



## Glossary of terms and definitions used in the General Terms and Conditions of Bulgarian American Credit Bank AD for the provision of payment services and the related payment instruments and in the General Terms and Conditions of Bulgarian-American Credit Bank AD for the issuance and use of revolving international credit cards of natural persons

The terms and definitions used in the General Terms and Conditions of Bulgarian American Credit Bank AD for the provision of payment services and the related payment instruments and in the General Terms and Conditions of Bulgarian-American Credit Bank AD for the issuance and use of revolving international credit cards of natural persons shall have the meaning and are defined in this Glossary. This Glossary also contains the standardized terms from the list of the most representative services related to payment accounts under Art.102 of the Payment Services and Payment Systems Act (PSPSA).

### 1. Terms and definitions regarding the provision of payment services

**1.1. The Bank** - Bulgarian-American Credit Bank AD (BACB), registered with the Commercial Register at the Registry Agency under UIC 121246419, in its capacity as a payment service provider under the Payment Services and Payment Systems Act, holding a license issued by Bulgarian National Bank for conducting banking activities entitling the Bank to provide all payment services.

**1.2. Value date** - the reference date used by the Bank to calculate interest on the funds with which the payment account is debited or credited. Where no interest rate has been agreed upon to apply for the payment account, the value date is the date on which the Bank is required to debit or credit the payment account.

**1.3. Business relationship** - a business, commercial or professional relationship that is related to the business operations of the institutions and entities liable under the Anti-Money Laundering Act, and at the time of contact it is assumed that it will have an element of duration.

**1.4. Direct debit** - a national or cross-border payment service for debiting a Payer's payment account when the payment transaction is initiated by the Payee on the basis of the consent given by the Payer to the Payee, to the Payee's bank or to the Payer's bank.

**1.5. Payment service provider** - banks within the meaning of the Credit Institutions Act (CIA), electronic money companies within the meaning of the Payment Services and Payment Systems Act (PSPSA), payment institutions within the meaning of the PSPSA, account information service providers within the meaning of PSPSA.

**1.6. Payment Initiation Service Provider** - a payment service provider providing payment initiation services.

**1.7. Account Information Service Provider** - a payment service provider providing account information services.

**1.8. Durable carrier** - any instrument that enables a payment service user to store information addressed to them in a way accessible for subsequent reference for a period of time sufficient for the purposes for which the information is provided and which allows the unchanged reproduction of the stored information. Durable carriers may be the printouts of devices to print account statements, diskettes, CD-ROMs, DVDs, computer hard disks where electronic messages can be stored, and Internet pages that are available for follow-up references for a period of time sufficient for information purposes and allowing unchanged reproduction of the stored information and others.

**1.9. Member State** - a country that is a member of the European Union or another country that belongs to the European Economic Area.

**1.10. Member State of origin** - the country in which the payment service provider is established and, where the payment service provider has not registered its seat under its national law – the Member State where its head office is located.

**1.11. Issuance of payment instruments** - a payment service provided by the Bank to the Payer for the provision of a payment instrument for initiating payment transactions and for their processing.

**1.12. Credit transfer** - a national or cross-border payment service for crediting the Payee's payment account through one or several payment transactions performed on the Payer's payment account by the Bank on the basis of an order given by the Payer.

**1.13. Available money transfer** - a payment service in which the funds are provided by the Payer without opening Accounts in the Payer's name or in the name of the Payee, for the sole purpose of transferring the relevant amount to the Payee or another payment service provider acting on behalf of the Payee, and/or where these funds are received on behalf of the Payee and are at the Payee's disposal.

**1.14. Payment order** - any instruction by a participant in the payment system with finality of settlement, which makes to make available to the Payee an amount of money by debiting accounts with a bank, central bank or settlement agent, as well as any other order leading to the assumption or execution of a payment obligation according to the system rules.

**1.15. Periodic transfer order** - an instruction of the Payer to the Bank to make credit transfers at regular intervals or on predetermined dates.

**1.16. Invalid unique identifier** - an identifier that does not meet the standard requirements, if any.

**1.17. Overdraft** - an explicitly agreed loan by which the Bank provides the option for the use of funds in excess of the payment account balance.

