

## Conditions for distance provision of financial services

"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; BIC/SWIFT: STSABGSF.

"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.

The Bank's usual working hours with customers on official business days are from 8:00 to 17:00 h.

### I. Conclusion of distance contracts for financial services

1. DSK Bank concludes with its customers - private individuals the following types of contracts for the distance provision of financial services: Opening and servicing current accounts in BGN, USD or EUR; Issuance and servicing of debit cards, virtual cards, additional credit cards; Loans for personal consumption; Access to electronic channels; 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 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](http://www.dskbank.bg) and in any branch of the Bank. The Customer shall not pay any other additional expenses in relation to the specific distance service contract.

4. The contracts under Clause 1 shall be contracts under general terms and conditions, and the contracts, together with the general terms and conditions attached thereto 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. The consumer shall have the right, free of any compensation or penalty and without stating a reason, to withdraw from the distance contract concluded 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.

6.1. 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, based on his express consent to these Terms and Conditions, including monthly bank account service fees, bank card issuance fees and fees for executed payment transactions.

6.2. Within 30 days following the notification for exercising the right of withdrawal, the Customer shall repay the drawn credit, respectively the credit limit by means of an additional credit card and pay the agreed interest and other expenses, under the terms of the concluded consumer credit contract, respectively for the issuance and

servicing of a revolving credit card. The right shall be exercised in accordance with the terms and conditions set out in the General Terms and Conditions for the relevant type of credit.

6.3. Where the Customer exercises the right to withdraw from a contract or a supplementary agreement for issuing a bank card and if the Customer has received the card, the Customer must return the card upon submission of the relevant notice to terminate the contract within the period referred to in clause 6.1.

## **II. Submission of electronic applications for using credit products**

7. DSK Bank accepts electronic applications for credit products. Based on a received application and the data specified therein, the Bank may pre-approve or refuse to provide the requested credit product. The requested products can be used only after signing the respective contracts. The electronic application shall be valid for 14 calendar days following the submission date.

8. Pre-approval for the provision of a credit product is not binding on the Bank and is not an offer. Where the application is submitted through the Bank's website or through its electronic channels, the validity of the approval shall be 30 calendar days from the date on which the Customer has been notified thereof, and 3 months when submitted through the DSK Home platform. If the last day of the term falls on a non-business day, the first following business day shall be considered the deadline. A loan contract for the approved credit product may be concluded within the specified period. The Bank shall provide the pre-contractual information required by law prior to entering into the relevant loan contract.

9. In case of an application to use credit via a bank card, the card can be obtained at a bank office specified by the Customer upon signing the credit card issuance and servicing agreement.

10. In the event of refusal to grant credit, including where the refusal is based on the results of a check in the Central Credit Register or in another database, information on this will be received in the inbox of the mobile banking DSK Mobile or at the telephone number, e-mail address indicated by the Customer and/or in the account registered in the Credit Portal of the Bank (in the case of an application submitted through the online platform DSK Home).

11. By accepting these Terms and Conditions, the Customer declares that he/she is informed that for the validity period of the application submitted electronically, the Bank shall process his/her personal data for the purpose to draft the loan contract. Upon expiry of this period and in the event that no contract has been signed and there is no other basis for processing the data, the data will be deleted.

12. The applicable Bulgarian banking and general legislation shall apply to the relations established between the Customer and the Bank prior to concluding the distance contract for the respective type of service pursuant to Clause I or Clause II, and disputes in connection with these relations shall be resolved by the competent Bulgarian court.