

REQUEST FOR USE/CHANGE OF THE PARAMETERS OF THE E-NOTIFICATIONS SERVICE

1.	Name of client Full name of the individual / Name of the entity/sole proprietor	
2.	Personal № / BULSTAT / Company ID	
3.	Through legal representative (Full name, personal № / Foreign National's Personal Identity № / for legal entities) <i>/If the field is empty, it shall be filled in by an employee of the Bank/</i>	

I wish to receive, at the mobile phone number/email address stated herein, notifications about the following bank accounts/cards of mine:

1. Movements on account(s)	Alerts:				Movements:			Monthly balance
	IBAN	Recipient's name and mobile phone* /e-mail*	SMS	Viber	E-mail	Incoming	Outgoing	

*The mobile phone number is the one which has been last provided to the Bank by the account holder /legal representative of the account holder.

** In the currency of the account

2. Card transaction	POS and ATM transaction alerts				Min. amount
Card	Authorized cardholder and mobile phone number*		SMS	Viber	

*The mobile phone number is the one which has been last provided to the Bank by the authorized cardholder

** In the currency of the transaction made with the card

II. Subscription plan (only for SMS and Viber notifications):

Type of subscription plan	Type of included SMS *	Type of included Viber notifications *	Account to be charged

* The type and number of notifications for SMS subscription plan and Viber subscription plan is determined in the Bank's Tariff of Fees and Commissions for Individuals and respectively in the Tariff of Fees and Commissions for Business Clients. The Bank is entitled, in line with the provisions of the General Terms on Payment Services for Individuals, respectively the General Terms on Payment Services for Business Clients and the applicable legislation, to change unilaterally the price and the number of notifications included in subscription plans.

I am aware of and I accept the conditions of using the e-notifications service.

I hereby state my awareness of the following document: **UBB AD Information on the Processing of Personal Data**, available on the Bank's website www.ubb.bg and in the banking halls, and through the above document I have obtained information about UBB AD in its capacity as a personal data controller, about the contact details of its Data Protection Officer, about the purposes and grounds for processing my personal data, about the personal data categories pertaining to me and processed by the Bank, about the recipients of my personal data, about my rights in relation to the processing of my personal data and the manner in which I may exercise those, as well as the data storage deadlines.

I have been informed that the Bank processes my personal data or the personal data provided by me in my capacity as representative of the person represented by me by virtue of and in compliance with the Personal Data Protection Act (PDPA) and Regulation (EU) 2016/679 of the European Parliament and of the Council, dated 27.04.2016, on the protection of natural persons with regard to the processing of personal data and on the free

movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), as well as that the Bank has initiated the needed technical and organizational measures to ensure the effective security and protection of my personal data and of my rights in my capacity as a personal data subject. The Bank processes my data mainly for the purposes of using the e-notifications service.

I hereby provide my personal data voluntarily with regard to the banking products and services used by me/the person represented by me.

I hereby declare that I bear full responsibility that the data above are up-to-date and correct; in case they change, I am obliged to inform the Bank immediately in writing.

Date:

Bank employee who has received the request:

.....
(Name and signature of the employee/Seal)

Client's signature:

1.....
(full name and signature)
2.....
(full name and signature)

TERMS AND CONDITIONS FOR USING THE ELECTRONIC NOTIFICATIONS SERVICE

1. The Electronic Notifications service of United Bulgarian Bank AD ("the Bank") provides the Bank's clients (individuals in their capacity as "users" as well as business clients, within the meaning of the Bank's General Terms on Payment Services for Individuals, or for Business Clients, respectively (the respective person shall be referred to hereinafter as "Client") with the opportunity to receive SMS, Viber, E-mail and PUSH notifications of:

- Account movements – incoming and outgoing movements, without notifications of fees collected from the account/accounts and without notifications of card transactions – in the time interval from 8 a.m. to 9 p.m. The channel for notifications of an account can be selected from the following options: SMS, Viber, E-mail or Push (Push channel of account movements is available only for Individuals).
- Monthly account balance – in the time interval from 8 a.m. to 9 p.m. on the first business day of the month following the reporting month. The channel for notifications of an account can be selected from the following options: SMS, Viber or E-mail.
- Card transactions – effected at an ATM or POS terminal, transactions with a debit card/cards or with a credit card/cards, issued to the account - on a 24/7 basis. Clients of the Bank, who have a concluded agreement with the latter for online banking and who have activated the specialized mobile banking application for mobile devices - UBB Mobile, may activate a functionality in UBB Mobile for receiving PUSH notifications of card transactions under this item. The channel for notifications of a card can be selected from the following options: SMS, Viber or PUSH notifications. Within the meaning hereof, a PUSH notification shall be a notification in the form of a short message, sent by the Bank to the Client, and displayed on the screen of a mobile device with an installed and activated UBB Mobile application.