**1.18. Account Statement** - a document issued by the Bank to the Customer, containing information on all payment transactions performed on the account, including those performed with a debit card issued by the Bank and/or through a remote banking application, as well as data on the amounts, value dates, type and date of the transactions and the fees and interests accrued on the Account in accordance with

the Agreement, the General Terms and Conditions and the Tariff for one reporting period. The Bank prepares the Account Statement and submits it to the Customer in the manner and frequency as agreed between the Parties.

- 1.19. Personalized Security Tools** - personalized features provided by the Bank for the purposes of identity verification and/or authentication.
- 1.20. Payment instrument** - a personalized device(s) and/or set of procedures agreed between the user and the Bank and used by the user for the purpose of submitting a payment order.
- 1.21. Payment transaction** - an action taken by the Payer or on the Payer's behalf or by the Payee to deposit, transfer or withdraw funds, regardless of the underlying legal relationship between the Payer and the Payee.
- 1.22. Remote-initiated payment transaction** - a payment transaction initiated via Internet or by means of a device that can be used for a remote connection or by means of a payment instrument - a bank card.
- 1.23. Payment account** - an account held in the name of one or more holders and used for the execution of payment transactions.
- 1.24. Payment account with basic features** - a payment account intended for keeping funds in BGN and providing services under Art. 118 PPSA.
- 1.25. Payment note** - any order issued by the Payer or the Payee to the Bank instructing the execution of a payment transaction.
- 1.26. Payer** - a natural or legal person who is the holder of a payment account and orders the execution of a payment order on this account and, in the absence of a payment account, a natural or legal person issuing a payment order.
- 1.27. Payment of utility bills** - payment services intended for the payment of utility bills (electricity, water, telephone, etc.)
- 1.28. Payment service user** - a natural person or legal entity who uses a payment service in the capacity as a Payer or a Payee, or both.
- 1.29. Payee** - a natural person or legal entity designated as the ultimate payee of the funds that are subject to a payment transaction.
- 1.30. Payment service consumer** - a natural person who executes payment transactions for personal purposes and who, as a Payment service user and a party to a payment service contract under the General Terms and Conditions of the Bank, performs activities other than commercial or professional activities.
- 1.31. Person legally residing in the European Union** - a natural person who is entitled to reside in a member-state pursuant to an act of the European Union or national law, including users without permanent address, asylum seekers under the Convention relating to the Status of Refugees, concluded in Geneva on 28 July 1951, and the Protocol on the Status of Refugees of 1967, ratified by law (promulgated in State Gazette No.36 of 1992; supplemented No.30 of 1993) (SG No.88 of 1993), and other applicable international treaties. This group should include all nationals of the Member States of the European Union, third-country nationals' holders of residence permits, asylum seekers and other categories of persons who are allowed to reside legally by the national law of a Member State.
- 1.32. Transfer of payment account or Transfer service** - the transfer at the request of the User of information on all or some orders for periodic transfers, periodic direct debits and periodic incoming credit transfers made to a payment account, and/or transfer of the positive balance, if any, from one payment account to another payment account with or without closing the previous payment account.
- 1.33. Transferring payment service provider** - a payment service provider from whom the information required for the transfer in the payment account transfer procedure is submitted.
- 1.34. Receiving payment service provider** - a payment service provider to whom the information required for the transfer in the payment account transfer procedure is submitted.
- 1.35. Current account** - a payment account that the Bank maintains for keeping the money of its Customer and the account holder may withdraw and deposit, order payments and receive funds on it at any time, without limitation and without the need for the account holder to send notice to the Bank.
- 1.36. Business day** - the day on which the relevant Payer's or Payee's bank involved in the execution of the payment transaction performs an activity necessary for the execution of the payment transaction.
- 1.37. Registration number** - a unique number announced in advance by the Bank, which allows unambiguous identification of the payment transaction.
- 1.38. Funds** - include banknotes and coins, account money and electronic money.
- 1.39. Remote communication means** - means by which a payment service contract can be concluded without the simultaneous physical presence of the payment service provider and the payment service user.
- 1.40. Fees** - all amounts due by the Customer in accordance with the Tariff, such as fees, commissions, charges, regardless of their type.
- 1.41. Tariff and Interest Rate Bulletin** - the Bank's Fees and Commissions Tariff and the Bank's Interest Rate Bulletin, approved by the Management Board of the Bank and effective as at the date of their application.
- 1.42. Unique identifier** - a combination of letters, numbers or symbols communicated by the Bank to the User, which must be entered during the execution of a payment transaction and which enables transaction tracking to the Payer and the Payee;
- 1.43. Payment Initiation Service** - a service that initiates payment at the request of the User in respect of a payment account maintained with another payment service provider.
- 1.44. Account Information Provision Service** - an online service that provides summary information on one or more payment accounts maintained by the Bank.
- 1.45. Identity verification** - a procedure that allows the Bank to verify the identity of the payment service user, including the use of

