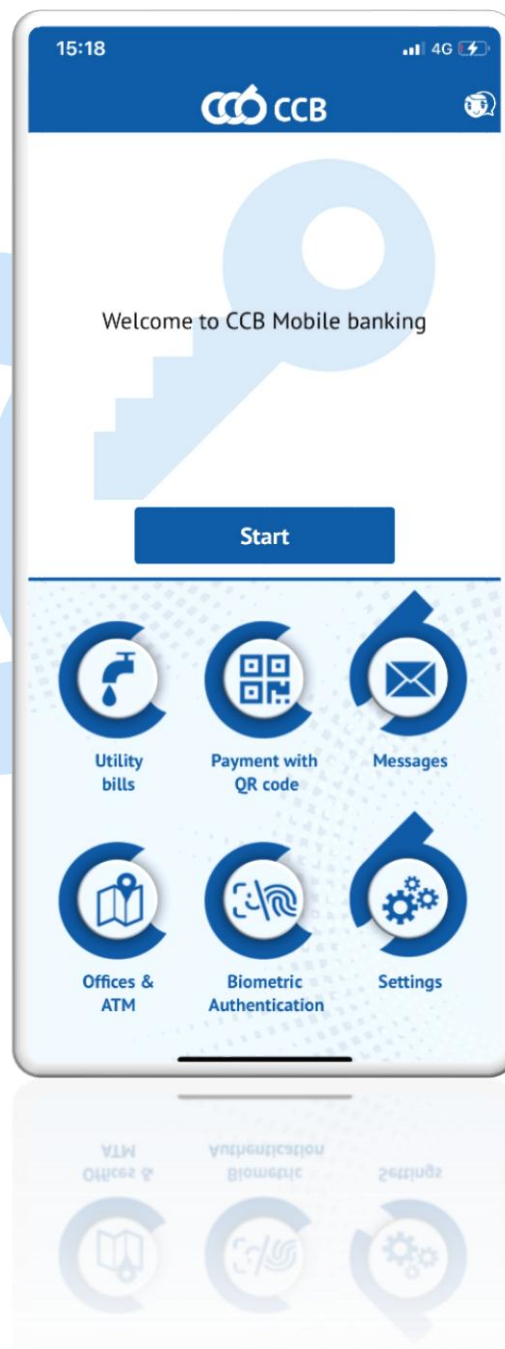


# CCB Mobile

## USER MANUAL



## Contents

<b>1. GENERAL DESCRIPTION OF THE CCB MOBILE SERVICE .....</b>	<b>5</b>
1.1. Operating systems .....	5
1.2. Possibilities of the system for Mobile banking.....	5
1.3. Limits.....	6
1.4. Users .....	6
1.5. Recommendations and security measures.....	7
1.6. Fees and commissions .....	8
<b>2. REGISTRATION AND CONFIGURATION OF A PROFILE FOR MOBILEBANKING.....</b>	<b>8</b>
2.1. Registration of new clients .....	8
2.2. Registration of clients, using CCB Online for CCB Mobile.....	10
2.3. Configuration and setup of a profile.....	12
2.4. Log into the application.....	12
<b>3. ACCOUNTS .....</b>	<b>13</b>
3.1. General overview .....	13
3.2. Detailed information for each account.....	14
3.3. Recent movements .....	14
3.4. Account statements for a period .....	15
3.5. Transfers received from other banks .....	15
3.6. Blocked amount .....	15
3.7. Change alias .....	15
3.8. Deactivation .....	15
3.9. Remove .....	16
<b>3. TRANSFERS.....</b>	<b>16</b>
4.1. Transfer to an own account.....	17
4.2. Transfer within the Bank .....	18
4.3. Transfer to another bank.....	20
4.4. Transfer to the budget.....	22
4.5. Currency transfer to another bank .....	23
4.6. Transfers in EUR in EEA .....	26
4.7. Cash Withdrawal Request .....	28
4.8. Awaiting confirmation.....	29

4.9	Authorized amounts on Blink transfers.....	30
4.10.	Awaiting processing in the Bank.....	30
4.11.	Outgoing transfers history.....	30
4.12.	Templates .....	31
4.13.	Counterparties .....	31
4.14.	Limits.....	31
4.15.	Currency Calculator .....	31
4.16.	Exchange rates .....	31
4.17.	Arbitration exchange rates.....	31
4.18.	Banks for transfers in EUR via BISERA 7 .....	32
5.	Blink P2P .....	32
5.1	New Translation .....	32
5.2	Awaiting confirmation transfers.....	33
5.3	Awaiting processing in the bank.....	33
5.4	Outgoing transfer history .....	33
5.5	Received transfers history.....	33
5.6	Settings .....	34
6.	CARDS.....	35
6.1	Card review .....	36
6.2	Transactions .....	37
6.3	Block .....	37
6.4	Unblock .....	37
6.5	Limits.....	37
6.6	Change alias .....	38
6.7	Cash back accruals of a client .....	38
6.8	“CCB Club” club card .....	38
6.9	CCB Bonus .....	39
7	CREDITS.....	39
7.1.	Credits to individuals .....	39
7.2.	Credits to legal entities .....	41
8	PENDING BILLS .....	41
8.1	Repayment of a credit card liability .....	41
8.2	Repayment of a credit liability.....	43
8.3	Payment of due installments under “Our home” property insurance policies of “Armeec”	

insurance company .....	43
<b>9 UTILITY BILLS .....</b>	<b>44</b>
9.1 Registration of a utility bill .....	44
9.2 Payment of utility bills .....	45
<b>10 PAYMENT WITH QR CODE .....</b>	<b>46</b>
<b>11 MESSAGES .....</b>	<b>47</b>
<b>12 OFFICES AND ATMS .....</b>	<b>47</b>
<b>13 Biometric Authentication .....</b>	<b>48</b>
<b>14 SETTINGS .....</b>	<b>49</b>
14.1 Changing the language of the application .....	49
14.2 Change of PIN .....	50
14.3 Mobile devices .....	51
14.4 Consents granted through DPU .....	51
14.5 Information .....	51
14.6 Forgotten PIN/password .....	51
14.7 Deactivation of the access .....	52
14.8 Activation of the access due to a lost or stolen device.....	52
14.9 Settings “Sharing/Print” .....	53
<b>14.8 BANKING ELECTRONIC ASSISTANT VIBER CHAT BOT – BEA .....</b>	<b>53</b>

## 1. GENERAL DESCRIPTION OF THE CCB MOBILE SERVICE

### 1.1. Operating systems

The application for mobile banking CCB Mobile can be downloaded free of charge via App Store, Google Play or Huawei AppGallery and be used on the following operating systems and mobile devices:

1.1.1. Operating systems: iOS 14.0 +, Android 6.0 +;

1.1.2. Devices: all iPhone and iPad mobile devices with iOS version 14.0 or higher and all mobile devices with Android operating system version 6.0 or higher;

It is necessary to have access to the Internet via Wi-Fi or mobile Internet. To use CCB Mobile with mobile Internet from your mobile operator, check your individual tariff plan.

