

**INFORMATION**  
**pursuant to Art. 118, para 5 of the Payment Services and Payment Systems Act**  
**(for the provision of a Basic Operations Payment Account)**

By employing a new type of payment account – “Basic Operations Account” - **TBI Bank JSC (hereinafter referred to as the “Bank”)** shall provide its individual customers with easy access to payment accounts.

The Basic Operations Account is regulated by Chapter IV, “Access to Payment Accounts”, of the Payment Services and Payment Systems Act, and it represents a payment account opened in Bulgarian leva, which is used by the Bank in the provision of the following services to its customers-users:

**Services**

1. opening, using and closing of payment account;
2. deposition of cash funds to payment account;
3. cash withdrawal from the payment account made within the European Union either at a counter or from an ATM during the Bank’s office or non-office hours;
4. performance within the European Union of the following payment transactions:
  - 4.1. direct debits;
  - 4.2. payment operations processed through a payment card, including Internet payments;
  - 4.3. credit remittances, including orders for regular remittances made at ATM, POS and counters, if available, and through the Bank’s online banking systems.

**Currency**

A Basic Operations Account can only be opened in Bulgarian leva.

**Interest rates**

The Basic Operations Accounts shall be charged with the interest rates applicable to payment accounts. Interest rates’ current levels are listed in the TBI Bank JSC Bulletin of Interest Rates Charged to Individuals, published on the Bank’s web page - [www.tbibank.bg](http://www.tbibank.bg).

**Fees and commissions**

For the use of the payment services referred to in Art. 118, para 1 of the Payment Services and Payment Systems Act, the users shall owe fees and commissions as per Chapter I of the Bank’s Standard Tariff of Fees and Commissions Charged to Individuals (hereinafter referred to as the “Tariff”), published on the Bank’s web page - [www.tbibank.bg](http://www.tbibank.bg). Any other additional payment service shall be charged to the user in accordance with the respective fee or commission specified in the Tariff.

Users’ access to Basic Operations Accounts shall not be tied to the purchase of additional services or Bank’s shares.

**Access right**

The right to access a Basic Operations Account shall be granted to individual users, who legally reside in the European Union, including those without permanent address; persons seeking international protection; and users who have been denied a residence permit but cannot be expelled on the grounds of legal or factual reasons.

Users shall be entitled to only one payment account, kept by a bank operating on the territory of Bulgaria, through which they shall be able to use the services specified in Art. 118, para 1 of the Payment Services and Payment Systems Act.

## **Opening**

Upon the receipt of user's request for the opening of a Basic Operations Account, the Bank shall open it not later than 10 days following the receipt from the respective user of all the required documents.

The Bank may refuse to open a Basic Operations Account in the following cases:

1. The opening of such an account would result in the infringement of legal provisions concerning the prevention of the financial system being used for the purpose of money laundering and the financing of terrorism;
2. The user already holds a payment account at the Bank, which he/she could use in order to receive the services referred to in Art. 118, para 1 of the Payment Services and Payment Systems Act, unless the user has been notified on the forthcoming closure of his/her account;
3. The user has declared that he/she holds a payment account, kept by another bank operating on the territory of the country, which enables him/her to use the services referred to in Art. 118, para 1 of the Payment Services and Payment Systems Act, unless the user has stated in writing that he/she had been notified on the forthcoming closure of his/her account.

## **Procedures for the alternative settlement of disputes**

In its internal rules the Bank has included a procedure for the submission of objections, the settlement of disputes and the fixing of indemnifications related to the provision of payment services. Before referring the eventual dispute to the competent Bulgarian court, the user may, at his/her own discretion, file a written objection to the Bank, and the latter shall be obliged to decide on it and inform the user in writing not later than 15 (fifteen) working days of the date of objection's submission.

Should the Bank fail to deliver its opinion within the aforementioned period of time, and provided its decision has not satisfied the user, the argument could be referred to the Payment Disputes Reconciliation Committee with the Consumer Protection Commission ([www.kzp.bg](http://www.kzp.bg))