a party to the relevant agreement or for the identification of the Customer's representatives, respectively, for the provision of the payment services under the agreement and for the implementation of the legally established obligations of the Bank. The Customer or the persons representing the Customer, respectively, give their express consent for the Bank to keep, process and use the personal data provided by them for the purposes specified in the preceding sentence, as well as for the purposes of offering other products and services of the Bank, including for the purposes of research related to products and services offered by the Bank. The Customer or the persons representing the Customer, respectively, give their express consent to the Bank to provide their personal data to its lawyers, accountants, auditors and other external consultants and attorneys, to other financial institutions and to persons in the country and abroad only for the purposes specified in this paragraph.

2. The Bank shall process the customers' personal data in accordance with the Personal Data Protection Act (PDPA) and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. By signing an agreement for opening an account, issuing a card, using Internet Banking services or another payment service, the Customer declares to have been familiarized with the Privacy Policy of Investbank JSC available on the Bank's website www.ibank.bg and in the financial centers, including information about: contact details of Investbank JSC and the personal data protection officer at the Bank; the rights related to processing and protection of the customer's personal data and how they can be exercised; the need to process their personal data and any possible consequences in case these data are not provided; grounds for processing the customer's personal data, including information that the Bank will not process these personal data in preparing a customer file and offering customized products and services directly without the customer's explicit consent; the purposes for which the Bank shall process the customer's personal data obtained under the conditions of the specific Agreement, including together with other personal data of that customer which the Bank has lawfully obtained from third parties, as well as the right of the Bank to process the customer's personal data including after the termination of the provision of payment services, where this is necessary for the implementation of a statutory obligation of the Bank or for the protection of its legal interests and in other cases stipulated by law; the recipients to whom the customer's personal data may be provided by the Bank in the cases stipulated by law – other personal data controllers or personal data processors acting on behalf of the Bank; the periods for keeping the customer's personal data by the Bank.

3. The Bank may disclose information and data constituting banking secrecy within the meaning of the current legislation only to institutions, bodies and persons and only in the cases explicitly specified by law and/or in other regulatory acts, subject to compliance with all legally defined conditions and procedures for this, as well as if the Customer has provided the Bank with their prior consent to disclose banking secrecy, signed by them in one of the following ways: 1./ in person, before a bank employee; or 2./ with a qualified electronic signature, in relation to all or a specific account of the account holder and only in relation to a specific person.

2. APPENDICES

2.1. An integral part of these General Terms and Conditions shall be the Tariffs effective at the date of conclusion of the agreement - the Tariff for Conditions, Interest, Fees and Commissions Applied by Investbank JSC for Legal Entities and the Tariff for Conditions, Interest, Fees and Commissions Applied by Investbank JSC for Natural Persons, the Interest Bulletin of Investbank JSC and the General Terms and Conditions of Investbank JSC for Issuing and Using Debit Cards and the General Terms and Conditions of Investbank JSC for Issuing and Using Credit Cards.

2.2. The Bank reserves the right to change the Tariffs, its Internal Rules and the sample documents applicable to these General Terms and Conditions in accordance with the procedure provided for therein.

3. MISCELLANEOUS

3.1. These General Terms and Conditions were adopted by the Management Board of Investbank JSC with Resolution under Minutes of Meeting No. 7 dated 10 February 2010; updated with resolution of the Management Board under Minutes of Meeting No. 24 dated 12 June 2013; updated with resolution of the Management Board under Minutes of Meeting No. 85 dated 24 September 2014, in force from 1 October 2014; Minutes of Meeting No. 25 dated 7 April 2015; Minutes of Meeting No. 43 dated 23 June 2015; Minutes of Meeting No. 65 dated 1 September 2015; Minutes of Meeting No. 35 dated 31 May 2016, in force from 1 September 2016; Minutes of Meeting No. 59 dated 13 September 2016, in force for future framework agreements - from 19 September 2016, and for existing agreements - from 19 December 2016; Minutes of Meeting No. 3 dated 23 January 2018, in force for future framework agreements and existing agreements with customers who are not consumers - from 1 February 2018, and for existing agreements with consumers - from 1 April 2018; Minutes of Meeting No. 39 dated 7 August 2018, in force from 20 August 2018; Minutes of Meeting No. 7 dated 19 February 2019, in force for future framework agreements

and existing agreements with customers who are not consumers - from 1 March 2019, and for existing agreements with consumers - from 1 May 2019; Minutes of Meeting No. 28 dated 9 July 2019, in force from 14 September 2019; Minutes of Meeting No. 45 dated 22 October 2019, in force for future framework agreements and existing agreements with customers who are not consumers - from 6 November 2019, and for existing agreements with consumers - from 6 January 2020; Minutes of Meeting No. 40 dated 24 September 2020, in force for future framework agreements and existing agreements with customers who are not consumers - from 2 October 2020, and for existing agreements with consumers - from 2 December 2020; Minutes of Meeting No. 47 dated 25 October 2022, in force for future framework agreements and existing agreements with customers who are not consumers - from 2 November 2022, and for existing agreements with consumers - from 2 January 2023; Minutes of Meeting No. 13 dated 28 March 2023, in force for future framework agreements and existing agreements with customers who are not consumers - from 1 April 2023, and for existing agreements with consumers - from 1 June 2023; Minutes of Meeting No. 29 dated 25 July 2023, in force from 1 August 2023; Minutes of Meeting No. 52 dated 17 December 2024, in force for future framework agreements and existing agreements with customers who are not consumers - from 13 January 2025, and for existing agreements with consumers - from 13 March 2025; Minutes of Meeting No. 25 dated 8 May 2025, in force for future framework agreements and existing agreements with customers who are not consumers - from 14 May 2025, and for existing agreements with consumers - from 14 July 2025; Minutes of Meeting No. 50 dated 7 August 2025, in force from 8 August 2025; Minutes of Meeting No. 60 dated 25 September 2025, in force for future framework agreements and existing agreements with customers who are not consumers - from 6 October 2025, and for existing agreements with consumers - from 6 December 2025; Minutes of Meeting No. 21 dated 26 March 2026, in force for future framework agreements and existing agreements with customers who are not consumers - from 15 April 2026, and for existing agreements with consumers - from 15 June 2026.

3.2. These General Terms and Conditions are published and updated on the Bank's website and according to the procedure set out in Section II, Clause 3.

3.3. These General Terms and Conditions regulate the terms and conditions for the provision of payment services by the Bank to its Customers, including customers who entered into relations with the Bank for the provision of payment services before 1 November 2009, and in case of failure of such customers to notify the Bank in writing for their refusal to accept these General Terms and Conditions within 60 days from the date of their announcement on the Bank's website, the Bank shall consider that these General Terms and Conditions are accepted by the Customer and are binding on the latter.

3.4. These General Terms and Conditions shall constitute an integral part of each Framework Agreement for the provision of payment services concluded between the Bank and its Customer and are available to the Customers in hard copy in all banking offices of Investbank JSC.

I, the undersigned Svetlana Velikova Milenkova certify the true translation from Bulgarian into English of the document attached. The translation consists of 33 pages.

Translator:

Svetlana Velikova Milenkova