### 1.2. Possibilities of the system for Mobile banking

Via CCB Mobile you can:

- make instant transfers by mobile number Blink P2P - pay instantly by mobile number with your relatives and friends without the need to enter IBAN;
- make instant transfers Blink - the fastest interbank transfers in national currency at any time of the year - 24/7, 365 days a year;
- make SEPA instant transfers in euro - the fastest SEPA transfers in euro any time of the year - 24/7, 365 days a year;
- possibility to confirm translations with biometric data - fingerprint or facial recognition;
- make domestic or international payments in BGN and any other foreign currency - between your own accounts, to any recipients and to predefined counterparties;
- make express interbank payments in BGN through RINGS;
- confirm mass files entered through CCB Online with QES;
- confirm transfers entered through CCB Online with QES;
- make transfers to the budget from BGN and foreign currency accounts;
- perform bank card management operations - blocking and activation of debit and credit cards;
- buy or sell foreign currency;
- pay utility bills;
- make payments with QR or 10-digit code;
- pay obligations under Property insurance policies "Our Home" from ZAD "Armeec";
- submit online requests for cash withdrawals from the accounts registered in your profile at a selected office of CCB Plc;
- create templates and order transfer from template;
- negotiate exchange rates when making transfers and buying and selling currency;
- make inquiries for recent movements and statements for a period on all accounts opened with CCB JSC;
- receive reference information on the status of credit obligations of individuals;
- perform repayment of obligations under consumer loans and credit cards of individuals;
- receive reference information for completed bank card transactions;
- receive reference information for charged Cash back on all cards;
- digitalization of CCB Club cards;
- receive reference information for offices and ATMs - location, address, opening hours and

- telephone number for contact with direct dialing option;
- locating of your nearest offices and ATMs, incl. ATMs with a cash deposit function;
- perform printing / sharing of payment orders, incl. SWIFT / SEPA confirmations;
- access to Viber ChatBot BEA (Banking Electronic Assistant) via CCB Mobile;
- ability to activate a device to access CCB Mobile via CCB Mobile;
- card transaction sharing/printing;
- direct redirection to a merchant when opening a digital receipt when purchasing from a POS terminal;
- control over your accounts;
- actual information on exchange rates;
- carbon calculator;
- currency calculator;
- programs CCB Club and CCB Bonus;
- receive messages and push notifications when transfers arrive, with the option to enable and disable this option from the Settings menu;
- receive messages and push notifications for outstanding and unconfirmed transfers;
- option to hide account balance in the "Accounts" menu.

You may use the CCB Mobile service at more than one mobile device.

### 1.3. Limits

The limits for the performance of transfers in CCB Mobile are as follows:

- Daily limit for all operations, performed via the service CCB Mobile, is in the amount of the BGN equivalent of EUR **15'000** (BGN 29'337.45 at the BNB reference rate).
- Maximum limit for transfers to counterparties, payment of utility bills and payments to the budget – **BGN 20'000.00** for 24 hours.
- Maximum limit for transfers to arbitrary beneficiaries – **BGN 8'000.00** for 24 hours.

### 1.4. Users

The CCB Mobile service can be used by individuals and legal entities, clients of CCB Plc, on whose name and at whose expense the activities are performed in the system for Mobile banking of CCB Plc, as follows:

- Individuals, who have a personal qualified electronic signature /QES/;
- Individuals, who do not have a personal qualified electronic signature /QES/;
- Legal entities, via their legal representatives and/or authorized individuals, who have a personal qualified electronic signature /QES/;
- Legal entities, via their legal representatives and/or authorized individuals, who do not have a personal qualified electronic signature /QES/;

The legal entities can use the service CCB Mobile with users of the type:

- ***Legal representative***
- ***Authorized with the right to dispose***

## 1.5. Recommendations and security measures

The security of the system for mobile banking is ensured via a number of measures, impacting each level of the service:

- There is an encryption of the information, which is submitted from the application of the mobile phone to the Bank servers via using https (ssl) protocol.
- The identification of the user is carried out via a combination of the registered device, bound by the user name, password and a personal user PIN.
- Temporary locking of the device for one hour upon the entry of three wrong PINs.
- Deactivation of the device upon the entry of six wrong PINs.
- The authorization at transaction level is carried out for each transaction via built in encryption methods, which ensure the highest level of security, against external and internal threats.
- The system infrastructure uses hardware security mechanisms (HSM), which guarantee the security of the performed encryption calculations.
- There is an array of possibilities to specify rights, limits and management of the system for mobile banking via the system for Internet banking.
- The recommendations for security of programming and the creation of mobile applications are taken into consideration in the creation of the mobile application. The applications passed tests and verification of the code from Apple for iOS devices, and respectively from Google for Android devices.
- CCB Plc does not send an e-mail, which contains Internet Link /link/, leading to a page, on which you have to enter the user name and password, update your profile or an enclosed file, which you have to install.

The obligations and responsibilities of the client /user in relation to the security of the mobile banking service are as follows:

- To protect his/her user PIN from unauthorized access, not announcing it, keep it at secure places not accessible for third persons.
- To keep physically the devices, on which the application for mobile banking of the Bank was installed.
- To use the standard mechanisms for security of the operating system of the mobile devices, such as access code, which should not coincide with the chosen PIN for access to the mobile application.
- To keep the user name, password and PIN for QES (qualified electronic signature), which are necessary for access to the system for Internet Banking, via which the mobile banking service can be managed.
- To ensure the security of the operating system of the mobile device, via installing its latest updates. Not to use "jailbroken" and "rooted" devices, where the mechanisms for the security of the operating system have been destroyed.
- It is recommended to use an anti-virus program for protection from viruses, and it is not recommended to use suspicious mobile applications, which can undermine the security of the mobile application.



- In case of a loss or theft the user shall deactivate the device in the system for Internet banking, or if this is not possible to contact the Centre for servicing clients at 02/92 66 500 or visit an office of the Bank.
- To protect the mobile device with a password and specifying automatic locking of the screen, when it is not used.
- To install antivirus software on the smart phone and regularly update the smart phone software.
- To download applications only from official application sites – App Store, Google Play or Huawei App Gallery.
- To use the “EXIT” button upon exiting the system.
- To disable the function “Remembering passwords in the browser”.
- In order not to expose your device to risk, we recommend to you not to use chance wireless Internet connections.

Upon non-performance of the above mentioned security obligations, including, but not limited to, in relation to using and protection of the PIN or the six digit code for registration, CCB Plc does not bear responsibility for damages suffered by the client /or user or by third persons, upon using the mobile banking service.

CCB Plc does not bear any responsibility for any damages suffered by the client /user or by third persons and in case of an interference of malicious software on the mobile device, with which the application is accessed or for intentional actions of third persons.

## **1.6. Fees and commissions**

For using bank services and the performance of bank operations via the system for Mobile banking of CCB Plc, the client shall pay fees and commissions, in accordance with the effective Tariff on the interest rates, fees and commissions, and its appendices.

The Bank is entitled to change its Tariff at any time, informing the clients in accordance with the procedure laid down in the General terms and conditions to the frame agreement for the opening and maintenance of bank payment accounts and the performance of payment operations or in the specific contract for a bank service, concluded between the Bank and the client.

## **2. REGISTRATION AND CONFIGURATION OF A PROFILE FOR MOBILE BANKING**

### **2.1. Registration of new clients**

If you do not have an active registration for Internet banking CCB Online it is necessary to:

1. Download the application via App Store, Google Play or Huawei AppGallery depending on the operating system iOS or Android.
2. Submit an application for the registration for the service CCB Mobile in one of the



following ways:

- On the web site of Central Cooperative Bank Plc at: [www.ccbank.bg](http://www.ccbank.bg).



Select on the banner - , after that on the Registration button and “Press here to make your registration for CCB Online”.

You should select the type of registration, which you submit – legal entity or individual.

For **individuals** you should select “[Registration for CCB Mobile](#)”.

For **legal entities** you should select “[Initial registration of a company for CCB Mobile](#)”

or “[Addition of a company user for CCB Mobile](#)”.

After successful submission of the application for registration you will receive a code for registration at the email specified in the application, with which you should visit an office of the Bank for confirmation of the registration.

The employee in the Bank office will confirm the application for registration for the service CCB Mobile created by you, will configure your desired rights and limits.

For this purpose it is necessary to sign an *“Application for specifying/change of rights and limits for the services of CCB Plc”* and a *contract for using the service CCB Mobile*. The legal entities shall submit the application at the servicing branch, unless they use the service CIMS.

Request and contract can be signed by an authorized person upon providing a notarized power of attorney.

3. Submit an application for the registration of the mobile device – in the application installed in the memory of the device select **“Add user”** and enter the username and password to access CCB Mobile.
4. Visit an office of the Bank for confirmation of the device and receipt of a six-digit PIN.

