

SINGLE PAYMENT SERVICES

Preliminary information under Art. 37 of the Law on Payment Services and Payment Systems

1. Types of single payment services, offered by Raiffeisenbank (Bulgaria) EAD.

1.1 Raiffeisenbank (Bulgaria) EAD (called "the Bank") offers the following single payment services, which are not the subject of a framework contract:

- a) Paying in cash to a deposit/deposit account in the Bank;
- b) Withdrawal of cash from a deposit/deposit account in the Bank;
- c) Execution of money remittance by the provision of cash;
- d) Reception of money remittance with the payment of cash;

2. Paying in cash to a deposit/deposit account.

2.1 In order to ensure the accurate execution of the operation, the sender shall provide the Bank with the following information, by filling in the respective request for the opening of a deposit.

- a) identification information of the person – deposit holder:
 - for natural persons – the three names and ID No./date and place of birth/;
 - for legal persons – name, UIC, seat and address of management;
- b) currency, amount and term of the deposit.

2.2 In case of adding to an already existing deposit, the client shall present to the Bank his ID card and client card, and, if possible, the confirmation on opening the deposit/the deposit contract.

2.3 The order shall be signed and submitted in person in the presence of a Bank official and the account shall be credited immediately after the Bank receives the order.

2.4 The order may not be withdrawn once it has been received by the Bank.

3 Withdrawal of cash from a deposit/deposit account, including upon closing a deposit.

3.1 Only a person with the right to operate the deposit in his capacity as account holder or representative of the account holder with a power of attorney, certified by notary or on a bank template, may withdraw sums from a deposit by presenting his ID card and client card to the Bank, and, if possible, the confirmation on opening the deposit/the deposit contract.

3.2 The order shall be executed in the presence of a Bank official, and the deposit is closed /the account is credited, and the funds are transferred to the payee immediately after the Bank has received the order/.

3.3 The order may not be withdrawn once it has been received by the Bank.

4 Execution of money remittance

4.1 Money remittance is a service, where the funds are transferred in cash by the service client – the payer, including upon closing his deposit, and are received:

- a) In a payment account of the payee in the Bank;
- b) In a payment account of the payee in another bank;
- c) In the Bank by a payee without an existing payment account with the Bank (including transfers via the systems Express-M and MoneyGram);
- c) With another payment service provider, by a payee without an account with that provider (including transfers via Express-M and MoneyGram).

4.2 In order to ensure the accurate execution of money remittance, the payer shall provide the Bank with the following information:

- a) when the transfer is in favour of a payee in the same Bank, the payer fills in a Deposit slip or a Payment order/ for payments from/to the budget, where, depending on the type of payment, the mandatory requisites are specified in compliance with the requirements of Instruction 03-2009 on the Preparation of Payment Documents;
- b) when the transfer is made to a payee with a payment account in another bank, denominated in BGN, the payer fills in a Deposit slip or a Payment order/ for payments from/to the budget, where, depending on the type of payment, the mandatory requisites are specified in compliance with the requirements of Instruction 03-2009 on the Preparation of Payment Documents. If the payment is denominated in foreign currency, the client fills in a Currency

transfer order by specifying SWIFT/BIC or another identifier code of the payee's bank and IBAN or another unique identifier code of the payee;

c) For transfers via MoneyGram – the payer provides the Bank with information about the country where the payee is, or information about a concrete MoneyGram agent, by undertaking to inform the payee about the unique code of the transaction;

d) For transfers via Express-M – the payer provides the Bank with the three names of the payee (the payee must be a natural person) and undertakes to inform the payee about the unique code of the transaction.

4.3 Terms for the execution of money remittance – in accordance with the current Tariff of Fees and Brokerage Commissions of the Bank.

4.4 After the Bank has received the money remittance order, but before the payee's account is credited or the order is directed to the corresponding payment system/correspondent bank, the payer may cancel the order only with the consent of the Bank, for which the Bank may charge a fee in accordance with the Tariff of Fees and Brokerage Commissions of the Bank, in force on the date of cancellation.

5 Receiving money remittance in favour of a natural person (including MoneyGram)

5.1. Money remittance in the Bank may be received by a payee without an existing payment account with the Bank.

5.2. In order to ensure the accurate execution of the operation in a foreign currency, the payee provides the payer with, and the latter presents that to its payment service provider – BIC of the Bank, the exact names of the payee, and his unique identification number. Transfers in BGN without IBAN of the payee shall not be made.

5.3. For transfers via MoneyGram, the payee provides the Bank with the unique identification code of the transaction, which he shall obtain from the payer and the respective details in compliance with the rules of MoneyGram.

5.4. For transfers via Express-M, the payee provides the Bank with the unique identification code of the transaction, which he shall obtain from the payer, and a key word (password), if such has been set by the payer while ordering the transfer.

5.5. The Bank makes the amount available to the payee not later than the working day on which it was informed that the account had been credited with that amount or the transaction had been registered in MoneyGram's system.

6. Fees and brokerage commissions

For the single operations the client shall be charged with fees and brokerage commissions in accordance with the Tariff of Raiffeisenbank (Bulgaria) EAD and the Tariff of fees of the express transfer system in BGN Express-M, in force on the date on which the operation was executed. Tariffs are published on the website of the Bank and made available in the bank's offices.

7. Exchange rate

After a single payment operation has been ordered in a currency different from the currency of the account/deposit, to which the amount will be credited, as well as in other cases when a revaluation is required, it is executed in accordance with the reference exchange rate of the Bank on the date of the operation. The client shall be deemed informed about the reference exchange rate upon its announcement in the Bank's offices or its publication to the website of Raiffeisenbank (Bulgaria) EAD – www.rbb.bg

8. Specific information for clients who are not users

The Bank shall be responsible for incorrectly executed payment operations, if it has been informed about them without unjustified delay after the payment service client has discovered about the operation, but not later than 45 (forty-five) days as of the date of ordering the payment operation.

Funds transferred by money remittance and not demanded by the payee shall be returned to the payer within 7 days of the date of ordering the transfer.

9. Complaints

If the response of the Bank with regard to complaints concerning the provision of single payment services does not satisfy the client of the payment services, he/she may refer the case to the Reconciliation of Payment Disputes Committee with the Commission for Consumer Protection.

Client: