INSTRUCTIONS FOR USE OF BACB AD REMOTE BANKING APPLICATIONS

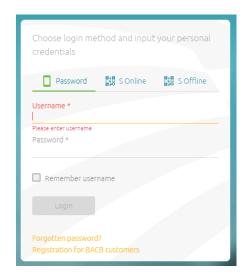
These instructions describe the method of operation of BACB Online internet banking platform and its individual elements.

I. BACB Online Login

You may log in to the internet banking platform BACB Online by using your:

- username and password
- username and biometrics*
- username and one-time code*

^{*} for login using biometrics or one-time code, you need to use an application called Signer on your phone. The application works in both online and offline mode, i.e. with or without mobile internet/ Wi-Fi on the device. You may download it from Google Play or the App Store (refer to point IV).



II. Home page

After successfully logging into the platform, the banking home page is loaded on the screen, offering a quick and convenient overview of:

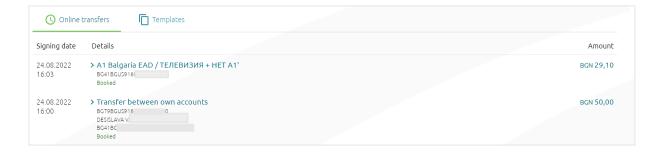
available balance and total balance on accounts, cards and deposits



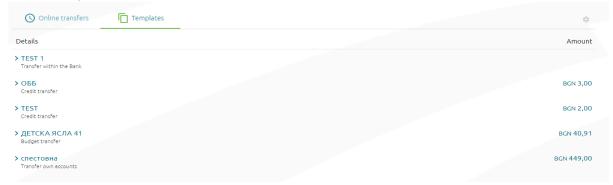
parameters and details of bank products used



last online transfers ordered



templates saved

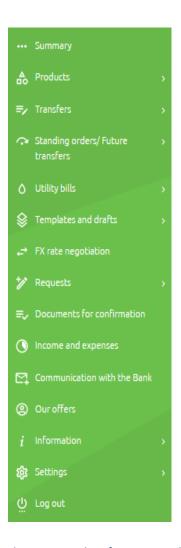


current exchange rates of BACB and BNB

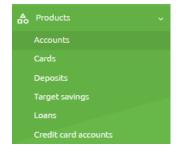


III. Main menu

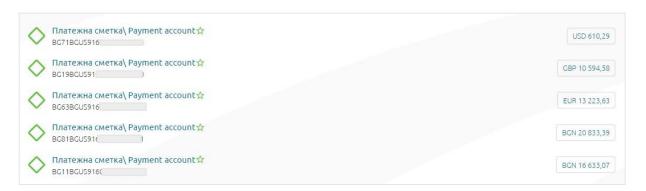
The main menu is located on the banking home page, under the Bank's logo, and provides access to various menus, sub-menus and their separate sections. It is visualized by pressing the button.



1. Products menu – it contains submenus with information about the banking products used by the client.



A. Accounts – it shows all active current/savings/special/ escrow /fund-raising/accounts.



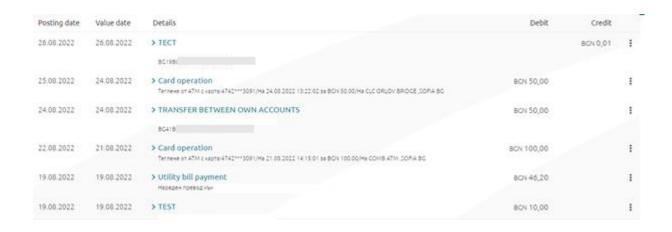
By clicking on the name of the relevant account you may access sections containing further information on product parameters, online transfers ordered and debit and credit transactions performed, including automatically or manually collected fees.



The Online transfers section visualizes all transfers ordered using the platform. Payments appear in the currency of the order, regardless of the debited account's currency.



All debit and credit transactions are visualized in the Full history section, including transfers ordered using the platform. Payments are loaded in the account's currency equivalent.

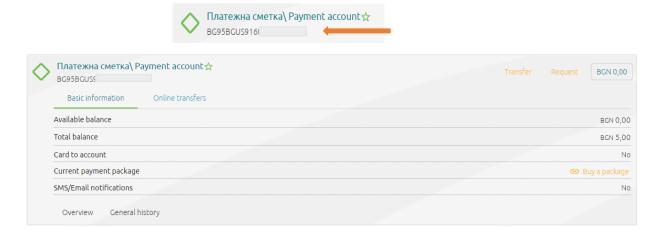


These two sections provide an option for filtering the loaded data and search by date, name or recipient's account, amount, reason and type of transfer.