## 2.2. Registration of clients, using CCB Online for CCB Mobile

If you have active Internet banking CCB Online it is necessary to:

1. Download the application via App Store, Google Play or Huawei App Gallery depending on the operating system iOS or Android.

After installation in the memory of the mobile device, enter the application and select **“Add user”** from the initial screen. The application redirects to the site of the Bank, where it is necessary to enter a username and password for access to the active service CCB Online.

2. Submitted application for the registration of the device is confirmed by entering a 6-digit code in the application, which you may receive via the system for Internet banking CCB Online or at an office of the Bank:

- **at an office of the Bank** – the registration of the device for CCB Mobile will be confirmed at an office of the Bank, where an employee will confirm the service, will configure the desired rights and limits and will provide you with a code for access in the application. It is necessary to enter in the application the provided code for registration of the device. After that the system will require to enter and confirm a six-digit PIN, which will serve for logging into the application and for confirmation of transfers and other operations performed via the application.
- **in the Internet banking CCB Online** – the application for confirmation of the device will visualize in the menu “Applications for registration of devices” on initial screen.

Controls		Name	Operating system	Requests for device activation		Registration code	Status
Register device	Cancel registration	SM-A320FL	android	Date and time of registration	23.05.2018 10:40:54		Expects confirmation

Via the button “register device” you enter the application, select the field “Active” and select “Preview”.

**Management of devices**

- Here you can activate, restrict and deactivate the devices, on which you have installed the application for CCB Mobile.
- If you deactivate one device, in order to work again with it you have to make a new registration from the application.

#	Name of the device	Confirmation date	Deactivated	Temporary blocked	Active
1	SM-T311	22.05.2018 09:15:46	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Deyan's iPhone	Очаква потвърждение	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	SM-A320FL	18.09.2017 11:06:44	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	E2105	19.04.2017 09:21:20	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Lenovo A536	27.03.2017 09:25:46	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	iPhone	08.03.2017 11:10:07	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Way of work with the counterparties**

- Specify the way of using the existing and newly created counterparties.

I would like to use all existing counterparties, created by me in CCB Online and CCB Lite/Mobile. ☐

The new counterparties are valid for CCB Lite/Mobile ☐

[Select counterparties](#)

Cancel
Preview

Confirm the entry with SMS code and the password for access to CCB Online.

The system will generate a six digit code, which you should enter in the mobile application. Select the button “Continue” and a message will appear on the screen that it is necessary to visit an office of the Bank, in order to activate the registration for the service CCB Mobile.

Settings for mobile banking

You

Промената по регистрацията на потребител mobile е потвърдена успешно.  
Достъпът до устройство SM-T311 е активирано.  
Device registration code: **107735**

Continue

enter in the application the generated code for registration of the device. The system will request from you to enter and confirm the six-digit PIN, which serves for entry in the application and for confirmation

of transfers and other operations, effected via the application.

3. You should visit an office of the Bank, where an employee will activate the service CCB Mobile and will configure your desired rights and limits to work in the system for Mobile banking. For this purpose it is necessary to sign *“An application for specification /change of rights and limits for the services of CCB Plc” and a Contract for using the service CCB Mobile*. The legal entities shall submit the application in the servicing branch, unless they use the service CIMS.

Request and contract can be signed by an authorized person upon providing a notarized power of attorney.

Before activating the service CCB Mobile, the message “Expecting confirmation” will appear in the application.

### 2.3. Configuration and setup of a profile

You can make changes in the registration in one of the following ways:

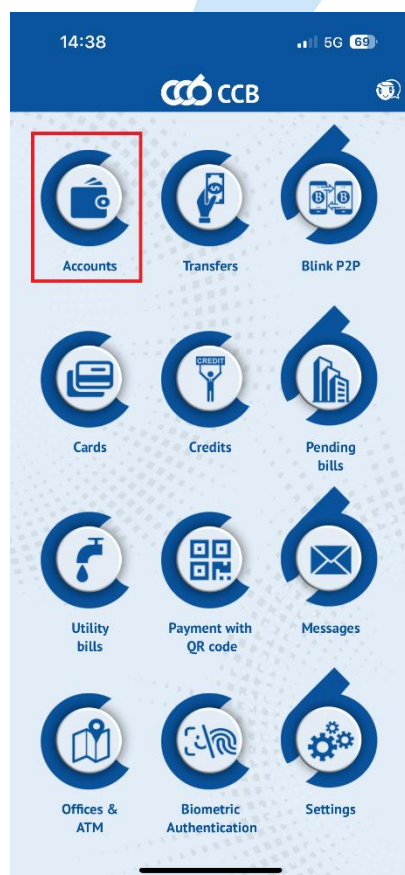
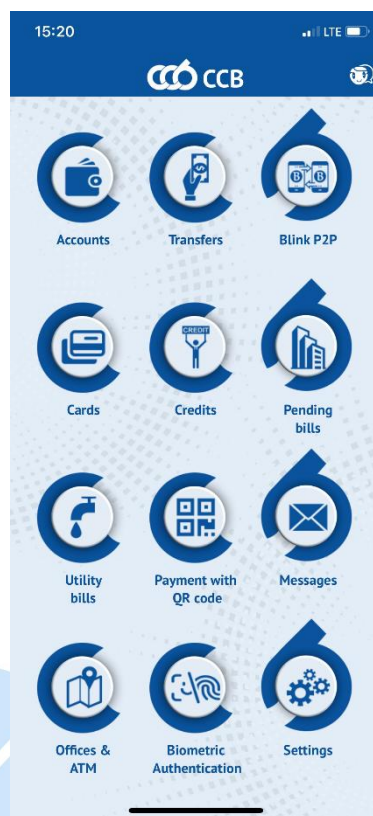
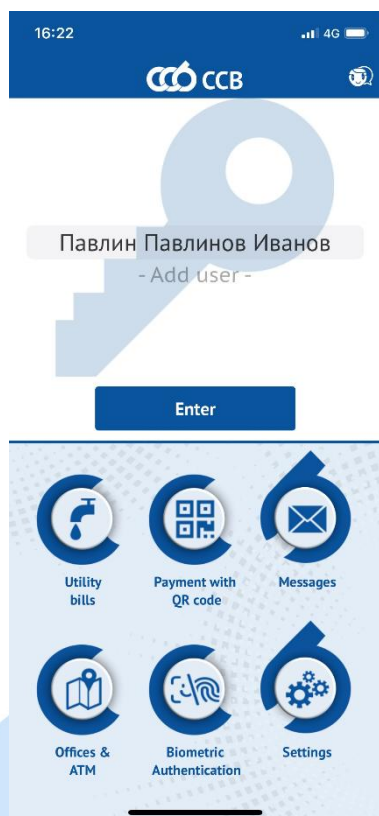
- via visiting an office of the Bank and declare this in writing;
- via **CCB Online** with SMS received at the number of a Bulgarian valid mobile operator provided by you, in case you declared in the application an activation of the option “Confirming changes only with SMS”.

Via the menu **“SETTINGS”** -> **“Changes of registrations /Limits”** at CCB Online you can make the following changes:

- Change of account status– active for payment, only for reference or deletion
- Change of limits
- Addition, change or deactivation of transfer counterparties
- Cards, which are seen in the mobile banking
- Activation, deactivation and temporary restricting the devices

### 2.4. Log into the application

After the activation of the access to the mobile device is completed at an office of the Bank, in order to use CCB Mobile, it is necessary to create PIN to access the application. The code serves for identification upon each entry in the application, upon confirming each transfer, effected via the registered device. The PIN should be 6-digit and it is desired and recommended to change it often and not to contain personal data – birthday, personal number, etc. Upon first entry in the application the PIN code is entered twice – creation and confirmation. After the successful log into the application, a screen appears with the general view of CCB Mobile.



NOTE: Upon the entry of three wrong PINs the access to the device will lock temporarily for one hour.

