

GENERAL TERMS AND CONDITIONS

of Municipal Bank PLC for the Issuance and Use of an International Mastercard Credit Card

I. GENERAL PROVISIONS**Information about Municipal Bank PLC**

1. Municipal Bank PLC (hereinafter referred to as the "Bank") is a commercial company registered with the Commercial Register and the Register of Non-Profit Legal Entities at the Registration Agency with Uniform Identification Code (UIC) 121086224, with seat and registered office at: 6 Vrabcha Str., Sofia, e-mail: municipalbank.bg
2. Municipal Bank PLC is a credit institution carrying out banking activities in the country and abroad based on license No. Б16, issued by the Bulgarian National Bank.
3. Municipal Bank PLC is a provider of payment services within the meaning of the Payment Services and Payment Systems Act (PSPSA) and conducts its operations in compliance with the applicable legislation of the Republic of Bulgaria and under the supervision of the Bulgarian National Bank (BNB).

Subject and Scope of the General Terms and Conditions

4. These General Terms and Conditions (GTC) regulate the relationships between Municipal Bank PLC (hereinafter referred to as the Bank or the Issuer) and the Client (hereinafter referred to as the Client, the Cardholder, or the Borrower) and any authorized user (hereinafter referred to as the Cardholder or Additional Cardholder) in connection with:

4.1. the issuance and use of Standard, Gold, and Business Mastercard Credit Cards with international access, including cards with contactless functionality, hereinafter referred to as Credit Cards.

4.2. the provision, utilization, interest accrual, and repayment of revolving credit extended to individuals through Standard or Gold Mastercard Credit Cards (Revolving Credit Cards – RCC).

4.3. the provision, utilization, interest accrual, and repayment of revolving credit extended to corporate clients through the Mastercard Standard Business Credit Card.

5. The General Terms and Conditions contain preliminary information in accordance with Articles 60 and 118 of the Payment Services and Payment Systems Act (PSPSA). The General Terms and Conditions constitute an integral part of the agreements concluded between the Bank and the Client, namely: the Agreement for Issuance and Servicing of a Credit Payment Card (hereinafter referred to as the Agreement) and the Agreement for Provision of Revolving Credit used through a Mastercard Credit Card (hereinafter referred to as the Credit Agreement).

6. In the event of any conflict between the Agreement / the Credit Agreement and the General Terms and Conditions, the provisions of the specific Agreement shall prevail.

7. In the relations between the Client and the Bank, the following shall apply: the Agreement / the Credit Agreement, the applicable General Terms and Conditions, the Municipal Bank PLC Tariff for Interest, Fees, and Commissions for Individuals, the Municipal Bank PLC Tariff for Interest, Fees, and Commissions for Corporate Clients (hereinafter collectively referred to as the Tariff), the Bulletin of Interest Rates Charged by Municipal Bank PLC on Transactions with Individuals, and the Bulletin of Interest Rates Charged by Municipal Bank PLC on Transactions with Corporate Clients (hereinafter collectively referred to as the Bulletin).

Amendments to the General Terms and Conditions

8. The Bank shall have the right to unilaterally amend the General Terms and Conditions. Such amendments shall take effect on the date specified therein, but not earlier than two months after the Client

has been notified of all upcoming changes. When the amendments expand the scope of the services offered, are more favourable to the Client, or are related to changes in the applicable legislation, the period before their entry into force may be shorter.

9.1. The Bank shall announce information regarding upcoming changes through notices in its Branches/Business Centers, on its website at www.municipalbank.bg, and/or via the Online/Mobile Banking System.

9.2. The Bank shall notify the Client, when the Client qualifies as a Consumer (individual), of upcoming changes by one of the following methods: via a push notification through the Mobile Banking System; by sending a message to the email address provided by the Client; via a text message/SMS sent to the mobile phone number provided by the Client; or in hard copy by letter sent to the Client's registered physical address if the Bank does not have an email address or mobile phone number on file. Regardless of the chosen notification method, such notification shall be free of charge to the Client.

10. The Client may obtain information about the new terms and conditions in hard copy at any Branch/Business Center of the Bank.

11. The Client shall have the right not to accept the proposed amendments to the General Terms and Conditions and to terminate the concluded Agreement without providing a reason and without incurring any penalties, within the period prior to the effective date of the amendments. Termination of the Agreement shall take effect on the date the Bank receives a statement of the Client's disagreement with the amended terms. If the Client does not submit a written statement rejecting the amendments, they shall be deemed to have entered into force with respect to the Client.

II. IDENTIFICATION OF CLIENTS, THEIR LEGAL REPRESENTATIVES AND AUTHORISED AGENTS

General Provisions

12. Clients within the meaning of these General Terms and Conditions may be natural persons and legal entities, as follows:

12.1. adult domestic or foreign natural persons;

12.2. self-insured persons registered in the BULSTAT Register maintained by the Registry Agency and carrying out a liberal profession, craft, or agricultural activity;

12.3. a domestic person registered or established under the law and carrying out activities in the country (having its registered seat in the country or having its registered seat abroad through a registered branch in the country), or a foreign person having its registered seat abroad (carrying out activities abroad or in the country through a commercial or other representative office) – which domestic or foreign person is a non-financial enterprise or organization, a financial enterprise, or a budgetary organization (corporate client).

13. The Bank shall identify and verify clients, their legal representatives, and authorised agents in accordance with the applicable legislation by requiring the relevant documents serving to establish and verify their identity.

III. CONCLUSION AND TERMINATION OF THE AGREEMENT. TERMS AND CONDITIONS FOR THE USE OF A CREDIT CARD

General Provisions

14. The credit card (CC) is a payment instrument providing repeated remote access to funds in the payment account opened with the Issuer in euro, without the physical presence of the Client at a Branch/Business Center of the Bank.

15. The Bank offers payment credit cards as instruments for remote access on the basis of a concluded Agreement for Card Issuance and Servicing with the Client who is the holder of the payment account and an Agreement for Card Servicing with the authorised user, to which these General Terms and Conditions shall apply.

16. The Bank shall provide the payment instrument for which an agreement has been signed and shall deliver it to the Cardholder together with the relevant personalised security features, ensuring that such features are kept confidential from its employees and third parties.

17. The agreement for the payment instrument may be concluded by an authorised agent of the Client, provided that the power of attorney expressly grants authority for the relevant action and subject to compliance with the provisions of these General Terms and Conditions.

18. The Bank shall require the Cardholder to use personalised security credentials for the purpose of establishing the Cardholder's identity and the authenticity of the initiated payment transactions.

19. The Cardholder shall be obliged to use the remote account access instrument and the related means for its use personally, not to provide them to third parties, and to store them in a reliable and secure manner, protecting them against loss, theft, forgery, unauthorised access, or use in any other unlawful manner, in accordance with the terms set out in the Agreements, these General Terms and Conditions, and all applicable manuals, instructions, and regulatory requirements.

20. The Cardholder shall be obliged to exercise due care in safeguarding their devices and applications for remote access (mobile phone, SIM card, bank payment card, etc.), protecting them against loss, theft, forgery, unauthorised access, destruction, damage, or other similar actions.

21. The Cardholder shall be obliged to keep confidential all personal codes (PIN, CVC, static password and dynamic code for confirmation of "3D Secure payments", etc.) and shall not disclose, record, or store them together with the payment card, other remote access instruments, or personalised security credentials.

22. The Bank shall not be liable for unauthorised transactions, and clients shall bear in full all losses related to any unauthorised payment transactions arising from the use of a lost, stolen, or unlawfully misappropriated payment instrument, regardless of the amount thereof.

23. The Cardholder shall be obliged to notify the Bank immediately, for the purpose of blocking access, in the event of inability to use the payment instrument and/or the related personalised security credentials due to the occurrence of any of the circumstances referred to in the preceding item. The Client shall bear all losses incurred as a result of the above circumstances if, after becoming aware thereof, the Cardholder has failed to notify the Bank orally or in writing in accordance with the procedure set out in these General Terms and Conditions (Section Communication).

24. The Bank shall block remote access instruments and prevent their use immediately upon receipt of a notification from the Client/Cardholder. The Bank shall unblock access to payment instruments upon receipt of a request from the Client.

25. The Bank shall not be liable for any adverse consequences resulting from the disclosure of the Cardholder's personalised security credentials to third parties occurring prior to receipt of the notification. The Bank shall not be liable where, prior to being notified by the Client/Cardholder, it has in good faith executed and accounted for payment transactions initiated using remote access instruments to the Client's account.

26. In the event of suspicion of unauthorised use of personalised security credentials, the Bank shall have the right to block the Cardholder's credit card and to require additional confirmation of an initiated transaction, including through a visit to a Branch/Business Center of the Bank.

27. The Bank shall have the right to block the Cardholder's personalised security credentials where there is suspicion or it is established that data from such credentials have been criminally copied, used to carry out unlawful transactions, where there is suspicion of unauthorised/unauthorised use of the card, or for security reasons, in cases of use or suspected use of the card for fraudulent purposes, as well as in the event of violations of the applicable regulatory acts and contractual obligations towards the Bank. The Bank shall unblock access to payment instruments upon cessation of the reasons for blocking and after obtaining the necessary information for each specific case.

28. The Bank shall not be liable where, as a result of a false notification duly submitted by the Client/Cardholder, it has taken the necessary protective measures and this has resulted in the refusal to authorise credit card transactions.

Issuance, Validity Period, and Reissuance of Cards

29. The Bank issues the following types of contactless credit cards:

29.1. Standard or Gold Mastercard Credit Card (Mastercard Credit Standard or Gold) with domestic and international access – a contactless payment card enabling execution of payment transactions within the country and abroad up to the available balance in the payment account from the Cardholder's own funds or from the revolving credit limit granted by the Bank.

29.2. Business Mastercard Credit Card (Mastercard Standard Business) with domestic and international access – a contactless payment card enabling execution of payment transactions within the country and abroad up to the available balance in the payment account from the Cardholder's own funds or from the revolving credit limit granted by the Bank.

30.1. Credit cards (both primary and supplementary) are issued on the basis of a concluded Agreement between the Bank and the Client who is the holder of a payment account. The Bank reserves the right to refuse to conclude an Agreement for the issuance and servicing of a credit card and shall not be obliged to provide the Client with a reason for such refusal.

30.2. Each card is issued following the conclusion of an Agreement and the submission by the Client, as the holder of the payment account, of a Request for Issuance of a Credit Card using the Bank's standard form (the Request), in which the type and currency of the credit card, the account to which the card will be linked, the authorised user (the Cardholder), and the mobile phone numbers for using the "3D Secure Payments" service for each card individually are specified. The Client may set individual transaction limits for the card by submitting a Request using the Bank's standard form. The Client may make changes at any time during the term of the Agreement by submitting a new Request using the Bank's standard form. Each submitted Request constitutes an integral part of the Agreement.

31. The Bank shall issue a credit card to the Cardholder within up to ten (10) calendar days from the submission of the Request.

- 32.** For the same payment account opened in euros in the name of the Client, one primary and up to four (4) supplementary credit cards with domestic and international access may be issued. The account holder may be issued one primary and one supplementary card, while any other person authorised by the account holder may be issued only one card. The primary and supplementary cards must be of the same type.
- 33.** A credit card and a debit card may not be issued simultaneously for the same payment account of the Client.
- 34.** A credit card under these General Terms and Conditions shall be issued to a legally capable adult natural person – either a Bulgarian or foreign citizen – who is the account holder, or to a natural person designated by the account holder/legal representatives of a corporate client.
- 35.** A credit card shall be issued with a validity period indicated on the front side of the card in the format month/year and shall expire on the last day of the specified month.
- 36.** Renewal of a credit card for a new term shall be carried out at the discretion of the Issuer, no later than in the month in which its validity expires, provided that the Client, as the account holder, has not submitted a written request to refuse renewal of the card by the 1st day of the month in which the card expires, as follows:
- 36.1.** Renewal of a credit card linked to a revolving credit facility on the payment account shall be carried out provided that the Bank's decision to continue the use of the credit is positive.
- 36.2.** Renewal of a credit card not linked to a revolving credit facility, for which no request to refuse renewal has been submitted, shall be carried out at the initiative of the card-issuing branch.
- 37.** Renewal of the card shall be effected by reissuing the card together with a new corresponding PIN.
- 38.1.** A newly issued, renewed, or reissued credit card may be delivered to an authorised person provided that the right to receive the card and the corresponding PIN is explicitly granted.
- 38.2.** A reissued credit card shall be collected upon return of the previous card.
- 39.** The Bank shall store a credit card not collected by the Cardholder, along with the envelope containing its PIN, for up to ninety (90) calendar days from the date of submission of the Request or from the first day of the month following the card's renewal for a new term. If the Cardholder does not collect the renewed card within the 90-day period, a fee shall be payable in accordance with the Tariff. The Bank shall destroy the card and its PIN and shall have the right to debit the fee from the payment account to which the card was issued, as well as from any other accounts of the Client held with the Bank, for which the Client gives their consent by accepting these General Terms and Conditions.
- 40.** The card is the property of the Bank, and upon termination of the Agreement or expiration of its validity, the Cardholder shall be obliged to return it to the Bank. If the Cardholder fails to return the credit card, the Client, as the account holder, shall be liable for all transactions carried out with it after the date set for its return, as well as for all obligations arising from those transactions.
- 41.** The Client may request the issuance of a new card during the validity period of the old one in the event of loss, theft, destruction, or damage to the card, or in case of suspicion of unauthorised use of the card, or the existence of unauthorised payment transactions. The Bank shall issue a new card with a new PIN within ten (10) calendar days from receipt of the request for issuance of the new card. In the case of a forgotten PIN for an active credit card, the Bank shall issue a new PIN within ten (10) calendar days from receipt of the request.

42. The Bank shall activate the card officially upon its delivery to the Cardholder. The Bank shall have the right to block a credit card and prevent its use without undue delay, immediately upon receipt of a notification from the Cardholder regarding theft, forgery, loss, or any other unlawful use of the card.

43. A credit card blocked in accordance with item 42 may be unblocked by the Bank upon receipt of a written request submitted personally by the Client at a Branch/Business Center.

44. The Bank shall provide the possibility to receive card blocking notifications on a 24/7 basis in the manner specified in these General Terms and Conditions (Section Communication). Upon the Client's request, within a period of up to eighteen (18) months from the date of the notification, the Bank shall provide the Client with the relevant evidence confirming that such notification was made.

Operations and Limits

45. The Bank issues credit cards with pre-set standard limits for performing payment transactions, as defined in the Tariff. The Bank shall have the right to unilaterally amend the limits for cash withdrawals/payments via ATMs and POS terminals, in compliance with the requirements of the applicable legislation.

46. The Client, as the account holder, shall have the right to set individual limits for the use of credit cards by submitting a Request using the Bank's standard form at a Branch/Business Center. Individual limits may not exceed the maximum limits for credit card transactions established by the Bank.

47. The Cardholder shall be obliged to make payments with the cards up to the established limits or up to the available balance in the payment account (reduced by the minimum required balance for maintaining the account as specified in the Bulletin).

48. The following payment transactions may be performed in the country using a credit card:

- a) cash withdrawals via ATM terminals or at teller POS points at service providers offering this service;
- b) transfers between payment accounts via ATM (if the bank operating the ATM allows this type of transaction);
- c) payment of utility bills and periodic obligations via ATM terminals (if the bank operating the ATM allows this type of transaction);
- d) payment for goods and services via a physical or virtual POS at a merchant (online, via mobile phone, or other devices approved by the national card operator BORICA);
- e) contactless payments using a credit card via POS terminal;
- f) PIN change via ATM terminals (if the bank operating the ATM allows this type of transaction);
- g) inquiry and other payment and non-payment operations via ATM, mobile applications, and other devices approved by the national card operator BORICA.

49. The transactions and services referred to in the preceding item may be performed on all terminal devices supporting the respective functionality and bearing the marks of the national card operator BORICA and the international card organisation Mastercard.

50. The Client may register their issued credit card for additional services offered by the Bank or by various System Operators with whom the Bank has concluded an agreement for:

- a) making payments via the Internet to merchants registered in the system of the respective Operator;
- b) making payments via ATM terminals or mobile phones, including via SMS messages, for services provided by merchants registered in the system of the respective Operator;
- c) receiving SMS notifications regarding the balance of the payment account and executed payments.

