

# MANUAL

**for concluding a foreign exchange  
transaction at a negotiated rate in  
DSK Direct**

**DSK Bank offers its clients the opportunity to conclude foreign exchange transactions entirely through an electronic channel, including transactions with gold traded on unallocated account. You will receive a preferential exchange rate in real time without having to contact a dealer by phone. A foreign exchange transaction at preferential rates in DSK Direct may be concluded between your own accounts, as well as to accounts of third parties, with the exception of gold traded on unallocated account.**

**Such transactions can be concluded between 8:30h and 17:00h.**

**The purpose of this manual is to describe the process of concluding a foreign exchange transaction at a preferential exchange rate for an amount equal to or greater than EUR 5 000 or the equivalent in the respective currency, calculated according to the BNB fixing, as well as gold traded on unallocated account for a minimum of one troy ounce.**

### **STEPS FOR REQUESTING A PREFERENTIAL EXCHANGE RATE THROUGH INTERNET BANKING (PAYMENT ORDERS menu, NEW PAYMENT sub-menu)**

1. Select the type of payment
2. Select the respective FROM and TO accounts where the conversion will be performed
3. Select Negotiated exchange rate through Internet banking
4. Click the respective type of transaction, BUY or SELL currency, depending on the selected accounts
5. Request an exchange rate
6. Confirm the exchange rate
7. Confirm the payment

The screenshot shows the DSK Direct web interface. At the top, the navigation menu includes 'YOUR ACCOUNTS', 'LOANS', 'CARDS', 'BILL PAYMENTS', 'PAYMENT ORDERS' (highlighted with a red circle), 'SAVINGS', 'FUNDS', 'REQUESTS', 'NOTIFICATIONS', 'SMART APPLICATIONS', and 'SETTINGS'. Below this, a sub-menu contains 'New payment' (circled in red), 'Pending payments', 'Archive', 'PDF advices', 'Automatic', 'Beneficiaries', 'Templates', 'Exchange Rates', and 'Negotiated Rates'. The main content area is titled 'Payment orders' and features six payment options, each with a 'Create new payment' button and a dropdown arrow:

- Between own accounts** (Green): Payment transfer between own accounts in DSK Bank.
- To DSK Bank account** (Yellow): Payment transfer in BGN or foreign currency to another customer's account at DSK Bank.
- To state budget** (Blue): Payment transfer in BGN to state budget accounts of State Budget entities.
- To other bank in BGN** (Red): Payment transfer in BGN to account in another bank in Bulgaria.
- Foreign currency** (Blue): Payment transfer in foreign currency to a bank in the country or abroad.
- Other** (Grey): University fees, Traffic police fines, Sweep balance, Make donation, For distributors of merchants, e-Faktura, Payment of safe deposit box.

The footer contains the DSK Bank logo and links for 'Terms and Conditions - individual clients', 'Tariffs - individual clients', 'User Guide', 'Call center: 0700 10 375 \*2375', 'Terms and Conditions - corporate clients', and 'Tariffs - corporate clients'. The copyright notice is 'DSK Bank BIC/SWIFT: STSABGSF © 2022 on DNIS eBank.NET'.

## MAKING A PAYMENT ORDER WITH A PREFERENTIAL EXCHANGE RATE

### 1. Select the type of payment

In order to make a payment using a preferential exchange rate, go to Payment Orders in the main menu in DSK Direct.

Select New Payment from the sub-menu and then the type of payment you will make.

Click on Create New Payment in order to open the screen for the respective type of payment.

Create/Edit 

Load template

Create new payment

Between Own accounts

From Account

To Account

Amount / Currency

Details of Payment

The payment order will be executed immediately. It's possible a short delay between 22:00 and 04:00 in accepting the transactions.

Pay now

Request execution date

Request periodic transfer

Save as template

Visible for all authorised persons

Pay

## 2. Select the respective FROM and TO accounts where the conversion will be performed

Select the account from which the payment will be made, as well as the account to which you will transfer the desired amount in the respective currency.

In order to trade gold on unallocated account, it is mandatory to have an account for trading gold, as well as an account in euros or USD. Trading gold on unallocated account may only be performed against euros or US dollars between your own accounts with the bank!

### 3. Select Negotiated exchange rate through Internet banking

After you select both accounts, you should select Negotiated rate through Internet banking in order to receive a preferential rate or to negotiate a deal with gold traded on unallocated account.