Upon the entry of six wrong PINs the device will be deactivated. You can activate the device at an office of the Bank or via CCB Online with QES, submitting in advance an application for the registration of the device from the initial screen of the application from the menu **"Add user"** via the entry of a username and password.

### 3. ACCOUNTS

#### 3.1. General overview

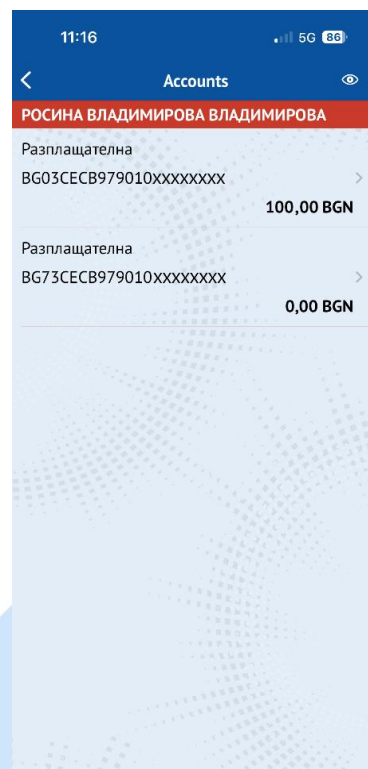
The **"Accounts"** menu gives information of the accounts, which are added to the registration in CCB Mobile.

NOTE: Each newly opened account of a customer - individual is automatically added to CCB Mobile as active. Any closed individual or business customer account is automatically removed from CCB Mobile. In case you do not want to see an account in the application it is necessary to visit an office of the Bank or remove it via CCB Online with QES.

NOTE: To add a newly opened account of a client – legal entity it is necessary to visit a bank office. The account is not added automatically.


A list is visualized, in which you see the names of the clients and the accounts opened on their behalf. The general view gives the following information about each of the accounts:

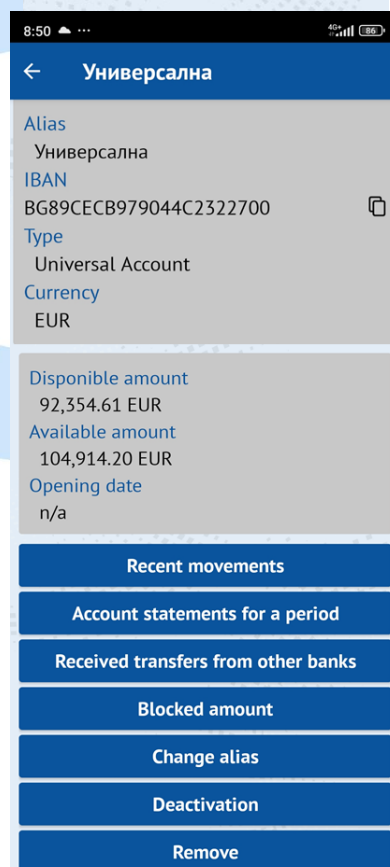
- Account beneficiary
- Account type
- IBAN
- Availability
- Currency



### 3.2. Detailed information for each account

Upon selecting an account via touching the screen, a detailed report is visualized for the account, which depending on the account type, includes:

- Name of account
- IBAN - is copied from Button 
- Type of account
- Currency
- Disponible amount – the amount, with which operations may be performed
- Available amount – the entire account balance
- Allowed overdraft – visualized only for checking account, if there is overdraft granted on the account
- Interest rate– visualized only for deposit accounts
- Opening date – visualized only for deposit accounts
- Maturity date - visualized only for deposit accounts




### 3.3.Recent movements



Via button **“Recent movements”** information is loaded of the disposable amount, availability, origin and debits of the last movements on the selected account, performed, but unaccounted for, card transactions, blocks on all incoming and outgoing payment operations.

### 3.4.Account statements for a period

A statement of the selected account is generated via the selection of the button **“Account statements for a period”** and specifying the initial and end date of the desired period. The statement presents information of the availability on the account as at the initial and end date, credits and debits on the account in the chosen period. The extract can be downloaded as a PDF file – the button is located in the upper right corner.

When a button  is pressed, the data from the specific field is copied. The extract can be downloaded as a PDF file - the button is located in the upper right corner, and then shared and/or printed.

### 3.5.Transfers received from other banks

Using the **“Received transfers from other banks”** button, you can select the desired search period and then initiate a return transfer by directly loading the recipient's data.

### 3.6. Blocked amount

With the **“Blocked amount”** button you can get information about the blocked amount on the selected account (blocked amount at the request of the account holder, imposed distraint or collateral on the account). In case there is no blocked amount on the account, the message **“There is no blocked amount on the account”** is displayed.

### 3.7.Change alias

Menu **“Change alias”** provides a possibility to change the identification of the selected account.

### 3.8.Deactivation

From **“Deactivation”** menu you can deactivate your desired account. Upon deactivation, the account continues to be visualized, account reports may be generated, but transfers cannot be effected via the



application.

In case you want an account to be active again for operations via CCB Mobile, it is necessary to visit an office of the Bank.

Individuals, users of the service Internet banking CCB Online, who have activated the option “Confirming changes only with SMS”, will be able again to activate the accounts in their profile, without visiting an office of the Bank.

### 3.9.Remove

From menu “**Remove**” you can delete the selected account. Upon deletion the account will not be visualized in the application, it will not be possible to make transfer from the account and generate account statements via the application.

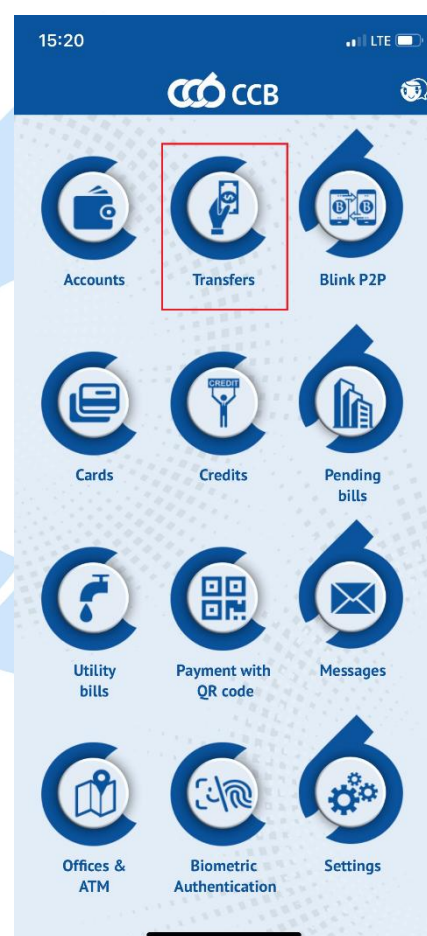
## 3. TRANSFERS

From “**Transfer**” menu you can effect:

- Transfer to an own account
- Transfer within the Bank
- Transfer to another bank
- Transfer to the budget
- Currency transfer to another bank

The menu provides access to information regarding:

- Translations awaiting confirmation
- Authorized amounts on Blink transfers
- Transfers awaiting processing at the Bank
- Outgoing transfers history
- Templates
- Counterparties
- Translation limits
- Currency converter
- Exchange rates
- Arbitration courses
- Banks for transfers in Euro through BISERA7



Every transfer ordered via CCB Mobile is confirmed via the entry of a PIN or Face ID/Touch ID (Fingerprint).

**IMPORTANT!** The system allows the creation of payment orders, from an account with insufficient availability, with a current and future execution date.

When attempting to confirm a transfer made from an account with insufficient availability and with a current execution date, the system does not allow the operation to be carried out.


Future date transfers can be entered and confirmed as the system does not check for availability at the time the transfer is confirmed.

#### 4.1. Transfer to an own account

From this menu you can enter transfers to own accounts.

