

Conditions for provision of financial services remotely

"DSK Bank" AD is a commercial company registered with the Commercial Register and the Register of Non-Profit Entities at the Registry Agency under UIC 121830616. Registered headquarters and address of the company. Sofia, 19 Moskovska Str., phone: 0700 10 375, fax: (02) 980 64 77; e-mail: call_center@dskbank.bg.

"DSK Bank AD performs banking activities on the basis of license № B 03, issued by the Bulgarian National Bank, address: Sofia, 1 "Knyaz Aleksandar I" Sq, which supervises the operations.

"DSK Bank AD performs investment brokerage pursuant to Decision No. RG-03-193 of the State Securities Commission, at present the Financial Supervision Commission (FSC), address: Sofia, 16 Budapest Str., which supervises the operations.

I. Conclusion of contracts for provision of financial services remotely

1. DSK Bank concludes with its customers - private individuals the following types of contracts for provision of financial services remotely: Opening and servicing current accounts; Access to electronic channels; Issuance and servicing of credit cards (incl. additional one); Plan purchase; Consumer loans; Mortgage loans; Trading in shares of investment funds; Provision of brokerage services; Transactions with derivative financial instruments; Trust Management and Investment Advice.

2. Prior to signing any of the contracts referred to in Clause 1, the Bank shall provide the Customer with the documents required by law for the relevant contract, which the Customer shall read before signing the contract. The Customer shall indicate his/her consent to the documents by ticking the relevant space and/or by signing the documents using an electronic signature.

3. The pre-contractual information provided by the Bank shall be valid as of the date it is provided. The parameters of the services, the method of providing the services, and the fees and commissions payable by the Customer for the services are set out in the pre-contractual information provided to the Customer for the relevant type of service. The current general terms and conditions, if applicable for the relevant product/service, the Tariff of DSK Bank AD, as well as information on the processing of personal data of individuals by DSK Bank AD, can be found on the website www.dskbank.bg and in any branch of the Bank. The Customer shall not pay any other additional expenses in relation to the specific contract for provision of financial services remotely.

4. The contracts under Clause 1 and any other documents relating to the contracts, shall be signed by the Customer with an electronic signature within the meaning of the Electronic Document and Electronic Certification Services Act.

5. The contract for the service selected by the Customer shall be deemed to have been concluded after it has been signed by the Customer and the Bank. The relevant service may be provided only after the contract has been signed in accordance with the preceding sentence. The contract, together with any related documents signed by the Customer and/or the Bank, are available to the Customer in unalterable form for review, downloading and printing.

6. When the Customer submit a request for a mortgage loan through the DSK Home electronic platform, the Bank may provide preliminary approval for the provision of the loan, which does not bind the Bank and does not constitute an offer. The preliminary approval has a certain validity period, until the expiration of which the Customer has the opportunity to request final approval for the provision of the loan and conclude a contract.

II. Withdrawal from a concluded contract for provision of financial services remotely

7. The Customer shall have the right, free of any compensation or penalty and without stating a reason, to withdraw from the concluded contract for provision of financial services remotely under Clause 1 (except for the following contracts for: trading in shares of investment funds; provision of brokerage services; transactions with derivative financial instruments; trust management; provision of investment advice) within 14 days from the date of conclusion of the contract. The right of withdrawal shall be deemed to have been exercised provided that the Customer (either in person or through a person specifically authorised by a notarised power of attorney) submits a written notice to that effect on paper at any branch of the Bank before the 14-day period expires.

8. Within 7 days following the notification, the Customer shall pay the fees, commissions and other expenses for all the services used by him under the contract which were provided to him before the period for the exercise of the right of withdrawal expired, including monthly bank account service fees, bank card issuance fees and fees for executed payment transactions.

9. Within 30 days following the notification for exercising the right of withdrawal, the Customer shall repay the loan amount drawn, respectively the credit limit and pay the agreed interest and other expenses, under the terms of the concluded loan/credit limit contract. The right shall be exercised in accordance with the terms and conditions set out in the contract and/or the general terms and conditions for the relevant type of loan/credit limit, if applicable.

III. Other

10. The relevant Bulgarian banking and general legislation shall apply to the relations established between the Customer and the Bank prior to the conclusion of the contract for the relevant type of service pursuant to Clause 1, and disputes in connection with these relations shall be resolved by the competent Bulgarian court.