

GENERAL TERMS AND CONDITIONS OF INVESTBANK JSC FOR CREDIT CARDS ISSUANCE AND USE

GENERAL PROVISIONS

1. These General Terms and Conditions are aimed to settle the relations between **Investbank JSC** (hereinafter referred to as the "**Bank**" or "**Investbank**" or "**Issuer**") and a payment service user (hereinafter referred to as the "**Account Holder**") and an authorized payment service user (hereinafter referred to as the "**Cardholder**") in the issuance and maintenance of credit bank payment cards with local and international access in any office of the Bank and through its digital channels.
2. The **Bank's** General Terms and Conditions for the issuance and use of credit cards are available in soft copy /in the bank offices/ and on a durable medium – on the **Bank's** website. These General Terms and Conditions shall become binding on the **Account Holder/Cardholder** once they declare to have been fully familiarized with their content valid as at the time of signing the personal or business credit card issuance agreement, of which these General Terms and Conditions form an integral part. The Bank shall be entitled to change these General Terms and Conditions according to the procedure provided for in Section II, para. 3 of the General Terms and Conditions of Investbank JSC for the provision of payment services and opening and servicing bank accounts of legal entities, sole traders and natural persons in compliance with the General Provisions of the Payment Services and Payment Systems Act (hereinafter referred to as the PSPSA GP), of which these General Terms and Conditions shall constitute an integral part. For any issues not covered by these General Terms and Conditions, the special terms and conditions applicable to the specific product or service shall apply.

CREDIT CARD ISSUANCE PROCEDURE AND TYPES OF CARDS

3. The payment card (bank card) is a type of payment instrument on which information is recorded electronically and which is repeatedly used for the purpose of identification of the authorized payment service user and for remote access to a payment account and/or to a previously authorized credit limit, agreed between the authorized payment service user to whom the card is issued and the payment service provider. The **Bank**, as a payment card **Issuer**, issues bank credit cards with all necessary details in accordance with the standard requirements of the relevant card payment organization (CO – Card Organization) and with a Personal Identification Number (PIN). The bank card is the property of the issuing Bank.
 - 3.1. The Account Holder shall fill in the necessary documents for the issuance of a bank card in person – in the bank's office or through digital channels. The **Bank** issues bank cards in any Bank's office and upon a request of an attorney acting based on an explicit notarized power of attorney – stating that the attorney is authorized to sign the necessary bank card issuance agreements.
 - 3.2. The bank card shall be received in person by the **Account Holder/Cardholder** or by an attorney on the basis of an explicit notarized power of attorney stating that the attorney has the right to receive the issued bank card and a sealed envelope with a PIN code to it, respectively. The provisions of para. 3.10 of section III of the General Provisions of the PSPSA shall apply to the validity of the power of attorney.
4. Investbank JSC issues the following credit bank cards which can be used according to their intended purpose:
 - 4.1. International credit cards Mastercard to be used nationwide and abroad.
 - 4.2. International credit cards VISA to be used nationwide and abroad.
 - 4.3. Digitalised credit card – a digitalised version of a valid payment bank card issued to an authorized user. The payment bank credit card and its digitized version shall constitute one and the same card with one (joint) credit limit to one bank account, where all executed payment operations are registered.

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"Digitalization" means registration by the authorized user and storage of a card issued by Investbank JSC in an application, the so-called "Wallet", of a third-party provider (Apple Pay, Google Pay, Garmin, Fitbit, etc.). Application of a third-party provider (electronic wallet, digital wallet/E-Wallet) is a mobile application for mobile devices (mobile phone, tablet, smart watch, etc.), which enables the registration of a bank card issued by Investbank JSC in it.

4.4. The references in these General Terms and Conditions to "Credit Card", "Card", "the Card", "Bank Card", etc., shall also refer to the digitalised card, unless expressly stated otherwise.

5. For the issuance of a bank credit card, the customer shall fill in a Request in the prescribed form, where:

5.1. The customer provides the **Bank** with the data required for the issuance of the card. At the request of the **Account Holder**, the **Bank** may issue additional cards to third parties (cardholders) – natural persons who have reached 14 (fourteen) years of age. The use of the cards by these third parties shall be entirely at the own risk and responsibility of the **Holder** of the card account.

5.2. When depositing a Request for the issuance of a bank card in the **Bank's** prescribed form, the **Account Holder** shall pay all fees for the issuance of the card, according to the Tariff for the respective type of card and product, in compliance with the terms and conditions for the issuance of the card.

5.3. When issuing cards to third parties, the **Account Holder** shall determine the funds available on the card account to be used by each of the cardholders, as well as the limits for each of them, in compliance with the Tariffs applied by Investbank JSC for natural persons/legal entities for the respective type of card and product and under the terms and conditions under which the card is issued.

5.3.1. Only the **Account Holder** shall have the right to change the operating (daily and weekly) limits of the cards issued to third-party **Cardholders**.

5.3.2. The **Account Holder** shall be responsible for all actions related to the additional cards.

5.3.3. All operations and fees for operations executed using the cards issued to the account shall be borne by the **Account Holder**, unless otherwise stipulated in the Responsibilities Section of these General Terms and Conditions and by the mandatory provisions of the applicable regulations.

5.3.4. The cards issued to third parties shall be deactivated by the **Bank** upon the termination of the agreement signed with the **Account Holder**.

5.4. The third-party **Cardholders** authorized by the **Account Holder** may execute payments up to the amount of the coverage and limit established for them.

5.5. The **Bank** shall issue **business credit cards** to legal entities or natural persons exercising business activities, with the status of traders who meet at least the following conditions: to be registered as traders according to the Bulgarian laws; not to have declared liquidation or involved in any insolvency proceedings and to have provided the collateral approved by the **Bank**, as well as to non-profit organisations which meet the requirements of **Investbank JSC** for the assessment of their solvency.

5.6. Before issuing any credit card which allows for the use of credit limit, the **Bank** shall make an assessment of the **Account Holder's** creditworthiness.

5.7. Required documents for the issuance of:

5.7.1. *Personal bank credit card:*

5.7.1.1. Completed Request by the **Account Holder** in the **Bank's** prescribed form.

5.7.1.2. Payment Services Framework Agreement signed with the **Bank**.

5.7.1.3. Identity document of the Account Holder / Cardholder.

5.7.1.4. Documents which prove the income received (in case of issuance of credit cards which allow for the use of credit limit on a credit card).

5.7.1.5. Personal data as per ID document for natural persons – Bulgarian nationals, and a document certifying the permanent residence in Bulgaria for natural persons – foreign nationals, as well as a specimen of the signatures of the persons entitled to dispose with the account money; the signatures of such natural persons must be affixed in the presence of an employee of the payment services provider authorized for such purposes or be notarized.

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5.7.1.6. Power of attorney, if any, whereby the **Account Holder** authorizes another person(s) to dispose of the funds on the account; the signature of the authorizer should be certified by a notary.

5.7.2. Business/company bank credit card:

5.7.2.1. Completed Request by the customer in the **Bank's** prescribed form, signed by the persons authorized to represent the trader;

5.7.2.2. Payment Services Framework Agreement signed with the **Bank**.

5.7.2.3. Certificate of good standing of the registered circumstances on the trader's lot, issued by the Registry Agency/the court of registration, and for non-profit organizations – a certificate of good standing issued by the court at its registered office.

5.7.2.4. Act of Incorporation (Articles of Association/Memorandum of Association).

5.7.2.5. Certificate of registration with BULSTAT Register kept by the Registry Agency for the entities for whom a statutory registration obligation has been established.

5.7.2.6. Annual tax return.

5.7.2.7. Financial statements for the previous year and the last accounting period.

5.7.2.8. ID document of the natural person – cardholder, appointed by the trader.

5.7.2.9. Documents required at the **Bank's** discretion which prove the creditworthiness of the **Account Holder** (valid only for credit cards which allow for the use of credit limit).

5.7.2.10. Personal data as per ID and signature specimens of the persons entitled to dispose of the funds on the account; the signatures of those persons should be affixed in the presence of an authorized employee of the payment service provider or notarized.

5.7.2.11. Power of attorney, if any, whereby the person(s) managing and representing the **Account Holder** authorize another person(s) to dispose of the funds on the account on behalf of the **Account Holder**; the signature of the authorizer should be certified by a notary.