In order to create a transfer to an own account, it is necessary to enter the following components:


##### Ordering customer

You select Ordering customer via button , from which all accounts of the Ordering customer and of his represented persons are visualized. Via selecting an entry, the name and IBAN of the Ordering customer are loaded in the respective fields.

##### Amount

Enter the transfer amount.


##### Beneficiary

You select Beneficiary via button , from which all accounts of the user and the accounts of the persons represented by him/her are visualized. Via selecting an entry, the name and IBAN of the Beneficiary are loaded in the respective fields.

##### Transfer details and More details

The field for remittance information is obligatory for completion (up to 70 characters), in the field for additional explanations (up to 70 characters), additional data is filled.

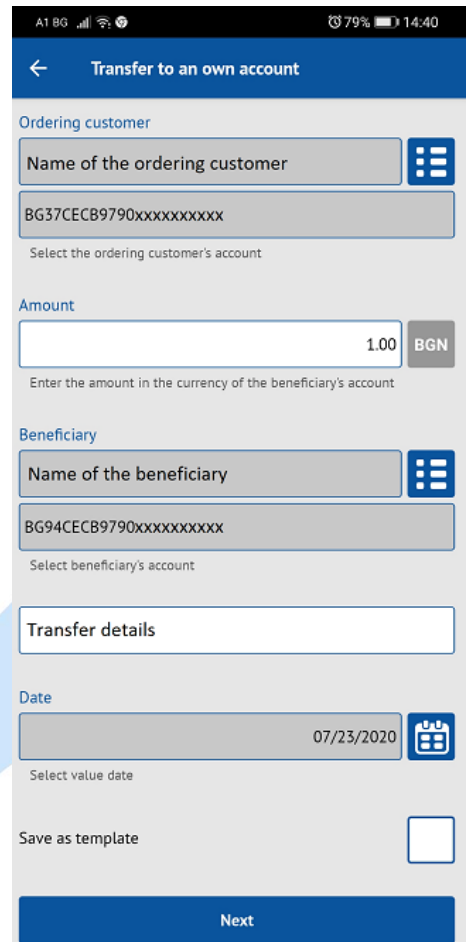
##### Date

The date of transfer performance by default is the current date. It can be changed to a future date upon selecting .

If you select a future performance date, till its occurrence, the transfer will have status “**Under processing**”.

##### Template

The application makes it possible to save a template, which may be used for facilitation upon subsequent payments to a counterparty. In order to use a template it is necessary to go to the “**Templates**” menu.



The screenshot displays the 'Transfer to an own account' interface. At the top, there's a title bar with a back arrow and the text 'Transfer to an own account'. Below this, the 'Ordering customer' section includes a dropdown for 'Name of the ordering customer' and a text field for the IBAN 'BG37CECB9790xxxxxxxxxx'. The 'Amount' section shows a text field with '1.00' and a 'BGN' currency selector. The 'Beneficiary' section has a dropdown for 'Name of the beneficiary' and an IBAN field 'BG94CECB9790xxxxxxxxxx'. There's a 'Transfer details' text field. The 'Date' section shows '07/23/2020' with a calendar icon. A 'Save as template' checkbox is present. At the bottom is a blue 'Next' button.

After completing all the necessary fields, the transfer is created with the “**Next**” button.

The next screen displays the details of the entered transfer, including the amount of the transfer, the transfer fee and the total amount with which the account of the ordering customer will be debited.

For transfers between accounts in different currencies, there is a possibility to negotiate an FX rate, by selecting the field “**Negotiating of exchange rate**”. The system sends a push notification with the approved by the Bank negotiated rate.


The following possibilities for the transfer are possible:

- **Confirm** – with the selection of this button and entry of **PIN** or via using **Face ID** / **Touch ID (Fingerprint)** the transfer is signed by the user electronically and is accepted for processing at the Bank.
- **For later** – the transfer can be accessed in the menu “Waiting for confirmation”, from where it can be confirmed.
- **Cancel** – selected upon refusal of the transfer.

## 4.2. Transfer within the Bank

The menu provides the possibility for ordering transfers to own accounts at the Bank, as well as on accounts of other clients at the Bank. In order to create a payment order on the account with CCB Plc, it is necessary to enter the following components:

### Ordering customer

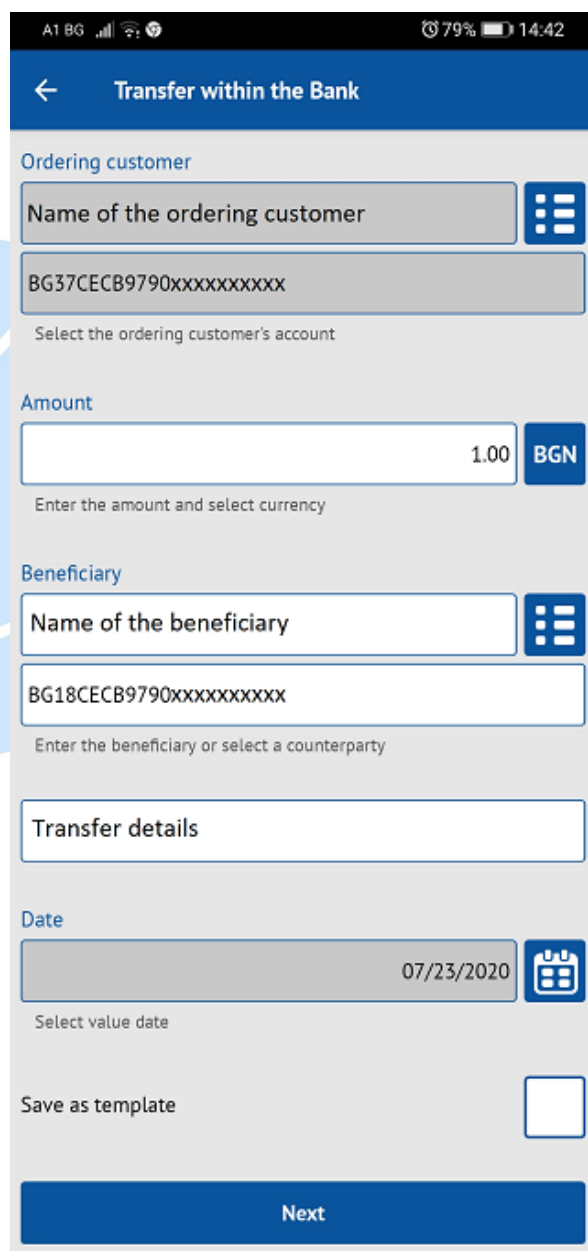
You select Ordering customer via the button  , from which all accounts of the Ordering customer and of his represented persons are visualized. Via selecting an entry, the name and IBAN of the Ordering customer are loaded in the respective fields.

### Amount

Enter the transfer amount in the currency of the Beneficiary’s account.

### Beneficiary

You may enter the IBAN and name of Beneficiary in the specified fields or via selecting the button  , from



The screenshot displays the 'Transfer within the Bank' interface. At the top, there's a status bar with 'A1 BG', signal strength, Wi-Fi, and battery at 79% with the time 14:42. Below the title bar, the 'Ordering customer' section has a grid icon button, a text field for 'Name of the ordering customer', and a text field for 'BG37CECB9790xxxxxxxxxx' with the label 'Select the ordering customer's account'. The 'Amount' section shows a text field with '1.00' and a 'BGN' button, with the label 'Enter the amount and select currency'. The 'Beneficiary' section has a grid icon button, a text field for 'Name of the beneficiary', and a text field for 'BG18CECB9790xxxxxxxxxx' with the label 'Enter the beneficiary or select a counterparty'. Below these is a 'Transfer details' section with a text field. The 'Date' section shows a text field with '07/23/2020' and a calendar icon, with the label 'Select value date'. There's a 'Save as template' checkbox. At the bottom is a large blue 'Next' button.


where you select from the list of entered counterparties of the respective client - ordering customer.

### Transfer details and More details

The field for remittance information is obligatory for completion (up to 70 characters), in the field for additional explanations (up to 70 characters), additional data is filled.