51. Outside the territory of the Republic of Bulgaria, a Cardholder may perform the following transactions using a credit card with international access:

- a) cash withdrawals from ATMs or teller POS points marked with the “Mastercard” logo, provided by service providers offering this service;
- b) payment for goods and services via physical or virtual POS devices at merchants displaying the “Mastercard” logo;
- c) contactless payments via POS terminal using a contactless Mastercard credit card.

52. When performing transactions through a POS terminal, the Cardholder shall be obliged, if requested, to present an identity document and to sign the receipt printed by the POS terminal.

Use of Credit Cards

53. The credit card shall be used solely by the Cardholder personally and in accordance with the terms of its issuance and use.

54. The Cardholder shall be obliged to manage the funds in the payment account and to use the cards issued by the Bank (both primary and supplementary) in the manner and under the conditions set out in the Agreement, these General Terms and Conditions, and the requirements of the applicable legislation in the country where the payment transaction is executed.

55. The Cardholder shall be obliged not to use the credit card for payments related to goods and services that are prohibited by a regulatory act issued by a competent authority in the country of use.

56. The Cardholder may perform card transactions both online and offline.

57. Online transactions shall be executed following the verification of the Cardholder’s identity and up to the available balance, in accordance with the limits set for the card. The available balance shall be determined by the funds in the account and the overdraft/revolving credit limit provided by the Issuer, reduced by the minimum required balance of the account. The available balance may also be further reduced by any other blocks imposed by the Issuer arising from the terms of use of the card or by regulatory act.

58. In offline transactions, the Cardholder’s identity, the available balance, and the card limits cannot be verified. In the event of insufficient account balance, the Bank shall post offline transactions performed with contactless credit cards under conditions of an unauthorised overdraft, which shall become immediately due together with the interest accrued thereon.

59.1. The Bank shall notify the Client (by telephone and/or via notification letter) when the available balance falls below the minimum required balance of the account or when an unauthorised overdraft is created due to accrued fees, commissions, exchange rate differences, or other payments related to card usage.

59.2. In the event that the Client fails to settle any due amount:

a) Thirty (30) calendar days after the date on which such amount became payable, the Bank shall automatically suspend the use of all credit cards issued to the account by blocking them. The Bank shall restore the ability to use the credit cards if all due amounts are settled by the sixtieth (60th) calendar day after the date on which the first obligation became payable.

b) Sixty (60) calendar days after the date on which such amount became payable, the Bank shall have the right to deactivate all credit cards issued to the account and to initiate compulsory collection of the outstanding amounts in a manner prescribed by law.

60. In the event that amounts are refunded by the Bank for disputed transactions that are subsequently found to have been carried out fraudulently or with gross negligence, the Bank shall have the right to unilaterally recover the refunded amounts from all accounts of the Client, for which the Client gives their consent by signing these General Terms and Conditions.

Secure Online Payments

61. The Bank registers the credit cards it has issued for use with the “3D Secure Payments” service as an electronic method for protecting and controlling online payments with merchants supporting the “3D Secure Protocol.” The Bank provides access to the service through the following channels:

61.1. Receiving a dynamic password via text message (SMS) for each payment – protection is implemented by the Cardholder entering both a static and a dynamic password for each transaction to verify the Cardholder’s identity and confirm the payment. The dynamic password is a one-time password generated and sent via SMS upon initiation of a payment with an online merchant (supporting the “3D Secure Protocol”) to the mobile phone number provided by the Cardholder and registered in the Bank’s system.

61.2. Biometric confirmation/code via the MySeal mobile application – protection is implemented through biometric (facial or fingerprint) confirmation of each payment using the MySeal mobile application.

62. The Cardholder may choose to use both channels or only one of them at their discretion.

63. Use of the “3D Secure Payments” service via the SMS channel shall be carried out as follows:

63.1. The Bank provides access to the service without requiring an explicit request from the Cardholder.

63.2. The Bank provides the Cardholder with a static password in a sealed envelope upon issuance of the card. The dynamic security code is delivered to the Cardholder via SMS to the mobile phone each time a payment is made with a merchant supporting the “3D Secure Protocol.”

63.3. If the dynamic 3D code and/or the static password is entered incorrectly five times, the “3D Secure Payments” profile shall be blocked, and the Cardholder must submit a request to unblock the profile and regain access to the service either at a Bank Branch/Business Center or via the Bank’s designated telephone service for remote customer support.

63.4. In the event of a lost or forgotten static password, the Cardholder may request the generation of a new password at a Bank Branch/Business Center or via the Bank’s designated telephone service for remote customer support. The Cardholder shall receive a temporary static password via SMS to their mobile phone, valid for the period specified in the message. The Cardholder is required to register a permanent static password thereafter.

64. Use of the “3D Secure Payments” service via the biometric confirmation/code channel through the MySeal mobile application shall be carried out as follows:

64.1. The Cardholder must request access to the service at a Bank Branch/Business Center.

64.2. The Cardholder must install the MySeal mobile application on a mobile device or, if the application is already installed, update it to the latest available version. Full details regarding installation and configuration of the application can be found in the MySeal User Guide, accessible on the Bank’s website.

64.3. Each online payment with a merchant supporting the “3D Secure Protocol” shall be confirmed in the MySeal mobile application using biometric authentication (facial or fingerprint recognition) or by entering a code, depending on the settings chosen by the Cardholder.

64.4. If the Cardholder has requested and completed registration for biometric confirmation/code via the MySeal application, the Cardholder must perform the necessary settings within the mobile application to enable the use of the “3D Secure Payments” service through either channel.

65. The Bank shall have the right to temporarily restrict the card’s access for online payments until it is registered for the “3D Secure Payments” service if the Cardholder has not provided a mobile phone number to the Bank.

66. If the Cardholder wishes to register a different mobile phone number for use of the “3D Secure Payments” service, they must personally visit a Bank Branch/Business Center and submit the corresponding request.

67. For online payments, entering a correct dynamic 3D security code, along with the static password or biometric confirmation via the MySeal application, shall have the same legal effect as entering a PIN, and the Cardholder shall bear all obligations for safeguarding them, as they relate to the PIN under these General Terms and Conditions.

68. Any card transaction for cashless payment, confirmed using a static password and dynamic 3D security code, or via biometric authentication (facial or fingerprint recognition), or by entering a code through the MySeal application, shall be deemed executed with the knowledge, involvement, and/or consent of the Cardholder. The Bank shall assume that the card transaction is always initiated by the Cardholder if the “3D Secure Payments” service was used.

69. In cases where the recipient of funds from payment card transactions, carried out at the initiative of or through the recipient of the funds, is not enrolled in the Mastercard Secure Code program (Secure Payments) for an additional security layer, the in-depth verification of the Cardholder’s identity shall be performed by the respective merchant, in their capacity as the recipient of the funds, and not by the Bank – the issuer of the payment instrument. The Bank shall not be liable for unauthorised card transactions carried out at the initiative of or through the recipient of the funds, provided that the Cardholder has given their consent, without the Bank’s procedures for in-depth verification of the Cardholder’s identity being applied.

Additional Cards

70. The Bank issues supplementary credit cards following the conclusion of a contract and the submission by the Client, as the account holder, of a Request in the Bank’s prescribed form, specifying the type and currency of the credit card, the account to which the card shall be issued, the Cardholder/supplementary Cardholder, and the mobile phone number for use with the “3D Secure Payments” service for each card individually. The Client may set individual transaction limits for the card by submitting a Request in the Bank’s prescribed form.

71. All payment transactions and additional services performed with credit cards (primary and supplementary), as well as all fees and commissions related to transactions executed with the primary and/or supplementary card, shall be borne by the Client – the account holder.

72.1. A contract under the General Terms and Conditions for use of the card shall be concluded with the supplementary Cardholder. For this purpose, upon receiving the card, the Cardholder shall complete and sign the corresponding section in the Bank’s prescribed Request form.

72.2. Where the supplementary credit card is issued in connection with a primary credit card funded with the Cardholder's own funds, the termination of the contract for the primary bank card shall **not** automatically terminate the contracts for the supplementary credit cards. Supplementary Cardholders issued cards linked to the account may continue to use their cards.

72.3. Where the supplementary credit card is issued in connection with a primary credit card with a credit limit provided by the Bank, the termination of the contract for the primary bank card shall automatically result in the termination of the contracts for the supplementary credit cards.

73. The Client and/or the Client's legal representatives – as the account holder – may block/deactivate a supplementary credit card without the consent or knowledge of the supplementary Cardholder.

74. Only the Client, as the account holder to which the supplementary credit card is issued, may exercise the following rights:

- a) Re-issuance of the card due to loss, theft, or destruction;
- b) Unblocking of the card, except in cases where the card was blocked due to three consecutive incorrect PIN entries;
- c) Deactivation of the card.

75. The Bank issues only one supplementary credit card to each supplementary Cardholder designated by the Client.

76. In the event that no overdraft or revolving credit limit is provided on the account, a supplementary credit card may also be issued to a minor who is a direct descendant of the first degree of the account holder, with the familial relationship verified by a birth certificate. The supplementary card and the PIN envelope for the minor shall be received by the Client.

77. The supplementary card, PIN envelope, and static password for the "3D Secure Payments" service may be collected by either the primary or the supplementary Cardholder, at the discretion of the Client, provided that the supplementary Cardholder is an adult.

78. The supplementary Cardholder may use the entire available balance on the account.

78.1. The supplementary Cardholder shall have the following rights:

- a) To block the card in case of loss or theft, including temporarily, without being obliged to provide a reason;
- b) To receive the card, PIN, and static password for use of the "3D Secure Payments" service in a sealed envelope, upon presentation of an identity document (if of legal age);
- c) To request the generation of a new PIN;
- d) To request the issuance of a new static password for the "3D Secure Payments" service if the password is forgotten or lost;
- e) To request unblocking of the profile for use of the "3D Secure Payments" service in connection with the card, if the profile has been blocked following five consecutive incorrect entries of the static and/or dynamic 3D password;
- f) To register a new mobile phone number for use of the "3D Secure Payments" service for the issued card;
- g) To register or decline registration of the issued card for biometric confirmation/code via the MySeal application;
- h) To refuse automatic renewal of the card upon expiration of its validity;
- i) To request unblocking of the card in cases where it has been blocked due to three consecutive incorrect PIN entries.

78.2. The supplementary Cardholder shall have the following obligations:

- a) To use the card in compliance with the requirements of the General Terms and Conditions and not to use the card for payments related to goods or services prohibited by any regulatory act issued by the competent authority in the country of use;
- b) To use the card personally and not to provide it to third parties;
- c) To store the card safely and securely, protecting it from loss, theft, forgery, unauthorized access, or any other improper use;
- d) To keep the card's personal features (card number and expiry date) and personalized security elements (PIN, CVC code, static password, and dynamic code for confirming "3D Secure Payments," etc.) confidential, not sharing, recording, or storing them together with the card;
- e) To notify the Bank immediately in case of theft, forgery, loss, or any other unauthorized use of the card.

Termination of the Credit Card Agreement

79. The credit card issuance and servicing agreement may be terminated:

- a) By the Client, with one-month prior written notice submitted at a Branch/Business Center of the Issuer;
- b) By the Issuer, with two months' prior written notice sent to the Client. The Issuer is not obliged to provide justification for the termination of the Agreement;
- c) Upon the expiration of the card's validity, if the Client has notified the Issuer that they do not wish the card to be renewed;
- d) In the event that the Cardholder does not receive their card within 90 (ninety) calendar days from the date of signing the Agreement, or within 90 (ninety) calendar days from the first day of the month following the month in which the card was renewed for a new term. In such cases, the Agreement shall be deemed terminated from the day following the expiry of the 90-day period;
- e) Upon termination of the (framework) current account agreement at the initiative of the Issuer. In this case, the Issuer shall automatically deactivate all credit cards issued to the account 30 (thirty) days prior to its closure;
- f) Upon deactivation of the credit card in the cases provided for in these General Terms and Conditions;
- g) If the Client notifies the Issuer within the prescribed period that they do not accept changes to the General Terms and Conditions. In this case, the Agreement shall be terminated as of the effective date of the changes, and the Client shall not owe any compensation for termination;
- h) Without notice from the Issuer, in the event of the Client's non-compliance with the terms of the Agreement and/or the Credit Agreement, if such an agreement exists with the Client, and/or with the provisions of these General Terms and Conditions, as well as when it is established that the Client provided false information that served as the basis for entering into the Agreement or in the case of attempted fraud;
- i) Upon the death or legal incapacity of the Client, and in other cases provided by applicable law. The Agreement shall not be terminated when the Client has limited legal capacity and has court authorization to manage the funds in the current account to which the credit card is linked;
- j) Upon termination of an agreement for a principal credit card with a credit limit provided by the Bank, the agreements for any supplementary credit cards shall also be terminated.

80. The credit card issuance and servicing agreement is automatically renewed for a new term in the event of credit card renewal.

81. Upon termination of the credit card issuance and servicing agreement, the Client is obliged to settle all obligations to the Bank arising from the Agreement, including all applicable fees, commissions, and amounts related to the servicing and use of the payment instrument.

82. Termination of the credit card agreement does not result in the termination of the framework current account agreement to which the card is linked.

83.1. Termination of the Agreement(s) does not extinguish the rights and obligations of the account holder in relation to the current account to which the relevant credit card(s) is/are linked. Thirty (30) calendar days prior to the termination date of the Agreement(s), the following actions are undertaken:

a) The holder of the current account to which the relevant card(s) is/are linked is obliged to ensure sufficient funds in the account to settle any overdue payments made with the card(s);

b) The Bank blocks an amount in the current account up to the total of the authorized transactions carried out with the card(s) at that time. The blocked amount is used to settle all obligations arising from overdue payments;

c) After accounting for the transactions under item (b) and provided that there are no pending payments, the account holder may dispose of the remaining balance in the account.

83.2. In the event that the balance in the account is insufficient to settle overdue payments, the Issuer has the right to satisfy its claims from the minimum required balance or from the credit limit, as well as under the conditions of an unauthorized overdraft.

83.3. If the Cardholder is registered for the “SMS notifications for balances and payments” service, during the notice period, the Issuer shall return to the account any remaining amount that was blocked for payments via SMS notifications.

83.4. In the event that obligations arise after the termination of the Agreement and closure of the current account, related to the use of the credit card prior to the termination of the Agreement, the account holder is obliged to settle such obligations in full.

Consent for Payment Transactions with a Credit Card

84. The Client gives their consent for the execution of payment transactions with a credit card by entering personalized security features. Payment transactions with the card are permitted and are considered authorized and irrevocable once consent has been given and the Client’s identity has been verified.

85. Personalized features for client identification at ATMs and POS terminals, when withdrawing cash or paying for goods and services, are executed by reading the data from the card’s chip and confirming the transaction by entering the correct PIN.

86. For payment transactions at POS terminals installed in merchant locations and configured to accept contactless payments, reading the data from the card’s chip is performed without PIN verification when the payment amount does not exceed €50.00 (fifty euros). For amounts above this threshold, as well as for security purposes, every sixth contactless payment, regardless of the amount, must be confirmed with a PIN.

87. When paying for goods and services at merchants without the physical presence of the card, via the Internet, the card number, expiration date, and three-digit code printed on the back of the card (CVC) are

entered. For merchants supporting the 3D Secure protocol, a static password and a dynamic 3D secret code are also required.

88. With the exception of offline transactions using contactless credit cards, card payments are authorized (approved) by the national card operator BORICA and the Bank at the time of receipt of the corresponding electronic request from the Client to execute a transaction with the credit card.

89. Online transactions with credit cards can be executed within the available balance of the client's account at the time the payment transaction is initiated.

IV. FEES, COMMISSIONS, AND EXCHANGE RATES

Fees and commissions

90. The Client is obliged to pay fees and commissions for the use of products and services in accordance with the current Tariff applicable at the time of collection, or as of the date on which the relevant service is provided.

91. Fees and commissions under the Tariff are payable in the currency in which the transaction is executed. If the transaction is in a currency other than Euro, the fees and commissions are converted into the relevant currency using the official exchange rates of the Euro against foreign currencies published by the Bulgarian National Bank (BNB) on its website at the time the transaction is posted, unless otherwise agreed.