customized security means.

**1.46. Authentication** - a procedure that allows the Bank to verify the proper use of a payment instrument, including its customized security features. The use of a specific payment instrument is determined by the rules and procedures of the Bank for the execution of the respective payment transaction.

**1.47. Sensitive payment data** - consist of data, including customized security features, that may be used to commit fraud. The name of the account holder and the account number are not considered sensitive payment data.

## **2. Terms and definitions regarding the issuance and use of international debit cards and revolving international credit cards for natural persons**

**2.1. Contactless operation** - any operation executed on an ATM and POS terminal marked with the PayPass or PayWave logo, ordered by touching the respective ATM and POS terminal with contactless international debit or credit cards issued by the Bank marked with the PayPass or PayWave logo. If the contactless operation is up to the relevant limits set by the ICO (International card organization) for the country, the order is usually accepted without entering a PIN and/or signature on the document for the transaction, and can be executed offline. If the contactless operation exceeds the relevant limits set by the ICO for the country, the order is accepted and executed online up to the limits for withdrawal/payment set for the card.

**2.2. Contactless payment/ withdrawal with a mobile device** - payment/ withdrawal performed on a contactless ATM or POS terminal device supporting the service, via a mobile device with NFC functionality.

**2.3. Virtual POS Terminal** - a logically defined terminal (POS) through which transfers to payment accounts, payments for goods and services, reference and other payment and non-payment transactions via the Internet, ATM terminals or digital telephones are performed using a payment or prepaid card online.

**2.4. Digitalisation** - the process of adding a bank card by its Authorized User to the service for payment/ withdrawal using a mobile device in a mobile wallet.

**2.5. Digitalized card** - bank card included by its Authorized User in a digital wallet.

**2.6. Dynamic password for payments on the Internet** - a password, generated with each payment at a merchant registered under the Visa Secure program and is sent free of charge by SMS to the phone number provided by the Authorized User.

**2.7. Additional authentication for online payments** - a service provided by BACB to the Authorized User when performing online payment transactions with a bank card at merchants participating in the Visa Secure program. Additional authentication can be performed by:

**a) Two-Factor Authentication Model** - a combination of two components: Dynamic and Static Password for Internet payments, which must be entered by the Authorized User to confirm payment transactions with a bank card. The Dynamic Password is a single-use unique 6-digit code generated by Borica AD and provided to the Authorized User by sending a free SMS to a mobile phone number specified by the Authorized User. For each transaction performed by the Authorized User which requires Two-Factor Authentication of the Authorized User, Borica AD shall generate and send via SMS a different combination of digits, together with data on the amount of the payment transaction, part of the bank card number, merchant's name or website through which the payment transaction is performed and this combination shall be valid for 15 minutes. The Static Password is created personally by the Authorized User on the web portal provided by Borica AD bearing the logo of BACB AD and is used together with the Dynamic Password to confirm card transactions with Internet merchants participating in the Visa Secure program. For each transaction performed by the Authorized User which requires Two-Factor Authentication and confirmation of payments by bank card on the Internet, the Authorized User shall enter simultaneously the Static Password created by the Authorized User and the Dynamic Password received via SMS for authorization of card transactions.