5.7.2.12. Other documents at the discretion of the **Bank**.

5.7.3. Digitalized credit card:

5.7.3.1. The digitalization and use of a credit card /personal or business one/ through a third-party provider application shall be carried out according to the procedure and under the terms and conditions determined by the third-party provider and in compliance with the Terms and Conditions for Digitalization and Use of Cards of Investbank JSC through Applications of Third-Party Providers – constituting an appendix and an integral part of these General Terms and Conditions.

5.7.3.2. When registering the credit card in the applications of third-party providers, in order to increase security, the card number is replaced by a unique number (token), which is used when performing operations.

6. The **Bank** may refuse to issue a credit card at the request of a customer without being required to give justification for this.

7. The bank card shall be provided to be used by the **Account Holder/Cardholder** upon signing a personal or business credit card issuance agreement.

8. The **Bank** shall provide the **Account Holder** with the option to use a credit limit on a credit card according to the terms and conditions provided for in the personal or business credit card issuance agreement.

TRANSACTIONS TO BE EXECUTED USING THE CARD

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

9.1. The following transactions can be executed with the international credit cards Mastercard/VISA:

9.1.1 Cash withdrawals from automated teller machines (ATM) designated with the trademark of the relevant CO and specific trademark of the relevant card organisation product nationwide and abroad.

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9.1.2. Cashless payment of goods and services through POS (point of sale) terminals and imprinters at merchants designated with the trademark of the relevant CO and specific trademark of the relevant card organisation product and online payments nationwide and abroad. Contactless transactions can also be made on POS terminal devices at merchants with Mastercard Standard, Mastercard Gold, Mastercard Business, Mastercard World Business Credit, Visa Business, VISA Classic, VISA Gold and VISA Free cards (suspended from issuance by decision of the Administrative Procedures Management Commission with protocol No. 11/26.03.2025). Contactless transactions are executed by tapping a contactless bank card near a POS terminal with a contactless reader with the information being exchanged at a particular radio frequency. The POS terminal will give a short sound or light signal indicating that the transaction was successful.

For security reasons for all non-contact Mastercard/VISA cards, a technical setting is provided for the possibility of making non-contact payments only after the Cardholder is verified at the ATM in the country after having made the first transaction by entering an online PIN at an ATM /e.g. cash withdrawal, checking of account balance, etc./.

9.1.3. Cash withdrawals from bank branches and/or other financial institutions through POS terminals designated with the trademark of the relevant CO and specific trademark of the relevant card organisation product nationwide and abroad.

9.1.4. Reference and other payment and non-payment transactions.

9.1.5. Payment of goods and services as well as transfer between different accounts via virtual POS terminals (payment on a merchant's website). The Bank registers all its issued cards in the Cardholder identification programs (Strong Customer Authentication) of the international card organizations Visa Secure and Mastercard Identity Check through the "3D Card Protection" service. For each transaction over BGN 0.99 or its EUR equivalent of EUR 0.51 on websites of merchants participating in Visa Secure and Mastercard Identity Check programs, the Cardholder is required to apply two-factor authentication (Strong Customer Authentication – SCA) of the payment. The methods for applying Strong Customer Authentication during payment are through a combination of a 3D static password and a dynamic (one-time) password or by using biometric data of the authorized Cardholder. Biometric authentication is an identity verification method that allows, through fingerprint or facial recognition, to confirm an online transaction at a merchant participating in Visa Secure and Mastercard Identity Check programs. Biometric authentication is one-time, non-reproducible and valid for a specific transaction at a specific merchant.

9.1.5.1. In the case of Strong Customer Authentication through an authentication method using a combination of a dynamic password and a 3D static password, the Cardholder receives a text message (SMS) on the mobile number specified in the card issuance request containing a secret payment confirmation code (one-time dynamic password). During payment, along with this code, the Cardholder must also enter a 3D static password to confirm the payment, which for newly issued cards is contained in the PIN envelope to the card. The 3D static password received in the PIN envelope does not have an expiry date and may be replaced at any time by the Cardholder at the customer portal of BORICA AD – <https://3ds.borica.bg/IBANK>. The one-time dynamic password consists of 6 digits. For payment in online stores certified to accept 3D payments, an additional window is loaded where the customer is required to enter their one-time dynamic and 3D static password for payment. This additional window displays information about:

- Merchant name;
- Payment amount;
- Payment description (if provided by the merchant);
- Last 4 digits of the card number;
- Personal message entered by the customer on the customer portal (where applicable).

By providing the necessary data, the Cardholder is identified, confirms the amount of the payment and orders the Bank to debit the card account with the amount of the payment and transfer it to the account

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of the beneficiary. More detailed information about the service is published on the Bank's official website <https://www.ibank.bg/>.

9.1.5.2. In case of Strong Customer Authentication using the biometric authentication method, the Bank's cardholders with cards already registered for the 3D Card Security service can use the BORICA 3Dsec application, which is a standalone mobile application for smartphones with Android or iOS operating systems. In case the Cardholder uses biometric authentication as a method, this authentication method has priority over the combination of 3D static and dynamic passwords. With each payment using the card on the Internet at a virtual terminal certified to accept 3D payments, 3Dsec application is activated and prompts the Cardholder to use their biometric data to confirm the payment.

9.1.6. Payment operations executed at the initiative of the payer or beneficiary in which the payer has stated their consent in advance for the execution of the payment operations by card under preliminary conditions. Such operations may be utility payments, recurring payments, rentals, cost for web downloads from the Internet (music, films, games), etc.

9.2. Digitalized credit cards Mastercard. They are intended for national and international use on terminal devices (ATM, POS) allowing contactless operations or on virtual POS devices - depending on the available functionality. To carry out contactless operations with cards registered in an application of a third-party provider, as well as to carry out a payment operation, unlocking of the mobile device may be required (by password, fingerprint, facial recognition, etc., in view of the functionalities of the mobile device).

10. The **Bank** shall reserve the right to expand or narrow the range of payment operations that the **Cardholder** can perform using the card. The Bank shall notify users of NY changes, new services and special terms and conditions of their use by publishing them on the its website and shall not be liable for any damages suffered and lost profits resulting from the restriction of the scope of services. When the change in the scope and conditions of payment operations refers to changes in the preliminary information under Art. 60 PSPSA, the Bank shall notify the Cardholder in accordance with the procedure under Section II, para.3 and para. 5 of the General Provisions of the PPSA.

11. Payments abroad shall be made in the national currency of the country in which the transactions are executed or in a currency chosen by the Cardholder in case the trader provides such an opportunity.

12. When performing a transaction in Bulgaria in a currency other than the currency of the card, the amount of the transaction shall be converted from BGN into the currency of the card at the buy rate of the Bank for non-cash transactions announced on the day of processing of the transaction by the Bank. The rates applicable for the day of the transaction shall be announced on the **Bank's** official website: <http://www.ibank.bg/>

12.1. In the case of operations executed abroad, the transaction's amount is converted from the transaction's currency into the account currency (settlement account) of the **Bank** in EUR at the VISA rate <https://usa.visa.com/support/consumer/travel-support/exchange-rate-calculator.html> and Mastercard rate <https://www.mastercard.us/en-us/consumers/get-support/convert-currency.html> for the relevant day of the operation's processing by the relevant international card organization. The **Bank** shall convert the amount received to its account into the currency of the card by applying the buy rate of the **Bank** for non-cash transactions announced for the day of processing of the transaction in the **Bank**.

12.2. For operations executed abroad using a USD account, the amount shall be converted on the operation accounting date from EUR (Bank's settlement account) into BGN at a rate based on the Bank's selling rate for cashless operations and from BGN into USD at the Bank's selling rate for cashless operations.

12.3. For operations executed abroad, when the account to which the card is bound is in EUR and the amount on the transaction is in EUR, the amount is not converted.

13. All payment transactions are allowed up to the limit of one-off withdrawal/payment for a total of 24 hours and for a period of 7 (seven) calendar days from the date of the first use and are determined

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according to the type of bank card. The maximum limits and restrictions for the use of the bank card are set out in the General Provisions of the PSPSA and/or the Tariff of Interest Rates, Fees and Commissions applied by Investbank JSC for natural persons/legal entities for the respective type of card. The Cardholders may permanently increase the limits on their credit cards, beyond those commonly defined and specified in the Tariff, by visiting an office of the Bank or by using the digital channels – internet and mobile banking. Contactless payments through POS terminal devices at merchants in Bulgaria can be executed up to the amount determined by the international card organizations /ICOs/ and the **Bank**, and these transactions may not require entering a PIN and/or signing the document for the transaction, and such payments may also be executed offline. The maximum amount for a contactless transaction, over which the Cardholder is mandatory required to be verified by entering a PIN, shall be adopted and approved by the ICO and at the time of the adoption of these General Terms and Conditions, the amount for Bulgaria is BGN 100.00 /with EUR equivalent of EUR 51.13/ for contactless credit cards.