2. In order to use the service and receive SMS, Viber and e-mail notifications, the Client needs to have opened a current account at the Bank and to have signed a Request for Using the Electronic Notifications Service at a branch of the Bank, or needs to have activated the service via UBB Online or by calling the Bank's Client Contact Centre (for clients - Individuals), whereby the Client selects the parameters of the service and thus explicitly agrees with the present Terms and Conditions for using it. For using the service and receiving PUSH notifications, the Client must activate their receipt in the UBB Mobile application as well as must allow their receipt from the settings of their mobile device.

3. Upon selection of SMS and/or Viber notifications for at least one account or card, the Client shall pay a fee for purchasing a subscription plan (SMS or Viber), determined in the respective Tariff of the Bank (for individuals, or for business clients, respectively). The Bank shall be entitled to change unilaterally the amount of the due fee and/or the number of notifications included in the subscription plan, and it shall announce the changes in advance - in line with the requirements of the applicable legislation. The Bank reserves its right to send a determined by it number of free-of charge SMS/Viber messages to the mobile phone number, stated by the Client to the Bank, concerning incoming account movements, as the Client shall be entitled at any time to explicitly refuse their receipt at a branch of the Bank.

4. Upon selection of notification only via E-mail or PUSH Notification, the Client shall not pay for a subscription plan.

5. Upon selection of SMS and/or Viber notification channel, the Client shall state - in the Request for Use/Change of the Electronic Notifications service - a current account for collecting the fee due for the subscription plan. The fee shall be collected automatically by the Bank from the stated account after depletion of the number of notifications included in the subscription plan, for which the Client provides their explicit consent by signing this Request.

6. The use of SMS or Viber notifications, included in the respective subscription plan, shall not be limited by time. The purchased number of SMS or Viber notifications may be used until their depletion; meanwhile, prior to their depletion, the Bank shall inform the Client thereof via the respective channel.

7. In case the required funds for payment of the fee due for the subscription plan are not available in the current account stated by the Client for collecting the fee, notwithstanding the reason, including in the cases of closing the account, the Bank shall stop sending SMS and Viber notifications until funds for collecting the fee are provided; in the case of a closed current account, the Client shall state another current account, from which the due fee is to be collected, by filling in a new Request. If the Bank fails to collect the fee for a period of 3 months due to lack of funds available in the current account stated by the Client for its payment, the Bank shall terminate unilaterally the use of the service by the Client.

8. Notifying through Push notifications.

- In case the Client activates Push notifications of card transactions for a debit/credit card with a subscription for paid notifications, the sending of paid SMS/Viber messages for transactions with this particular card shall be discontinued. Upon deactivation of Push notifications under that card, the sending of paid SMS/Viber messages shall not be renewed automatically; however, the Client may renew it at a branch of the Bank (for individual and business clients) via Online banking or by calling the Bank's Client Contact Centre (for Individuals). In case there are remaining purchased, but unused, SMS or Viber notifications, they shall be used until their depletion - after being renewed.

- In case the Client activates PUSH notifications of account movements for an account that has already been subscribed for paid notifications, the sending of paid SMS/Viber/E-mail messages for the account movements, as well as for the monthly balance in that account, shall be discontinued. Upon deactivation of Push notifications under that account, the sending of paid SMS/Viber/E-mail messages shall not be renewed automatically; however, the Client may renew it at a branch of the Bank or via Online banking (for clients - Individuals), or by calling the Bank's Client Contact Centre (for clients - Individuals). In case there are remaining purchased, but unused, SMS or Viber notifications, they shall be used until their depletion - after being renewed.

9. In case of a change in the data and representation of the Client (except in cases of change of the mobile telephone number stated to the Bank by the Client) and/or in the scope of services they use, the Client shall submit a new Request; in such cases, the Bank shall not be held liable for the service provided until it has received the Request from the Client.

10. The use of the service shall be terminated in the following cases:

- Unilaterally by the Client after they submit a Request for Deactivation. In such case, the service shall be terminated as of the date of submitting the Request.
- Unilaterally by the Bank in case that, for more than three months, funds are not available in the current account indicated by the Client for charging.
- In case the Bank ceases to provide the service, of which the Bank shall inform its clients through a message on its website www.ubb.bg.

11. In case of deactivation of the service or change of the type of subscription at the Client's initiative, the value of purchased but unused SMS messages / Viber notifications from the current subscription shall not be refunded.

12. Any matters not settled herein shall be governed by the provisions of the Bank's General Terms on Payment Services for Individuals, or for Business Clients, respectively, the Bank's Tariff on Fees and Commissions for Individuals, the Bank's Tariff on Fees and Commissions for Business Clients, as well as the relevant provisions of the Bulgarian legislation. The Bank shall reserve itself the right to make changes hereof unilaterally and shall inform its clients about the changes through messages on its website www.ubb.bg - in line with the applicable legislative provisions.