The screenshot shows the 'PAYMENT ORDERS' section of the DSK Direct online banking interface. The navigation bar includes 'YOUR ACCOUNTS', 'LOANS', 'CARDS', 'BILL PAYMENTS', 'PAYMENT ORDERS', 'SAVINGS', 'FUNDS', 'REQUESTS', 'NOTIFICATIONS', 'SMART APPLICATIONS', and 'SETTINGS'. Below the navigation bar, there are tabs for 'New payment', 'Pending payments', 'Archive', 'PDF advices', 'Automatic', 'Beneficiaries', 'Templates', 'Exchange Rates', and 'Negotiated Rates'. The main content area is titled 'Create/Edit' and contains a 'Load template' button and a 'Create new payment' button. The 'Between Own accounts' section is the primary focus, featuring two dropdown menus for 'From Account' and 'To Account', both set to 'РАЗПЛАЩАТЕЛНА СМЕТКА - BGN' and 'РАЗПЛАЩАТЕЛНА СМЕТКА - EUR' respectively. Below these, there are two radio buttons: 'DSK Bank rate' (selected) and 'Negotiated rate through Internet banking' (highlighted with a red circle). Further down, there are input fields for 'Amount / Currency' in BGN and EUR, with 'Buy' and 'Sell' buttons. A 'Details of Payment' field is also present. A blue information box states: 'The payment order will be executed immediately. It's possible a short delay between 22:00 and 04:00 in accepting the transactions.' At the bottom, there are three radio buttons for 'Pay now', 'Request execution date', and 'Request periodic transfer'. To the right, there are checkboxes for 'Save as template' and 'Visible for all authorised persons'. A green 'Pay' button is located at the bottom right of the form.

**Between Own accounts**

From Account: РАЗПЛАЩАТЕЛНА СМЕТКА - BGN

To Account: РАЗПЛАЩАТЕЛНА СМЕТКА - EUR

DSK Bank rate  Negotiated rate through Internet banking

Amount / Currency: 0.00 BGN Buy

Amount / Currency: 0.00 EUR Sell

Details of Payment

The payment order will be executed immediately. It's possible a short delay between 22:00 and 04:00 in accepting the transactions.

Pay now  
 Request execution date  
 Request periodic transfer

Save as template

Visible for all authorised persons

Pay

**dskdirect** otp group YOUR ACCOUNTS LOANS CARDS BILL PAYMENTS **PAYMENT ORDERS** SAVINGS FUNDS REQUESTS NOTIFICATIONS SMART APPLICATIONS SETTINGS

New payment Pending payments Archive PDF advices Automatic Beneficiaries Templates Exchange Rates Negotiated Rates

Create/Edit Load template Create new payment

**Between Own accounts**

From Account: РАЗПЛАЩАТЕЛНА СМЕТКА - BGN  
 To Account: РАЗПЛАЩАТЕЛНА СМЕТКА - EUR

DSK Bank rate  Negotiated rate through Internet banking

Preferential exchange rate can be negotiated within the official working time of the Bank (from 8:30 a.m. to 05:00 p.m.) during every official working day in Bulgaria for an amount equal or greater than EUR 5 000 or its equivalent amount in the respective currency, calculated by the BNB fixing. For gold trades, the minimum size is 1 troy ounce.  
 Transfers ordered with the accepted preferential exchange rate via Internet banking are posted automatically.

**EUR / BGN**

SELLS Buy

Reference: Please, choose  
 Negotiated rate with dealer: 0 EUR/BGN  
 Amount / Currency: 0.00 BGN  
 Amount / Currency: 0.00 EUR  
 Dealer's name:  
 Details of Payment:

The payment order will be executed immediately. It's possible a short delay between 22:00 and 04:00 in accepting the transactions.

Pay

#### 4. Click the respective type of transaction – BUY or SELL currency, depending on the selected accounts

##### 4.1. Making a payment by buying currency at a preferential rate

When making a transfer between own accounts, on this screen you can request a preferential rate by clicking on the button Buy, which will load the window in which you can input the respective amount and receive the exchange rate.

If you would like to make a payment in a currency different from the currency of the debit account, you should select the account from which you will make the payment and input the currency of the account to which you will make a payment. The process to request a preferential exchange rate is the same as above.

Trading with gold on an unallocated account can only be performed between own accounts opened with the bank!

### Preferential exchange rate for buying EUR ✕

**FROM**

РАЗПЛАЩАТЕЛНА СМЕТКА - BGN

**AMOUNT IN EUR** **AMOUNT IN BGN**

The amount must be greater than or equal to 5000 EUR.

The amount must be greater than or equal to 9760 BGN.

**EXCHANGE RATE EUR/BGN**

Get rate

**TIME LEFT** ↔ **SEC**

Confirm

By pressing the button "Confirm", you accept the exchange rate, proposed by the Bank. At this point the deal is concluded and:

- The bank automatically blocks the necessary amount on the account, specified by you.
- You agree to make the transfer until 17:15 o'clock on the day, in which the deal is executed. In the case you do not order a transfer or reject the executed deal, the Bank has the right to conclude a reverse transaction to the one confirmed by you. The exchange rate of the reverse deal is the Bank rate for the respective currency for the day of the deal, published on its internet site, section Currency Information.

## 5. Request an exchange rate

The field From will be filled out automatically, as you have already provided this information in the Payment order template.

In the field under the account information please indicate the amount you would like to exchange. It is only necessary to input the amount in one currency.

When trading gold on an unallocated account, it is necessary to indicate the amount of gold in troy ounces where the **minimum is 1 troy ounce** or a whole number of troy ounces.

After pressing Get rate a request is sent for a preferential rate.

An exchange rate may be negotiated only if you (respectively, the business client) have sufficient funds in the selected current account /gold account.