The Full history section also offers the export of account statements already generated by the Bank in pdf. Their periodicity is determined by the client's segment - monthly for individuals and daily for legal entities.



By clicking on the IBAN of the relevant account you can make a quick check for certain data.

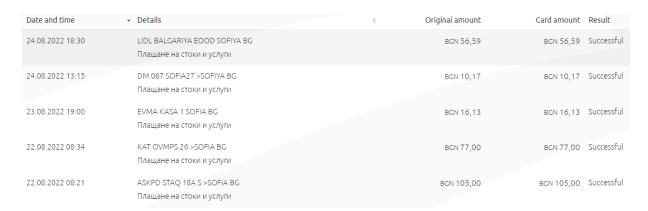


By clicking on the name of the relevant card you access sections with further information on product parameters, card authorization and debit and credit transactions performed.



By using the General Information section, you can check the currently applicable limits for ATM withdrawals, POS payments, as well as permissible channels for carrying out transactions.

The Card authorizations section visualizes the performed card transactions. They are loaded in both the transaction currency and in the card currency.



The Full history section offers credit card statement export to pdf. and the opportunity to filter and search by transaction date and amount.



By clicking on the number of the relevant card you can make a quick check for certain data.



C. Deposits – shows all active deposits.



By clicking on the name of the relevant deposit you will access sections with further information on product parameters and debit and credit transactions performed.



By clicking on the IBAN of the relevant deposit, you can make a quick check for certain data.



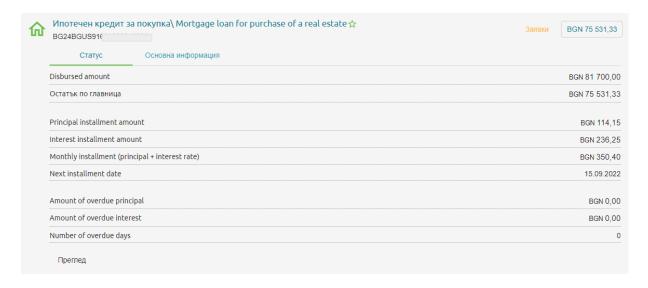


Each section allows full expansion using the Show All button.

D. Target saving – visualizes parameters, status and movement on active target saving accounts.



E. Loans - visualizes a list of active loan products, including their current status as of the previous business day.



F. Card accounts – shows all credit card accounts and the amount of own funds above the credit limit (if any).



By clicking on the name of the relevant card you will access sections with detailed information on product parameters and performed transactions from/to the card.



The Full History section offers a detailed statement of credit card transactions

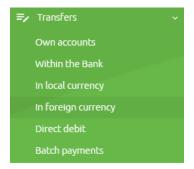
Posting date	Value date	Details	Debit	Credit	
20.04.2021	20.04.2021	> Card operation Такса за изпратени 3 бр. SMS-и	BGN 0,36		:
20.04.2021	20.04.2021	> Card operation ycborbahe на КРЕДИТ => ТАКСА		BGN 0,36	:
19.04.2021	19.04.2021	> Card operation ycborbahe нв КРЕДИТ => ТАКСА		BGN 0,36	፥
19.04.2021	17.04.2021	> Card operation Плащане при търговец с карта:4598***3699/На 17.04.2021 14:04:50 за BGN 22.59/При НІРРО MEGAMALL LULIN3 ,50FIA 0BG	BGN 22,59		:
19.04.2021	17.04.2021	> Card operation усвояване на КРЕДИТ => ТЪРГОВЕЦ		BGN 112,00	:
19.04.2021	17.04.2021	> Card operation усвояване на КРЕДИТ ⇒> ТЪРГОВЕЦ		BGN 30,60	:
19.04.2021	19.04.2021	> Card operation Такса за изпратени з бр. SMS-и	BGN 0,36		:
19.04.2021	17.04.2021	> Card operation Плащане при търговец с карта:4598***3699/На 17.04.2021 13:52:07 за BGN 30.60/При BOOKTRADING "SOFIYA 0BG	BGN 30,60		:

By clicking on the IBAN of the relevant credit card account you can make a quick check for certain data.

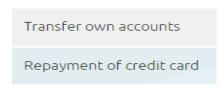


Each section allows full expansion by using the Show All button.

2. Transfers menu – offers filled-in payment forms for ordering various types of transfers.



Own accounts - used to order transfers between your own accounts and repayment of credit card

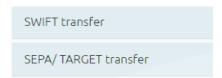


Internal bank transfers - used to order transfer within the bank

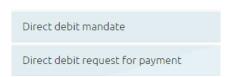
Local currency transfers - used to order



Currency transfers – used to order



Direct Debit – used to provide



Mass Payments - used to check and order payroll and budget (tax and social security) payment files.