92. Fees and commissions shall be paid in cash by the Client, or the Bank may debit them directly from the available balance in the Client's account. The Client is obliged to maintain sufficient funds in their accounts to cover all due fees and commissions.

93. The Bank shall collect fees and commissions due from the Client in the relevant currency based on the consent provided by the Client upon signing these General Terms and Conditions and the applicable agreements. The amounts due shall be debited from the balance of the account involved in the payment transaction, and in the event of insufficient funds in that account, from any other account held by the Client with the Bank or under conditions of an unauthorized overdraft. When accounts are debited automatically, amounts shall first be collected from current accounts, and if the available balance is insufficient, from savings and deposit accounts. The Bank shall prioritize debiting accounts in the currency of the utilized product or service.

94. The Bank shall notify the Client of the basis, date, and amount of any fees and commissions charged through the account statement provided.

Foreign Exchange Transactions

95. Payments with credit cards are executed in the currency of the country where the payment transaction is carried out. The amount of a card transaction in a foreign currency is recorded in euros on the Bank's account, applying the exchange rate of the international card organization Mastercard valid on the day of the payment. The Bank debits the Client's account with the amount of the payment in euros. Information on exchange rates for card transactions is published on the Bank's website: www.municipalbank.bg.

96. The Bank does not perform currency conversion for transactions (with bank payment cards) when the transaction currency matches the currency of the Client's account.

V. LIABILITY OF THE PARTIES

Liabilities of the Bank

97. The Bank shall not be held liable for any consequences arising from the incorrect and/or negligent use of remote access payment instruments by the Cardholder.

98. The Bank does not monitor the legality or verify the subject matter of any transaction that gives rise to a payment, except where such oversight is required by law or expressly stipulated in a separate agreement between the Bank and the Client.

99. The Bank shall not be held liable if, due to the Cardholder's failure to fulfill their obligations under the relevant Agreement and these General Terms and Conditions, the payment instruments provided for remote access are used by third parties.

100.1. The Bank accepts and executes account garnishments in accordance with the applicable legislation of the Republic of Bulgaria. The Bank shall not be obliged to notify the Client of any received garnishment notices.

100.2. In the event that a Client account is blocked by order of a competent authority, thereby restricting the free disposal of funds or requiring the transfer of a specified amount, the Bank shall execute all actions prescribed in the order within the stipulated timeframe.

101. The Bank shall not be liable to the Client for any consequences arising from the imposed restriction or from transactions executed in accordance with the orders described in the preceding clauses. The Bank does not assess the circumstances related to the imposed restriction, nor its legality or justification. Any contestation of the actions of the authority that imposed the restriction, as well as any other procedures provided by law aimed at lifting the restriction, shall be undertaken solely by the Client before the competent authority in accordance with applicable legislation.

102. The Bank shall have the right, at any time, to block payment instruments used to access the account where there is evidence that funds have been credited to the account as a result of fraud, to which the Client provides their unconditional and irrevocable consent by accepting these General Terms and Conditions and signing the Agreement.

103. The Bank shall not be liable for any damages resulting from unauthorized or incorrectly executed payment transactions carried out prior to the Bank receiving notice from the Cardholder in the manner and within the deadlines stipulated in these General Terms and Conditions.

104. The Bank shall not be liable if, as a result of a falsely submitted notification regarding loss, theft, damage, destruction, forgery, or any other unauthorized use of personalized security instruments, submitted in accordance with the prescribed procedure, the Bank has taken the necessary measures to block such instruments in order to protect the Client's interests, and such measures have resulted in the inability to submit an electronic statement to the Bank.

105. The Bank shall not be liable for refusing to execute a transaction through a remote-access payment instrument due to insufficient available funds in the Client's account or insufficient available credit limit.

106. The Bank shall not be a party to the relations between the Cardholder, merchants, or third parties when executing payment transactions through remote-access instruments (credit cards) and shall not be liable for the quality of goods or services offered, or for any disputes arising in this regard.

107. The Bank shall bear all losses arising from unauthorized payment transactions executed via remote-access instruments (credit cards) occurring after receipt of notice (oral or written) of loss, theft, or unlawful appropriation.

108. The Bank shall be liable for failure to fulfill its obligations, even if the transaction is executed via a terminal or other device not under the direct or exclusive control of the Bank, except where the transaction is carried out via a terminal or other device that does not comply with the requirements of the International Card Schemes.

109. The Bank shall be liable for damages resulting from errors or irregular account management of the Client, with the Bank's liability covering the amount of the unexecuted or incorrectly executed card transaction together with any applicable interest.

110. The Bank shall be liable for non-execution of credit card transactions if such non-execution is due to a defect in the card, the terminal, or other device, except where the transaction is executed via a terminal or other device that is not authorized by the International Card Schemes, and where the non-execution results from the intent or gross negligence of the authorized cardholder, or from the Cardholder's breach of card handling requirements.

111. Where the Cardholder claims that they did not authorize the execution of a payment transaction with a payment card, or that the transaction was executed incorrectly, the Bank shall bear the burden of proof in establishing the authenticity of the payment transaction, its accurate recording, accounting, and that the transaction was not affected by a technical malfunction or other service deficiency. The Bank shall provide information on card transactions executed through a payment account in the manner and under the procedure stipulated in the framework agreement for the payment account. Such information shall be retained for a period of five (5) years.

112. The Bank shall not be liable if a payment transaction is declined due to technical or communication issues in the systems of other operators, banks, or third parties involved in the payment process, including cases where the counterparty refuses to accept the payment due to circumstances beyond the Bank's control.

113. The Bank shall not be liable for any damages or lost profits resulting from limitations on the scope of the services it provides, changes in pricing, or the terms and conditions for acceptance and execution of Client instructions, based on amendments to applicable law, market conditions, security considerations, or improvements to the relevant service.

114. The Bank shall not be responsible for the identification of the person who ordered or executed payments with a credit card through any systems offering additional services, nor does it accept complaints regarding incorrectly provided services or payments executed by a System Operator. The Bank is not a party to the legal relationship between the Client and System Operators offering additional services and shall not be liable for the resolution of disputes between them.

Client**Liability**

115. The Client shall be responsible for all their actions and obligations arising from the use of a payment instrument or payment account, including after the termination of the relevant Agreement.

116. The Cardholder shall use the payment instruments provided for remote access in accordance with applicable law, these General Terms and Conditions, and the specific terms and conditions applicable to the respective banking product/service/instrument.

117. The Cardholder shall exercise due care, refraining from using the payment instrument and preventing its use by third parties for actions or purposes that are prohibited by law or that may harm the Bank's reputation.

118. The Client shall bear all losses resulting from the use of lost, stolen, or unlawfully appropriated payment instruments/personalized security means if, upon becoming aware of such circumstances, they fail to immediately notify the Bank in accordance with the procedures set forth in these General Terms and Conditions. Awareness shall be deemed to occur no later than the day on which the Client receives an SMS notification or gains access to account information via an ATM inquiry or the Bank's electronic online banking channel, where a statement of the respective account is made available either electronically or in paper form at a Branch/Business Center of the Bank.

119. The Client shall bear all losses resulting from unauthorized payment transactions if the Cardholder caused them through fraud, by failing to comply with one or more of their obligations under these General Terms and Conditions, intentionally, or through gross negligence. The following, non-exhaustive cases shall be considered gross negligence:

- a) storing the payment card together with the PIN/other similar code and/or any document containing information about the card's personalized security means, including in the memory of a mobile phone;
- b) disclosing, or allowing another person to obtain, the PIN, personal code for executing "3D Secure" payments, OTP code, or any similar code, including to a relative or family member;
- c) providing the card for use by a third party, or consenting to or allowing the card to be used by a third party;
- d) sending an email containing information about the issued credit card and its personalized security means.
- d) failing to provide the Bank with a current mobile phone number for registering the card for the "3D Secure" service;
- e) providing their mobile device, on which they receive a personal code for executing "3D Secure" payments or any other similar code/message, to a third party.

120. The Client shall have the right to dispute unauthorized or incorrectly executed payment transactions by submitting their objections in writing to the Bank within 14 (fourteen) days from the date on which the Bank's reporting information on executed payment transactions became available to the Client, but no later than 13 (thirteen) months from the date the account was debited with the amount of the disputed transaction. If the reported data is not disputed within this period, it shall be deemed approved by the Client.

121. The Client agrees that the Bank shall consider any contactless payment of up to EUR 50.00 (fifty euros) executed with a contactless credit card as authorized by the Client and shall process it by debiting the Client's payment account with the amount of the respective payment.

122. The Client agrees that from the moment they have issued an order to execute a respective payment transaction with a credit card, the Bank shall consider it as received by the Client and irrevocable.

123. The Client may bear the losses arising from all unauthorized payment transactions resulting from the use of a lost, stolen, or unlawfully appropriated payment instrument, but not exceeding EUR 50.00 (fifty euros), if:

- a) the loss, theft, or unlawful appropriation of the payment instrument could not have been detected by the Client prior to the payment, except where the Client acted with fraudulent intent; or
- b) the damage was caused by the act or omission of a Bank employee or an authorized subcontractor.

124. The Client shall bear all losses arising from unauthorized payment transactions when the Cardholder caused them through fraud, by failing to comply with one or more of their obligations arising from the use of a payment instrument, or due to gross negligence. In such cases, the Client shall bear the losses regardless of their amount.

125. The liability set forth in this section shall not apply in cases of extraordinary and unforeseen circumstances beyond the control of either contracting party, the consequences of which would occur despite efforts made to prevent them, as well as in cases where the Bank has acted in compliance with a legally established obligation under Bulgarian law or European Union legislation.

VI. REVOLVING CONSUMER CREDIT PROVIDED FOR USE VIA CREDIT CARD

General Provisions

126.1. At the request of a Client who is a natural person, the Bank may grant a consumer credit in the form of a revolving credit limit (revolving credit), the use (drawdown) of which is effected through a credit card (Revolving Credit Card – RCC). The credit limit is revolved by the amount of the repaid portion of the utilized credit and includes a grace period for repayment of the principal due.

126.2. The Bank offers two revolving credit products – one available until 06.04.2025 inclusive, and another product offered after 06.04.2025, under the terms set out in this section.

127. The revolving credit granted by the Bank, regardless of its amount, is subject to the provisions of the Consumer Credit Act (CCA).

128. General information regarding the offered revolving credit cards and their terms and conditions shall be made available in premises accessible to Clients and on the Bank's website at www.municipalbank.bg

Terms for Revolving Credit Offered Until 06.04.2025 Inclusive

Definitions

129. For the purposes of these General Terms and Conditions, the following words and expressions shall have the meanings set out below:

1. **Borrower** – a legally competent and capable natural person who is a party to a Credit Agreement concluded in connection with a revolving credit granted by the Bank, and who draws, uses, and repays the credit in accordance with the terms and conditions set out in the Credit Agreement and these General Terms and Conditions.
2. **Third Party Obligor** – a legally competent and capable natural person who is a party to another agreement related to the Credit Agreement and who has undertaken, in the capacity of a pledgor, to be liable with specified property to the Bank for the fulfillment of the Borrower's obligations under the Credit Agreement until full and final repayment, including in the event of an extension of the repayment term.

3. **Total Credit Amount (Principal)** – the maximum amount (limit) or total sum made available to the Borrower under the Credit Agreement for use through the issued primary and supplementary Revolving Credit Cards (RCC), if any.
4. **Total Credit Cost** – all costs related to the credit, including interest, commissions, fees, and any other types of expenses directly connected with the Credit Agreement that the Borrower is required to pay, including costs for additional services associated with the Credit Agreement, in particular insurance premiums in cases where entering into an agreement for an additional service is a mandatory condition for obtaining the credit or for obtaining the credit under the offered terms.
5. **Total Amount Due by the Borrower** – the sum of the drawn and unpaid portion of the Total Credit Amount and the Total Credit Cost.
6. **Interest Rate on the Credit (Remuneration Interest)** – the interest rate applicable to each interest period of the credit, expressed as a variable rate, applied on an annual basis to the amount of the drawn portion of the principal.
7. **Variable Interest Rate on the Credit** – the interest rate stipulated in a clause of the Credit Agreement pursuant to which the Lender and the Borrower agree that the interest rate applicable to the Credit Agreement is composed of a variable component (reference interest rate) and a fixed margin. The fixed margin may not be unilaterally changed for the entire term of the Credit Agreement.
8. **Reference Interest Rate** – the interest rate used as a basis for calculating the variable interest rate applicable to the Credit Agreement. It constitutes a benchmark interest rate in accordance with Regulation (EU) 2016/1011 of the European Parliament and of the Council of 8 June 2016 on indices used as benchmarks for financial instruments and financial contracts or to measure the performance of investment funds, and amending Directives 2008/48/EC and 2014/17/EU and Regulation (EU) No 596/2014 (OJ L 171/1 of 29 June 2016), or an index and/or indicators published by the Bulgarian National Bank and/or the National Statistical Institute, or a combination thereof.
9. **Annual Percentage Rate (APR)** – an indicator representing the total cost of the credit to the Borrower, present or future (including interest, fees, commissions, and other direct or indirect costs, including any type of remuneration), expressed as an annual percentage of the total amount of the granted credit. The APR is calculated according to the formulas set out in Annex No. 1 to the Consumer Credit Act (CCA) – for consumer credit within the meaning of the CCA – and serves to compare different credit offers. The APR cannot exceed five times the statutory interest rate on overdue obligations, as determined by a decree of the Council of Ministers of the Republic of Bulgaria.
10. **Creditworthiness** – the ability of the Borrower to repay the credit, together with the Total Credit Cost, in accordance with the terms of the concluded Credit Agreement and these General Terms and Conditions, without jeopardizing their financial condition or affecting the interests of other persons.
11. **Client Payment Period (CPP)** – the period starting from the first to the last day of each current calendar month during the term of the Credit Agreement, except for the first Client Payment Period, which runs from the date the right to use the credit is granted until the last day of the current month. The last Client Payment Period covers the period from the first day of the last month until the repayment date.
12. **Grace Period (GP)** – the period comprising the days of the current CPP plus fifteen (15) calendar days from the subsequent CPP. If the last day of the Grace Period falls on a non-working day, the last day of the GP shall be the next working day.
13. **Minimum Repayment Amount (MRA)** – the fixed amount that the Borrower must ensure is paid no later than the last day of the respective GP in order to continue using the available credit limit.

Right of Withdrawal

130. The Borrower shall have the right, without owing any compensation or penalty and without stating

a reason, to withdraw from the concluded Credit Agreement within the meaning of the Consumer Credit Act (CCA) within fourteen (14) calendar days from the date of its conclusion.

131. The right of withdrawal shall be deemed exercised provided that, before the expiry of the period referred to in clause 130, the Borrower submits in person or sends a written notice to the Bank.

132.1. In the event that the Borrower exercises their right of withdrawal from the Credit Agreement, they shall be obliged to repay to the Bank the drawn and unpaid principal and to pay remuneration interest accrued for the period from the date of credit drawdown until the date of repayment of the drawn and unpaid principal, but no later than thirty (30) calendar days from the date of submission or sending of the notice referred to in the preceding clause.

132.2. The interest under clause 132.1 per day shall be equal to the agreed annual remuneration interest under the Credit Agreement divided by 365 (or 366), depending on the number of days in the respective year.

133. The Borrower's withdrawal from the concluded Credit Agreement shall take effect, and the Credit Agreement shall be terminated, as of the date of full repayment of the Borrower's obligations, provided that the requirements of clauses 131 and 132.1 are fulfilled.

134. Fees collected in connection with the credit under these General Terms and Conditions and the Credit Agreement shall not be refundable by the Bank in the event the Borrower exercises the right of withdrawal.

Drawdown

135. Funds from the revolving credit may be drawn by the Borrower after the Credit Agreement has been signed by all parties, following the cumulative fulfillment of the drawdown conditions set forth in the Agreement and upon submission of all documents listed below, as follows:

a) A payment account has been opened with the Bank in the name of the Borrower, denominated in the same currency in which the credit limit is granted, and through which the credit will be provided and repaid. The account number is specified in the Credit Agreement. The payment account is non-interest bearing and does not require a minimum balance.

b) A standard or gold Revolving Credit Card (RCC) has been issued in connection with the opened payment account, through which the granted credit will be drawn.

c) The Borrower has ensured the establishment, and the Bank has acquired, the security rights over the collateral, where such collateral is required under the Credit Agreement, in accordance with the procedures established by law.

d) All fees and commissions due by the Borrower in connection with the credit transaction, as specified in the Credit Agreement and/or the Tariff, have been paid.

e) All other conditions set out in the Credit Agreement have been fulfilled.