Transactions may also be performed in offline mode using the bank credit cards. In offline authorization mode, the verification is performed immediately by the terminal without any verification by the card issuer's authorization system or the serving processor.

14. The Bank card is the property of Investbank JSC and it shall be returned to it promptly after the expiration of its validity period, and in the cases of early termination of the Agreement – on the day of termination thereof.

OPENING OF CARD ACCOUNT SERVICING THE BANK CARD

15. The **Bank** shall open and maintain in the name of the **Account Holder** a card account in the relevant currency (BGN, EUR) which is to be used only to service the operations executed with the bank card(s).

15.1. The **Bank** shall debit the card account opened upon receiving financial communication on any initiated transaction. In certain cases, the card account may be debited within 30 calendar days from the date of the initiation depending on the type and location of the transaction when the card is used outside the country.

15.2. The card account shall be closed in case of termination of the contractual relations between the **Bank** and the **Account Holder/Cardholder** for credit cards bearing the Mastercard and Visa logo, but not earlier than 30 (thirty) days from the date of the occurrence of any reason for such action and not later than 60 (sixty) days.

RIGHTS AND OBLIGATIONS OF THE PARTIES

16. The Bank shall be bound:

16.1. To issue a bank credit card to the **Cardholder** according to the provisions of these General Terms and Conditions and to hand it to the latter in person or subject to the conditions of para. 3.1 of these General Terms and Conditions together with the relevant PIN, ensuring that it is kept secret from any employees and third parties.

16.2. To account the transactions executed by the **Cardholder** using the card, including using the digitalized card, daily and chronologically according to their entry in the **Bank**.

16.3. To keep banking secrecy with regard to the transactions made with the card.

16.4. Upon notification under Art. 18.11, to take all necessary measures and promptly stop the use of the card, including the digitized card, even if the Customer has acted intentionally or with gross negligence, by blocking the card for transactions after receiving the message from the Customer.

16.5. To issue a new card with a new PIN code or just a new PIN code within 5 (five) days in the cases referred to in para. 17.4 and 17.5 of these General Terms and Conditions.

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16.6. To ensure the return of the card or its quickest possible re-issuance upon request by the **Cardholder** in the event that the card has been retained by an ATM due to technical failure of the device.

16.7. To provide assistance in solving any case of disputed payment provided that the **Cardholder** has timely submitted the required documentation.

16.8. To inform the **Account Holder / Cardholder** who has the status of "consumer" (within the meaning of the Consumer Protection Act (CPA) or the Payment Services and Payment Systems Act (PSPSA)) for any change to these General Terms and Conditions according to the procedure and within the time limits set out in Section II, para. 3.3 of the General Provisions of the PSPSA.

16.8.1. When disagreeing with the amendments, the **Account Holder / Cardholder** may unilaterally withdraw from the Agreement without giving any reason and without indemnity or default, repaying all of its obligations to the **Bank** or continuing to execute the Agreement as in force prior to the change of the **General Terms and Conditions**.

16.8.2. The **Account Holder / Cardholder** shall exercise their right under para. 16.8.1 and shall send a written notice to the **Bank** within two months from the date of the receipt of the notice under para 16.8.

16.8.3. The changes in the General Terms and Conditions shall be binding on the **Account Holder / Cardholder** when the latter has been notified of the change in accordance with the procedure referred to in para. 16.8. and has not exercised the right under para. 16.8.1. and para. 16.8.2.

16.9. To inform the **Account Holder / Cardholder** who is not a consumer (within the meaning of the CPA or PSPSA) of any change to these General Terms and Conditions by any of the methods specified in Section II, para. 3.3.2 of the General Provisions of the PSPSA.

16.9.1. The change of the General Terms and Conditions shall enter into force with respect to the **Account Holder / Cardholder** who is not a consumer (within the meaning of the CPA or PSPSA) immediately on the date specified in the **Bank's** notice. In the event that the **Account Holder / Cardholder** disagrees with the proposed changes, the latter shall state this to the **Bank**, in which case the **Bank** shall have the right to unilaterally terminate the bank credit card agreement and the **Account Holder** shall be required to repay all its liabilities to the **Bank** relating to the card, without being responsible for any costs and damages in connection with the termination. The absence of a statement by the **Account Holder** within this period shall be considered consent and the **Bank** shall apply the new terms and conditions to the **Account Holder** and the **Cardholder**.

17. The Bank shall be entitled:

17.1. To determine the operating limits for the use of funds for a single transaction within 24 (twenty-four) hours and for a period of 7 (seven) days, as well as the maximum number of operations to be executed with the card within a certain period of time, with limits set out in the General Provisions of the PSPSA and in the Tariff and applied by Investbank JSC for natural persons/legal entities for the respective card type. The Bank shall notify the **Cardholder** in its office and on its website or in another appropriate manner in accordance with Art. 62 PSPSA.

17.2. To refuse applications for authorisation if the available balance on the account serving the bank card has been exceeded, if the credit limit on the credit card or the limit on the transactions have been exceeded and in case of violation of the requirements for using the card, expiry of its term, other inconsistencies in the data, etc.

17.3. To block the use of the card in any of the following cases:

17.3.1. Three consecutive unsuccessful attempts to enter the PIN.

17.3.2. At the request of the **Account Holder** or the **Cardholder**.

17.3.3. In case the **Cardholder** and/or the **Account Holder** fails to implement their obligations under the personal or business credit card issuance agreement or these General Terms and Conditions;

17.3.4. In case of overdue payment referred to in para. 27.6.

17.3.5. Upon notification under para. 18.11. of these General Terms and Conditions;

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17.3.6. In case of attachment to the **Account Holder's** account.

17.3.7. In the other cases provided for by law, in the personal or business credit card issuance agreement, these General Terms and Conditions or the Framework Agreement.

17.4. To block the use of the card when it deems necessary in order to protect the interests of the **Account Holder** and/or the **Cardholder**.

17.5. The **Bank** shall deactivate the card, thus making it invalid, upon the expiry of its term of validity, if the bank account has been closed, in case of termination of the agreement and in other cases laid down in the agreement and these General Terms and Conditions.

17.5.1. The Bank is entitled to deactivate the bank credit card provided that the Cardholder has not tried to find it within 30 days from the date of its issuance, reissue or renewal.

17.6. If there are objective reasons¹, to re-issue the card and to inform the **Account Holder** and/or the **Cardholder** in the shortest possible time.

18. The Cardholder shall be bound:

18.1. To receive the card and PIN code in person or subject to the terms of Art. 3.2 of these General Terms and Conditions in the **Bank** or any other location expressly indicated in a separate agreement with the **Bank** under the Terms and Conditions of the Tariff. In exceptional cases and where urgent replacement of an issued credit card is needed abroad, after an express request by the **Account Holder** stating that the **Account Holder** accepts to receive the card in this manner, and after proper identification in a manner acceptable to the **Bank**, the **Cardholder** may receive the newly issued credit card abroad at the address specified by that Cardholder, for which purpose the **Bank** shall send the card and PIN code in separate shipments by courier. Upon the receipt of the card, the **Cardholder** shall immediately notify the **Bank** of the receipt of the card and the PIN code, as well as sign in the designated place.

18.2. Not to record the PIN code and the 3D card protection password (static password) in a way that allows them to be known by a third party, including on the bank card or on any carrier carried along with the bank card, and to take all other measures to keep their PIN code and 3D card protection password (3D static password) secret.

18.3. To use the card only in person and in compliance with the terms of its issuance and use and within the framework of the law.

18.4. To keep the card number, the PIN code and the 3D static password secret and not to disclose them to third parties.

18.5. To take care and comply in good faith with the law to protect the integrity and store the card and/or the mobile device on which the Bank's digital wallet and/or mobile application is installed.

18.6. To take all necessary measures to prevent the loss, destruction or damage of the card and/or the mobile device on which the Bank's digital wallet and/or mobile application is installed and their unlawful taking.

18.7. To protect the card and/or the mobile device on which the Bank's digital wallet and/or mobile application is installed from mechanical damage, as well as from magnetic and electromagnetic influences and not create prerequisites and not allow unauthorized access to it.

