Conditions for the provision of financial services at a distance

DSK Bank AD is a commercial company registered with the Commercial Register and the Register of Non-Profit Legal Entities maintained by the Registry Agency under Unified Identification Code (UIC) 121830616, with registered office and address of management at: 19 Moskovska St., Sofia, Bulgaria; tel.: 0700 10 375; fax: +359 (2) 980 64 77; e-mail: call_center@dskbank.bg.

DSK Bank AD carries out banking activities pursuant to Banking Licence No. B 03 issued by the Bulgarian National Bank, with address at: 1 Knyaz Alexander I Sq., Sofia, Bulgaria, which exercises supervision over the Bank's banking activities.

DSK Bank AD provides investment intermediary services pursuant to Decision No. RG-03-193 of the State Securities Commission, currently the Financial Supervision Commission (FSC), with address at: 16 Budapest St., Sofia, Bulgaria, which exercises supervision over the Bank's investment intermediary activities.

I. Conclusion of a Distance Financial Services Agreement

1. DSK Bank enters into the following types of distance financial services agreements with its individual customers: opening and servicing of a current account; access to electronic channels; issuance and servicing of a credit card (including an additional credit card); purchase of a plan; consumer loan; mortgage loan; trading in units of investment funds; provision of brokerage services; conclusion of transactions in derivative financial instruments; discretionary portfolio management and investment advice.

2. Prior to the signing of any of the agreements referred to in Item 1, the Bank shall provide the Customer with the documents required by law in respect of the relevant agreement, which the Customer must review prior to signing the agreement. The Customer shall confirm their acceptance of the documents by ticking the relevant designated box and/or by signing them with an electronic signature.

3. The pre-contractual information provided by the Bank shall be valid as of the date on which it is provided. The parameters of the services, the manner in which they are provided, and the fees and commissions payable by the Customer in respect thereof are set out in the pre-contractual information provided to the Customer for the relevant type of service. The current General Terms and Conditions, where applicable to the respective product/service, the Tariff of DSK Bank AD, as well as information regarding the processing of personal data of natural persons by DSK Bank AD, are available on the Bank's website at www.dskbank.bg and at any branch of the Bank. The Customer shall not incur any other additional costs in connection with the specific distance service agreement.

4. The agreements referred to in Item 1 and all other documents related thereto shall be signed by the Customer with an electronic signature within the meaning of the Electronic Document and Electronic Trust Services Act.

5. The agreement for the service selected by the Customer shall be deemed concluded upon its signing by both the Customer and the Bank. The relevant service may only be provided after the agreement has been concluded in accordance with the preceding sentence. The agreement, together with all related documents signed by the Customer and/or the Bank, shall be made available to the Customer in an unalterable format for review, download and printing.

6. Where an application for a mortgage loan is submitted through the DSK Home electronic platform, the Bank may grant preliminary approval for the loan. Such preliminary approval shall not be binding upon the Bank and shall not constitute an offer. The preliminary approval shall be valid for a specified period, prior to the expiry of which the Customer may apply for final approval of the loan and enter into the relevant agreement.

II. Withdrawal from a Distance Financial Services Agreement

7. The Customer shall have the right, without owing any compensation or penalty and without stating any reason, to withdraw from a distance agreement referred to in Item I.1 (except for agreements for: trading in units of investment funds; provision of brokerage services; conclusion of transactions in derivative financial instruments; discretionary portfolio management; provision of investment advice) within 14 days from the date of conclusion of the agreement. The right of withdrawal shall be deemed to have been exercised provided that the Customer (in person or through a person expressly authorised by a notarised power of attorney) submits a written notice of withdrawal to the Bank, prior to the expiry of the 14-day period, on paper at any branch of the Bank.

8. Within 7 days from the submission of the notice, the Customer shall pay all fees, commissions and other costs in respect of any services used by the Customer under the agreement and provided prior to the expiry of the period for exercising the right of withdrawal, including monthly bank account maintenance fees, bank card issuance fees and fees for executed payment transactions.

9. Within 30 days from sending the notice of exercise of the right of withdrawal, the Customer shall repay the amount of credit utilised or, respectively, the utilised credit limit, and shall pay the agreed interest and any other costs in accordance with the terms and conditions of the respective credit agreements. The right of withdrawal shall be exercised in accordance with the procedure and under the terms and conditions set out in the Agreement and/or the General Terms and Conditions applicable to the respective type of credit, where applicable.

III. Other Provisions

10. The relevant Bulgarian banking legislation and general laws shall apply to the relationship established between the Customer and the Bank prior to the distance conclusion of the agreement for the respective type of service pursuant to Section I. Any disputes arising out of or in connection with such relationship shall be resolved by the competent Bulgarian court.