

## **GLOSSARY**

### **of the terms used in the General Terms and Conditions for opening and maintenance of bank accounts and provision of payment services of First Investment Bank AD**

#### **(Glossary of the GTCPS terms)**

This Glossary contains definitions, in alphabetical order, of the terms used in the General Terms and Conditions for opening and maintenance of bank accounts and provision of payment services of First Investment Bank AD.

First Investment Bank AD (Fibank, the Bank) shall provide this Glossary to its customers at any time, and also to persons who are not customers, by making it available at its banking offices and by publishing it on its website at [www.fibank.bg](http://www.fibank.bg).

The Glossary shall be supplemented and updated in accordance with current legislation and the development of products and services offered by First Investment Bank AD. The Bank shall make the forthcoming changes available to customers on paper at its banking offices, as well as electronically, by publishing them on its website.

First Investment Bank AD shall also provide the Glossary in the English language. In case of inconsistency or contradiction in interpretation or translation, the original version in the Bulgarian language shall prevail.

| Term  | Definition  |
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| <i>3-D Secure</i>   | Inclusion of cards issued by the Bank in additional security programs for online payments with <i>VISA Secure</i> cards of the international card operator VISA, respectively <i>MasterCard IdentityCheck</i> cards of the international card operator MasterCard.  |
| <i>3-D Dynamic Secure password</i>                        | A unique single use code (including TAN in case of activated Mobile Application with inbuilt Software Token) serving together with 3-D Static Secure password, PINt or biometric data for authentication of the Authorized User and confirmation of online card transactions with Merchants participating in the Program.   |
| <i>3-D Static Secure password</i>                         | A password that is added to the 3-D Dynamic Secure password for authentication of the Authorized User and confirmation of online transaction with payment cards issued by the Bank at Merchants participating in the Program.   |
| <i>Account information service</i>                        | An online service to provide consolidated information on one or more payment accounts held by the payment service user with either another payment service provider or with one or more than one payment service providers.   |
| <i>Account Holder</i>                                     | A person in whose name a Bank Account has been opened and who is entitled to operate such account.  |
| <i>Account Statement</i>                                  | A document on a durable medium issued by the Bank to the Account Holder containing information on all payment transactions executed on the Account over a specified period of time and indicating the opening and closing balances on the Account for that period, including transactions with each of the Cards issued to the Account, including Microcards, Digitized Cards, as well as data on the amounts, value dates, types and dates of the transactions and the charges and interest accrued to the Account for the respective reporting period under the Agreement, the General Terms and Conditions and the Tariff. |
| <i>Automatic renewal</i>                                  | Renewal of a deposit for a new term, as set in the agreement, each time upon the deposit maturity date or upon disposal of part of the deposit amount prior to that date, without sending an explicit renewal request to the Bank.  |
| <i>ATM (Automated Teller Machine)</i>                     | A device for withdrawal and/or depositing of cash, performing utility payments, transfers between accounts, providing information and other payment and non-payment transactions.   |
| <i>Authorized User</i>                                    | An individual in whose name a payment instrument has been issued.   |
| <i>Available Balance</i>                                  | The availability on the Bank Account of own funds and/or of authorized overdraft, less any performed or pending /received for execution but still unaccounted/ transactions and/or amounts blocked in the account.  |
| <i>Blink Immediate transfer (transfer Blink or Blink)</i> | A credit transfer in BGN, executed through the BISERA 6 payment system, with immediate or close to immediate processing and crediting the account of the Payee within seconds after initiation of the order for execution by the Bank.  |