**Preferential exchange rate for buying EUR** ✕

FROM  
[REDACTED] РАЗПЛАЩАТЕЛНА СМЕТКА - [REDACTED]

AMOUNT IN EUR [REDACTED] AMOUNT IN BGN [REDACTED]

EXCHANGE RATE EUR/BGN [REDACTED]

TIME LEFT 18 SEC

By pressing the button "Confirm", you accept the exchange rate, proposed by the Bank. At this point the deal is concluded and:

- The bank automatically blocks the necessary amount on the account, specified by you.
- You agree to make the transfer until 17:15 o'clock on the day, in which the deal is executed. In the case you do not order a transfer or reject the executed deal, the Bank has the right to conclude a reverse transaction to the one confirmed by you. The exchange rate of the reverse deal is the Bank rate for the respective currency for the day of the deal, published on its internet site, section Currency Information.

## 6. Confirm the exchange rate

After a preferential exchange rate has been offered, a timer is activated indicating how long you have to confirm the transaction. If you accept the proposed exchange rate, please press the button Confirm in the lower right corner of the window. By doing that the transaction is concluded. If the time expires, there is no transaction.

**Preferential exchange rate for buying EUR** ✕

ACCOUNT

RATE

REQUEST FOR  BUY

AMOUNT  EUR

REFERENCE NUMBER  EURBGN

In order to use the negotiated rate, you should make a transfer.

Close

If the proposed exchange rate is confirmed within the given time, the system generates a window with the parameters of the transaction and the reference number of the deal.

Note: In case you do not complete the payment, the Bank has the right to conclude a reverse transaction as described on page 12 of this Manual.

✕

Unsuccessful deal.

Close

If a notice Unsuccessful deal appears, you should make a new request for an exchange rate.

Create/Edit 

Load template

Create new payment

Between Own accounts

From Account

To Account

DSK Bank rate  Negotiated rate through Internet banking

Preferential exchange rate can be negotiated within the official working time of the Bank (from 8:30 a.m. to 05:00 p.m.) during every official working day in Bulgaria for an amount equal or greater than EUR 5 000 or its equivalent amount in the respective currency, calculated by the BNB fixing. For gold trades, the minimum size is 1 troy ounce.

Transfers ordered with the accepted preferential exchange rate via Internet banking are posted automatically.

EUR / BGN



Reference

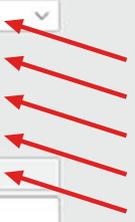
Negotiated rate with dealer

Amount / Currency

Amount / Currency

Dealer's name

Details of Payment



The payment order will be executed immediately. It's possible a short delay between 22:00 and 04:00 in accepting the transactions.

Pay

## 7. Confirm the payment

After you close the window with the generated reference number, in order to complete the payment, you should press the buttons Pay and Confirm. The parameters of the deal will load automatically.

Create/Edit 

Load template

Create new payment

### Between Own accounts

From Account  EL

To Account  BGN)

DSK Bank rate  Negotiated rate through Internet banking

Preferential exchange rate can be negotiated within the official working time of the Bank (from 8:30 a.m. to 05:00 p.m.) during every official working day in Bulgaria for an amount equal or greater than EUR 5 000 or its equivalent amount in the respective currency, calculated by the BNB fixing. For gold trades, the minimum size is 1 troy ounce.

Transfers ordered with the accepted preferential exchange rate via Internet banking are posted automatically.

EUR / BGN

Reference

Negotiated rate with dealer  EUR/BGN

Amount / Currency  EUR

Amount / Currency  BGN

Dealer's name

Details of Payment

The payment order will be executed immediately. It's possible a short delay between 22:00 and 04:00 in accepting the transactions.

Pay

## PAYMENT WITH A SALE OF CURRENCY AT A PREFERENTIAL RATE

In the cases when you would like to sell a certain currency, you should choose both accounts, select Negotiated rate through Internet banking, and then DSK Direct will give the option to request a preferential rate or to conclude a transaction with gold on an unallocated account.

Pressing the button Sell will load a window for receiving a preferential rate.

The next steps are similar to those when performing a Payment with purchase of a currency.

## **PLEASE NOTE THAT:**

A preferential exchange rate may be negotiated for an amount equal of gold or greater than EUR 5,000 or the equivalent in the respective currency, calculated according to the BNB fixing or a minimum of one troy ounce. Requests for a negotiated exchange rate can be sent only during the business hours of the bank (08:30h - 17:00h) on any official business day for Bulgaria. Upon concluding a transaction, the bank officially blocks the required amount on the account specified by you.

One transaction (reference) can be used only for one transfer provided all the parameters of the transaction completely coincide.

After concluding the transaction, you must make a transfer by the end of the current business day (17:15h). In case you do not order a transfer or cancel the concluded transaction, the bank has the right to execute a reverse transaction to the one confirmed by you, at the bank's exchange rate for the respective currency for that day, published on its website, in the Currency Information section.

Any profits or losses realized as a result of the reverse foreign exchange transaction will be at your expense/ at the expense of the business client you represent or for your/ its benefit, and will be posted to your account/ the account of the business client within 2 business days after concluding the transaction.