136. In the event that the Borrower uses another type of credit through the card and account referred to in the preceding clause, such credit must be fully repaid and closed before any drawdown of the revolving credit may commence.

137. The amount drawn from the approved credit limit is comprised of all payments and withdrawals made using the RCC, as well as any fees and commissions due in connection therewith, executed during the Client Payment Period (CPP).

138. The month in which amounts are drawn from the credit limit constitutes a Client Payment Period (CPP), covering the days from the first to the last day of each calendar month, except for the first CPP, which runs from the date of conclusion of the Credit Agreement until the last day of the current month. During the respective CPP, the full granted credit limit or a portion thereof may be drawn.

139. Payments made with the RCC are executed within the available balance of the payment account at the time of the transaction, composed of the credit limit approved by the Bank and the Borrower's own funds deposited in the account. The available balance may be reduced by the amount of any blocks imposed by law or arising from the terms of use of the card.

140. During the term of use of the RCC, the Bank shall renew the credit limit by the amount of the repaid portion, subject to the following conditions:

a) Except for the initial Client Payment Period, during the first fifteen (15) days of each subsequent CPP, the Borrower may perform transactions with the RCC up to the amount of the undrawn credit limit from the previous CPP, including their own funds deposited in the account, reduced by the Minimum Repayment Amount (MRA) due;

b) After the expiration of the Grace Period of the previous CPP, the Borrower may use a credit limit consisting of the undrawn limit increased by the amount of their own funds deposited in the account;

c) When performing transactions with the RCC, amounts from the credit limit are used first, and once it is exhausted, transactions are covered from the Borrower's own funds deposited in the account.

Interest Accrual

141. Revolving credits accrue interest at a variable interest rate, which is determined, applied, and adjusted as follows:

141.1.1. The value of the variable interest rate is calculated as the sum of the reference interest rate and the fixed contractual margin.

141.1.2. The variable interest rate may not have a negative value. In the event that, on the date of determination of the variable interest rate, the reference interest rate is negative, the Bank shall assume a reference interest rate of zero for the period during which this circumstance exists.

141.2.1. The Bank may, at any time during the term of the Credit Agreement, unilaterally reduce the contractual margin for a specified period within the term of repayment of the credit limit. Any such change in the interest conditions shall take effect from the date specified in the Bank's decision and shall remain in force until the end date indicated therein.

141.2. In the event of an increase in the value of the reference interest rate, the Bank shall have the right not to apply the increased rate, or to apply a discount or a lower rate than the actual increase.

141.3. In determining the variable interest rate for credits granted to natural persons in euros, the Bank uses as the reference interest rate either the "6-Month EURIBOR" index or the Reference Interest Rate of Municipal Bank PLC applicable to loans granted to natural persons (RIRMBNL). The reference interest rate is non-negotiable.

141.4. The “6-Month EURIBOR” interest rate index (hereinafter referred to as the “interest rate index” or “6MTH EURIBOR”) is applied by the Bank as the reference interest rate in accordance with the methodology of Municipal Bank PLC for determining the variable interest rate under the Consumer Credit Act (CCA) and the Credit Institutions and Financial Enterprises Act (CIFEA) for loans granted to natural persons (effective as of 18.10.2018).

141.4.1. The 6MTH EURIBOR is calculated based on interest rates offered between prime banks within the Economic and Monetary Union for six-month euro interbank deposits, as published on the EURIBOR & EONIA FIXINGS pages on BLOOMBERG, using the day-count convention “actual/360,” with the value taken to the third decimal place without rounding.

141.4.2. The Bank updates the value of the applied index twice a year – on the first business day of January and on the first business day of July – and accrues interest on the offered credits based on the value of the 6MTH EURIBOR determined as of the last business day of December and June, respectively, and published on the EURIBOR & EONIA FIXINGS pages on BLOOMBERG.

141.4.3. In the event that, on the update date, the Bank is unable to obtain information regarding the value of the 6MTH EURIBOR, the Bank shall determine the value of the interest rate index based on the most recently published 6MTH EURIBOR rates on the EURIBOR & EONIA FIXINGS pages on BLOOMBERG.

141.4.4. In the event of a change in the 6MTH EURIBOR, according to the EURIBOR & EONIA FIXINGS pages on BLOOMBERG, and as of the effective date of such change, the variable interest rate on the credit shall be deemed automatically adjusted in accordance with the adopted changes, while maintaining the amount of the contractual margin.

141.4.5. The value of the 6MTH EURIBOR determined in accordance with the preceding clauses shall apply for the respective six-month period, namely:

- a) The value determined at the end of December of the current calendar year shall apply during the following calendar year, from the first business day of January until the day preceding the first business day of July, inclusive;
- b) The value determined at the end of June of the current calendar year shall apply from the first business day of July of the same year until the day preceding the first business day of January, inclusive, of the following calendar year.

141.5. RIRMBNL (Reference Interest Rate for Loans to Natural Persons of Municipal Bank) represents an interest rate determined, calculated, and applied by the Bank in accordance with the methodology of Municipal Bank PLC for calculating the reference interest rate applicable to loans granted to natural persons (effective as of 01.01.2025).

141.6. The amount of the variable interest rate on the credit is determined based on the value of the reference interest rate applied by the Bank for the respective period during which the variable interest rate under the Credit Agreement is in effect. In the event of a change in the agreed interest conditions of the revolving credits due to a change in the applicable reference interest rate, the Bank shall notify the Borrowers of such changes through written information provided in accordance with these General Terms and Conditions regarding the drawdown, use, and repayment of the credit, or by any other method agreed in the Credit Agreements.

141.7.1. In the event that the periodic publication of data by the source (EURIBOR & EONIA FIXINGS on BLOOMBERG; the website of the Bulgarian National Bank (or any other website replacing the BNB

website)) is discontinued, thereby preventing the determination and updating of the reference interest rate applied by the Bank, the Bank shall have the right, for a certain period following the discontinuation of such publication, to continue applying the most recently determined value of the applicable reference interest rate until a decision is made regarding a suitable replacement.

141.7.2. In the event that a benchmark interest rate, index, or indicator used by the Bank as the reference interest rate for credit agreements with natural persons is materially changed or is no longer published, the Bank shall implement an action plan in accordance with Article 28, paragraph 2 of Regulation (EU) 2016/1011 of the European Parliament and of the Council. Upon replacement of the reference interest rate under the foregoing, the interest conditions of the credit agreements shall be deemed automatically adjusted in accordance with the applied changes, provided that, at the moment of replacement, the new interest rate under the Credit Agreement shall not exceed the interest rate under the agreement immediately prior to such replacement.

141.8. The methodology applicable to an approved credit may not be unilaterally changed by the Bank for the term of the concluded Credit Agreement.

142. By signing the Credit Agreement and these General Terms and Conditions, the Borrower provides their irrevocable consent to any changes in the interest conditions under clause 141. In the event of a change in the interest conditions, the Bank shall notify the Borrower periodically through written information provided in accordance with these General Terms and Conditions regarding the drawdown, use, and repayment of the credit.

143. In the event of a change in the interest conditions pursuant to clause 141, no renegotiation by the parties or execution of an additional annex to the Credit Agreement shall be required.

144. In the event that the Borrower disagrees with the amended interest conditions under these General Terms and Conditions, they may repay their obligation to the Bank early. For the period from the date of the interest rate change until the date of repayment, interest shall be accrued on the outstanding balance at the new interest rate.

145. The amount of the remuneration interest payable by the Borrower for the revolving credit used shall be determined in the Credit Agreement.

Credit Costs

146. The Borrower shall be liable for fees, commissions, and other administrative expenses, including notary fees and all costs related to the use of additional services in connection with the application for the revolving credit, the execution and performance of the Credit Agreement, and the repayment of amounts due under it, as specified in the Credit Agreement and/or these General Terms and Conditions, as follows:

146.1. Fees and commissions in amounts and under conditions in accordance with the Tariff, namely:

- a) Determined based on the type of credit granted, the amounts of which are specified in the Credit Agreement;
- b) Related to the opening, maintenance, and closure of the payment account designated for servicing the use and repayment of the granted credit, including the execution of transfers of funds, interest, and other expenses related thereto;

c) Related to the use of the RCC for drawing the credit.

146.2. Costs related to the establishment, registration, amendment, maintenance, renewal, and release of collateral under the Credit Agreement, where applicable.

146.3. All expenses and fees related to actions undertaken by the Bank to satisfy its claims against the Borrower under the Credit Agreement or related to the enforcement of collateral, where applicable, including all judicial and extrajudicial costs and costs associated with the protection and safekeeping of the collateral.

147. The Borrower shall pay fees in accordance with the Tariff for cash payments or internal bank transfers made in connection with the repayment of the granted credit, including interest and penalties thereon.

148. The costs referred to in clauses 146–150 may be automatically adjusted in amount and method of payment in accordance with the conditions of the applicable Tariff as of the date of each operation/action, for which the Borrower provides their consent by signing the Credit Agreement and these General Terms and Conditions.

149. The effective cost of the credit is expressed through the Annual Percentage Rate (APR). In the calculation of the APR for the credit, the following costs are excluded:

a) Costs payable by the Borrower in the event of default under the Credit Agreement;

b) Notary fees.

150. The Bank shall inform the Borrower in writing or by another durable medium in the event of an increase in the costs payable by the Borrower under the credit before such increase takes effect. The Borrower shall be deemed informed once the notification has been provided in the manner agreed in the Credit Agreement.

Repayment

151. The repayment of the revolving credit shall be made from the funds in the payment account linked to the primary RCC issued to it. Fees and commissions related to the use of all RCCs issued to the account may also be collected from the unused credit limit. In the event of insufficient funds in the payment account, the repayment of the revolving credit shall be effected from the funds in all accounts held by the Client with the Bank.

152. The Borrower shall repay the installments of principal, interest, fees, commissions, and other expenses related to the revolving credit in the original currency in which the credit was granted. Obligations, including those related to the use of all RCCs issued to the account, shall be repaid when they become due from the funds in the payment account linked to the primary RCC. In the event of insufficient funds in the payment account, the Bank shall have the right to debit the Borrower's accounts held with the Bank in accordance with the Credit Agreement and these General Terms and Conditions. Repayments, including those collected by the Bank on its own initiative, may be made in another convertible currency different from the currency of the credit, at the Bank's officially published "buy" or "sell" exchange rate on the relevant day, with any exchange rate differences borne by the Borrower. When the Bank debits the accounts on its own initiative, amounts shall be collected first from payment accounts, and if the balance is insufficient, from savings and deposit accounts. The Bank shall first debit accounts in the currency of the granted credit.

153. The Borrower is obliged to ensure that each month, within the Grace Period (GP), the payment account linked to the primary RCC contains at least an amount equal to the Minimum Repayment Amount (MRA) designated for them, to repay the credit limit drawn during the previous Client Payment Period (CPP) or a portion thereof. If the amount drawn during the relevant CPP is less than the MRA, the Borrower must repay the full amount drawn. The MRA is determined as a percentage of the approved credit limit specified in the Tariff and must be paid no later than the last day of the relevant GP. If the last day of the GP is a non-business day, the Borrower may make the MRA payment on the next business day.

154. Any amount equal to or greater than the required MRA credited to the Borrower's payment account during the relevant CPP, after repayment of obligations for prior Client Payment Periods, shall also be considered as the MRA paid for that CPP.

155.1. If no payment was made during the last Client Payment Period (CPP) and no credit limit was drawn during previous CPPs, the Borrower shall not be obliged to pay the Minimum Repayment Amount (MRA).

155.2. If no payment was made using the RCC during the last CPP and there is a drawn credit limit that did not result from card transactions (fees and commissions), the Borrower shall not be obliged to pay the MRA.

155.3. If no payment was made during the last CPP and there is a drawn credit limit resulting from payments made with the RCC during previous CPPs, the Borrower shall be obliged to pay the MRA.

156. The Bank shall have the right to suspend the provision of the revolving credit and the use of the RCC, effective from the business day following the last day of the Grace Period (GP) in which the Borrower failed to pay the required MRA. The Borrower shall pay a non-revolving fee in the amount specified in the Tariff, which shall be deducted from the available credit limit. The Bank may resume the provision of the revolving credit and the use of the RCC once the outstanding MRAs have been settled.

157. In the event that the balance of the payment account linked to the RCC, including the Borrower's own funds, is exceeded, or a payment is made exceeding the approved revolving credit limit, including as a result of the collection of fees and commissions owed by the Borrower, the excess amount shall be considered an unauthorized overdraft. The utilized unauthorized overdraft shall accrue statutory interest until fully repaid and shall be immediately due together with the accrued interest.

158. The Borrower shall not be liable for interest if the credit limit drawn during the previous Client Payment Period (CPP) is fully repaid within the Grace Period (GP). If the Borrower repays part of the utilized credit limit but not less than the required Minimum Repayment Amount (MRA), no interest shall be charged on the repaid portion.

159. If the Borrower does not repay the entire utilized credit limit by the last day of the relevant GP, the Bank shall charge remuneration interest on the outstanding amount at the rate specified in the Credit Agreement. Interest shall be calculated from the date of the relevant transaction until the obligation is fully repaid.

160. The accrued remuneration interest shall be collected on the last day of the Grace Period (GP) following the relevant Client Payment Period (CPP). If this day is a non-business day, the Bank shall collect the interest on the next business day. If the interest cannot be collected from the account balance or from the unused credit limit, it shall not be considered overdue.

161. Remuneration interest shall be considered overdue if it is not repaid by the end of the second consecutive GP. For the period of delay, the Bank shall charge default interest at the statutory rate on the

overdue amount for each day of delay. If the overdue interest and default interest are not settled within the following third GP, the Bank shall have the right to suspend the use of the RCC and declare the entire drawn credit limit immediately due and payable.

162. Any outstanding principal amount that is due shall accrue default/delinquency interest at the statutory rate until full repayment of the overdue amount.

163. Accrued default interest and penalties shall mature daily and are immediately payable by the Borrower.

164. If the amounts paid are insufficient to settle all of the Borrower's obligations—regardless of their nature—the Bank shall apply the payments in the following order of priority: fees and commissions, expenses, penalties, remuneration interest, principal.

165. Any delay in the repayment of the due installments under the revolving credit by the Borrower may result in significant adverse consequences for them, including, but not limited to, enforcement proceedings, an increase in the total cost of the credit, additional expenses (such as debt collection costs and others), the accumulation of a negative credit history in the Central Credit Register of the Bulgarian National Bank, and potential difficulties in obtaining credit in the future.

Early Repayment

166. The Borrower has the right, without prior notice, to fully repay the utilized credit limit early, without the possibility of revolving, and the Bank has no right to refuse such early repayment. Upon the Borrower's explicit request for early repayment of the credit without the possibility of revolving, the Bank shall promptly provide, on paper or another durable medium, information regarding the remaining portion of the total credit amount, the total costs for the remaining term of the Credit Agreement prior to early repayment, the amount of any early repayment compensation, and the assumptions used to calculate it.

167. The Borrower shall not owe interest on the portion of the credit that has been repaid early, from the date of such early repayment until the end of the credit term.

168.1. The Bank shall consider full early repayment of the utilized credit limit, without the possibility of revolving, to have been effected within the designated period for using the credit limit if the following conditions are met:

- a) thirty (30) days have elapsed since the blocking of all Credit Cards (RCCs);
- b) all obligations related to the used RCCs and the revolving credit have been fully settled.

168.2. In the event of early repayment of the utilized credit limit, the Borrower shall not owe any commission to the Lender.