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| <i>Business Day</i>                         | Every day on which the Bank carries out its activity necessary for the execution of payment transactions. For payment transactions related to transfers of funds from/to other payment service providers, Saturdays and Sundays (unless they are declared business days), as well as the official holidays of the Republic of Bulgaria shall be considered non-business days.   |
| <i>Business Hours</i>                       | A time interval within the Business Day after which any payment order shall be deemed to be received on the next Business Day.  |
| <i>Charges</i>                              | Any amounts due under the Tariff, such as fees, commissions, penalties, expenses, regardless of their type.   |
| <i>Consumer</i>                             | A natural person, User of payment services who, when entering into an agreement for the provision of such services, does not act in a professional or commercial capacity.  |
| <i>Contactless transaction</i>              | Any payment transaction made using a Card bearing the PayPass, respectively payWave logo or made with a Microcard, Digitized Card in a contactless manner, i.e. by approaching/tapping it to the POS terminal device (POS, ATM).  |
| <i>CVC/ CVV</i>                             | The last three digits of the code printed in italics on the signature strip on the back of the Card.  |
| <i>Deposit connected to current account</i> | A specific deposit product offered by Fibank, with basic parameters and conditions according to Deposit Terms and Conditions to the GTCPS, also announced on the Bank's website at <a href="http://www.fibank.bg">www.fibank.bg</a> , in the banking offices, and in the <i>My Fibank</i> electronic banking.   |
| <i>Digitized Card</i>                       | A payment instrument within the meaning of the Law on Payment Services and Payment Systems (LPSPS) representing a digitized version of a valid credit or debit payment card, including a Virtual Card (except for Maestro and V PAY), issued to an Authorized User. The plastic card or Virtual Card and their digitized version are one and the same card, with one (total) credit limit/overdraft, issued to one account where all payment transactions are registered. The Digitized Card may be used in the country and abroad, through an NFC Mobile Device, at terminals allowing contactless payments or at virtual POS terminals, depending on the functionality available. Cards are digitized by the Bank at the request of Authorized Users who have registered for active banking in the <i>My Fibank</i> Mobile Application or who have digitized their Cards through a third-party application according to the terms of service of the respective third-party provider and the Terms for digitization and use of Fibank cards through third-party applications, an integral part of the GTCPS. |
| <i>Eligible liabilities</i>                 | Includes liabilities and capital instruments which share losses and are in compliance with the conditions set in Art.69a or Art.70a, par.5, p.1 from the RRCIIFA as well as tier 2 capital instruments which meet the conditions under Art.72a, par.1, letter "b" from Regulation (EU) N 575/2013.  |
| <i>Inactive account</i>                     | An account that has not had a transaction to it for 12 consecutive months (for deposit accounts - 12 months from the first maturity date). That includes transactions made in an office of the Bank, through the <i>My Fibank</i> e-banking platform, or by a debit card at an ATM or POS, including virtual POS.   |

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| <i>Interest rate</i>                | The interest rate applied by the Bank on the available balances on customer Bank Accounts, including current, deposit and savings accounts. Up-to-date interest rates shall be announced in the banking offices and published on the Fibank's website at: <a href="http://www.fibank.bg">www.fibank.bg</a> , Interest Rate Bulletin section.   |
| <i>Maximum amount</i>               | The maximum amount in the respective currency that can be deposited in the account.  |
| <i>Microcard</i>                    | An additional MasterCard plastic card in reduced size, issued by Fibank to a debit card, including MasterCard PayPass teen/kids, that may be used at POS devices allowing PayPass contactless transactions. The Card and the Microcard share the same account.   |
| <i>Mobile Device</i>                | <p>A portable electronic device (mobile phone, smart watch, etc.) that can use a variety of applications through its operating system, is provided with various radio communications, and allows Internet connectivity.</p> <p>An NFC Mobile Device shall mean a Mobile Device with technology for contactless data exchange (Near Field Communication) for the purpose of making contactless payments.</p>  |
| <i>Minimum balance to maintain</i>  | The minimum amount in the respective currency that needs to be maintained on the account.  |
| <i>Minimum balance to open</i>      | The minimum amount in the respective currency that needs to be deposited within the period specified for the specific product, so that a deposit agreement can be made.  |
| <i>My Fibank Mobile Application</i> | A specialized mobile application through which Account Holders or persons authorized by them may, subject to the presence of Internet connection, access remotely the <i>My Fibank</i> electronic banking system.  |
| <i>Offline Mode</i>                 | A mode where the payment card operation is executed without requiring real-time authorization by the authorization system of the card issuer or its card system operator, or by an international authorization system;   |
| <i>Online Mode</i>                  | A mode whereby any card payment transaction is immediately verified by the authorization system of the card issuer or its card system operator, and the terminal device at which the payment transaction performed is connected to such authorization system in a telecommunication environment.   |
| <i>Payment Account</i>              | Bank account, which is opened and maintained by the Bank in the name of payment service user for keeping of money or/and under the conditions of specific contract. When the account is agreed to be used for execution of payment transactions with credit transfer or direct debit to and from payment account kept at another payment service provider the account shall be specified by the Bank with IBAN. Account with IBAN may be opened and maintained in the name of one or more payment service users. |
| <i>Payment initiation service</i>   | A service to initiate a payment at the request of the payment service user with respect to a payment account held at another payment service provider.   |
| <i>PINt</i>                         | An identification number within the meaning of the General Terms and Conditions for <i>My Fibank</i> electronic banking, which consists of numbers and   |