### Date

The default date of transfer performance is the current date.

It can be changed to a future date upon selecting .

### Template

The application makes it possible to save a template, which may be used for convenience upon subsequent payments to a counterparty. In order to use a template it is necessary to go to the “**Templates**” menu.

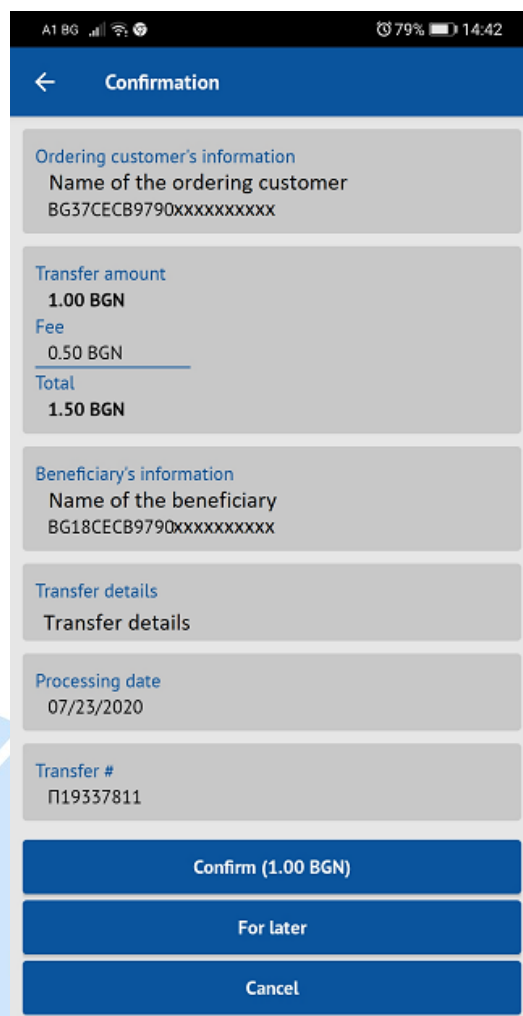
After completing all the necessary fields, the transfer is created with the “**Next**” button.

The next screen displays the details of the entered transfer, including the amount of the transfer, the transfer fee and the total amount with which the account of the ordering customer will be debited.

For transfers between accounts in different currencies, there is a possibility to negotiate an exchange rate and the field “I would like negotiated rate” is selected. The system sends push notification with the approved by the Bank negotiated rate.

The following options for the transfer are accessible:

- **Confirm** – with the selection of this button and entry of **PIN** or via using **Face ID / Touch ID (Fingerprint)** the transfer is signed by the user electronically and is accepted for processing at the Bank.
- **For later** – the transfer is accessible in the menu “Waiting for confirmation”, from where it can be confirmed.
- **Cancel** – selected upon refusal of the transfer.



**Confirmation**

Ordering customer's information  
Name of the ordering customer  
BG37CECB9790XXXXXXXXXX

Transfer amount  
1.00 BGN  
Fee  
0.50 BGN  
Total  
1.50 BGN

Beneficiary's information  
Name of the beneficiary  
BG18CECB9790XXXXXXXXXX

Transfer details  
Transfer details

Processing date  
07/23/2020


Transfer #  
П19337811

Confirm (1.00 BGN)  
For later  
Cancel

### 4.3. Transfer to another bank

The transfers in BGN for other banks are entered via the menu **“Transfer to another bank”**. In order to create a transfer to an account with another bank, it is necessary to enter the following components:

#### Ordering customer

You select Ordering customer via the button , from which are visualized all account of the Ordering customer and of its represented persons. Via selecting an entry, the name and IBAN of the Ordering customer are loaded in the respective fields.

#### Amount

Enter the transfer amount, the amount must be in BGN.

#### Beneficiary

You may enter IBAN and Beneficiary name in the specified fields or via selecting the button, from where you select from the list of the entered counterparties of the respective client - Ordering customer.

#### Transfer details and More details

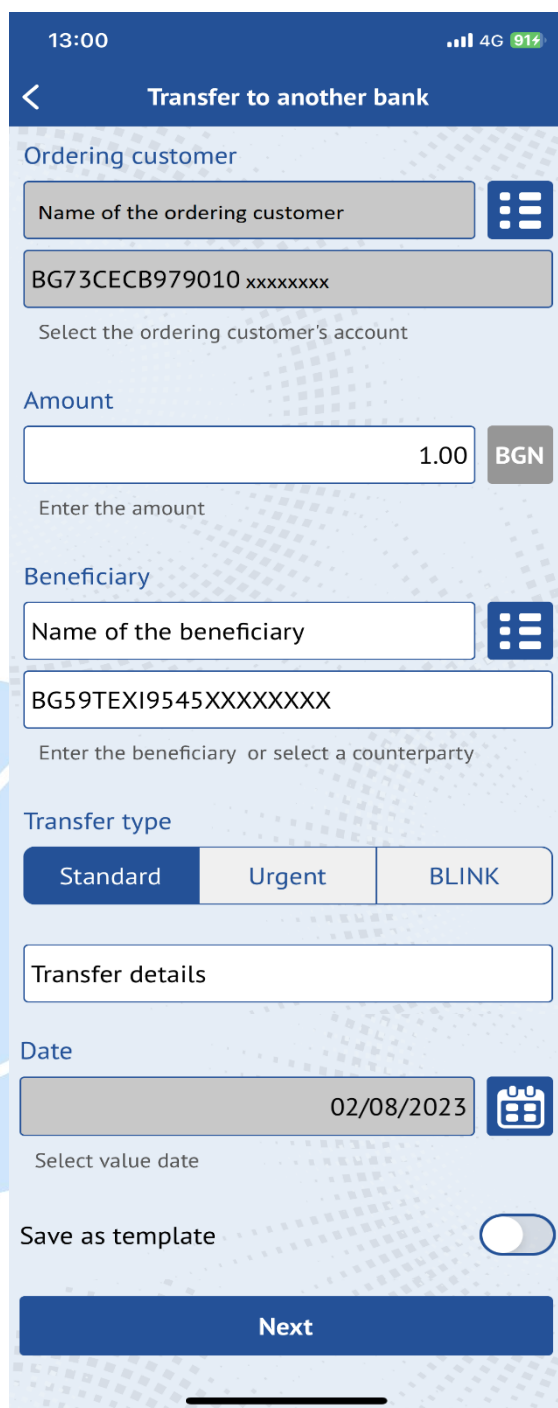
The field for remittance information is obligatory for completion (up to 70 characters), in the field for additional explanations (up to 70 characters), additional data is filled.

#### Type of transfer

It is chosen whether the translation should be standard, urgent or BLINK.

Urgent translation can be ordered until 15:00 on a working day.

BLINK transfers are the fastest interbank transfers at any time of the year - 24/7, 365 days a year.



13:00 4G 91%

< Transfer to another bank

Ordering customer

Name of the ordering customer

BG73CECB979010 xxxxxxxx

Select the ordering customer's account

Amount

1.00 BGN

Enter the amount

Beneficiary

Name of the beneficiary

BG59TEXI9545XXXXXXX

Enter the beneficiary or select a counterparty

Transfer type

Standard Urgent BLINK

Transfer details

Date


02/08/2023

Select value date

Save as template

Next

## Date

The date of transfer performance by default is the current date. It can be changed to a future date upon selecting .

Selecting a future execution date does not apply to BLINK transfers.