18.8. Not to provide the card, the card data, the mobile device on which the Bank's digital wallet and/or mobile application is installed and the personalized security measures to an unauthorized person, taking all the necessary measures against their disclosure and preventing any access and use by third parties of the card and/or the mobile device on which the digital wallet and/or the Bank's mobile application is installed.

¹ Objective reasons include: inclusion of the card in a list of compromised payment instruments received by the CO (Card Organization) or provision of data on using the card at devices which the Bank has been informed to have been subject to manipulation; any technical problem with the card; pre-term mass re-issuance due to migration to a new standard.

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18.9. To dispose of the funds on the account and use the card according to the procedure and in compliance with the rules defined in these General Terms and Conditions, the General Provisions of the PSPSA and the requirements of the applicable national legislation.

18.10. To prevent the use of the card for payments in connection with goods and services prohibited by law, by the subordinate legislation or other act issued by a competent authority in the country where the card is used. In case the Account Holder/Cardholder uses the card and/or the mobile device on which the Bank's digital wallet and/or mobile application is installed for other purposes or provides them to another person together with the personalized security measures, they shall be responsible for these actions.

18.11. To immediately notify Investbank JSC and to request card blocking in case of destruction, loss or unlawful deprivation, tampering or other unlawful use of the card or the mobile device on which the Bank's digital wallet and/or mobile application is installed, in any of the following ways: by written order in any office of **Investbank JSC**, on phone: + 359 (0) 70012555, via the national system operator **BORICA AD** on the 24-hour phone: +359 2 921 5287; or to initiate the blocking of the card by using the Bank's digital channels – Internet and mobile banking. The notice to **Investbank JSC** must contain the personal data of the Account Holder/Cardholder, such as full name and/or Personal Number and/or card account number (IBAN).

18.12. Within 7 (seven) days, notify the **Bank** of any change in the names, identity card or passport details, place of work, the contact telephone number indicated, or any change of the mobile service provider, and any other data specified in the Card Issuance Request. If the **Cardholder** indicates an incomplete or wrong address and if it fails to notify the **Bank** in writing of the change in the address, all communications and invitations sent by the **Bank** to the **Cardholder** at the address specified in the Request shall be deemed to have been validly served. If failing to notify the **Bank** of the change using the contact telephone number and/or the mobile service operator indicated, the **Cardholder** shall prevent the receipt of SMS notifications of transactions performed, SMS with one-time passwords for identification and for payment to online merchants and being informed of any unauthorized transactions.

18.13. To sign on the place designated for that purpose (signature bar) on the back of the card in a manner corresponding to the signature in the ID document upon receipt of the card.

18.14. To sign on purchase or cash withdrawal receipts printed by POS terminal with the same signature as that on the back of the card and on the identity document, thus certifying to have agreed with the transaction performed in case of it being requested by the transaction recipient;

18.15. Upon request, to provide identification data to the relevant merchant accepting bank card payments.

18.16. To return the card to the **Bank** upon the occurrence of any of the following events:

18.16.1. Damage of the card.

18.16.2. Expiry of the card's term of validity.

18.16.3. Termination of the personal or business credit card issuance agreement.

18.17. To periodically verify (at least once every two weeks) the card movement/statement and in the event of any doubt about any of the transactions, to immediately notify the **Bank**.

18.18. To refrain from exceeding the authorized credit card limit. In offline transactions, for which approval is not required from the authorization system of the system operator BORICA AD up to limits set by the international card organizations Mastercard and VISA, and exceeding the available balance or credit limit is permissible, to repay the funds used. In offline authorization mode, the verification is performed immediately by the terminal without any verification by the card issuer's authorization system or the serving processor. In cases where the excess is a result of the execution of operations ordered by the Cardholder, it shall be considered that the Cardholder has learned about the debiting of the account from the time of submitting the order to execute the respective payment operation. The

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Cardholder/Account Holder (signature)

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Bank shall notify the Account Holder and/or the Cardholder of the excess, as well as of the transactions executed with the card for the current month by providing the monthly statement.

18.19. In the cases where the **Cardholder** is different from the **Account Holder**, the responsibility for the timely repayment of all debts arising from the use of the card shall be borne by the **Account Holder**.

18.20. In the cases where the **Cardholder** is different from the **Account Holder**, the responsibility for maintaining a sufficient balance on the account to meet all payments made with the bank card and all fees and commissions due to the **Bank** shall be borne by the **Account Holder**.

18.21. **The Cardholder and/or the Account Holder shall be bound to notify the Bank in writing of any unauthorized or incorrectly executed transactions /payment operations/ without undue delay, but no later than 30 days after becoming aware of them in any of the ways provided for in Section II, Art. 4 of the PSPSA GP. In the event that the Cardholder and/or the Account Holder is a “consumer” within the meaning of the Public Payments and Services Act, he is obliged to notify the Bank of unauthorized or incorrectly executed transactions without undue delay, after becoming aware of them in any of the ways provided for in Section II, Art. 4 of PSPSA GP, but no later than 13 months from the date of debiting the account. It shall be considered that the Cardholder and/or the Account Holder has become aware of the relevant transaction upon receipt of information about it in any of the ways provided for in Section II, Art. 4 of the PSPSA GP and at the latest upon the receipt of the monthly statement for the period in which the transaction was made, in accordance with the procedure under Section II, Art. 4 of the PSPSA GP.**

18.22. To use the “3D Card Security” service when making transactions on the Internet whenever this option is offered by the merchant.

18.23. To immediately notify the Bank in case of compromising or suspicion of compromising card data, 3D static and dynamic password for online payment.

18.24. To immediately notify the Bank of any requests for card data and dynamic password for online payment, received from any sources in any manner of communication and on any occasions other than the payment on the website of a merchant participating in Visa Secure and Mastercard Identity Check programs.

19. The Account Holder/Cardholder shall be entitled:

19.1. To make transactions with the card pursuant to para. 9 and para. 10 of these General Terms and Conditions to the amount of the funds available on the account associated with the card and to the agreed credit limit, respectively, and in compliance with the operating (daily and weekly) limits applicable to the various types of transactions.

19.2. To request in writing unblocking of the card in the cases of three wrong PINs entered, as well as in the cases where the card has been blocked at the request of the Account Holder/Cardholder.

19.3. To request in writing the issuance of a new card upon loss, destruction or unlawful deprivation of the card and receive the new card and PIN in person or subject to the terms of Art. 3.2 of these General Terms and Conditions at the **Bank**'s offices.

19.4. To request the issuance of a new PIN in case of forgetting the existing one and to change the PIN at an ATM of the system of **BORICA AD** in the country.

19.5. To receive information on the last five card transactions made on ATM which is a part of **BORICA AD** system and/or detailed information on request.

19.6. To request unblocking of the card if 5 incorrect 3D static passwords for the "3D Card Protection" service have been entered.

19.7. To request the issuance of a new official temporary code to create a 3D static password for the "3D Card Protection" service.

19.8. To digitalize the bank card issued in their name, in an application of any third-party provider, where the Bank has provided such an option for the relevant bank card brand. Depending on the supported functionality according to the specific third-party provider, the Account Holder can also access the application of the third-party provider via "iBank Mobile" Mobile Application.

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19.9. To dispute in writing the transactions, fees and commissions reflected in the monthly statement – within the deadlines regulated in Art. 18.21 of these General Terms and Conditions. In the event that the data provided in the monthly statement are not disputed within the deadline, it shall be considered that they have been approved by the **Account Holder/Cardholder**.

19.10. The **Bank** shall consider the objections received in accordance with the procedure and within the term stipulated in the law and according to the procedure determined by the card organization. .

19.11. To request the issuance of an additional bank credit card(s) to an existing active one, when the applicant is the **Account Holder**.

19.12. To confirm (authenticate) payment on virtual (integrated into a website) terminal devices with an authentication method using a combination of a 3D static password and a one-time code (received via SMS to a mobile number* provided by the Account Holder) or through an authentication method using biometric data, if the virtual merchant requires such confirmation.

** If the Bank does not have an up-to-date mobile number to send SMS with one-time dynamic passwords and 3D static password to confirm payments to virtual merchants, the transaction may be rejected.*

TERMS AND CONDITIONS FOR THE USE OF A CREDIT CARD WITH CREDIT LIMIT

20. The initial credit limit shall be determined by the Bank and shall be indicated in the specific agreement according to Art. 7. The credit limit shall be utilised by the date of expiry of the card term of validity.