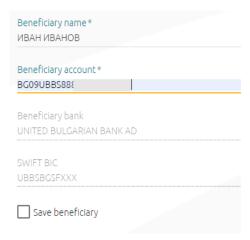
Additional transfer options:

Automatic loading of recipient data

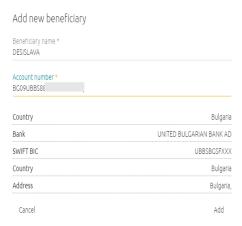
Recipient data for a credit, SEPA or SWIFT transfer can be saved in advance.

There are 2 ways to save such data:

✓ by clicking on the Save recipient check box upon initially filling in the payment order



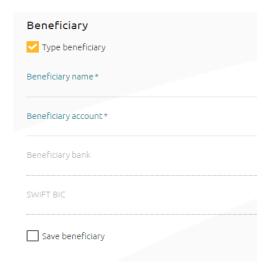
✓ by entering their name and account in the Templates & Drafts/Recipients menu.



Once saved, a recipient can be repeatedly selected from the filter menu and their details automatically loaded into the appropriate fields.



The Enter recipient field is marked if the name and account of the beneficiary have not been already saved and need to be entered manually in the payment form.



Save a transfer

A transfer can be saved as Draft, Template or Saved for future signing.



All drafts, templates and saved documents are visible in the Templates and Drafts menu.

Exchange rate negotiation

All transfers allow conversion at the standard exchange rate. However, if the amount of the transfer exceeds a certain minimum threshold, the system automatically offers the option to negotiate a discount thereon. The user needs to click on the Exchange rate negotiation check box in the payment form, sign the order and the request will be automatically sent to the Markets and Liquidity department. The deviation proposed by the Bank is visualized in the Exchange rate negotiation menu (refer to item 6).

View/ Print/ Repeat transfer

The main fields of the payment order are loaded and the functional buttons View/Print/Repeat transfer appear by clicking on the first line of the relevant transfer.



You may print payment orders only for transfers with a Booked status. Transfers executed via SWIFT, in addition to the standard printing option, also offer printing of a copy from SWIFT (SWIFT MT103 button).



3. Recurring transfers/Transfers with a future date menu - offers a selection of various types of transfers with a future execution date.



A. Recurring transfers – shows all active recurring transfers.



Not all types of transfers allow to be set as Recurring. This is allowed for transfers between own accounts, intrabank, credit and budget transfers.

B. Transfers with a future date - shows all transfers scheduled to be executed within 5 business days, transfers ordered after the final hours for accepting payments and transfers, transfers ordered on weekends.



The transfers that allow selection of a future execution date include only credit and budget transfers. The execution date of any other transfer is loaded automatically and cannot be changed.

4. Utility Bills menu – offers a selection of submenus with different functionalities.



- A. Review and payment used for one-time review and payment of amounts due to a supplier.
- B. Registered accounts used to register utility service accounts. There is an option for receiving an email notification when amounts due are uploaded.
- C. Pending bills used to pay obligations on registered utility service accounts.
- D. History used to retrieve a statement of successfully/unsuccessfully paid utility bills.
- 5. Templates and drafts Menu contains drafts, templates, documents saved for signing and recipients.



Saved templates, drafts and recipients allow review, editing, deletion and signature, respectively sending to the Bank for processing.

Documents saved for signing allow only review and signing, respectively sending to the Bank for processing.

Documents saved for signing are accessible both from the Templates and Drafts menu and from the platform's title bar.



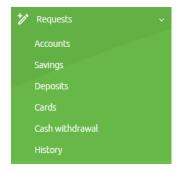
6. Exchange Rate Negotiation menu - contains information about discounts from the standard exchange rates offered by dealers for specific transfers.



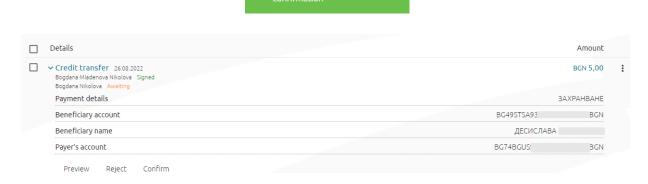
Each offer has a certain validity period, which is notified to the client via SMS. The client may review, accept or reject it. If the offer is accepted, the transfer with the discount from the standard exchange rate is sent to the Bank for processing. If it is not accepted or upon its expiration, the transfer is automatically refused.