Rights and Obligations of the Borrower

169. The Client shall have the right to:

1. utilize the credit limit approved by the Bank, up to the amount, for the term, and under the conditions agreed in the executed Credit Agreement and these General Terms and Conditions (GTC).
2. receives from the Bank, during the Grace Period (GP), a monthly statement for the account linked to the issued Revolving Credit Card (RCC), which informs the Borrower of executed transactions, the amount of the due minimum monthly installment and interest on the utilized revolving credit, as well as fees and commissions. The monthly statement is made available to the Borrower by the Bank through the Online Banking System. Upon the Borrower's request, the statement shall be provided free of charge

in written form on a durable medium at a Bank Branch/Business Center. The fact that the Borrower has not reviewed the monthly statement does not exempt them from the obligation to pay the due amounts on time.

3. upon request and free of charge, at any time during the term of the Credit Agreement, receives copies of the Credit Agreement and any amendments thereto, as well as written information regarding executed and upcoming payments. The Borrower receives the written information at the Bank's designated locations, and must immediately notify the Bank of any errors detected. Failure by the Borrower to dispute the information within 15 days from its provision shall be deemed as tacit acceptance of the data provided.

4. terminate the Credit Agreement at any time after settling their obligations to the Bank.

5. submit complaints related to the Credit Agreement.

170. The Client is obliged to:

1. Use the granted revolving credit via the revolving credit card (RCC) through the bank account opened with the Bank, up to the agreed limit, and make all payments in accordance with the terms and deadlines specified in these General Terms and Conditions and in the Credit Agreement;

2. Timely pay all their public obligations, including, but not limited to, taxes, mandatory social security contributions, fees, as well as any other obligations which, if unpaid, may result in encumbrance on the collateral for the credit, if such collateral is provided for in the Credit Agreement, or on any other of their assets.

3. Provide the Bank with any information and documents requested by it related to the performance of the Credit Agreement, including information on economic and/or other connections, credit indebtedness, public obligations, and any ongoing legal proceedings.

4. Notify the Bank in writing and without delay of:

a) any changes to the data and information provided to the Bank as of the date of conclusion of the Credit Agreement, including changes regarding the Borrower's solvency, income, and obligations, as well as changes in circumstances reported in declarations submitted to the Bank;

b) the filing of claims against the Borrower and/or directed at the collateral provided under the Credit Agreement, when such collateral is stipulated, including enforcement, attachment, or protective proceedings;

c) the filing of claims by the Borrower against third parties, including under insurance policies;

d) the occurrence of any other circumstance or event that may have a material adverse effect on the financial condition or ability of the Borrower to perform obligations under the Credit Agreement and these General Terms and Conditions, or that could affect the value of the collateral provided under the Credit Agreement, when such collateral is stipulated, or the Bank's rights over it.

5. Ensure that funds are available in the settlement account linked to the issued Revolving Credit Card (RCC) to cover all amounts due under the utilized and unpaid credit limit, together with accrued interest, late payment penalties, fees, commissions, and other charges, if any.

6. Reduce their obligations, upon the first request, to the secured amount if the value of the collateral decreases and the Bank considers it insufficient, or otherwise repay their obligations under the utilized credit.

7. Notify the Bank in advance of any upcoming or submitted request for credit, as well as any renegotiation of any terms of an existing credit agreement provided by another bank.

Rights and Obligations of the Bank**171. The Bank shall have the right to:**

1. unilaterally suspend the disbursement of amounts under any of the loan agreements concluded with the Borrower in the event of non-payment under any of the agreements and/or non-compliance with any term and/or failure to perform any obligation of the Borrower and/or any third party(ies) liable (if any) under the loan agreement and/or the security agreements and/or these General Terms and Conditions, and/or upon the occurrence of a condition triggering early repayment under any of the agreements, and/or upon receipt of attachments or garnishments issued by authorized persons or institutions under applicable law with respect to any account opened with the Bank in the name of any client party to the loan agreement and/or the security agreements.
2. in the event of entering into a secured loan agreement with collateral in the form of a monetary receivable, to block the accounts of the pledgors until full repayment of the loan.
3. to periodically assess the Borrower's creditworthiness and review the collateral provided, where such collateral is stipulated in the loan agreement, as well as the compliance with all terms of the credit transaction agreed between the parties in the loan agreement and any annexes thereto. In the event that, as a result of such assessment and/or review/inspection under the preceding sentence, the Bank decides not to extend the term of utilization and repayment of the revolving credit, the Bank shall have the right, up to sixty (60) days prior to its maturity, to block the current accounts (primary and additional), and thereafter to notify the Borrower in writing of its refusal to extend the term, in the manner agreed in the loan agreement.
4. for the purposes of assessing creditworthiness during an amendment or periodic review of the loan agreement, to request clarifications regarding the information and documents received, as well as to verify such information in an appropriate manner, including through documents from independent sources and references in databases, in compliance with applicable data protection requirements.
5. to assign its claims under the loan agreement to another party in accordance with the provisions of Articles 99 and 100 of the Obligations and Contracts Act, without the need for the Borrower's explicit consent.

172. The Bank's failure or delay in exercising its rights under the loan agreement and/or the related agreements and documents shall not be construed as a waiver of such rights.

173. The Bank shall be obliged to:

1. make the approved credit limit available to the Borrower under the terms, amount, and duration agreed in the loan agreement.
2. provide the Borrower, upon request and free of charge, at any time during the term of the loan agreement, with copies of the loan agreement, any annexes thereto, these General Terms and Conditions, and written information regarding the disbursement, use, and repayment of the loan. Such information shall include notification to the Borrower of any changes in the interest rate on the loan, in accordance with the provisions of the executed loan agreement and these General Terms and Conditions.

Termination of the Loan Agreement**174.1. The loan agreement shall be terminated:**

1. Upon full repayment of the amounts drawn under the credit limit, together with all accrued interest, fees, commissions, penalties, and other expenses.

2. Upon exercise of the Borrower's right of withdrawal in accordance with the provisions of Clauses 130–134 of these General Terms and Conditions.
3. Early, at any time by the Borrower.

174.2. Upon termination of the loan agreement, regardless of the grounds for such termination, the Bank shall have the right to:

- a) on the day of receipt or dispatch of the request/notice for termination, to automatically block and/or deactivate all current accounts (primary and additional) through which the revolving credit has been utilized;
- b) to terminate the framework agreement for the current account through which the revolving credit has been used and repaid, and to close it automatically.

174.3. In the event that, at the time of submission of a termination request by the Borrower, a dispute procedure concerning transactions on the current accounts is ongoing, the contractual relationships shall not be terminated until the completion of such procedure.

Terms and Conditions for Revolving Credit Offered After April 6, 2025

Definitions

174a. For the purposes of these General Terms and Conditions, the following words and expressions shall have the meanings set forth below:

1. **Borrower** – a legally capable and competent natural person who is a party to a loan agreement concluded in connection with a revolving credit provided by the Bank, and who draws, uses, and repays the loan in accordance with the terms and conditions set forth in the loan agreement and these General Terms and Conditions.
2. **Third Party Obligor** – a legally capable and competent natural person who is a party to another agreement related to the loan agreement, and who has undertaken, in the capacity of a pledgor, to secure with certain personal assets the obligations of the Borrower under the loan agreement until their full and final repayment, including in the event of an extension of the loan repayment term.
3. **Total Credit Amount (Principal)** – the maximum amount (limit) or the total sum made available to the Borrower under the loan agreement, for use through the issued primary and additional current accounts, if any.
4. **Total Credit Costs** – all costs associated with the loan, including interest, commissions, fees, and any other expenses directly related to the loan agreement, which the Borrower is obliged to pay, including costs for additional services related to the loan agreement, in particular insurance premiums where the conclusion of a contract for an additional service is a mandatory condition for obtaining the loan or for obtaining the loan under the offered terms.
5. **Total Amount Due by the Borrower** – the sum of the drawn and unpaid portion of the total credit amount and the total credit costs.
6. **Loan Interest Rate (Remuneration Interest)** – the interest rate applicable to each interest period of the loan, expressed as a variable rate, applied on an annual basis to the drawn portion of the principal.
7. **Variable Loan Interest Rate** – the interest rate provided for in a clause of the loan agreement, pursuant to which the Lender and the Borrower agree that the interest rate applicable to the loan agreement is

composed of a variable component (reference interest rate) and a fixed margin. The fixed margin may not be changed unilaterally for the entire term of the loan agreement.

8. Reference Interest Rate – the interest rate used as the basis for calculating the variable loan interest rate applicable under the loan agreement. It constitutes a benchmark interest rate in accordance with Regulation (EU) 2016/1011 of the European Parliament and of the Council of 8 June 2016 on indices used as benchmarks in financial instruments and financial contracts or for measuring the performance of investment funds, and amending Directives 2008/48/EC and 2014/17/EU and Regulation (EU) No 596/2014 (OJ L 171/1 of 29 June 2016), or an index and/or indicators published by the Bulgarian National Bank and/or the National Statistical Institute, or a combination thereof.

9. Annual Percentage Rate of Charge (APR) – an indicator expressing the total costs of the loan for the Borrower, present or future (including interest, fees, commissions, and other direct or indirect costs, including any type of remuneration), expressed as an annual percentage of the total amount of credit provided. The APR is calculated according to the formulas set forth in Annex No. 1 to the Consumer Credit Act (CCA) – for consumer credit within the meaning of the CCA, and is used for comparing different credit offers. The APR may not exceed five times the statutory default interest rate determined by a decree of the Council of Ministers of the Republic of Bulgaria.

10. Creditworthiness – the Borrower’s ability to repay the loan, together with the total credit costs, in accordance with the terms of the concluded loan agreement and these General Terms and Conditions, such that repayment does not endanger the Borrower’s financial condition or affect the interests of third parties.

11. Client Payment Period (CPP) – the period during which amounts from the granted credit limit are drawn, calculated from the first to the last day of each calendar month during the term of utilization of the revolving credit, except for the first client payment period, which runs from the date the right to use the credit is granted until the last day of the current calendar month.

12. Grace Period (GP) – a period during which no interest is payable, provided that the conditions for such are met, and which includes the days of the current Client Payment Period (CPP) and:

1. fifteen (15) calendar days of the following CPP – for standard current accounts;
2. the days of the following CPP – for premium (“gold”) current accounts.

If the last day of the Grace Period falls on a non-business day, the first following business day shall be deemed the last day of the Grace Period.

13. Minimum Repayment Amount (MRA) – the amount representing a percentage of the drawn and unpaid portion of the credit limit as of the last day of the reporting Client Payment Period (the preceding calendar month). The amount of the MRA is specified in the Tariff. The Borrower is obliged to ensure payment of the MRA on a monthly basis, in cash or by transfer, to the current account linked to the issued current account(s).

1. from the 1st to the 15th day, inclusive, of the calendar month following the reporting Client Payment Period – for standard current accounts;
2. from the 1st to the last day, inclusive, of the calendar month following the reporting Client Payment Period – for premium (“gold”) current accounts.

Any amount paid outside the periods specified above shall not be considered part of the MRA.

If the last day of the Grace Period falls on a non-business day, the Borrower may make the MRA payment on the first following business day.

14. Term of Utilization of the Revolving Credit – the period during which the credit limit may be renewed through repayment of the drawn portion, after the expiration of which the Bank’s obligation to make undrawn amounts of the credit limit available shall cease.

15. Exceeded Credit Limit (Unauthorized Overdraft) – any excess over the authorized credit limit resulting from an executed transaction/operation, regardless of the basis for its execution. Amounts under an unauthorized overdraft shall be immediately due and payable.

Right of Withdrawal

174b.1. The Borrower shall have the right, without owing any compensation or penalty and without providing a reason, to withdraw from the concluded loan agreement within fourteen (14) calendar days from the date of its conclusion, within the meaning of the Consumer Credit Act (CCA).

174b.2. The right of withdrawal shall be deemed exercised provided that, before the expiry of the period referred to in Clause 174b.1, the Borrower submits or sends a written notice to the Bank.

174b.3.1. In the event that the Borrower exercises the right of withdrawal from the loan agreement, the Borrower shall be obliged to repay to the Bank the drawn and unpaid principal and to pay remuneration interest accrued for the period from the date of the drawdown of the loan funds until the date of repayment of the drawn and unpaid principal, but no later than thirty (30) calendar days from the date of submission or sending of the notice referred to in the preceding clause.

174b.3.2. The interest under Clause 174b.3.1 per day shall be equal to the agreed annual remuneration interest under the loan agreement divided by 365 (or 366), depending on the number of days in the relevant year.

174b.4. The Borrower’s withdrawal from the concluded loan agreement shall take effect, and the loan agreement shall be terminated, on the date of full repayment of the Borrower’s obligations, provided that the requirements of Clauses 174b.2 and 174b.3.1 have been met.

174b.5. Fees collected in connection with the loan under these General Terms and Conditions and the loan agreement shall not be refundable by the Bank in the event that the Borrower exercises the right of withdrawal.

Drawdown

174c.1. Funds from the revolving credit shall be drawn by the Borrower after the loan agreement has been signed by all parties thereto, following cumulative fulfillment of the drawdown conditions set forth therein, and upon submission of all documents listed below, as follows:

a) A current account in the Bank has been opened in the name of the Borrower, denominated in the same currency as the authorized credit limit, through which the credit will be provided and repaid. The account number is specified in the loan agreement. The current account shall be non-interest-bearing and without a minimum balance requirement. Prior to the first drawdown from the credit limit, the current account shall not contain any of the Borrower’s own funds.

b) A standard or premium (“gold”) current account card has been issued for the opened current account, through which the credit will be drawn.

- c) The Borrower has ensured the establishment, and the Bank has acquired, collateral rights over the collateral, where such collateral is stipulated in the loan agreement, in accordance with the applicable law.
- d) Any applicable fees and commissions due from the Borrower in connection with the credit transaction, as determined in the loan agreement and/or the Tariff, have been paid.
- e) The Borrower has entered into an online banking agreement with the Bank.
- f) All other conditions specified in the loan agreement.

174c.2. In the event that the Borrower intends to use a current account previously opened with the Bank for the drawdown of the revolving credit, to which a valid credit card is linked, the drawdown of the revolving credit shall be permitted only after:

- a) the Borrower has fully utilized any own funds available in the account, if any;
- b) the existing card has been deactivated and a new credit card has been issued to the account for the purpose of using the authorized revolving credit.

174c.3. Only one authorized credit limit may be utilized through a single current account.

174c.4. The account through which the credit limit will be provided and repaid may not be used for drawing or repaying any other credit, and the credit limit may not be drawn via credit transfers or cash withdrawals at a Branch/Business Center of the Bank without using the credit card.

174d.1. The drawn credit limit shall be composed of all payments and withdrawals executed during the Client Payment Period (CPP) using the current account card(s) (primary and additional), as well as the fees and commissions payable in connection with them.

174d.2. During the respective CPP, the entire granted credit limit or a portion thereof may be drawn. Transactions using the current account card shall be executed within the available undrawn credit limit at the time of the transaction.

174d.3. During the CPP, within the term of utilization of the current account card, the Bank shall restore the credit limit by the amount of the repaid portion of the drawn credit.

174d.4. During the period designated for payment of the Minimum Repayment Amount (MRA), the Borrower may execute transactions using the current account card up to the amount of the undrawn credit limit from the previous CPP.

Interest Calculation

174e.1. Revolving credits shall accrue interest at a variable interest rate. The amount of remuneration interest payable by the Borrower for the utilized revolving credit shall be specified in the loan agreement.

174e.2. The value of the variable interest rate shall be determined as the sum of the reference interest rate and the fixed contractual margin.

174e.3. The variable interest rate shall not have a negative value. In the event that, on the date of determination of the variable interest rate, the reference interest rate is negative, the Bank shall assume a value of zero for the reference interest rate for the period during which this circumstance exists.

174e.4. The Bank may, at any time during the term of the loan agreement, unilaterally reduce the agreed margin for a specific period within the term of repayment of the credit limit. Any change to the interest terms under this provision shall take effect on the date specified in the Bank's decision and shall remain in force until the specified end date.

174e.5. In the event of an increase in the reference interest rate, the Bank shall have the right not to apply the increased rate or to apply a discount or use a lower rate than the actual increase in the reference interest rate.

