

## **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
<i>3-D Secure</i>	Inclusion of cards issued by the Bank in additional security programs for online payments with <i>Verified by VISA</i> cards of the international card operator VISA, respectively <i>MasterCard SecureCode</i> cards of the international card operator MasterCard.
<i>3-D Secure password</i>	A unique single use code serving for authentication of the Authorized User and confirmation of online card transactions with Merchants participating in the Program.
<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, Digital/ 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>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>Bank Account</i>	An IBAN-designated payment account that the Bank opens and maintains on behalf of one or more payment service users, used for execution of payment transactions and for keeping of funds.
<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</i>	Any payment transaction made using a Card bearing the PayPass,

<i>transaction</i>	respectively payWave logo or made with a Microcard, Digital/ 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>Digital Card</i>	A payment instrument within the meaning of the Law on Payment Services and Payment Systems (LPSPS) agreed between the Bank and the Account Holder (natural person), issued without a plastic card (plastic) and representing a separate card – debit card or revolving credit card of the "Without deposit" type. The Digital Card is intended for use in the country and abroad, through an NFC Mobile Device, at terminals allowing contactless payments and branded with the MasterCard logo. Digital Cards are issued by the Bank at the request of Account Holders who are registered for active banking in the <i>My Fibank</i> Mobile Application and hold one or more plastic cards issued by the Bank, regardless of their brand.
<i>Digitized Card</i>	A payment instrument within the meaning of the Law on Payment Services and Payment Systems (LPSPS) representing a digital version of a valid credit or debit payment card MasterCard issued to an Authorized User. The plastic card and its digital version are one and the same card with one (total) credit limit/overdraft to one account where all payment transactions are booked. 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 My Fibank 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>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 My Fibank e-banking platform, or by a debit card at an ATM or POS, including virtual POS.
<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>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>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>POS (Point of sale terminal)</i>	A device for making payments for goods and services, withdrawal of cash, as well as for performing other payment and non-payment transactions depending on the capabilities of the device, by means of a payment card.
<i>Program, the</i>	The additional security program for online card payments <i>Verified by VISA</i> of the international card operator VISA, respectively <i>MasterCard SecureCode</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 information to be retrieved by a Fibank Token.
<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 Secure password for online payment transactions with cards issued by the Bank. It is activated at the request of an Authorized User registered in <i>My Fibank</i> at an office of the Bank, or through the <i>My Fibank</i> Mobile Application, in accordance with the General Terms and Conditions for <i>My Fibank</i> electronic banking.
<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.

*User*

A natural or legal person who uses a payment service provided by the Bank as either a payer or a payee or both.