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|  | is used together with other independent elements within the meaning of the LPSPS to verify the identity of the Authorized User and confirm online payment transactions with cards issued by the Bank.  |
| <i>POS (Point of sale terminal)</i>      | A device through which payments for goods and services, reference and other payment and non-payment transactions are made using a payment or prepaid card.   |
| <i>Program, the</i>                      | The additional security program for online card payments <i>VISA Secure</i> of the international card operator VISA, respectively <i>MasterCard IdentityCheck</i> of the international card operator MasterCard  |
| <i>QR (Quick Response) Code</i>          | A matrix code in the form of a square with black modules on a white background, with encoded information that is displayed when scanning the code with a Mobile Device camera. The QR Code is used for encoding and reading information.   |
| <i>Reference Exchange Rate</i>           | The rate used as basis for calculation in currency exchange, including the buy/sell rate of Fibank announced at its banking offices and/or on its website, or another market rate from a publicly available source.  |
| <i>Reference Interest Rate</i>           | A base interest rate/index used by the Bank for calculating the applicable interest rates on debit or credit balances. The Bank shall make the Reference Interest Rate available to Users on a durable medium in its offices, by publishing it on its website, or in another generally accessible way. This could be the Base Interest Rate (BIR), the Savings-based interest rate (SIR) defined by Fibank, the interest rates of the Bank announced in the Interest Rate Bulletin, or another index (e.g. EURIBOR), which comes from a publicly available source that can be verified by both parties to the Agreement. |
| <i>Software Token (Fibank Token)</i>     | A specialized Mobile Device application that generates a single use transaction authentication number (TAN), respectively a 3-D Dynamic Secure password for online payment transactions with cards issued by the Bank. As of 15.08.2022 upon activation of <i>My Fibank</i> Mobile Application the Software Token is built into it and is used together with it.   |
| <i>Tariff</i>                            | The Tariff of Fees and Commissions of First Investment Bank AD, including the Bulletin of interest rates applicable to bank accounts in national and foreign currencies (referred to as "Bulletin of Interest Rates" or "Interest Rate Bulletin") and all annexes thereto.   |
| <i>Third party provider (TPP)</i>        | Third party provider of payment services, which has the right to execute access to account information and payment initiation services from payment accounts, accessible online, held by payment service providers, servicing account.   |
| <i>User</i>                              | A natural or legal person who uses a payment service provided by the Bank as payer or/and payee and/or Account Holder.   |
| <i>Virtual debit card (Virtual Card)</i> | A type of debit payment card without plastic offered to Account Holders of Fibank. It is issued upon confirmed application to customers who are registered for <i>My Fibank</i> electronic banking, have active access rights and a registered mobile device.  |

*Virtual POS*

A logically defined POS terminal device through which transfers to payment accounts, payments for goods and services, reference and other payment and non-payment transactions via the Internet are performed.