174e.6. In the determination of the variable interest rate for loans provided to natural persons in euros, the Bank shall use, as the variable component, the Reference Interest Rate of "Municipal Bank" JSC applicable to loans to natural persons (RIRMBNP). The RIRMBNP represents an interest rate determined, calculated, and applied by the Bank in accordance with the Methodology of "Municipal Bank" JSC for calculating the reference interest rate applicable to loans to natural persons (effective as of January 1, 2025), as follows:

a) The amount of the variable interest rate on the loan shall be formed based on the value of the reference interest rate applied by the Bank for the relevant period during which the variable interest rate under the loan agreement is applied. In the event of a change in the agreed interest terms of the revolving loans due to a change in the applicable reference interest rate, the Bank shall notify Borrowers of the changes through written information provided under these General Terms and Conditions regarding the drawdown, use, and repayment of the loan, or in another manner agreed in the loan agreements.

b) In the event that the periodic publication of data by the source (the website of the Bulgarian National Bank or another website replacing the BNB website) is discontinued, which would prevent the determination and updating of the applicable reference interest rate, the Bank shall have the right, for a certain period following the suspension of publication by the source, to continue applying the last determined value of the applicable reference interest rate until a decision is made regarding an appropriate replacement.

c) In the event that a benchmark interest rate, index, or indicator used by the Bank as the reference interest rate for loans to natural persons changes substantially or is no longer produced, the Bank shall implement an action plan in accordance with Article 28, paragraph 2 of Regulation (EU) 2016/1011 of the European Parliament and of the Council. Upon replacement of the reference interest rate under the preceding sentence, the interest terms of the loan agreements shall be deemed automatically amended in accordance with the applied changes, provided that at the moment of replacement, the new interest rate under the loan agreement may not exceed the interest rate under the agreement prior to that moment.

d) The methodology applicable to the approved loan may not be unilaterally changed by the Bank for the term of the concluded loan agreement.

174f.1. By signing the loan agreement and these General Terms and Conditions, the Borrower provides their irrevocable consent to any change in the interest terms pursuant to Clause 174e. In the event of a change in the interest terms, the Bank shall periodically notify the Borrower through written information provided under these General Terms and Conditions regarding the drawdown, use, and repayment of the loan.

174f.2. Any change in the interest terms pursuant to Clause 174e shall not require renegotiation between the parties or the execution of an additional annex to the loan agreement.

174f.3. In the event that the Borrower disagrees with the amended interest terms under these General Terms and Conditions, the Borrower may repay their obligation to the Bank early, with the new interest

rate applied to the outstanding balance for the period from the date of the interest rate change to the date of full repayment of the loan.

Loan Costs

174g.1. The Borrower shall be liable for fees, commissions, and other administrative expenses, including notarial fees and all costs for additional services used in connection with the request for the revolving credit, the conclusion and execution of the loan agreement, and the repayment of amounts due under it, as provided in the loan agreement and/or these General Terms and Conditions, as follows:

1. Fees and commissions in amounts and under conditions specified in the Tariff, namely:
 - a) Determined for the type of credit provided, with amounts specified in the loan agreement;
 - b) Related to the opening, maintenance, and closure of the current account intended for the use and repayment of the provided credit, as well as for the execution of transfers of funds, interest, and other costs associated with the credit;
 - c) Related to the use of the current account card(s) for the drawdown of the credit.
2. Costs related to the establishment, registration, amendment, maintenance, renewal, and release of collateral under the loan agreement, where applicable.
3. All expenses and fees related to actions taken by the Bank to satisfy its claims against the Borrower under the loan agreement, or related to enforcement over collateral where such is provided under the loan agreement, including all court and out-of-court costs, and costs for the protection and preservation of the collateral.

174g.2. The Borrower shall pay fees, as specified in the Tariff, for cash payments or internal bank transfers related to the repayment of the provided credit, together with the interest and penalties thereon.

174g.3. The costs referred to in Clauses 174g.1–174g.2 may be adjusted automatically in terms of amount and method of payment, in accordance with the conditions of the Tariff in effect on the date of each transaction/action, to which the Borrower gives their consent by signing the loan agreement and these General Terms and Conditions.

174g.4. The effective cost of the loan is expressed by the Annual Percentage Rate (APR). When calculating the APR for the loan, the following costs shall not be included:

- a) Costs payable by the Borrower in the event of non-performance of their obligations under the loan agreement;
- b) Notarial fees.

174g.5. The Bank shall inform the Borrower in writing or on another durable medium in the event of an increase in costs payable by the Borrower under the loan prior to their entry into force. The Borrower shall be deemed notified once the notice is provided in the manner agreed in the loan agreement.

Repayment

174h.1. For all transactions executed up to the total credit amount and recorded during a single Client Payment Period (CPP), the Borrower shall benefit from the Grace Period only provided that, no later than the last day of the Grace Period, they have repaid their obligations in full for the amount due for the respective CPP, as well as any outstanding obligations from previous CPPs, if any.

174h.2.1. The Borrower shall repay installments of principal, interest, fees, commissions, and other costs related to the revolving credit in the original currency in which it was granted. Obligations, including

those arising from the use of all current account cards (primary and additional) linked to the account, shall be settled upon their due date from the funds available in the current account linked to the primary current account card.

174h.2.2. Any own funds deposited by the Borrower shall be used solely for the repayment of amounts due on the current account card(s). In the event that the Borrower deposits own funds exceeding the amounts due, such excess:

- a) shall be applied toward repayment of the credit limit for subsequent obligations;
- b) may not be used for executing transactions with the current account card(s) — including purchases/payments at POS terminals or cash withdrawals at ATMs — and shall not accrue interest.

174h.2.3. In the event of insufficient funds in the current account, the Bank shall have the right to debit the Borrower's accounts held with the Bank in accordance with the loan agreement and these General Terms and Conditions. Repayments, including those collected by the Bank ex officio, may be made in another convertible currency different from the currency of the loan, at the official "buy" or "sell" exchange rate announced by the Bank for the day, with any exchange rate differences borne by the Borrower. When debiting accounts ex officio, amounts shall first be collected from current accounts, and if balances are insufficient, from savings and deposit accounts. The Bank shall prioritize debiting accounts in the currency of the provided loan.

174h.3.1. The Borrower shall ensure that, each month, the current account linked to the primary current account card contains an amount not less than the established Minimum Repayment Amount (MRA) to repay the utilized credit limit, or a portion thereof, from the previous Client Payment Period (CPP). Any amount credited to the current account during the period designated for payment of the MRA that exceeds the MRA shall revolve the credit limit, with the excess applied to settle the Borrower's obligations in the order of their occurrence. In the event that the amount drawn during the reporting CPP is below the minimum applicable MRA, if such is established under the Tariff, the Borrower shall repay the drawn amount in full.

174h.3.2. In the event that sufficient funds are not provided for the due Minimum Repayment Amount (MRA) within the required amount and timeframe:

- a) the outstanding amount shall be considered overdue, and during the period of delay, the Borrower shall pay the Bank default compensation on the overdue amount at the statutory interest rate, until full settlement of the delayed obligation;
- b) the Borrower shall pay a non-revolving fee in the amount specified in the Tariff, which shall be collected ex officio by the Bank from the undrawn credit limit, or shall constitute an unauthorized overdraft if the credit limit has been fully utilized.

174h.3.3. The Bank shall automatically suspend the provision of the revolving credit and block all current account cards linked to the account on the 30th calendar day following the date on which the MRA became due, if it has not been paid. The Bank shall automatically unblock the current account cards and resume the use of the credit in the event that, by the 60th calendar day following the date on which the MRA became due, the Borrower repays the due MRA, the non-revolving fee, and any other obligations related to the current account cards, if applicable.

174h.4. In the event of an unauthorized exceeding of the approved credit limit resulting from any transaction or operation, regardless of the reason for its execution, the excess amount shall be considered an unauthorized overdraft. The utilized unauthorized overdraft shall accrue interest at the statutory rate until full repayment and shall be immediately due, together with the interest accrued thereon.

174h.5.1. The Borrower shall not owe interest if, within the Grace Period, they fully repay the credit limit utilized during the reporting Client Payment Period (CPP).

174h.5.2. If, by the end of the respective Grace Period, the Borrower repays part of the utilized credit limit, but not less than the due Minimum Repayment Amount (MRA), no interest shall be charged on the repaid amount. The Bank shall accrue remunerative interest on the outstanding portion at the rate specified in the loan agreement. Interest shall be calculated on the outstanding amounts from the date the funds were drawn from the credit limit (execution of the respective transaction) until the obligation is fully repaid.

174h.5.3. Accrued remunerative interest shall be collected on the last day of the Grace Period following the relevant Client Payment Period (CPP). If this day is a non-business day, the Bank shall collect the interest on the next business day. If the interest cannot be collected from account receipts or from the undrawn credit limit, it shall not be considered overdue.

174h.5.4. Remunerative interest shall be considered overdue if it is not repaid by the end of the second consecutive Grace Period. For the duration of the delay, the Bank shall charge default interest at the statutory rate on the overdue amount for each day of delay.

174h.6.1. Any overdue portion of the principal shall accrue default/delay interest at the statutory rate until full repayment of the overdue amount.

174h.6.2. Accrued default/delay interest and penalties mature daily and are immediately payable by the Borrower.

174h.6.3. When the funds provided by the Borrower are insufficient to cover all their obligations, the Bank shall settle its claims in the following order of priority: fees and commissions, expenses, penalties, remunerative interest, default/delay interest, principal.

174h.7.1. The Bank shall suspend the provision of the revolving credit and the use of all current account cards linked to the current account if the Borrower has not provided funds for any due amount under the revolving credit within 30 (thirty) calendar days from the date such amount became due. The Bank shall resume the provision of the revolving credit and the use of the current account cards if all due amounts are repaid by the 60th (sixtieth) calendar day following the date on which the first obligation became due.

174h.7.2. If the Borrower fails to provide funds for any due amount under the revolving credit within 60 (sixty) calendar days from the date such amount became due, the Bank shall have the right to deactivate all current account cards linked to the account and to initiate enforcement proceedings to recover the amounts due in accordance with the law.

174h.7.3. Any delay in the repayment of amounts due under the revolving credit by the Borrower may result in serious adverse consequences, including, but not limited to, enforcement proceedings, an increase in the cost of the credit, additional expenses (such as collection costs), accumulation of a negative credit history in the Central Credit Register of the Bulgarian National Bank, and difficulties in obtaining credit in the future.

Early Repayment

174i.1. The Borrower shall have the right, without prior notice, to fully repay the utilized credit limit early, without the possibility of revolving it, and the Bank shall have no right to refuse early repayment.

When the Borrower submits an explicit request for early repayment of the credit without the possibility of revolving, the Bank shall block the issued current account cards and promptly provide the Borrower, on paper or another durable medium, with information regarding the remaining portion of the total credit limit, the total costs for the remaining term of the loan agreement prior to early repayment, the amount of any early repayment compensation, as well as the assumptions used in its calculation.

174i.2. The Borrower shall not owe interest on the portion of the credit repaid early from the date of its early repayment until the end of the original loan term.

174i.3. The Bank shall consider full early repayment of the utilized credit limit, without the possibility of revolving, to have occurred within the designated credit utilization period if the following conditions are met:

- a) at least 30 (thirty) days have elapsed from the date of blocking all current account cards;
- b) all obligations related to the used current account cards and the revolving credit have been fully repaid.

174i.4. In the event of early repayment of the utilized credit limit, the Borrower shall not owe any commission to the Lender.

Rights and Obligations of the Borrower

174j. The Client shall have the right to:

1. Utilize the credit limit approved by the Bank up to the agreed amount, within the period of use specified in these General Terms and Conditions (GTC), and under the conditions agreed upon in the executed Loan Agreement and these GTC.
2. Benefit from the Grace Period for all transactions executed up to the total credit limit during the reporting Client Payment Period (CPP), provided that, no later than the last day of the Grace Period, the Borrower fully repays all obligations arising for the reporting CPP and any obligations from previous CPPs (if applicable).
3. Receive from the Bank, during the period designated for payment of the Minimum Repayment Amount (MRA), a monthly account statement for the account linked to the issued current account card(s), informing the Borrower of: all transactions executed with the current account card(s) (primary and supplementary) during the reporting CPP; the amounts, types, and dates of the transactions; the utilized and outstanding credit limit as of the last day of the reporting CPP; the due Minimum Repayment Amount and any other amounts payable, if applicable; accrued interest; the basis, date, and amount of fees and commissions charged in accordance with the Loan Agreement, these GTC, and the applicable Tariff for the relevant CPP indicated in the statement. The monthly statement shall be made available by the Bank to the Borrower through the Online Banking System. Upon the Borrower's request, the statement shall be provided free of charge in written form on a durable medium at a Bank Branch/Business Center. The fact that the Borrower has not reviewed the monthly statement shall not exempt them from the obligation to pay the due amounts on time.
4. Upon request and free of charge, at any time during the term of the Loan Agreement, the Borrower shall have the right to receive copies of the Loan Agreement and any annexes thereto, as well as written information regarding executed and upcoming payments. The Borrower shall receive the written information at the designated locations established by the Bank and shall notify the Bank immediately in case of any discrepancies. Failure by the Borrower to dispute the information provided within 15 days from its delivery shall be deemed as tacit consent to the accuracy of the information.

5. The Borrower shall have the right to terminate the Loan Agreement at any time after repaying all obligations to the Bank.
6. The Borrower shall have the right to submit complaints related to the Loan Agreement.

174k. Obligations of the Borrower

The Borrower shall be obliged to:

1. Utilize the granted revolving credit via the current account card (CAC) on a bank account opened with the Bank, up to the agreed limit, and execute all payments in accordance with the conditions and deadlines set forth in these General Terms and Conditions (GTC) and the Loan Agreement.
2. Timely pay all public obligations, including, but not limited to, taxes, mandatory social security contributions, fees, and any other obligations which, in the event of non-payment, may result in encumbrance of the collateral under the Loan Agreement, if applicable, or other assets of the Borrower.
3. Provide the Bank with any information and documents requested in connection with the performance of the Loan Agreement, including information on economic and/or other relationships, indebtedness, and public obligations, as well as ongoing litigation.
4. Notify the Bank in writing and without delay of:
 - a) Any changes to the data and information provided to the Bank at the date of execution of the Loan Agreement, including information regarding solvency, income, and obligations, or changes in circumstances reported in declarations submitted to the Bank;
 - b) Claims filed against the Borrower and/or directed at the agreed collateral under the Loan Agreement, if applicable, including enforcement, attachment, or protective proceedings;
 - c) Claims filed by the Borrower against third parties, including claims under insurance policies;
 - d) Any other circumstance or event likely to have a materially adverse effect on the Borrower's financial condition or ability to perform obligations under the Loan Agreement and these GTC, or which could affect the value of the agreed collateral, if applicable, or the Bank's rights thereto.
5. Maintain sufficient funds in the bank account linked to the CAC to pay all amounts due under the utilized and outstanding credit limit, including interest, default interest, fees, commissions, and expenses, if any.
6. Reduce the outstanding obligation to the secured amount upon first request if the value of the collateral decreases and the Bank considers it insufficient, or repay the obligation under the utilized credit.
7. Notify the Bank in advance of any forthcoming request for credit or renegotiation of any term under an existing credit agreement provided by another bank.
8. Use the Online Banking service with active access until the termination of the Loan Agreement.
9. Submit requests for termination of the bank account agreement, the credit card issuance and servicing agreement, and agreements for additional international credit cards ("Mastercard"), if any, in the event of termination of the Loan Agreement.

Rights and obligations of the Bank

174l. The Bank shall have the right to:

- a) Unilaterally suspend the utilization of amounts under any of the credit agreements concluded with the Borrower in the event of non-payment under any such agreement and/or non-compliance with any term and/or failure to fulfill any obligation of the Borrower and/or any third party(ies) obligated under the Loan Agreement and/or the agreements establishing collateral and/or these General Terms and Conditions, and/or upon the occurrence of an event triggering early repayment under any of the concluded agreements,

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and/or upon receipt of attachments or enforcement orders from authorized persons or institutions against any account held with the Bank by any client who is a party to the Loan Agreement and/or the agreements establishing collateral.

b) When concluding a Loan Agreement secured by a pledge over monetary receivables, block the pledgor's account(s) until the full repayment of the loan.

c) Periodically assess the creditworthiness of the Borrower and review any provided collateral, if stipulated in the Loan Agreement, as well as monitor compliance with all terms of the credit transaction agreed between the parties in the Loan Agreement and any annexes thereto.

d) For the purposes of assessing creditworthiness during amendments or periodic reviews of the Loan Agreement, request clarifications regarding the received information and documents, and verify such information in an appropriate manner, including through documents from independent sources and database inquiries, in compliance with personal data protection requirements.

e) Assign its claims under the Loan Agreement to another person in accordance with Articles 99 and 100 of the Obligations and Contracts Act, without requiring the express consent of the Borrower.