20.1. Whenever the card term of validity expires, provided that the following conditions are met as at the expiry date:

a/ The **Account Holder** has no liabilities in arrears, as well as the Account Holder and the Cardholder(s), if different from the Account Holder, have not committed any other violations of the obligations under this agreement, the **Bank's** Credit Cards Issuance and Use General Terms and Conditions or the **Bank's** General Terms and Conditions for Payment Services Provided by **Investbank JSC** to Legal Entities, Sole Traders and Natural Persons within the meaning of the PSPSA;

b/ The bank has not found any deterioration of the Account Holder's creditworthiness;

c/ The borrower or the **Bank** have not exercised their right to refuse to revolve the credit limit and/or to reissue a credit card in accordance with the procedure and under the terms and conditions provided for in the General Terms and Conditions,

the card shall be renewed (reissued) ex officio by the **Bank** and the terms for utilization and repayment of the credit limit shall be renewed (revolved) automatically, i.e. without the need for the **Account Holder** to file a request and without the signing of an additional agreement between the parties, whereby the so renewed term for utilizing the credit limit shall be until the expiry of the validity period of the renewed card, and the renewed deadline for the repayment of the debt formed under the credit limit shall be up to two months, starting from the date of expiry of the renewed repayment period.

20.2. The collateral provided for the initial period of validity of the card shall remain in effect and secure the credit limit at each subsequent revolving (renewal), unless otherwise expressly agreed in the specific agreement under Art. 7. If it is necessary to provide new collateral for the new validity period, then that collateral must be established before or at the latest on the day of receiving the renewed card, unless otherwise agreed in the specific agreement under Art. 7.

20.3. In the event that the bank card is reissued before the expiration of the current validity period due to a technical defect, damage/destruction of the plastic, loss, theft, etc., the term for utilization of the credit limit, respectively the term of the credit agreement shall not change according to the new validity on the card, but upon the expiration of the credit limit utilization period, in case the conditions for revolving according to para. 20.1 are present, it shall be renewed (revolved) automatically for a period

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up to the expiration of the validity period of the card so reissued, and the subsequent automatic renewals shall be carried out according to the general procedure.

21. The **Bank** shall determine the credit limit for the **Account Holder** depending on the type of the card and the assessment of the **Account Holder**'s creditworthiness, without the need to indicate reasons for this. Within the credit limit authorized by the **Bank**, the **Account Holder** shall determine the amount of the credit limit(s) for each of the additional cards. The **Cardholder** shall not be entitled to exceed the current credit limit. The **Account Holder**'s account can also be debited above the provided limit, when performing offline operations and for the purpose of collection of fees and commissions due to the **Bank**. If the credit limit is exceeded, the amount of the liability exceeding the limit shall be accounted for an overdraft (liability) in arrears and accrues interest in the amount according to the **Bank**'s Tariff, which is accounted for as overdue interest. The bank shall consider the exceeding of the specified credit limit as an unauthorized overdraft. The customer shall be bound to repay the amount of the unauthorized overdraft immediately upon becoming aware of the excess. In cases where the excess is a result of the execution of operations ordered by the customer, it shall be considered that the customer has learned about it from the time of submitting the order. The Bank shall notify the customer of the excess with the monthly statement of account movements.

21.1. The **Bank** may change the amount of the authorized credit limit depending on the credit history of the **Account Holder**, for which no additional agreement is required to be signed by the parties:

21.1.1. The Bank shall periodically assess the creditworthiness of the **Account Holder** and may unilaterally increase or decrease the amount of the credit limit starting from the date of its decision, and shall notify the **Account Holder** of the change through notification in the internet banking system, by e-mail or SMS, or other communication channels agreed by the parties, and the change shall also be reflected in the monthly statement, indicating the Annual Percentage Cost (APC) and the total amount due.

21.1.2. Within 15 days of receiving the above notification of increase or decrease in the credit limit, the **Account Holder** shall be entitled, without owing compensation or penalty, to express its written disagreement (objection) to the **Bank**:

a/ In the case of a unilateral increase - the customer shall not need to state a reason for his/her disagreement. In this case, the **Bank** shall reduce the limit back to the initially agreed smaller amount of the credit limit, of which it shall notify the customer in accordance with para. 21.1.1. The submitted objection shall have no effect and shall be considered unsubmitted if, despite its submission, the customer has absorbed the full increased amount or such part of the limit that exceeds the previously applicable smaller amount.

b/ In the case of unilateral decrease - the objection must be motivated. The expressed disagreement shall not be binding on the **Bank**. Within 7 /seven/ business days of its receipt, the **Bank** shall consider the objection and make a decision on it, where:

(i) if it decides to resume the larger amount of the limit, the **Bank** shall immediately resume it ex officio, for which it informs the customer in the appropriate manner according to para. 21.1.1;

(ii) if it decides to reject the objection, the **Bank** shall not resume the reduced amount of the credit limit, inform the customer of its decision in the appropriate manner according to para. 21.1.1. In this case, the **Account Holder** shall be entitled to terminate the agreement pursuant to para. 25.1 of these General Terms and Conditions.

21.1.3. It shall be considered that the **Account Holder** has expressed its consent to the change of the credit limit, if the latter fails to object in writing within the specified 15-day period, and in the case of an increase – if before the expiration of this period the Account Holder has utilized the entire amount of the increased limit or part of increased limit greater than the original limit.

21.2. The size of the maximum limits for transactions for each type of card shall be determined according to the current General Provisions of the PSPSA and/or the Tariff of the **Bank** and the product, under the terms of the issuance of the card(s).

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21.3. To use the card, the **Account Holder** shall be bound to pay the **Bank** fees and commissions according to the current Tariff or the product, under the terms and conditions of which the card is issued, and where the terms and conditions differ, the terms and conditions of the specific product shall prevail, as well as interest on the used credit limit according to the terms and conditions of the relevant agreement concluded with the **Bank** for the issuance of a personal or business credit card under Art. 7 of these General Terms and Conditions.

21.4. The due interest, penalties, fees and commissions shall be deducted ex officio from the credit limit, with their total amount being reduced, for which the **Account Holder** agrees by signing the agreement referred to in Art. 7. In the event that the amount of the authorized credit limit is reached on the due date, the interest due is transferred to overdue interest. Upon the receipt of the monthly statement, the **Cardholder** undertakes to repay a minimum monthly payment /MMP/, which is the sum of the amounts: 5% of the total obligation for regular debt, plus 100% of the accrued fees for monthly card servicing. In addition, 100% of the due interest, 100% of the overdue interest and overdue principal must be repaid in full.

21.5. The **Bank** shall provide credit limit on the credit card with a grace period to use amounts and the **Account Holder/Cardholder** shall be entitled to a grace period (interest free period of use) according to the agreement the latter has concluded with the **Bank**. In this period, all proceeds on the card account shall be used to repay the credit limit used by the **Cardholder**, and the credit limit shall be revolved with the amount of the repaid portion. In the event that the obligation is not repaid in full by the end of the grace period, after that date, the outstanding portion of the loan shall accrue interest in the size of the interest rate for a regular debt, determined in the relevant agreement under Art. 7.

REPAYMENT OF CREDIT CARD LIABILITIES

22. Credit card debt repayment plan with a grace period:

22.1. The **Account Holder** shall be required, when using a credit limit on a credit card with a grace period, monthly, within the corresponding repayment period of the month provided for in the agreement concluded, following the grace period, to repay the in full or through a minimum monthly payment (MMP) the obligations relating to the use of the credit card(s).

22.2. The **Account Holder** shall be required to fully repay the MMP, which represents 5 (five) % of the amount of the total regular debt liability indicated in the statement and includes the total amount of withdrawals, payments plus 100% of the monthly card service fee, and must also repay the entire amount of the accrued interest for the previous period and the full amount that is registered in arrears (if any), and the minimum repayment amount may not be less than 10 units in the currency of the card account.

22.3. The **Bank** shall be entitled to unilaterally change the amount of the minimum monthly payment, notifying the **Account Holder** of which in writing, 60 days before the change takes effect.

22.4. In case of full repayment of the obligation within the grace period of using amounts from the credit limit, the **Bank** shall not charge interest for regular debt.

22.5. Upon the repayment of the credit card debt(s) through MMP, on the remaining portion of the total credit limit amount owed/used according to the statement, the **Bank** shall charge interest for regular debt according to the relevant agreement under Art. 7.

22.6. In the event that by the due date according to para. 22.1, the **Account Holder** fails to repay in full the minimum monthly payment according to the statement, after that date, the latter shall have to pay the **Bank** interest on arrears on the outstanding amount in addition to the interest for regular debt.