**b) B-Trust Mobile Application** - an application through which the Authorized User uses the biometric authentication function built in his/her mobile device to confirm bank card payment transactions for Internet payments at merchants registered for an additional level of protection with Visa Secure program. For each transaction requiring authentication, Borica AD through B-Trust Mobile generates a short message (push notification) to confirm a payment transaction with a bank card, providing data on the amount of the payment transaction, part of the bank card number, name of the merchant or website, where the payment transaction is performed.

When logging in with the biometric data embedded and activated on the mobile device on which the application is registered, the Authorized User selects the payment operation, reviews the data for the same and authorizes the payment. The B-Trust mobile application is the property of Borica AD and the Bank and Borica AD at no time have access to, do not store and do not process biometric data of the Customer/ Authorized User embedded in the mobile device of the Customer/ Authorized User of a bank card. With the registration of a card issued by BACB, the Authorized User activates B-Token in the B-Trust Mobile application, through which all the Authorized User's cards issued by BACB are automatically registered for this method of authentication for card payment transactions on the Internet.

**2.8. Card** - a personalized payment instrument within the meaning of PSPSA, agreed between the Bank and the Customer, such as:

**a) debit payment card VISA CLASSIC DEBIT, VISA GOLD DEBIT or VISA BUSINESS** issued by the Bank to the Authorized User to be used repeatedly for identification of the Authorized User and for remote access to funds on the Customer's current account (including on Customer's payment account with basic features within the meaning of PSPSA) for performing payment and non-payment operations in the country and abroad and/or up to a pre-agreed Overdraft on the Customer's Account (if such is agreed), in the amount and pursuant to the Agreement for granting a bank loan - overdraft on a current (card) account of natural persons and in compliance with the General

Terms and Conditions of BACB AD for the provision of payment services and related payment instruments.

**b) revolving credit payment card VISA Classic or VISA GOLD**, issued by the Bank to the Authorized User to be used repeatedly for identification of the Authorized User and for remote access to the Credit Limit and/or own funds, in the amount and pursuant to the concluded Agreement and the General Terms and Conditions of BACB AD for the issuance and use of revolving international credit cards to natural persons.

Each payment card issued by the Bank has an integrated circuit (a chip), which is used to verify the authenticity of the card upon the execution of payment transactions at ATM and POS terminal devices. Each card issued by the Bank is personal and is issued to a natural person - Authorized User.

**2.9. Additional card** - a card issued to an Authorized User of an additional card to the Customer's current account. The Authorized User of the primary card and the Authorized User of the additional card jointly use the available balance on the account. The additional card, at the Customer's request, can also be issued to a separate current account of the Customer's holder.

**2.10. Mobile Wallet** ('Wallet' - Apple Pay or 'GPay' - Google Pay) - a mobile application for mobile devices with Android or iOS operating system, allowing for registering bank cards issued by BACB AD through the Google Pay and Apple Pay services. The cards registered in the application may be used for making contactless payments and withdrawals (via the NFC function of the mobile device) with Android and iOS mobile devices.

**2.11. Mobile device** (Mobile phone/ Smart device) - smartphone, smartwatch, etc., the software of which allows the installation of a mobile wallet and bank card digitization.

**2.12. Processing entity** - any person providing services and actions necessary for the execution of payment card payments.

**2.13. Authorized user** - an adult person having proper capacity, a Bulgarian citizen or a foreign natural person. The Authorized User shall be: a) Customer - natural persons who is the holder of the account or a legal representative of a Customer - legal entity who is the account holder when a primary card is issued to the account, or b) another natural person (Authorized User of an additional card) indicated by the Customer in the Contract-Request for a debit card issuance.

**2.14. Authorized User of an additional card** - is, as follows: a) a fully able natural person of full legal age, a Bulgarian national or a foreign natural person; or b) a natural person, at an age of at least 14 years, a Bulgarian national or a foreign natural person, as specified by the Customer, who is the parent or guardian of the respective person, aged between 14 and 18 years, in the Request-Agreement for the issuance of a debit card.