174l.2. The Bank may unilaterally extend the term of utilization of the credit limit, i.e., the term for its repayment, under the conditions for granting a revolving credit accessed via a Mastercard credit card, as applicable by the Bank at the date of the extension, and without requiring repayment of amounts due as of that date, provided that:

a) The Borrower has not committed any breaches of the Loan Agreement and has not failed to perform obligations related to the use of the credit card(s) and other loans granted by the Bank;

b) By the end of the new repayment term of the revolving credit, the Borrower will not have reached the age of 65.

174l.3. The Bank reserves the right, at its discretion based on the results of the assessments referred to in Section 174k.1, item (c) of these General Terms and Conditions, not to extend the term of utilization of the credit limit or its repayment term. In the event that the Bank decides not to extend the terms, upon the expiration of the revolving credit term, the Bank shall suspend the ability to draw funds from the credit limit by blocking the credit cards (both primary and additional). The Bank shall notify the Borrower in writing, in the manner agreed in the Loan Agreement, that the utilization period will not be extended.

174l.4. The Bank's failure or delay in exercising its rights under the Loan Agreement and/or the associated contracts and documents shall not constitute a waiver of its rights under them.

174m. The Bank is obliged to:

1. Make the approved credit limit available for use under the amounts, term, and conditions agreed with the Borrower.
2. Upon request and free of charge, at any time during the term of the Loan Agreement, provide the Borrower with copies of the Loan Agreement, its annexes, and these General Terms and Conditions, as well as written information regarding the utilization, use, and repayment of the credit. In such information, the Bank shall notify the Borrower of any change to the interest rate applicable to the credit, in accordance with the signed Loan Agreement and these General Terms and Conditions.

Termination of the Loan Agreement

174n. The Loan Agreement is terminated:

1. Upon full repayment of the amounts drawn from the credit limit, together with all accrued interest, fees, commissions, penalties, and other charges.
2. Upon the Borrower exercising the right of withdrawal in accordance with Section 174b of these General Terms and Conditions.
3. Early, at any time, at the initiative of the Borrower.

174o.1. Upon termination of the Loan Agreement, regardless of the reason for termination, the Bank shall have the right to:

- a) On the day of receipt or dispatch of the request/notice for termination, to automatically block and/or deactivate all credit cards (primary and additional) through which the revolving credit was utilized.
- b) Terminate the framework agreement for the bank account through which the revolving credit was used and repaid, and to close it automatically.

174o.2. In the event that, at the time of submitting a request for termination of the Loan Agreement by the Borrower, there is an ongoing dispute procedure concerning transactions with the credit cards, the contractual relationship cannot be terminated until the procedure is concluded.

Via. REVOLVING CREDIT FOR CORPORATE CLIENTS, PROVIDED FOR USE VIA A CREDIT CARD

General Provisions

175.1. At the request of the corporate client, the Bank may grant a revolving credit limit for use (drawing) via a credit card (corporate credit card – CCC). This limit is revolved in accordance with the amount of principal repaid and includes a grace period for repayment of the outstanding principal.

175.2. General information regarding the offered revolving corporate credit cards and the terms and conditions applicable to them is made available in the Bank's premises accessible to clients and on the Bank's website at www.municipalbank.bg

Definitions and Abbreviations

175a. For the purposes of these General Terms and Conditions, the following words and expressions shall have the meanings set out below:

1. Borrower – the corporate client who is a party to the Credit Agreement concluded in connection with a revolving credit facility provided by the Bank, and who draws, uses, and repays the credit in accordance with the terms and conditions set out in the Credit Agreement and these General Terms and Conditions.

2. Total Credit Amount (Principal) – the maximum amount (limit) or the total sum made available to the Borrower for use under the Credit Agreement.

3. Total Credit Costs – all costs related to the credit, including interest, fees, commissions, and any other types of expenses directly related to the Credit Agreement that the Borrower is obliged to pay, including costs for additional services related to the Credit Agreement.

4. Total Amount Due by the Borrower – the sum of the total credit amount and the total credit costs.

5. Interest Rate on the Credit (Remuneration Interest) – the interest rate applicable to each interest accrual period under the credit, expressed as either a variable or fixed rate, applied on an annual basis to the drawn portion of the principal.

6. Fixed Interest Rate on the Credit – the interest rate stipulated in a clause of the Credit Agreement, under which the Lender and the Client agree on a single fixed interest rate for the entire term of the Credit Agreement, or agree on several fixed interest rates for specific periods of the term, during which only the specified fixed rate applies.

7. Creditworthiness – the Borrower’s ability to repay the credit together with the total credit costs in accordance with the terms of the Credit Agreement and these General Terms and Conditions, without jeopardizing their financial condition or affecting the interests of third parties.

8. Client Payment Period (CPP) – the period from the first to the last day of each calendar month during the term of the Credit Agreement, except for the first Client Payment Period, which runs from the date the right to use the credit is granted until the last day of the current month. The last Client Payment Period covers the period from the first day of the final month to the repayment date.

9. Grace Period (GP) – a period during which interest is not payable if the conditions for this are met, and which includes the days of the current CPP plus fifteen (15) calendar days of the next consecutive CPP. If the last day of the Grace Period is a non-working day, the first following business day shall be considered the last day of the GP.

10. Minimum Repayment Amount (MRA) – a fixed amount that the Borrower must ensure is available no later than the last day of the respective GP in order to continue using the available credit limit.

11. Tariff – for the purposes of this Section VII, the term “Tariff” refers to the Tariff of Municipal Bank PLC for interest rates, fees, and commissions applicable to corporate clients.

175b. Funds from the revolving credit are drawn by the Borrower / corporate client / after signing the Revolving Credit Provision Agreement, used via a Mastercard Standard Business credit card, by all parties to the agreement, following the cumulative fulfillment of the drawdown conditions set forth therein and after submitting all documents listed below, as follows:

a) A current account has been opened at the Bank in the name of the Borrower, denominated in the same currency as the approved credit limit, through which the credit will be provided and repaid. The account number is specified in the Credit Card Issuance and Servicing Agreement with revolving credit. The current account is non-interest-bearing and has no minimum balance requirement.

b) A Mastercard Standard Business has been issued linked to the opened current account, through which the approved credit will be drawn.

175c.1 The drawn amount from the approved credit limit is composed of all payments and withdrawals made using the Mastercard Standard Business, as well as any fees and commissions payable on them, carried out during the Client Payment Period (CPP).

175c.2 The month in which amounts are drawn from the credit limit constitutes the CPP, covering the period from the first to the last day of each calendar month, with the exception of the first CPP, which runs from the date of signing the Credit Card Issuance and Servicing Agreement with revolving credit to the last day of the current month. During the relevant CPP, the entire approved credit limit or a part thereof may be drawn.

175g. Payments made with the corporate credit card (CCC) are executed within the available balance of the current account at the time of the payment transaction, consisting of the approved Bank credit limit and the Borrower's own funds deposited in the account. The available balance may be reduced by amounts blocked by a regulatory act or resulting from the terms and conditions of using the card.

175d. During the term of use of the CCC, the Bank restores the credit limit by the amount of the repaid portion, subject to the following conditions:

a) Except for the initial Client Payment Period (CPP), during the first fifteen days of each subsequent CPP, the Borrower may perform transactions with the CCC up to the amount of the unused credit limit from the previous CPP, including own funds deposited in the account, reduced by the due Minimum Repayment Amount (MRA).

b) After the expiration of the Grace Period (GP) from the previous CPP, the Borrower may use the credit limit formed by the unused portion of the limit, increased by the amount of own funds deposited in the account.

c) When performing transactions with the CCC, the account's own funds are used first, and only after they are exhausted, the credit limit is utilized.

Interest on Revolving Credit

175e. Revolving credits via corporate credit card are subject to a fixed interest rate.

a) For purchases of goods and payment of services with the credit card, the funds used are not subject to interest until the end of the so-called grace period, provided they are repaid on time. The grace period ends on the 15th day of the month following the reporting period.

b) For cash withdrawals, interest is charged from the moment of withdrawal.

175f.1. Credit Costs

The Borrower is liable for fees, commissions, and other administrative expenses, including notary fees and all costs related to additional services in connection with the request for the revolving credit, the execution and performance of the Credit Agreement, and the repayment of amounts due under it, as set out in the Credit Agreement and/or these General Terms and Conditions (GTC), as follows:

175f.2. Fees and commissions in amounts and under the conditions according to the Tariff, namely:

a) Fees determined for the type of credit granted, the amounts of which are specified in the Credit Agreement;

b) Fees related to the opening, servicing, and closing of the settlement account intended to serve the use and repayment of the granted credit, as well as for executing transfers of funds, interest, and other expenses under the credit;

c) Fees related to the use of the corporate credit card (CCC) for the utilization of the credit.

175f.3. Expenses related to the establishment, registration, modification, maintenance, renewal, and cancellation of collateral under the Credit Agreement, where applicable.

175f.4. All costs and fees related to actions undertaken by the Bank to satisfy its claims against the Borrower under the Credit Agreement or in connection with enforcement on the collateral, where such

collateral is provided under the Credit Agreement, including all judicial and extrajudicial costs and expenses for safeguarding and preserving the collateral.

175f.5. The Borrower pays fees, according to the Tariff, for cash payments or internal bank transfers related to the repayment of the granted credit, together with interest and penalties due under it.

175f.6. The expenses under sections 175f.1 – 175f.5 may be automatically adjusted in terms of amount and method of payment in accordance with the conditions of the applicable Tariff at the date of each operation/action, for which the Borrower gives consent by signing the Credit Agreement and these General Terms and Conditions.

Repayment

175g.1. The repayment of the revolving credit is carried out from the funds in the settlement account linked to the Corporate Credit Card (CCC). Fees and commissions related to the use of the CCC may also be collected from the unused credit limit. If there are insufficient funds in the settlement account, repayment of the revolving credit is made from the funds in all accounts of the Client held with the Bank.

175g.2. The Borrower repays installments of principal, interest, fees, commissions, and other expenses under the revolving credit in the original currency in which the credit was granted. Obligations are repaid upon their due date, and the Bank has the right to debit the accounts ex officio in accordance with the Credit Agreement and these General Terms and Conditions. Repayments, including those collected ex officio by the Bank, may also be made in another convertible currency, different from the currency of the credit, at the Bank's official "buy" or "sell" exchange rate for the day, with exchange rate differences borne by the Borrower.

175h.1. The Borrower is obliged to ensure each month, within the Grace Period (GP), at least an amount equal to the Minimum Payment (MPV) designated for them, which is used to repay the credit limit drawn during the previous Client Payment Period (PCP) or part thereof. If the amount drawn during the relevant PCP is below the MPV, the Borrower must repay the full amount drawn. The MPV is determined as a percentage of the approved credit limit, specified in the Tariff, and must be paid no later than the last day of the respective GP. If the last day of the GP is a non-business day, the Borrower may make the payment on the next business day.

175h.2. For the purposes of the MPV for the respective PCP, any amount equal to or exceeding the required MPV, which has been credited to the Borrower's settlement account during the PCP, after repayment of obligations from previous PCPs, is considered as MPV paid.

175h.3. If no payment has been made during the last PCP and no credit limit has been drawn in previous PCPs, the Borrower is not obliged to pay the MPV.

175h.4. If no payment has been made with the CCC during the last PCP and there is a drawn credit limit not resulting from card transactions (e.g., fees and commissions), the Borrower is not obliged to pay the MPV.

175h.5. If no payment has been made during the last PCP and there is a drawn credit limit resulting from payments made with the CCC during previous PCPs, the Borrower is obliged to pay the MPV.

175h.6. The Bank has the right to suspend the provision of the revolving credit and the use of the CCC as of the business day following the last day of the GP in which the Borrower did not pay the due MPV. The Borrower shall pay a non-revolving fee as specified in the Tariff, which will be deducted from the

available credit limit. The Bank may resume provision of the revolving credit and the use of the CCC once the due MPV is paid.

175h.7. In the event that the balance on the settlement account linked to the CCC, including the cardholder's own funds, is exceeded, or a payment is made over the approved amount of the revolving credit (including as a result of collection of fees and commissions owed by the Borrower), the excess amount shall be considered an unauthorized overdraft. The unauthorized overdraft accrues statutory interest until full repayment and is immediately due together with the interest accrued.

175h.8. The Borrower does not owe interest if, within the Grace Period (GP), the full credit limit drawn during the previous Client Payment Period (PCP) is repaid. If the Borrower repays part of the used credit limit, but not less than the due Minimum Payment (MPV), no interest is charged on the repaid amount.

175h.9. If the Borrower does not repay the full used credit limit by the last day of the respective GP, the Bank shall charge remunerative interest on the unpaid portion at the rate specified in the Credit Agreement. Interest is calculated from the date of the relevant transaction until the obligation is fully repaid.

175h.10. Calculated remunerative interest is collected on the last day of the Grace Period following the PCP to which it relates. If that day is a non-business day, the Bank collects the interest on the next business day. If the interest cannot be collected from account inflows or from the unused credit limit, it is not considered overdue.

175h.11. Remunerative interest is considered overdue if not repaid by the end of the second consecutive GP. During the delay, the Bank charges a late payment penalty of 0.05% per day on the overdue amount. If the overdue interest and penalties are not paid within the following (third) GP, the Bank has the right to suspend the use of the CCC and declare the entire drawn credit limit immediately and fully due.

175h.12. Any unpaid portion of the principal that is due accrues default interest at a rate equal to the remunerative interest under the Credit Agreement plus a penalty margin of 10 (ten) percentage points, until full repayment of the overdue amount.

175h.13. Accrued default interest and penalties are due daily and payable by the Borrower immediately.

175h.14. If the funds provided are insufficient to cover all of the Borrower's obligations—regardless of their basis—the Bank applies available funds in the following order: fees and commissions, expenses, penalties, remunerative interest, default interest, principal.

Rights and Obligations of the Borrower

175i. The Client has the right to:

1. Use the credit limit approved by the Bank up to the agreed amount, for the term, and under the conditions set out in the Credit Agreement and these General Terms and Conditions.
2. Receive from the Bank, during the Grace Period (by the 3rd business day of each month), a monthly statement of the account via the Online Banking System, which provides information on executed transactions, the minimum monthly repayment amount and interest on the revolving credit used, as well as fees and commissions.
3. Receive, upon request and free of charge at any time during the execution of the Credit Agreement, copies of the Credit Agreement and its annexes, and written information regarding

past and upcoming payments. The Client receives this written information at the locations designated by the Bank for this purpose and must immediately notify the Bank of any errors. If the Client does not dispute the data provided within 15 days of receipt, it is deemed tacit consent to the information stated therein.

4. Terminate the Credit Agreement at any time after fully repaying its obligations to the Bank.

175j. The Client is obliged to:

1. Use the granted revolving credit via the credit card (CC) through the settlement account opened with the Bank, up to the agreed limit, and make all payments in accordance with the terms and deadlines set out in these General Terms and Conditions and in the Credit Agreement;
2. Timely pay all of its public obligations, including, but not limited to, taxes, mandatory social security contributions, fees, as well as any other obligations which, if unpaid, could encumber the collateral for the credit, when such collateral is provided for in the Credit Agreement, or other assets of the Client;
3. Provide the Bank with any information and documents requested by it, related to the performance of the Credit Agreement, including information on economic and/or other connections, indebtedness, public obligations, or pending legal proceedings;
4. Notify the Bank in writing and immediately of:
 - a) Any changes to the data and information provided to the Bank at the date of signing the Credit Agreement, including changes in the Client's solvency, income, and obligations, as well as changes in circumstances stated in declarations submitted to the Bank;
 - b) The filing of claims against the Client and/or directed at the agreed collateral for the credit, when such collateral is provided for in the Credit Agreement, including enforcement, security, or protective proceedings;
 - c) The filing of claims by the Client against third parties, including under insurance policies;
 - d) The occurrence of any other circumstance or event likely to have a material adverse effect on the Client's financial condition or ability to fulfill its obligations under the Credit Agreement and these General Terms and Conditions, or that may affect the value of the agreed collateral, when such collateral is provided for in the Credit Agreement, or the Bank's rights over it;
5. Ensure that the settlement account linked to the CC contains sufficient funds to cover all amounts due under the drawn and outstanding credit limit, together with accrued interest, late payment penalties, fees, commissions, and other expenses, if any;
6. Reduce its obligations, upon first request, to the secured amount if the value of the collateral decreases and the Bank considers it insufficient, or repay its obligations under the drawn credit;
7. Notify the Bank in advance of any upcoming or submitted request for credit, as well as any renegotiation of any term under an existing credit agreement provided by another bank.