22.7. Any **Account Holder** with registered obligations in arrears shall have no right to use a grace period. In this case, all subsequent transactions shall incur interest according to the interest rate for regular debt as laid down in the relevant agreement under Art. 7.

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22.8. The fact that the **Account Holder** has not received a statement does not release the latter from the obligation to pay the amounts due in connection with the use of the card.

22.9. The deadline for full repayment of the used credit limit is no later than two months from the date of expiry of the term for utilization of the loan, according to the repayment periods and the accounting posting of the transactions carried out:

22.9.1. For liabilities posted up to the expiration date of the credit limit on the credit card, the repayment deadline is the 30th of the month indicated in the statement.

22.9.2. For liabilities posted in the first month after the expiration of the credit limit, the repayment deadline is the 30th of the month indicated in the statement.

22.9.3. For all liabilities posted in the second month after the expiration of the credit limit, the repayment deadline is immediately upon the occurrence of the liability.

VALIDITY PERIOD. TERMINATION LOAN ACCELERATION

23. Terms of the agreement:

23.1. The personal or business credit card issuance agreement shall enter into force on the date of its signing.

23.2. The duration of the agreement for issuance of credit card to natural persons and legal entities authorised on the basis of their own funds and without applying credit limit to the credit card is two months after the expiry of the validity term of the card.

23.3. The duration of the agreements referred to in Art. 7 of these General Terms and Conditions is two months after the expiry of the credit card term of validity.

23.4. The agreement referred to in Art. 7 may be terminated earlier, before the expiry of the card term of validity, in the cases provided for herein.

24. The validity period of the card shall be until the last calendar day of the month and year printed on the card.

24.1. The **Bank** shall renew the card (issues a new plastic card with a new validity period of the card), repeatedly and ex officio, no later than 10 (ten) days before the expiration of the current validity period. These General Terms and Conditions shall apply accordingly to each renewed card.

24.2. In the case of a credit card issued by the **Bank** with the use of a credit limit, agreed with an agreement under Art. 7 of these General Terms and Conditions, in the cases and under the terms and conditions of Art. 20.1 - upon the renewal, the **Bank** shall revolve the credit limit for a new term, consistent with the new term of validity.

24.3. The **Bank** shall be entitled at its discretion, without having to give reasons, not to renew the credit card, and respectively, not to revolve the credit limit on the card, of which it shall notify the Cardholder in accordance with the procedure under Art. 25.2.2.

24.4. In the event that the **Account Holder** does not wish to have a new bank card issued or does not wish to have a card issued to a particular **Cardholder**, the latter shall notify the **Bank** no later than 30 (thirty) days before the expiration date of the issued bank card.

24.5. The period of validity of the digitalized card is 3 (three) years, starting from its digitalization, and after its expiration it shall be digitally renewed in compliance with the terms and conditions established by the third-party provider and subject to the condition that the card being digitalized is active.

25. The credit card issuance agreement shall be terminated:

25.1. By written notice of the **Account Holder** stating the refusal of the latter to renew the term of the agreement or to reissue the card, submitted 30 (thirty) days before the expiry of the card term of validity. If the agreement for the use of credit card is terminated by the **Account Holder** prior to the expiry of its term by 30 (thirty) day written notice, the **Account Holder** shall be required to return to the **Bank** all cards issued at the request of the Account Holder upon the submission of the application.

25.2. Unilaterally by the **Bank**:

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25.2.1 At any time in case of violation by the **Account Holder** of these General Terms and Conditions, the agreement under Art. 7, as well as in case the **Account Holder** does not accept the changes made by the **Bank** in these General Terms and Conditions. In these cases, the **Bank** shall notify the **Account Holder** and block the card.

25.2.2. In the event of a refusal by the **Bank** under Art. 24.3 to **renew** a credit card (or, respectively, revolve a credit card using a credit limit under an agreement under Art. 7) - with notice received by the **Account Holder** before or at the latest at the same time as the expiry of the issued/renewed credit card. The **Bank** shall notify the **Account Holder** of its refusal by means of a notice in hard copy, sent to the correspondence address last indicated by the **Account Holder** or by an e-mail message or a text message to the contact telephone number last indicated by the **Account Holder** or through other communication channels /including with notification on the internet and/or mobile banking/. In this case, the issued/renewed card shall be valid until the validity period printed on its face, which date shall also be the deadline for the utilization of the provided credit limit, and the deadline for the full repayment of the used credit limit shall be determined pursuant to Art. 22.9.

25.3. The termination of the personal or business credit card issuance agreement to the **Account Holder** will lead, regardless of the reason, to the termination of the effect of the digitalized card, as well as the Agreements for all additional cards to the account of the **Account Holder** which have already been issued.

25.4. In order to terminate the use of a digitalized card through an application of a third-party provider, the **Authorized User/Cardholder** should comply with the terms and conditions set by that provider. The **Authorized User/Cardholder** may, at any time during the validity of the agreement, unilaterally terminate the use of the third-party provider application, by deleting the registered bank cards from the respective application. The termination of the digitalized card shall not terminate the card agreement.

26. Upon termination of the credit card issuance agreement, the **Account Holder** of the account which is opened in connection with the card shall repay all amounts due to the **Bank**. Upon termination of the personal or business credit card issuance agreement and the presence of a positive balance, namely deposited own funds, the amount shall be refunded to the **Account Holder** at the cash desk in the financial centre of the **Bank** or shall be transferred to a bank account designated by the **Account Holder**.

27. The commitments of the **Bank** to provide funds from the credit limit shall be terminated and the **Bank** may request for early collection of the loan on the occurrence of any event listed below:

27.1. Violation of any provision of these General Terms and Conditions or the agreement referred to in Art. 7.

27.2. If the **Account Holder** does not accept the changes in these General Terms and Conditions made by the **Bank**.

27.3. In case of the **Account Holder's** death when the **Account Holder** is a natural person, or in case of full or limited incapacity mandates.

27.4. If the **Account Holder** is declared bankrupt or in case of initiated insolvency proceedings or liquidation of the **Account Holder** - legal entity.

27.5. In case of failure to pay the amount where the credit limit on the card is exceeded (offline transactions and/or upon charging of payable interest, fees, and commissions). The amount of the excess is considered due from the date of its formation as a limit.

27.6. In case of non-payment on time of the minimum monthly payment (MMP) determined according to the monthly statement.

27.7. In case of misuse of the right under Art. 20.3, whereby misuse shall also be present when the **Account Holder** exercises the said right more than 2 (two) times, regardless of whether the reissue of an issued or renewed credit card is requested and the reason indicated in the reissue application.

27.8. In case of unjustified objection on the part of the **Account Holder** of transactions actually executed by it or by persons authorised by it.

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27.9. In the above cases, the **Bank** shall block the use of the credit card(s), including the digitalized card(s), and in the cases under para. 27.7 - it shall also refuse to reissue it.

COLLATERAL

28. To secure its debts due by the **Account Holder**, the **Bank** accepts the collateral stipulated in the agreement referred to in Art. 7 of these General Terms and Conditions.

CONSENTS AND ACKNOWLEDGEMENTS

29. By signing the personal or business bank credit card issuance agreement, the **Holder** of the account linked to the bank card unconditionally and irrevocably consents in advance that the **Bank** may ex officio make payments from all accounts of that **Holder** opened with **Investbank JSC** pursuant to the procedures of Ordinance 3 of the Bulgarian National Bank on the terms and procedure for opening payment accounts, execution of payment transactions and use of payment instruments, on the basis of which the **Bank** may unilaterally collect from it, on the maturity date or thereafter, the amounts payable by the **Account Holder** according to the personal or business credit card issuance agreement referred to in Art. 7 of these General Terms and Conditions – principal, interest, penalties, fees, commissions, expenses (costs), etc., and the **Bank** shall be entitled to debit ex officio the accounts opened with it in national and foreign currency, including, where necessary, by purchasing foreign currency or arbitration at the buy/sell rate of **Investbank JSC** on the transaction day, respectively. Any possible exchange differences shall be borne by the **Account Holder**. When collecting its receivables ex officio, the **Bank** is required firstly to satisfy its receivables from the funds of the **Account Holder** in the currency of the loan. This clause entitles the **Bank** to cancel without notice or prior notification the term deposit Agreements signed with the **Account Holder**; in case of any balance on the deposit account it will be transferred to another account of the Account Holder.

30. By signing the agreement referred to in Art. 7, the **Account Holder** confirms that he/she is aware of the **Bank's** right to terminate without notice the utilisation of the unused credit limit and to accelerate the debt in case of violation of these General Terms and Conditions and the agreement.