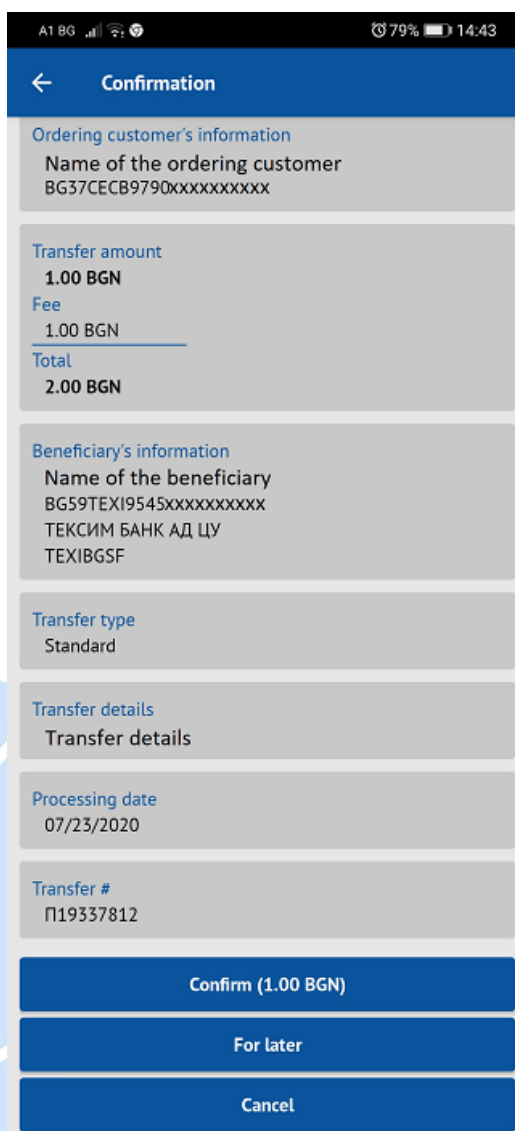
## Template

The application makes it possible to save a template, which may be used for facilitation upon subsequent payments to a counterparty. In order to use a template it is necessary to go to the “**Templates**” menu.

After completing all the necessary fields, the transfer is created with the “**Next**” button.

The application redirects to a screen with details of the entered translation, incl. amount of the transfer, the transfer fee and the total amount with which the originator's account will be debited. This screen shows whether the translation is standard, urgent or BLINK.

This screen indicates whether the transfer is standard or urgent.



**Confirmation**

Ordering customer's information  
Name of the ordering customer  
BG37CECB9790xxxxxxxxxx

Transfer amount  
**1.00 BGN**

Fee  
1.00 BGN

Total  
**2.00 BGN**

Beneficiary's information  
Name of the beneficiary  
BG59TEXI9545xxxxxxxxxx  
ТЕКСИМ БАНК АД ЦУ  
TEXIBGSF

Transfer type  
Standard

Transfer details  
Transfer details

Processing date  
07/23/2020

Transfer #  
П19337812

**Confirm (1.00 BGN)**

**For later**

**Cancel**

The following options for the transfer are accessible:


- **Confirm** – with the selection of this button and entry of **PIN** or via using **Face ID / Touch ID (Fingerprint)** the transfer is signed by the user electronically and is accepted for processing at the Bank.
- **For later** – the transfer is accessible in the menu “Waiting for confirmation”, from where it can be confirmed
- **Cancel** – selected upon refusal of the transfer




#### 4.4. Transfer to the budget

The payments to budgetary organizations are entered via the menu "Transfer to the state". The necessary components are:



##### Ordering customer


You select the Ordering customer via the button , which shows all accounts of the Ordering customer and its represented persons. Via selecting an entry, name and IBAN-a of the Ordering customer are loaded in the respective fields.

##### Beneficiary

You can enter the IBAN and name of the beneficiary in the specified fields or via selecting the button , where you select from the list of the entered counterparties of the respective client - ordering customer.

##### Liable person

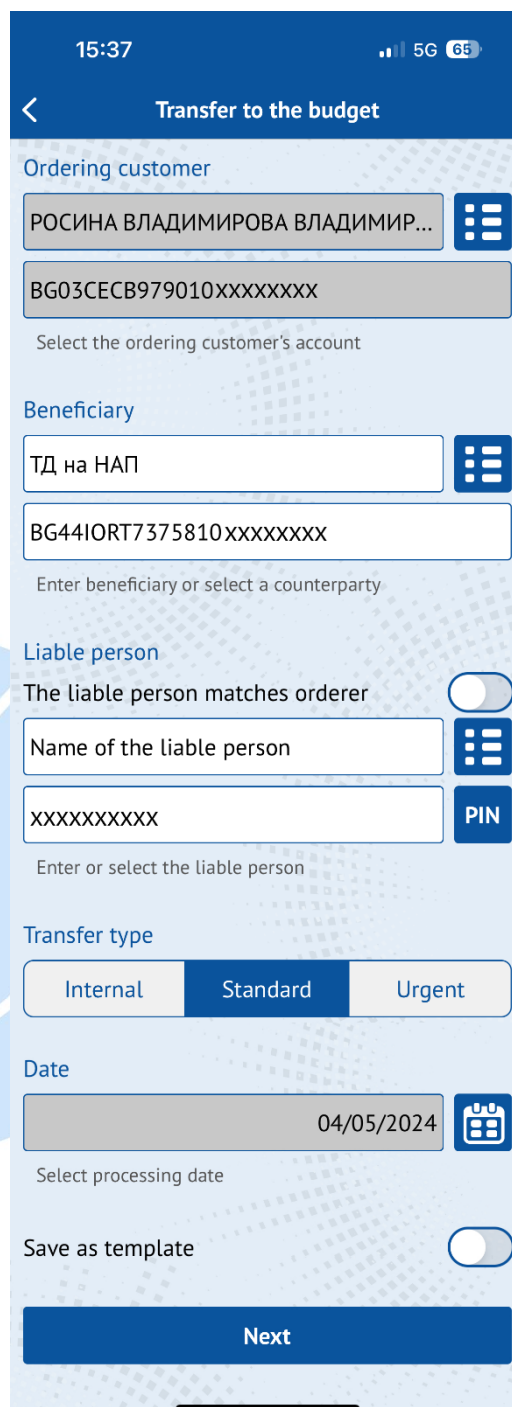
The data of the liable person may be selected via , where there are the already used liable persons or you should enter the name and personal number/UIC/foreigner's number of the liable person, whereas the type of identifier is selected from the button . The liable persons entered via the application are accessible for cancellation via Internet banking CCB Online ("Register" menu – "Liable persons for transfers").

If you choose  the system automatically fills your personal data.

In case of transfers to accounts of administrators of public receivables /IBAN with identifier "8" in the 13th position of the account/ it is mandatory to fill in one correct identifier of the liable person: "EIC/code according to BULSTAT", "EGN of the liable person " or "LNC of the liable person ".

In the case of payments to other accounts of budgetary organizations /IBAN with identifier "3" in the 13th position of the account/, submission of the identifier of the liable person is optional.


##### Type of transfer



15:37 5G 65

< Transfer to the budget


Ordering customer

РОСИНА ВЛАДИМИРОВА ВЛАДИМИР... 

BG03CECB979010XXXXXXXXX

Select the ordering customer's account


Beneficiary


ТД на НАП 


BG44IORT7375810XXXXXXXXX

Enter beneficiary or select a counterparty

Liabe person

The liable person matches orderer 

Name of the liable person 


XXXXXXXXXX 

Enter or select the liable person


Transfer type

Internal Standard Urgent

Date

04/05/2024 

Select processing date


Save as template 

Next



Depending on whether the transfer is on account with the Bank or to another bank you select “**Internal**” (to account with the Bank), “**Standard**” or “**Urgent**”.

#### Date

The date of performance of the transfer by default is the current date. It can be changed to a future date upon selecting .

#### Template

The application makes it possible to save a template, which may be used to facilitate the subsequent payments to a counterparty. In order to use a template it is necessary to go to the “Templates” menu.

After completion of the necessary fields, a new screen appears with the “**Next**” button:

#### Amount

Enter the transfer amount, whereas the amount must be in BGN. The currency in this type of transfers cannot be changed.