**2.15. Primary card** - a card issued to the Customer to a current account held by the Customer, including to a payment account with basic features.

**2.16. Mobile Device Password** - specified by the relevant Mobile Wallet provider credentials: digital code (passcode), fingerprint or face recognition which serves to unlock the mobile device, identify the Authorized User and is required to initiate payment through the relevant Mobile Wallet whereby the Bank does not have access to, does not store and does not process the above-mentioned biometric data at any time.

**2.17. Personalized security tools for a payment instrument-Payment card** - passwords and security codes for payment on the Internet, POS and ATM such as: PIN code, CVV2, CVC2, static and dynamic password of the two-factor model for authentication in payment transactions by payment card with Internet merchants registered for the Visa Secure program and B-Trust Mobile Application.

**2.18. PIN** - a secret code associated with the specific bank card, which is entered by the Customer and checked each time when withdrawing money from an ATM and in some cases when paying at a POS terminal. The PIN is four-digit and serves to identify the cardholder when using the card. The code is known only to the cardholder and should not be communicated to anyone. The Bank does not have information about the PIN on the card. In case of forgotten PIN, the Customer needs to contact the card issuer's office and request a new PIN or a new card and PIN.

**2.19. Payment Card Scheme** - a single set of rules, practices, standards and/or guidelines for the implementation of card-related payment transactions, which is separate from each infrastructure or payment system supporting its operation and includes each designated authority, organization or decision-making entity responsible for the operation of the scheme.

**2.20. On-line Regime (on-line)** - a regime where each payment card transaction shall be approved immediately by the authorising system of the card system operator servicing the Bank – Borica AD, to which the terminal device used to execute the payment transaction shall be connected via the telecommunication environment.

**2.21. Off-line Regime (off-line)** - a regime where the payment card transaction shall be executed without requiring an approval in real time by the authorisation system of the card system operator servicing the Bank - Borica AD, or an international authorisation system.

**2.22. Account or The Account** - a current bank account maintained by BACB in the following currencies: Bulgarian lev /BGN/ or Euro /EUR/ or US Dollar /USD/, as well as payment account with basic features within the meaning of the PSPSA in Bulgarian lev /BGN/ in the name of the Customer, having one or multiple cards issued, where all the transactions, performed with the card/s shall be recorded, and the principal shall be repaid (only applicable if an overdraft to Customer's account has been negotiated in advance), the interests and other fees, payable by the Customer. The available account balance may not be only blocked for card use.

**2.23. Terminal Device ATM (Automated Teller Machine)** - a device (ATM/ Cash machine) for withdrawing and/or depositing cash, payment for services, execution of transfers between payment accounts, for information and other payment and non-payment transactions.

**2.24. POS Terminal** - device (POS) through which payment for goods and services or receipt of cash, reference and other payment and non-payment operations is carried out in accordance with the service mark with which the device is designated, by using a payment or prepaid

card.

**2.25. Token** - a card number (other than the original card number) accessible through the Mobile Wallet.

**2.26. Merchants participating in the Visa Secure program** - merchants offering goods and services on the Internet, designated as participating in the Visa Secure program and requiring the entry of additional authentication for online payments by bank payment cards registered with the Visa Secure program.

**2.27. Cash M** - a service that allows an Authorized User of a bank card issued by BACB (primary or additional) to transfer funds in BGN, up to a limit set by the Bank, by ordering the amount at an ATM (ATM terminal) supporting the Cash M service, notifying the recipient by using a mobile phone and receiving them from the recipient in cash through an ATM in the country when choosing the Cash M transfer service, within 7 /seven/ days from the initiation of the transfer.

**2.28. Near Field Communication (NFC)** - a technology by which, by means of hardware (chip) present in a mobile device, high-speed data transfer is carried out from a mobile device to another device located at a close distance (from 4 to 10 cm). NFC provides the ability to make contactless payments/ withdrawals with bank cards and/or mobile devices supporting this technology.

**2.29. CVC/ CVV** - the last three digits of the code written on the paper strip on the back of the Card in italics.

### **3. Terms and definitions for remote banking applications**

**3.1. Author of the electronic statement (Author)** - the natural person who is identified in the statement as its originator.