Rights and obligations of the Bank

175k. The Bank has the right to:

- a) Unilaterally suspend the disbursement of funds under any of the credit agreements concluded with the Client in the event of non-payment under any of the concluded agreements and/or failure to comply with any condition and/or non-performance of any obligations of the Client and/or any third party(ies) (if applicable) under the Credit Agreement and/or the agreements establishing collateral and/or these General Terms and Conditions, and/or upon occurrence of a cause for early repayment under any of the concluded agreements, and/or upon receipt of garnishments from legally authorized persons or institutions on any

account opened with the Bank of any client who is a party to the Credit Agreement and/or the agreements establishing collateral.

b) upon conclusion of a Credit Agreement secured by a pledge on a cash receipt, to block the account of the pledgors until the final repayment of the credit.

c) periodically assess the creditworthiness of the Borrower and review the collateral provided, where such is provided for in the Credit Agreement, and the fulfillment of all terms and conditions of the credit transaction agreed between the parties in the Credit Agreement and the annexes thereto.

d) for the purposes of assessing creditworthiness upon amendment/periodic review of the Credit Agreement, to request clarifications of the information and documents received, as well as to verify the information in an appropriate manner, including through documents from independent sources and database references, in compliance with the requirements for the protection of personal data.

e) transfer its receivables under the Credit Agreement to another person in compliance with the requirements of Art. 99 and Art. 100 of the Obligations and Contracts Act, without the need for the Borrower's express consent for this.

175l. The Bank's failure or delay in exercising its rights under the Loan Agreement and/or any attached agreements and documents shall not constitute a waiver of its rights thereunder.

175m. The Bank shall be obliged to:

a) make the authorized credit limit available for use in the amounts, terms, and conditions agreed with the Borrower;

b) provide the Borrower, upon request and free of charge, at any time during the term of the Loan Agreement, with copies of the Agreement, its annexes, and these General Terms and Conditions, as well as written information regarding the disbursement, utilization, and repayment of the credit. Such information shall include notice to the Borrower of any changes to the interest rate on the loan, in accordance with the provisions of the executed Loan Agreement and these General Terms and Conditions.

Termination of the Loan Agreement

175o.1. The Loan Agreement shall be terminated:

1.1. Upon full repayment of the amounts drawn under the credit limit, together with all accrued interest, fees, commissions, penalties, and other expenses;

1.2. Early, at any time, at the initiative of the Borrower.

175o.2. Upon termination of the Loan Agreement, regardless of the grounds for such termination, the Bank shall have the right to:

- a) on the date of receipt or sending of a termination request/notice, block and/or deactivate the card used to access the revolving credit;
- b) terminate the framework agreement for the current account through which the revolving credit was utilized and repaid, and close the account administratively.

175o.3. In the event that, at the time the Borrower submits a request for termination of the Loan Agreement, a dispute procedure regarding transactions on the revolving credit card (RCC) is ongoing, the contractual relationship shall not be terminated until the completion of the dispute procedure.

VII. ACCIDENT INSURANCE

Conclusion and Terms of the Insurance Contract

176.1. The cardholder of a Gold and/or Business credit card agrees that the Issuer, at its own initiative and expense, shall insure the cardholder against accidents occurring during travel outside the borders of the Republic of Bulgaria.

176.2. The insurance is valid exclusively when a purchase of a travel package or part thereof (hotel reservation, bus or other transport ticket, car rental, etc.) or payment for any other travel-related service outside the country is made using the credit card.

177. In the event of an insured event, the cardholder, either personally or through a third party, shall notify the insurance company by phone at the number provided on the information card issued by the Issuer, providing:

1. their full name as shown on an official identification document;
2. their identification number printed on the back of the information card. The identification number of each cardholder corresponds to their national personal identification number.

178.1. The insurance is valid for a period of one (1) year, commencing from the date of card issuance.

178.2. Upon expiration of the insurance period, the Issuer, at its own initiative and expense, shall insure the cardholder for a new one-year term, provided that the Loan Agreement has not been terminated.

178.3. Upon expiration of the card validity and in the event of its renewal, the Issuer, at its own initiative and expense, shall renew the insurance for a new one-year term.

179. By signing the Agreement, the cardholder agrees that, in the event of an insured event, the Issuer may provide the insurer with information confirming that the cardholder has fulfilled the requirements under 176.1–176.2.

180. All conditions for the application of the insurance are contained in an information leaflet provided by the Issuer to the cardholder.

181. The Issuer is not a party to the legal relationship between the cardholder and the insurer and shall not be liable for the settlement of any disputes arising between them.

182. The cardholder agrees that in the event of non-compliance with any of their obligations under the General Terms and Conditions and the Agreement, the Bank shall have the discretion to decide whether or not to renew the insurance for a new one-year term.

183. Upon termination of the Agreement, on any grounds, the insurance shall also be terminated prematurely.

VIII. COMMUNICATION BETWEEN THE PARTIES

Provision and Exchange of Information

184. All statements by the parties with legal effect shall be made in writing, including to the email addresses of the parties provided in the registration. The parties may also exchange statements through the Online Banking System, provided that the Client has concluded an agreement for the use of the service.

185. The Bank shall make available to the Client up-to-date and complete information regarding the products and services it offers and their terms and conditions, the method for determining interest rates, the amount of fees and commissions, exchange rates, as well as the content of the applicable General Terms and Conditions, the Tariff, and the Bulletin at the Bank's branches/business centers and on its website www.municipalbank.bg.

186. The cardholder shall have the right, at any time during the term of the Agreement, to request and receive the current General Terms and Conditions, the Tariff, and the Bulletin, as well as to download them from the Bank's website in their most current version as of the date of provision.

187. The cardholder is obliged to monitor and be informed of the content of the applicable General Terms and Conditions, the Tariff, and the Bulletin, as well as any amendments thereto, and may not invoke lack of knowledge of the Bank's conditions in force at any given time, which are binding and enforceable against the cardholder from the date of their announcement by the Bank.

188. In the event of any changes to the initial data provided by the cardholder upon conclusion of the Agreement for the respective product/service, the cardholder shall notify the Bank in writing within seven (7) days of the change and provide any relevant evidence/documents, if issued. Any notifications or other communications sent to the last address, mobile phone number, or email address known to the Bank shall be deemed received by the cardholder.

189. The cardholder shall notify the Bank within seven (7) days of any change to their mobile phone number or a switch to a different mobile operator, including cases where the existing number is retained.

190. The Bank shall not be liable if the cardholder has not provided a current mobile phone number for receiving SMS notifications and the "3D secure code" or has failed to notify the Bank of a change to the provided number, and this has resulted in the inability to inform the cardholder of the Bank's actions to block the card or identify the cardholder.

191. The Bank shall notify the Client of the blocking/unblocking of access to payment instruments at the mobile phone number and/or email address provided by the Client, either prior to or immediately after the blocking/unblocking, and shall provide the reasons for the block, unless providing such information is not permitted due to security considerations or to comply with legal or regulatory requirements that prevent informing the Client.

192. The Bank shall not be liable for the receipt of messages sent to the Client.

193. The cardholder shall immediately notify the Bank in writing in the event of loss, destruction, or theft of any document certifying the availability of a remote access instrument to the Bank account. The notification shall be submitted personally by the cardholder or by an authorized person in a free-text request.

194.1. Notification to the Bank by the cardholder in the event of inability to use a payment instrument (credit card) and/or its associated personalized security features may be made in the following ways:

- during the Bank's business hours by telephone at +359 0700 15 885;
- personally or in writing at the Bank's address, including by mail, in which case the notification shall be deemed made upon receipt;
- a notification of loss, theft, misappropriation, or unauthorized use of a credit card may be made by telephone at 02/9300181 at any time of day or via the 24-hour numbers announced on the website of BORICA (www.borica.bg). Notification to BORICA AD shall be valid only if the cardholder provides the data required by the national card operator.

194.2. In the cases under 194.1, the cardholder is informed and gives their explicit consent for the telephone conversation and the information therein to be recorded, including audio recording, and retained for a period of eighteen (18) months.

IX. LEGAL PROTECTION

Personal Data and Banking Secrecy

195. The Bank shall keep confidential and shall not disclose to any third parties information and data regarding the cardholder that have been entrusted to it or have become known to it in connection with the performance of any agreement concluded between the Bank and the cardholder to which these General Terms and Conditions apply. Disclosure of information constituting banking secrecy shall be made only to persons and in the manner provided for under applicable law.

196. Account balances and transactions are considered banking secrecy. Information regarding them shall be provided to the Client and persons authorized by the Client through a power of attorney with notarized signature verification of the principal. Third parties may obtain information regarding account balances and transactions in accordance with applicable legal provisions.

197. The Bank shall have the right to provide BORICA AD and international card organizations with personal data and information regarding the balances and limits of the Client's account associated with an issued credit card.

198. As a data controller, the Bank collects and processes the cardholder's personal data to the extent strictly necessary and proportionate to the purposes of processing, having implemented appropriate measures for their protection in accordance with national and European legal provisions.

199. For the purpose of offering personalized products and services and ensuring appropriate communication with current and prospective clients, the Bank requires them to provide personal data and consent to its processing.

200. By accepting these General Terms and Conditions, the cardholder confirms that they have been informed and are aware that the personal data provided by them will be processed by the Bank in accordance with the Privacy and Personal Data Protection Policy, available at the Bank's branches and published on its website at www.municipalbank.bg.

201. By accepting these General Terms and Conditions, the cardholder declares that they have received and reviewed the Information on Personal Data Processing in relation to payment services, accounts, deposits, safe deposit box rentals, and complaints handling related to such services, as well as the Information of Municipal Bank PLC regarding personal data processing under credit and financing agreements and complaints handling related to such services, available at the Bank's branches and on its website at www.municipalbank.bg

Disputes

202. Every Client has the right to submit complaints regarding the provision of payment services by the Bank. Complaints must be submitted in writing—either on paper using the Bank’s standard form at any Branch/Business Center of the Bank, or electronically as a document signed with a qualified electronic signature and sent to the email address contacts@municipalbank.bg. Complaints are registered in the Bank’s records. All data and documents supporting the validity of the complaint must be attached. During the complaint review process, in order to resolve the dispute objectively and to correct any errors, the Bank shall have the right to request additional data and documents.

203. Complaints submitted later than thirteen (13) months from the date on which the Client’s account was debited with the value of the transactions under dispute shall not be considered, as well as contactless payments made with credit cards that were not authorized with a PIN code.

204. The Bank shall review and notify the Client in writing of its decision on each received complaint, in writing on paper or another durable medium, within fifteen (15) business days from its receipt by the Bank. This period may be extended up to thirty-five (35) business days from the receipt of the complaint if, due to reasons beyond the Bank’s control, it is unable to make a decision. In such cases, the Bank shall promptly inform the Client, specifying the reasons for the delay and the date by which the decision on the complaint will be provided.

205. The Bank shall cooperate in resolving cases of transactions disputed by the Client in accordance with established banking practice in the country and the rules of the International Card Organization.

206. When submitting a complaint regarding disputed card transactions, the Client shall certify to the Bank that the credit card used for the unauthorized transactions is in their possession.

207. The Bank shall have the right to request from the Client documents issued by competent authorities during the investigation and resolution of cases related to disputed payments made with a credit card. At its discretion, the Bank may notify the competent authorities in cases where it has been informed by the Client of a stolen or otherwise unlawfully used card.

208. If the Bank considers the complaint to be justified, it shall reimburse the amounts of the disputed transactions, together with any fees charged, to the Client’s account.

209. If the Bank fails to respond within the timeframes specified in the preceding clause or if its decision does not satisfy the Client, the dispute may be submitted for review to the Conciliation Commission for Payment Disputes at the Consumer Protection Commission.

210. Every Client has the right to submit complaints related to the Loan Agreement to the Bank. The complaint shall be filed at the Branch/Business Center of the Bank servicing the loan. The Bank shall notify the Client in writing of its decision on the submitted complaint within 30 days of its receipt. In the event that the Bank does not respond within the specified period or if the Bank’s decision does not satisfy the Client, who considers that their rights and legitimate interests related to the Loan Agreement have been violated, the dispute may be submitted for review to the Sectoral Conciliation Commission handling disputes in the field of financial services, established under the Consumer Protection Act, or to the Consumer Protection Commission at 1 Vrabcha Street, 3rd, 4th, and 5th floors, Sofia 1000, Bulgaria, website: www.kzp.bg, or to its regional offices throughout the territory of the Republic of Bulgaria.

211. Information regarding the submission and review of client complaints can be found on the Bank’s website, in the “Feedback” section, at <https://www.municipalbank.bg>.

212. Additional information regarding the Conciliation Commission for Payment Disputes and the Sectoral Conciliation Commission for disputes in the field of financial services, including in relation to the provision of financial services at a distance, related to consumer and mortgage loans and the procedures for submitting complaints, can be obtained at 1 Vrabcha Street, 3rd, 4th, and 5th floors, Sofia 1000, Bulgaria, by telephone at +359 2 9330 577, via the website www.kzp.bg, or by e-mail at adr.payment@kzp.bg.

Applicable Law

213. For matters not regulated in the Agreement/Loan Agreement and these General Terms and Conditions, the applicable provisions of the effective Bulgarian legislation shall apply.

214. All disputes arising between the parties in connection with the performance or interpretation of the Agreement/Loan Agreement and these General Terms and Conditions shall be resolved by mutual agreement of the parties. If no agreement is reached, either party may submit the dispute for resolution to the competent Bulgarian court.

215. If any provision of these General Terms and Conditions is or becomes invalid, this shall not affect the applicability of the remaining provisions of the General Terms and Conditions.

FINAL PROVISIONS

§ 1. These General Terms and Conditions may be provided to the cardholder in Bulgarian and English. In the event of any inconsistency, the Bulgarian version shall prevail.

§ 2. These General Terms and Conditions shall be made available to the cardholder in sufficient time prior to the signing of the respective Agreement, either by placing them in premises accessible to clients or on the website of Municipal Bank PLC at www.municipalbank.bg.

§ 3. The definitions used in these General Terms and Conditions relating to the use of revolving credit shall have the same meaning in the Loan Agreement.

§ 4. From the effective date of these General Terms and Conditions, the General Terms and Conditions of Municipal Bank PLC regarding the issuance and use of an international Mastercard credit card, adopted by Protocol No. 23 dated 08.06.2021 and effective from 30.06.2021, are hereby repealed.

§ 5. These General Terms and Conditions were adopted by the Management Board of Municipal Bank PLC by Protocol No. 78 dated 23.12.2022 and shall enter into force on 01.03.2023; amended and supplemented by the Management Board on 09.03.2023 in the section "Revolving Credit Provided for Use via Credit Card," effective from 01.04.2023; amended and supplemented by the Management Board on 23.05.2023 in the section "Revolving Credit Provided for Use via Credit Card," effective from 01.06.2023; amended and supplemented by the Management Board on 10.12.2024 in the section "Revolving Credit Provided for Use via Credit Card," effective from 01.01.2025; amended and supplemented by the Management Board on 05.03.2025, effective from 07.04.2025; amended and supplemented by the Management Board on 18.03.2025, effective from 07.04.2025; amended and supplemented by the Management Board on 25.03.2025, effective from 07.04.2025; amended and supplemented by the Management Board on 21.10.2025, effective from 31.10.2025; amended by the Management Board on 25.11.2025, effective from 01.01.2026.

For the Client: I hereby declare that I have received these General Terms and Conditions, I agree with them, and I accept them.

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(full name as per identification document, signature, date)

For Municipal Bank PLC

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(full name as per identification document, position, signature, date)