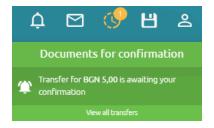
7. Requests menu – it is used to send requests for opening/closing accounts, deposits, issuing/closing, changing parameters/limits, full/partial blocking/ unblocking of cards and withdrawal of cash.



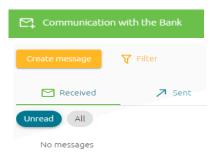
8. Documents for confirmation menu – it is used for confirmation of documents created by another user, i.e. for group (multi-step) signing schemes.



Documents awaiting subsequent signing are available by using either the Documents for Confirmation menu or from the platform's title bar.



9. Contact the Bank menu – it is used to send messages or documents to the Bank



Requests/inquiries are directed to the relevant competent unit, by selecting the recipient from the drop-down menu:

- ✓ Payments for matters concerning the execution and status of incoming/outgoing transfers and performing accounting operations;
- ✓ Markets and Liquidity for matters relating to the negotiation of exchange rate discounts;
- ✓ Card business for matters related to issuing, using and closing cards;
- ✓ Credits for matters concerning credit status, change of parameters, etc.;
- ✓ Technical support for questions regarding the registration and use of remote banking applications (BACB Online, BACB Mobile, Signer). Requests to generate account statements, inquiries about account operations, requests to change package programs and other subscriptions, issuance of bank certificates, information on lost/renewed identity documents, change of address registration (including mailing address), requests to make changes to a user profile (block/remove, increase/decrease daily limits, mobile phone number and/or e-mail, revocation of powers of attorney, etc.) are also sent to this unit.

In the event of a change in the standing of a company (change of ownership/managers, re-registration, termination of activity, change of registered address, etc.), such information must be sent through the Contact the Bank menu to the Technical Support unit.

A message/document/request for a specific payment can also be sent by moving on the relevant transfer and clicking on the Write a message option through the three dots on the right side.



Messages received from the Bank are visualized in the Contact the Bank menu and in the title bar of the platform.



10. Information menu – it is used to retrieve information on BACB and BNB exchange rates, applicable fees and commissions for online transfers and requests, Bank's offices and ATMs location.

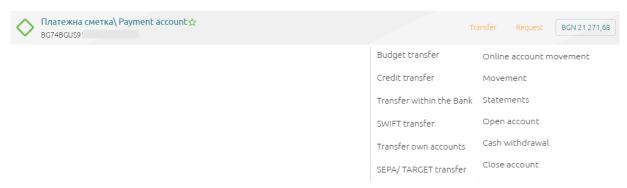


11. Settings menu — it is used to create notifications for account transactions, access settings, changing credentials, customized product and menu visualization, etc.

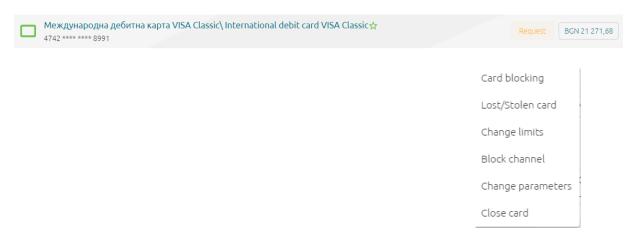


IV. Quick-access buttons

On an Account level - access to filled-in payment forms for transfers and requests. Upon selecting the type of transfer or request, the relevant account is automatically loaded in the ordering customer's account field.



On a Card level - access to the applicable request types. When using the quick-access buttons, the relevant card is loaded automatically in the ordering customer's card field.



On a Deposit level - access to the applicable request types. When the quick-access buttons are used, the deposit account is automatically loaded into the deposit field.



On a Credit level – option to generate an up-to-date credit status as of the previous business day.



V. Authorization (signing) of transactions

Transactions in the internet banking platform BACB Online are singed via:

- eTAN
- Signer Online
- Signer Offline

The eTAN is an 8-digit one-time code delivered via SMS, which is used once and only for the transaction for which it was generated.

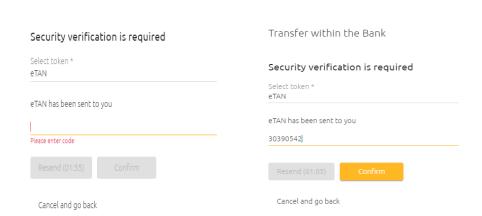
Signer is a mobile application (software token) with biometric identification (fingerprint) or facial recognition (FaceID), which works in both online (Signer Online) and offline (Signer Offline) mode. It is installed on a phone or a tablet and needs to be registered on BACB Online.