**3.2. Addressee of the electronic statement (Addressee)** - a person who is required by law to receive electronic statements or who, based on unambiguous circumstances, may be considered to have agreed to receive the statements in electronic form.

**3.3. Electronic statement** - a verbal statement presented in digital form through a generally accepted standard for conversion, reading and presentation of information. The electronic statement may also contain non-verbal information.

**3.4. Electronic document** - any content stored in electronic form, in particular text or audio, visual or audio-visual recording.

**3.5. Electronic signature** - data in electronic form which is added to or logically related to other data in electronic form and which the holder of the electronic signature uses for signing.

**3.6. Electronic stamp** - data in electronic form which is added to or logically linked to other data in electronic form in order to guarantee the origin and integrity of the latter.

**3.7. Electronic Transaction Authorization Number (eTAN)** - a unique one-time identification digital code used by the Customer/ Remote Banking Application User for signing and sending electronic payment orders, instructions and other documents to the Bank. The Bank sends the eTAN as SMS or other type of message to the mobile telephone number registered for the respective Customer/ Remote Banking Application User. The Bank and the Customer or the Bank and the Remote Banking Application User accept that eTAN is an advanced electronic signature and agree and acknowledge that in their relations eTAN has the value of a handwritten signature.

**3.8. Qualified Electronic stamp** - an advanced electronic stamp that is created by a Qualified Electronic Stamp Generator and is based on a qualified electronic stamp certificate;

**3.9. Qualified Electronic Signature (QES)** - an advanced electronic signature that is created by a Qualified Electronic Signature Generator and is based on a qualified electronic signature certificate. The legal validity of a qualified electronic signature is equivalent to that of a handwritten signature.

**3.10. Terminal mobile devices** - products or parts of them intended for connection to the interfaces of public electronic communication networks. The end devices through which the applications for remote banking can be used are smart mobile phones or other mobile end devices specified on the Bank's website.

**3.11. Limits** - in order to increase the security of the provision of banking and payment services through remote banking applications and limit the risk of unauthorized transactions, the Bank sets limits per calendar day for ordered transactions from the Customer's accounts through the remote banking channels and through end devices. The specific limits are stipulated in the Bank's Tariff.

**3.12. Customized security tools used in Remote banking applications** - the customized features provided by the Bank to the Customer for the purpose of identity verification and/or authentication. The features can be: username, password, eTAN, PIN for banking via mobile devices, Signer application, QES, etc.

**3.13. Mobile Banking PIN** - a code registered by the Customer or the Remote Banking Applications User to confirm operations through Mobile Banking Applications, if applicable. The Bank and the Customer or the Bank and the Remote Banking Application User accept and agree that the 'Mobile Banking PIN', when applicable, is an advanced electronic signature and acknowledge that in their relations the 'Mobile Banking PIN' shall be equivalent to a handwritten signature.

**3.14. Payment instrument** - a personalized device and/or a set of procedures agreed upon between the payment service user and the Bank and used for the purpose of submitting a payment order. Remote banking applications are considered payment instruments to the extent that, in accordance to the General Terms and Conditions, they allow submission of payment orders by the Customer.

**3.15. Remote banking applications** - means of communication between the Bank and the Customer remotely and, in the cases and in the scope provided for in these GTC, also for remote communication between the Bank and the Remote Banking Application User, for the provision/ use of payment services remotely, without the simultaneous physical presence of an authorized employee of the Bank and the Customer/ Remote Banking Application User. The Remote banking applications are: a) web-based applications; b) mobile banking

applications; or c) other applications with similar characteristics.

**a) Web-based Remote Banking Application** - information system of the Bank, accessible on the Internet, through which the Bank provides the Customer with payment and other remote services in accordance with these GTC. The web-based application that BACB offers for remote banking is BACB Online.