31. In cases where the **Bank** has concluded an agreement with an employer for servicing the salaries of its employees and has issued bank cards for them under preferential terms, as from the date of termination of the **Account Holder's/Cardholder's** employment with the employer, the preferential terms shall be automatically invalidated and the **Bank's** standard bank card terms shall apply thereafter.

32. In case of credit cards issued in the presence of deposit account of the **Account Holder** with the **Bank** or in connection with a mortgage or consumer loan provided to the **Account Holder** by the **Bank**, upon the termination of the relevant (deposit/loan) agreement the credit card may continue to be used after the repayment of the amounts due and after amending the contractual relations with the **Bank**.

33. By signing the agreement for issuing Mastercard or VISA bank cards, the **Bank**, at its own expense, provides the **Cardholder** with insurance Travel Assistance Abroad, and the **Cardholder** is notified by the **Bank** about the provision of the personal data of the latter within the meaning of Regulation No. 679/EU on the protection of personal data, to the insurer, as well as any other information necessary for the insurer in connection with the payment of insurance benefit.

PERSONAL DATA

34. Pursuant to Regulation No. 679/EU on the personal data protection and the Personal Data Protection Act:

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34.1. The Account Holder/Cardholder or the persons representing them, respectively, hereby declare and confirm that the personal data of the Account Holder/Cardholder or the persons representing them, respectively, which are contained in the specific agreements concluded with the Bank and/or in other documents provided and/or signed on behalf of the Account Holder/Cardholder upon the conclusion and/or during the implementation of these agreements, are provided to the Bank voluntarily for the purposes of identifying the Account Holder/Cardholder as a party to the relevant agreement for the implementation of the payment services under the agreement and for the implementation of the legally established obligations of the Bank. The Account Holder/Cardholder or the persons representing them, 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 Account Holder/Cardholder or the persons representing them, 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.

34.2. 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 the relevant agreement the Account Holder/Cardholder declares to have been familiarized with the Investbank JSC Privacy Statement available on the website of the Bank at www.ibank.bg and at the financial centers, having received 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.

34.3. By signing the agreement under Art. 7, the Account Holder/Cardholder confirms that any personal data provided by it or by other personal data controllers to Investbank JSC shall be processed on paper and/or technical media in connection with the application of the provision of the previous paragraph 34.2.

34.4. 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 Account Holder/Cardholder 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.

34.5. The Account Holder/Cardholder declares to have been informed by the Bank of the obligations and in relation to the anti-money laundering legislation and measures and counter-terrorist financing measures and for the implementation of these measures, including the requirement to present

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documents for their identification, as well as for the identification of their representatives and persons who are authorized to dispose of the bank accounts. The Account Holder/Cardholder declares to have agreed to submit all the documents required by the Bank and to implement all the Bank's requirements in this regard, including by providing the Bank with certified copies of the documents submitted by them.

34.6. By signing the personal or business bank credit card issuance agreement, the **Account Holder / Cardholder** consents that the **Bank** may request and receive from any other data controller, including but not limited to the National Social Security Institute and the Civil Registration and Administrative Services General Directorate at the Ministry of Regional Development and Public Works, information regarding personal data declared to the **Bank** as a person who is or wishes to become a party to a relationship with **Investbank JSC** upon or in connection with receiving a credit limit on a credit card until the full implementation of all obligations of the **Account Holder / Cardholder** to the **Bank**.

RESPONSIBILITIES

35. The Bank shall not be liable for transactions concluded when using the card.

36. The **Account Holder/Cardholder** shall be liable for all of its actions and obligations arising out of the use of the card. The Bank shall not be liable for unauthorized or incorrectly executed payment operations, including under the provisions of Art. 78, 79 and 80(1) PPSA, when it has not received the notification under Art. 18.21 within the time limits provided for in the same article.

37. In the event of an unauthorized payment transaction, the Bank shall refund to the payer the value of the unauthorized payment transaction, except where the Bank has reasonable suspicions of fraud and notifies the relevant competent authorities thereof. Where necessary, the Bank shall restore the payment account of the Account Holder in the condition in which it would be if the unauthorized payment transaction had not been executed. Where the payment service provider of the payer does not require cardholder's strong customer authentication, the payer shall bear no losses unless he acted fraudulently. Where the beneficiary or the beneficiary's payment service provider fails to accept the cardholder's strong customer authentication, it shall recover the pecuniary damage caused to the beneficiary's payment service provider.

38. The **Account Holder** shall bear the losses related to unauthorized payment transactions resulting from the use of a lost, stolen or misappropriated card or the mobile device on which the Bank's digital wallet and/or mobile application is installed, but not more than the amount specified in Art. 80(1) PPSA.

38.1. The provision of Art. 27.1 shall not apply in the event that 1/. the loss, theft or misappropriation could not have been established by the payer prior to the payment, except where the payer acted fraudulently, or 2/. the damage was caused by an act or omission of an employee of the payment service provider or its subcontractor.

38.2. The **Account Holder** shall bear all losses related to unauthorized payment transactions, regardless of their amount, where the damages are caused by the Account Holder/Cardholder through fraud or failure to implement one or more of their obligations under Art. 18.3, 18.10, 18.13, intentionally or due to gross negligence.

38.3. Intent and gross negligence can be ascertained: through an investigation carried out by the **Bank**; in proceedings before the Dispute Resolution Conciliation Commission at the Consumer Protection Commission; in court proceedings; in an investigation of the law enforcement authorities or international card organizations before which a disputed payment procedure has been initiated. The **Account Holder/Cardholder** agrees to provide full assistance in clarifying the circumstances under review.

38.4. In the event of disputing a transaction after the expiry of the period under Art. 18.21, it shall be considered that the Account Holder /Cardholder acted in gross negligence.

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39. After the notification in accordance with Art. 18.11, the Account Holder/Cardholder shall not suffer any property damage resulting from the use of a lost, stolen or illegally appropriated payment instrument and/or the mobile device on which the Bank's digital wallet and/or mobile application is installed, except for the cases where that Account Holder/Cardholder has acted fraudulently.

40. The Bank shall not be liable if a card transaction is refused for technical or communication reasons in the systems of other card payment operators, banks, or other persons involved in the payment process.

40.1. The parties shall not be liable for non-fulfilment of their obligations under the bank card issuance agreement which has occurred due to exceptional technical reasons such as failure of information systems, interruption of communication lines, power cut, etc., as well as in exceptional circumstances such as natural disasters, nationwide strikes, technical failures beyond their control.

40.2. The **Bank** shall not be liable for any non-received by the Cardholder SMS with a secret confirmation code necessary for the use of the "3D Card Protection" service in case of impossibility to deliver the notifications from the respective mobile communication providers;

41. The **Bank** shall not be liable for any mistaken submission by the Cardholder of a mobile telephone number in connection with the use of the "3D Card Security" service.

DISPUTED PAYMENT PROCEDURES AND SETTLEMENT OF DISPUTES

42. The **Account Holder / Cardholder** may lodge a complaint in connection with the issuance and use of a bank card in any financial center of the **Bank**. Within 15 business days of receiving the complaint, the **Bank** shall respond in writing on paper or by e-mail /in cases where the complaint was submitted by e-mail or a request was made therein to send a response by e-mail/ to the Account Holder/Cardholder, notifying them of its decision and/or of the period within which they will receive a response, in cases where it is necessary to collect information from other banks, card operators, other third parties, initiated criminal proceedings in the case under consideration or initiated disputed payment procedure of the relevant card organization. Exceptionally, when the **Bank** is not able to decide within a specified period for reasons beyond its control, it shall send the **Account Holder/Cardholder** a reply stating the reasons for the delay and the period within which the **Cardholder** will receive a reply to the appeal. In any event, the time limit for obtaining a reply may not exceed 35 working days from the receipt of the complaint.

43. In the case of registered suspicious transactions by the **Bank** and/or the respective card organization, the **Account Holder/Cardholder** agrees for the **Bank** to perform a complete verification of the payments made with the card, providing maximum assistance.

44. In the event that, when a complaint has been filed, it is possible to initiate a "Disputed Payment" procedure of the respective card organization, the **Account Holder/Cardholder** consents in writing to its initiation, undertaking to provide the necessary documentation. The documentation submitted to the Bank shall include a completed dispute request, a copy of the receipt for the sale or cash withdrawal, the agreement for the goods sold or services provided, invoice, correspondence with the merchant in the cases of online trading, or other documents from the transaction.