The mobile app can be downloaded from Google Play or the App Store. In case of theft or suspected compromise of the device on which it is registered, it can be deleted through the internet banking platform.

NB: Signer is a security tool that offers a higher degree of protection than eTAN, complete independence from the coverage, speed of delivery and functions of the relevant mobile operator. This way of signing eliminates the execution of unauthorized operations.

1. Authorization of transfers/requests/messages to the Bank with an eTAN

After pressing the Sign button, an additional window opens on the BACB Online screen, where the user enters the 8-digit eTAN code received via SMS and presses the Confirm button.



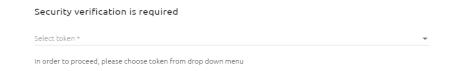
If the operation is successfully signed, the following message appears in BACB Online:



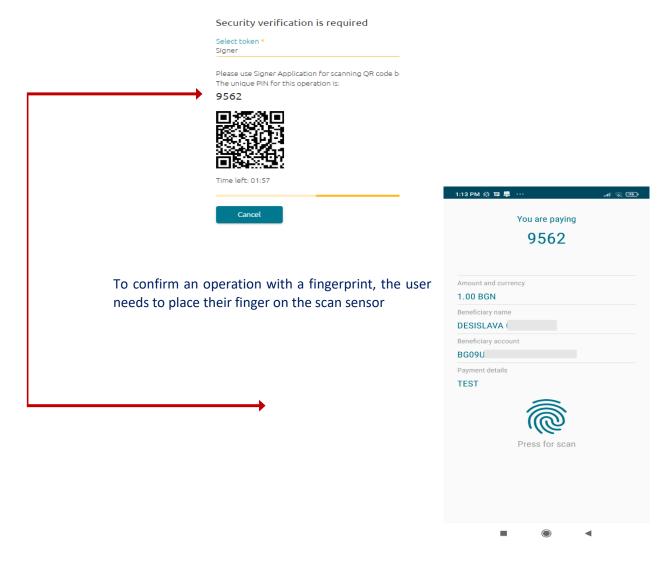
2. Authorization of transfers/requests/messages to the Bank with Signer Online

The Signer app works in an online mode when the device where it is installed has mobile Internet or Wi-Fi connectivity.

After pressing the Sign button, an additional window opens on the BACB Online screen, where the user selects Signer as an authorization tool.

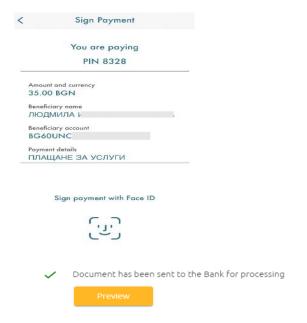


The system generates a QR code and loads it on the banking screen. Simultaneously, a push notification is sent to the mobile device on which the app has been registered. The user compares the unique PIN from the banking screen with the one from the app for added security, and uses their biometrics to confirm the transaction.



To confirm an operation with facial recognition, the user needs to tap on the Face ID icon on the screen and unlock the biometric functionality of the device. The additional step allows a preview of the transaction's details.

If the operation has been successfully signed, the following message appears in BACB Online:



3. Authorization of transfers/requests/messages to the Bank with Signer Offline

The Signer app works in an offline mode when the device on which it is installed and registered does not have mobile Internet, Wi-Fi connectivity or a telecommunications connection, including roaming.

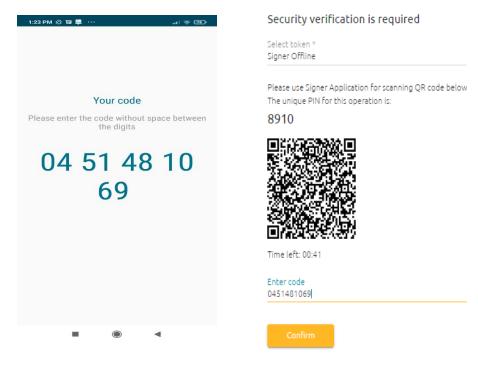
After pressing the Sign button, an additional window opens on the BACB Online screen, where the user selects Signer Offline as an authorization tool.



The system generates a QR code and loads it into BACB Online. The user scans it using the mobile app.



The transaction's details are visualized in the application and a fingerprint or facial recognition is required once again. The purpose is to identify the user with signature rights. If there is a match, the application generates a one-time code, which he enters in BACB Online, after which he presses the Confirm button.



If the operation has been successfully signed, the following message appears on the BACB Online screen:

