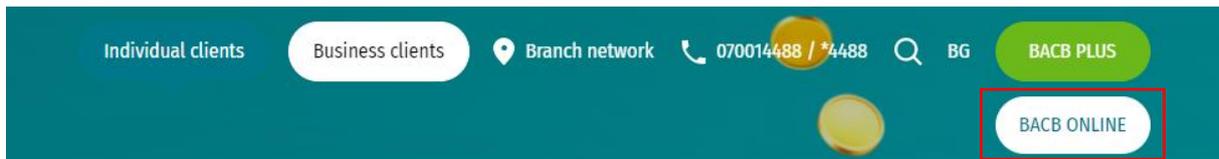INSTRUCTIONS FOR SELF-REGISTRATION OF INDIVIDUALS IN THE NEW BACB ONLINE REMOTE
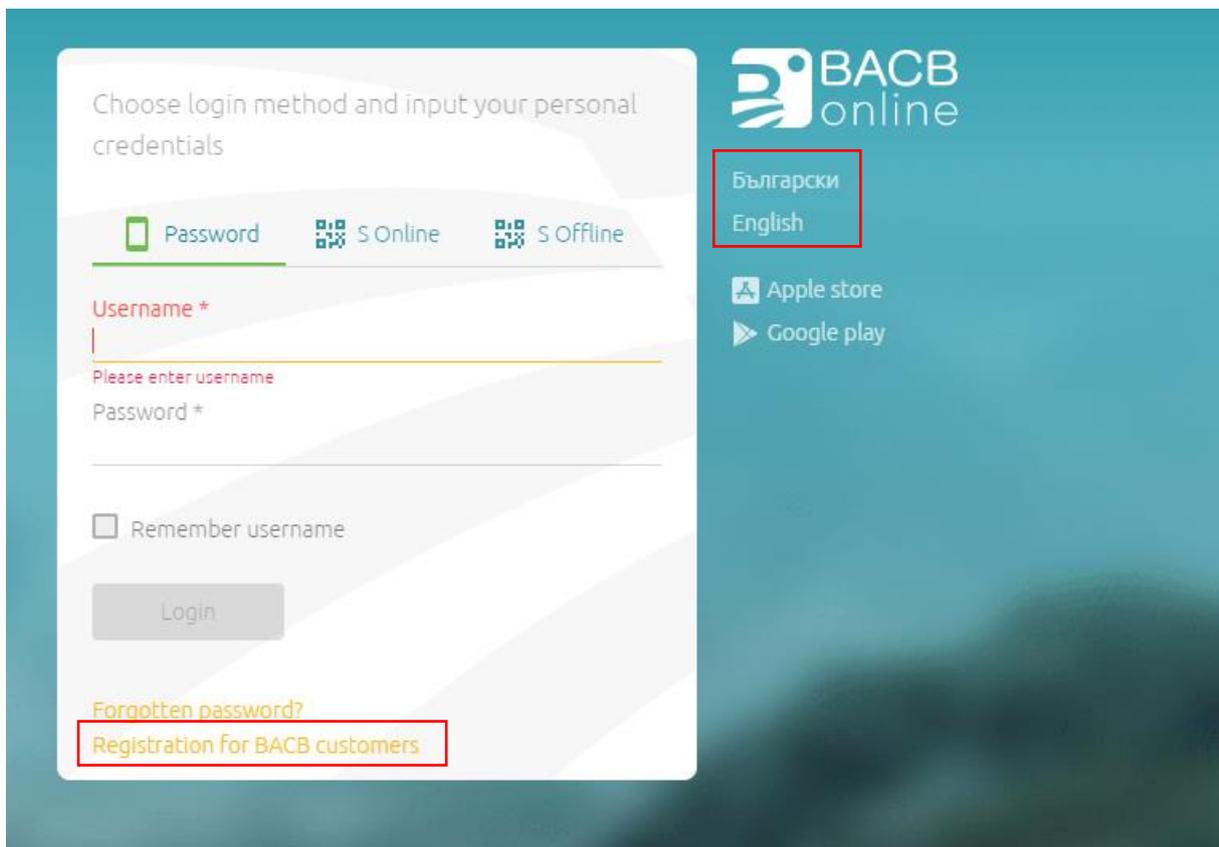BANKING APPLICATION

These instructions describe the method for self-registration of individuals who are clients of the bank
and register as users of the electronic banking service for the first time.

Enter the Bank's website, Individual clients section and press the BACB Online button:

1. Home page

After selecting your preferred language for the application (Bulgarian or English), select the option
Registration for BACB customers:

2. Identification data

The platform provides an opportunity to register by entering an identification number (Personal
Identification Number or Personal Number of a Foreigner) or an active account number (IBAN) at BACB.
Select the type of identifier you will use and enter:
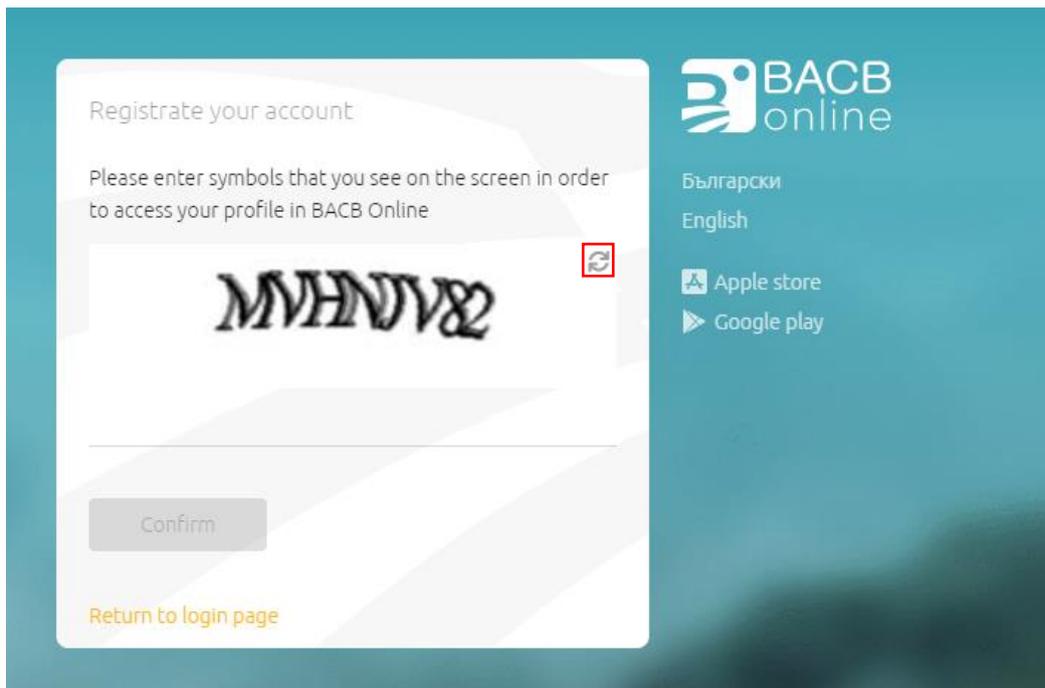
- PIN, PNF or IBAN
- mobile phone without " + " or " 0 "
- e-mail address

NB: The successful registration requires the mobile phone number and email address entered to match the data from your profile in the Bank Information System.

Press the "Next" button.

3. Real User Action Test (Captcha):

Enter the characters you see on the screen - a random combination of uppercase letters, lowercase letters and numbers:
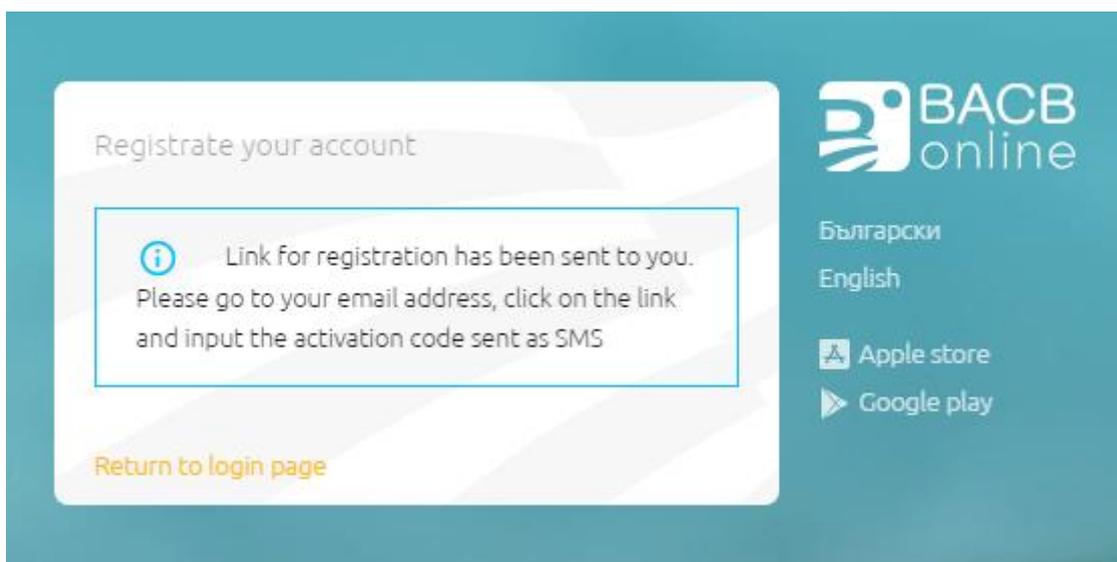
NB: If the screen image is not clear enough, you may change it using the button above the characters in the upper right corner.

After entering the characters from the image, press the "Confirm" button.

4.   Sending a registration link

If the data you filled in matches the data you provided in person at the Bank, you will receive:

- A registration link at the e-mail address you specified
- An activation code via SMS to the phone number you specified

5. Activate a registration link

Open your email - you have received an email from BACB Online<bacbonline@bacb.bg> in your inbox with the following content:

Thank you for registering on BACB's online banking platform!

To complete the registration process and activate your account, please follow the link:

https://online.bacb.bg/#/activation/16553676479671

Best regards,

BACB Online team

Click on the received registration link.

6. Create a username and password

After step 5 is completed, the link opens a screen where you need to enter the username and password you prefer:

NB: Requirements for creating a username: The username must contain up to 45 characters - lowercase Latin letters and/or numbers.

NB: Requirements for creating a password: The password must contain 8 to 20 characters – at least 1 uppercase letter, 2 lowercase letters and 2 numbers. The numbers you enter do not have to be consecutive.

The password must be entered once again.

In the "Enter activation code" box you have to enter the 8-letter code received via SMS
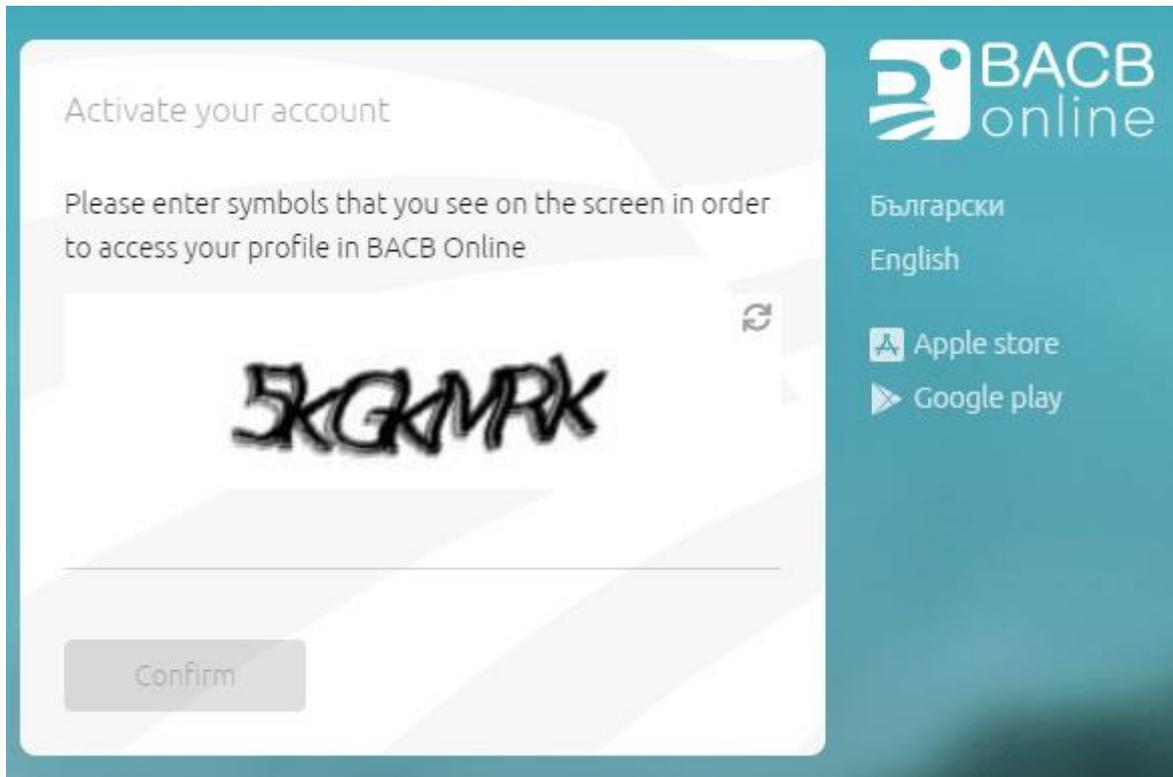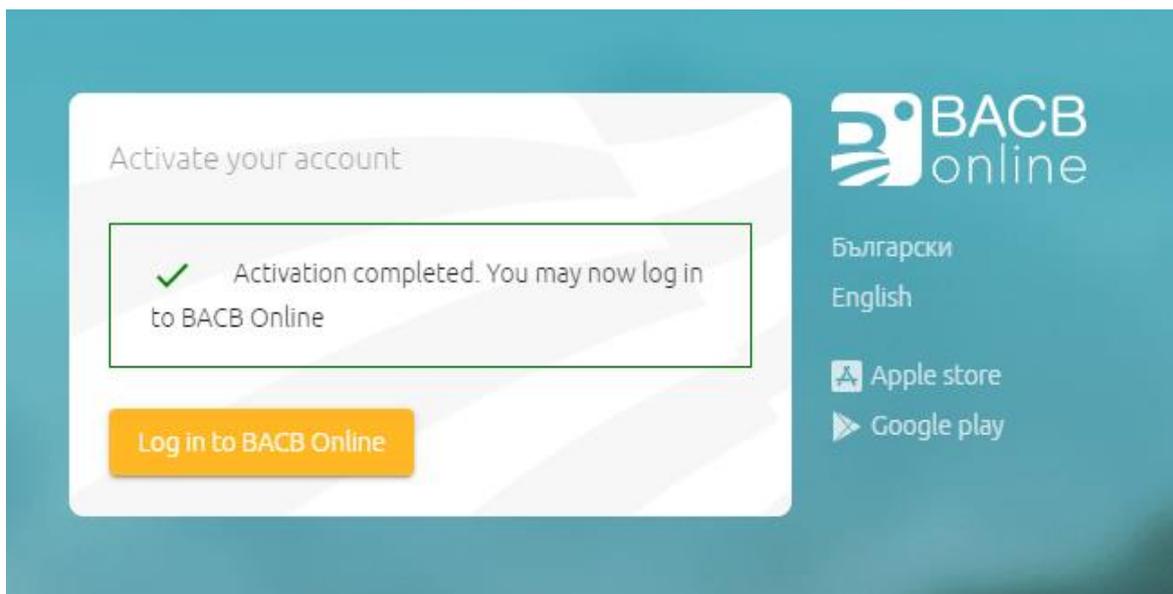
After entering the characters from the image, press the "Confirm" button.

7. Second Real User Action Test (Captcha):

Enter the characters you see on the screen - a random combination of uppercase letters, lowercase letters and numbers:

If you have filled in the data correctly, your account will be successfully activated.

8. Signing documents electronically

Following your successful registration, on your first login to BACB Online you will need to electronically sign BACB AD Remote Banking Framework Agreement and User Consent.

The system automatically visualizes the texts of the documents. After reading them, if you agree and accept their terms and conditions, to sign them you will need to press the orange "Sign" button for each document:

The system automatically sends an eTAN via SMS to the telephone number you specified, which you have to enter in the "Sent eTAN" field:

24. By virtue of the signing of this **Framework Agreement** the **Client** shall declare his / her explicit request that each of the **Parties** shall exercise the rights and shall fulfil the obligations under this **Framework Agreement** before the **Client** exercises right of refusal of the Agreement under the LRRFS.

This **Framework Agreement** was executed in two identical copies, one copy for each party.

Security verification is required

Select token *

eTAN

eTAN has been sent to you

Please enter code

Resend (01:55)   Confirm

NB: If you fail to enter the eTAN received within the provided 2-minute period, you may request a new SMS to be sent by pressing the "Send new" button.

The electronic signing of the documents is completed by pressing the "Confirm" button.

9.   Help desk

If you have any questions after reading these instructions or if you need any assistance, please, contact us at 0700 14 488 (*4488 for mobile operators) or email us at: onlinebanking@bacb.bg.