



Prior information for users of single payment services
(According to Art. 54 of the Payment Services and Payment Systems Act)

I. General considerations.

1. This prior information is intended for users of single payment services, which are not subject to a framework agreement within the meaning of the Payment Services and Payment Systems Act (PSPSA), and which are provided by the Bulgarian American Credit Bank AD, entered in the Commercial Register at the Registry Agency with UIC 121246419, with seat and registered address: Sofia, 2, Slavyanska Str., as a payment service provider (hereinafter referred to as "BACB" or "the Bank"). E-mail address for contact: bacb@bacb.bg, web site: www.bacb.bg. The competent supervisory body is the Bulgarian National Bank with registered address in Sofia 1000, 1 Knyaz Alexander I Sq.
2. Execution of single payment transactions and provision of information thereof shall be done in accordance with the requirements of the PSPSA and Ordinance № 3 of BNB dated 18.04.2018 on the terms and procedure for opening payment accounts, execution of payment transactions and the use of payment instruments.
3. Single payment transactions are actions taken by a Payer or a Payee relating to depositing cash, transfer and/or withdrawing cash.

BACB AD offers the following single payment transactions:

- a) Available Money in Cash Transfer;
- b) The Originator deposits money into another person's account at BACB AD.

II. Prior information before execution of single payment transaction

1. In order to make a single payment transaction, the user of the service shall present to the Bank a unique identifier: IBAN as applicable standard for designation of bank accounts, PIN, PNF, UIC / BULSTAT of the Payer /Payee in cases of ordering/receiving cash transfer or other information that is necessary for the correct execution of the payment order: the exact name of the payee or other unique identifier of the payee's account, where the payment service provider is not a bank and the law applicable to it does not provide for the assignment of the IBAN as unique identifier of the payee's account and the BIC (Bank Identification Code) of the payee's provider for transfers where the payee's payment service provider is located in a country outside the European Union.
2. When executing money remittances, the Bank shall not be liable for any incorrect/ inaccurate IBAN, payment account number and/or PIN, PNF, UIC/BULSTAT.
3. **Executing cash transfer**, where the funds are made available by the Payer in cash, without opened payment accounts in the name of the Payer or the Payee (including upon closing of its fixed term deposit) and are received:
 - a) In a payment account of the payee with the Bank;
 - b) In a payment account of the payee with another payment services provider.

III. Execution period. (Amended by Decision of the MB dated 18.12.2025 and in force as of 01.01.2026) The maximum period for execution of single payment orders in national and foreign currency is specified in the General Terms and Conditions of the Bulgarian American Credit Bank AD for the provision of payment services and the related payment instruments and the Fees and Commissions Tariff of the Bank in force at date of the transaction.

Upon receipt of cash transfer order by the Bank, but prior to crediting the payee's account or sending the transfer to the relevant payment system, the Payer may cancel the order only with the Bank's consent, for which it shall pay a fee according to the Fees and Commissions Tariff of the Bank, in force at date of cancellation.

IV. Fees and commissions. For the single payment transactions executed, the customer shall pay fees and commissions as specified in the Fees and Commissions Tariff of the Bank, in force at the date of the transaction and published on the Bank's website www.bacb.bg.

V. Exchange rate. When a single payment transaction is ordered in a currency other than the currency of the account to which the amount will be received, as well as in other cases, where currency conversion is required, it shall be according to the Bank's reference rate at the date of the transaction published on the website and on the electronic boards in the Bank's offices.

VI. Information provided by the Bank after executing a payment order for single payment transaction – by providing a copy of the payment order (received and/or sent) for executing a single payment transaction or by providing a bank account statement (if the funds are credited to a bank account opened with the Bank).

A/ Information provided to the Payer upon receipt of the payment order

Immediately upon receipt of the payment order, the Bank shall provide or make available to the payer, in an accessible manner, the following information regarding the services it offers:

1. registration number of the payment transaction and, where necessary, information about the payee;
2. the value of the payment transaction, expressed in the currency in which the payment order is issued;
3. the amount of all fees and commissions payable by the payer in respect of the payment transaction and, where applicable, presented by type and value;
4. where applicable, the exchange rate used by the Bank in executing the payment transaction and the value of the payment transaction after the exchange of currency is carried out;
5. the date of receipt of the payment order.

B/ Information provided to the Payee after execution of the payment order.

Immediately upon execution of the payment order, the Bank shall provide or make available to the payee, in an accessible manner, the following information regarding the services it offers:

1. registration number of the payment transaction and, where necessary, information about the payer, as well as any other information accompanying the payment transaction;
2. the value of the payment transaction, expressed in the currency in which the funds are made available to the payee;
3. the amount of all fees and commissions payable by the payee in respect of the payment transaction and, where applicable, presented by type and value;
4. where applicable, the exchange rate used by the Bank in executing the payment transaction and the value of the payment transaction after the exchange of currency is carried out;
5. value date of crediting the payee's account.

VII. Objections

In case of objections, the Bank shall state its decision and shall notify in writing the payment service user of its decision on any objection within 14 days of its submission under the procedure provided for in the BACB's Policy for Handling Complaints by Customers available on the Bank's website. As an exception, when the Bank cannot adjudicate within 14 days of submission of the written objection for reasons beyond the Bank's control, the Bank shall send the Customer a reply stating the reasons for the delay. The time limit for issuing decision may not exceed 35 working days from receipt of the complaint.

In the event that the Bank fails to make a statement to address any submitted objection within the above-specified deadlines or if the decision of the Bank is not satisfactory to the user of payment services, the latter may refer the dispute to the Conciliation Committee for Payments Disputes (CCPD) at the Consumer Protection Commission.

Conciliation Committee for Payments Disputes:

Sofia 10001 Vrabcha Street, floors 3, 4 and 5

Tel. +359 (02) 933 05 65

E-mail: adr.payment@kzp.bg

Web site: www.kzp.bg и <http://abanksb.bg/pkps>