**b) Mobile Banking Applications** - a set of banking services provided by the Bank remotely, in which communication between the Bank and the Customer is carried out by means of the Bank's information system and the relevant specialized software applications installed on the Customer's mobile device (smart phone, tablet, etc.) – BACB Mobile. The Bank has the right to terminate the operation of any of the applications with two months' notice to the Customer/ Remote Banking Application User. In this case, the Bank shall offer alternative application(s) with identical access rights or a combination of access rights to accounts and products.

**3.16. Remote Banking Application User** - a person duly authorized by the Customer to access the Remote banking applications (with active, limited, passive rights) offered by BACB AD. The term Remote Banking Application User is not used and does not have the meaning of User within the meaning of PSPSA, except in the cases expressly stated in these Terms and Conditions.

**3.17. Server Certificate** - an advanced electronic signature within the meaning of the EDECSA issued to the Bank in accordance with the due procedure by a certification service provider with which the Bank signs electronic statements and documents. In the relations between themselves, the Bank and the Customer or the Bank and the Remote Banking Application User accept that the Server Certificate is an advanced electronic signature and as such they agree to recognize the Server Certificate to have the same value as a handwritten signature in their relations.

**3.18. Electronic Statement Holder (Holder)** - the person on whose behalf the electronic statement was made.

**3.19. Remote Banking Guidelines** - documents related to descriptions of processes, descriptions of required steps performed and actions by the Customer/ Holder/ Remote Banking Application User, and security recommendations that the Customer/ Holder/ Remote Banking Application User must observe when working with applications available on the Bank's website. The Remote Banking Guidelines may also describe the technical requirements for the equipment and software that the Customer/ Holder/ Remote Banking Application User should use when ordering payment transactions and other communication with the Bank in order to prevent unauthorized payment transactions when accessing a payment account and using a payment instrument.

**3.20. Advanced electronic signature** - an electronic signature that meets the following requirements: a) is uniquely associated with the holder of the signature; b) can identify the holder of the signature; c) is created using electronic signature data, which the holder of the electronic signature can use with a high degree of confidence and only under his/her own control; and d) is associated with the data signed with it in a way that allows any subsequent change to it to be detected.

**3.21. Signer** - the trade name of an application for identification and confirmation of electronic statements for ordering the execution of payment transactions through the remote banking application BACB Online when using a mobile device with built-in and activated biometric recognition function: fingerprint, facial recognition, iris recognition, to which biometric data the Bank does not have access, does not store and does not process at any time. The use of the Signer application for signing/ confirming electronic documents and payment transactions through BACB Online has the power of an advanced electronic signature and in the relations between the Bank and the Customer/ Remote Banking Application User is equivalent to a handwritten signature.

**3.22. QR code** - specific matrix barcode, recognizable by the mobile applications, provided by the Bank and read through the mobile device camera of the Customer or the Remote Banking Application User. The barcode consists of black modules arranged in a square pattern on a white background, they are temporary, one-time and non-reproducible, containing information about a payment transaction or electronic statement sent by the Customer or the Remote Banking Application User to the Bank. The QR code is generated in the web-based remote banking application through the Signer application, which based on this QR code, creates a dynamic, one-time and non-reproducible code to confirm payment transactions initiated in the web-based remote banking application. The introduction of a QR code is equivalent to an advanced electronic signature and in the relations between the Bank and the Customer/ Remote Banking Application User the "QR" code and the derived dynamic, one-time and non-reproducible code for confirmation of payment transactions are equivalent to handwritten signature. The QR code is used in the remote banking application offered by the Bank - BACB Online/ BACB Mobile and Signer.

This Glossary of Terms and Definitions used in the General Terms and Conditions of Bulgarian-American Credit Bank AD for the Provision of Payment Services and Related Payment Instruments and in the General Terms and Conditions of Bulgarian-American Credit Bank AD for the Issuance and Use of Revolving International Credit Cards to Natural Persons was adopted by a decision of the Management Board of BACB of 14 September 2017 in force as from 21 September 2017, amended by decision of the Management Board of BACB of 28 June 2018 in force as from 6 September 2018, amended by decision of the Management Board of BACB of 4 March 2022 in force as from 11 March 2022, amended by decision of the Management Board of BACB of 19 October 2023 in force as from 01 November 2023..