45. The **Bank** undertakes to assist and inform the **Account Holder / Cardholder** about the progress of the "Disputed Payment" procedure, informing the latter about each stage of the procedure according to the deadlines specified by the respective card organization.

46. Upon the written consent of the **Account Holder**, the **Bank** shall initiate arbitration proceedings before the arbitration boards of the relevant card organization.

47. For consideration and ruling on the proceedings under Art. 44, the Account Holder/Cardholder does not owe a fee.

48. Upon acceptance of the complaint / objection, the disputed amounts shall be refunded to the Account Holder's account upon the completion of the authentication procedure for the payment

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transactions, but not later than 35 business days of the receipt of the objection. If the complaint/objection is not upheld, the **Bank** shall notify the Account Holder.

49. Reversal of a payment transaction, executed at the initiative or through the beneficiary.

49.1. The payer shall be entitled to request from their payment service provider to reverse the entire amount of a card payment transaction already executed and authorized, provided that it has been ordered by or through the beneficiary and the following conditions have been met:

a) at the time of the authorization for execution of the payment transaction, its exact value was not indicated, and

b) the amount of the payment operation exceeds the amount expected by the payer in view of its previous expenses for similar operations, the terms of the framework agreement or other specific circumstances in this case.

49.2. The request for reversal of funds under Art. 49.1 shall be made by the payer within 56 days from the date on which the account has been debited. Upon request of the **Bank**, the payer shall provide evidence of the existence of the conditions referred to in Art. 49.1.

49.3. Within 10 business days of the receipt of the request, the **Bank** shall reverse to the payer the full amount of the payment transaction or refuse to recover it, stating the reasons for the refusal and the authorities to which the payer may make an appeal if it does not accept the reasons for the refusal set out.

49.4. The reversal shall include the full amount of the executed payment operation, whereas the value date for crediting the account of the payer shall be no later than the date on which the account has been debited with the amount of the payment operation.

49.5. For the purposes of Art. 49.1(b), the payer may not state grounds related to the exchange of foreign currency, when the reference exchange rate agreed with the provider of payment services is applied. The payer shall not be entitled to a refund under Art. 49.1, if the latter has consented for the execution of a payment operation directly to the **Bank**, and the **Bank** or the beneficiary has provided or granted to the payer information about a forthcoming payment operation in the manner stipulated in the Framework Agreement at least 28 days ahead of the date of the execution of the payment operation.

49.6. In the event of direct debits under Art. 1 of Regulation (EU) No. 260/2012 the payer shall be entitled to unconditional refund of the amount within the deadlines set forth in Art. 49.2. and Art. 49.3 of these General Terms.

50. When the Bank has not decided on a submitted complaint within the time limits specified in Art. 42 of these General Terms and Conditions or the decision does not satisfy the **Account Holder**, the dispute may be referred for consideration to the Dispute Resolution Conciliation Committee (DRCC) established at the Consumer Protection Commission under the PSPSA. The DRCC is located at the following address: 1 Vrabcha Str., floor 4, 1000 Sofia, tel. +359 2 933 05 65, fax +359 2 988 48 18; +359 02 988 42 18; **e-mail: adr.payment@kzp.bg; website: www.kzp.bg and <http://abanksb.bg/pkps>.** The consumer dispute resolution online platform address is: <http://ec.europa.eu/odr>

50.1. Referring the dispute to the DRCC shall be made by filing a written objection by the **Account Holder/Cardholder**, 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 objection, 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. **The Account Holder/Cardholder** declares to have been informed by the **Bank** of the possibility and of the procedure in which it may refer the dispute to the DRCC.

50.2. General Conciliation Commissions to the Consumer Protection Commission listed on a regional basis:

- General Conciliation Committee at the Consumer Protection Commission (DRCC), having its registered office in Sofia City and area of operation in Sofia City, Sofia Region, Kyustendil Region

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and Pernik Region, with address: 1 Vrabcha Str., floor 4, 1000 Sofia, tel. 02/ 9330 565; website: www.kzp.bg; e-mail: adr.payment@kzp.bg;

- General Conciliation Committee, having its registered office in Blagoevgrad and area of operation within the territory of Blagoevgrad Region;
- General Conciliation Committee, having its registered office in Burgas and area of operation within the territory of Burgas Region;
- General Conciliation Committee, having its registered office in Sliven and area of operation within the territory of Sliven Region and Yambol Region;
- General Conciliation Committee, having its registered office in Varna and area of operation within the territory of Varna Region, Dobrich Region and Silistra Region;
- General Conciliation Committee, 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 Committee, having its registered office in Pleven and area of operation within the territory of Pleven Region;
- General Conciliation Committee, having its registered office in Montana and area of operation within the territory of Montana Region, Vratsa Region and Vidin Region;
- General Conciliation Committee, 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 Committee, having its registered office in Ruse and area of operation within the territory of Ruse Region and Veliko Tarnovo Region;
- General Conciliation Committee, having its registered office in Haskovo and area of operation within the territory of Haskovo Region and Kardzhali Region;

50.3. The Conciliation Committees consider the objections which are not referred to a court, arbitration tribunal or other conciliation body, and where there is no settlement entered into with the respondent party.

INSURANCE OF THE CARDHOLDER

51. Travel Assistance Abroad Insurance is offered to **Cardholders** who have not reached the age of 75 at the date of the insurance.

52. The Travel Assistance Abroad Insurance covers the territory of the whole world with the exception of the territory of the Republic of Bulgaria and is valid for a period of residence not longer than 90 consecutive days.

53. The insurance includes coverage of the costs of medical emergency, loss and delay of registered luggage depending on the credit card type and the terms and conditions specified in the corporate insurance policy signed.

54. Each **Bank's** credit card **Cardholder**, holding more than one Mastercard and/or VISA card, shall receive an individual certificate of the Travel Assistance Abroad Insurance and may use one insurance coverage.

55. The **Bank** shall issue a certificate and General Terms and Conditions for each Mastercard and Visa card which will contain information about the requirements and assistance contacts in case that an insured event has occurred.

MISCELLANEOUS

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56. The Cardholder/Account Holder agrees that the Bank shall communicate to the system operator BORICA AD information related to the servicing of the bank card.
57. For all issues, not settled herein, the provisions of the Bulgarian legislation shall apply.
58. The disputes shall be resolved by the parties in a spirit of agreement and mutual understanding, and in the absence of such, the dispute shall be referred to the DRCC or to the competent Bulgarian court.
59. The Bank shall be entitled to transfer its receivable under the agreement referred to in Art. 7 of these General Terms and Conditions to third parties.
60. In the cases when a credit limit on a credit card has been granted, the provisions in the General Terms and Conditions of **Investbank JSC** for granting consumer loans shall also apply.
61. These General Terms and Conditions also apply to loans provided by the Bank at a distance through the use of means of distance communication in accordance with the procedure and pursuant to the Remote Provision of Financial Services Act /"RPFSA"/, hereinafter referred to as "consumer online loans" that cumulatively meet the following conditions:
- 61.1. They are granted in BGN, USD or EUR.
- 61.2. The interest rate on the loan is determined on the basis of a fixed annual interest rate.
- 61.3. The loan agreement is concluded through one or more means of distance communication, including through an electronic platform organized and maintained by **Investbank JSC** and through the electronic application of Eurotrust LTD.
62. **These General Terms and Conditions of Investbank JSC were approved and adopted by the Bank's Board of Directors by Resolution under Minutes No 32 of 05.07.2011 and represent an integral part of the General Terms and Conditions of Investbank JSC for the provision of payment services and opening and servicing of bank accounts of legal persons, sole traders and natural persons under the terms of the PSPSA and revoke the General Terms and Conditions of Investbank JSC for issuance and use of debit and credit cards.**
63. **These General Terms and Conditions of Investbank JSC were amended and supplemented by decision of the Management Board of the Bank with Minutes No. 64 of 13.12.2011, Minutes No. 25/07.04.2015, No. 44/18.07.2017, Minutes No. 3/23.01.2018, Minutes No. 17/11.04.2018, Minutes No. 19/24.04.2018, Minutes No. 39/07.08.2018, Minutes No. 57/06.11.2018, Minutes No. 18/28.04.2020 and updated by Minutes No. 37/25.08.2020, Minutes No. 53/24.11.2021, Minutes No. 18/27.04.2022, Minutes No. 29/25.07.2023, and updated by Minutes No. 25/08.05.2025, with the changes entering into force as from 14.05.2025 in respect of all newly concluded credit card agreements.**

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