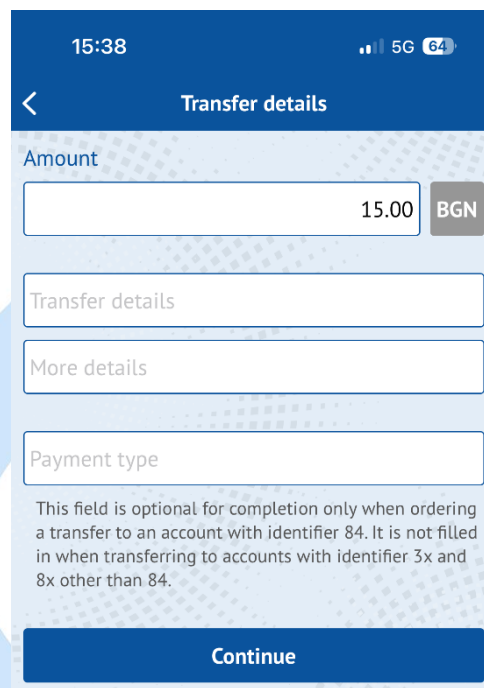
#### Transfer details and More details

The field for remittance information is obligatory for completion (up to 70 characters), in the field for additional explanations (up to 70 characters), additional data is filled.

#### Payment type

This field is optional for completion only when ordering a transfer to accounts of administrators of public receivables with identifier “84” in the 13th and 14th positions of the recipient’s IBAN account. It is not filled in when transferring to accounts other than “84”.

After the entry of all components, via selecting the “**Continue**” button the application redirects to a screen with details of the entered transfer, including the amount of the transfer, the transfer fee and the total amount with which the account of the ordering customer will be debited.



The following options for the transfer are accessible:

- **Confirm** – with the selection of this button and entry of **PIN** or via using **Face ID / Touch ID (Fingerprint)** the transfer is signed by the user electronically and is accepted for processing at the Bank.
- **For later** – the transfer is accessible in the menu “Waiting for confirmation”, from where it can be confirmed
- **Cancel** – selected upon transfer refusal

## 4.5. Currency transfer to another bank


From this menu you can order currency transfers for the country and abroad in a currency other than the

EUR, as well as transfers in EUR for non-EEA countries - the member states of the European Union plus the countries of Norway, Iceland and Liechtenstein.

**It is necessary that all fields be completed in Latin!**

In order to create an order for a currency transfer, It is necessary to enter the following components:


### Ordering customer

You select Ordering customer via the button , where all accounts of the Ordering customer and the represented persons are visualized. Via selecting an entry, the name and IBAN of the Ordering customer are loaded in the respective fields.

### Amount

Enter the transfer amount, currency is selected via the button for selecting currency 

### Beneficiary

You may select via touching the button , from where you select from the list of the entered counterparties of the respective client -Ordering customer or complete the necessary fields:

- Name of the beneficiary
- IBAN
- Address of the beneficiary
- Name of the Beneficiary's bank
- BIC of the Beneficiary's bank

### Fee type

Choose between:

**Shared** – the ordering customer and the beneficiary pay the due fees for sending and receiving the transfer (SHA)

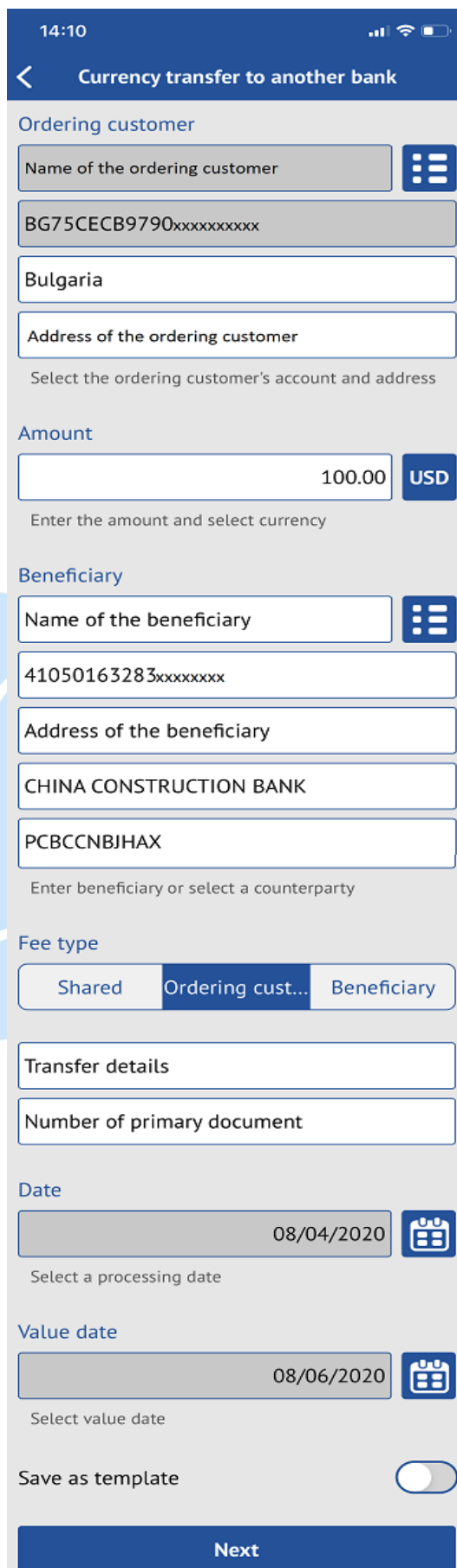
**Ordering customer** – all charges are at the expense of the transfer ordering customer (OUR)

**Beneficiary** – all charges are at the expense of the transfer beneficiary (BEN)

When ordering a transfer to a Member State of the European Union in national currency, only a "Shared" fee may be selected for the European Union.

### Transfer details and Additional information

The field for remittance information is obligatory for



14:10

< Currency transfer to another bank

Ordering customer

Name of the ordering customer

BG75CECB9790xxxxxxxxxx

Bulgaria

Address of the ordering customer

Select the ordering customer's account and address

Amount

100.00 USD

Enter the amount and select currency

Beneficiary

Name of the beneficiary

41050163283xxxxxxxxx

Address of the beneficiary

CHINA CONSTRUCTION BANK

PCBCCNBHAX

Enter beneficiary or select a counterparty

Fee type

Shared Ordering cust... Beneficiary

Transfer details

Number of primary document

Date

08/04/2020

Select a processing date

Value date

08/06/2020

Select value date

Save as template

Next

completion (up to 70 characters), in the field for additional explanations (up to 35 characters), additional data is filled.

### Date

The date of performance by default is the current date. It can be changed to a future date upon selecting.



Transfers with a future performance date are accepted only, if the currency of the account of the ordering customer coincides with the transfer currency.

### Value date

The value date is the date, on which the transfer will be credited at the Beneficiary's bank.

### Template

The application makes it possible to save a template, which may be used for facilitation upon subsequent payments to a counterparty. In order to use a template it is necessary to go to the "Templates" menu.

After completing all the necessary fields, the transfer is created with the "Next" button.

The application redirects to a screen with details of the entered transfer, including the amount of the transfer, the transfer fee and the total amount with which the account of the ordering customer will be debited.

For transfers between accounts in different currencies, there is a possibility to negotiate an exchange rate and the field "I would like negotiated rate" is selected. The system sends push notification with the approved by the Bank negotiated rate.

The following options for the transfer are accessible:

- **Confirm** – with the selection of this button and entry of **PIN** or via using **Face ID / Touch ID (Fingerprint)** the transfer is signed by the user electronically and is accepted for processing at the Bank.
- **For later** – the transfer is accessible in the menu "Waiting for confirmation", from where it can be confirmed.
- **Cancel** – selected upon refusal of the transfer.

## 4.6. Transfers in EUR in EEA

**All fields should be completed in Latin!**


From this menu you order credit transfers in EUR within the European Economic Area – the EU member states plus Norway, Iceland and Lichtenstein. A transfer, intended for another bank on the territory of the country, but in EUR, is also ordered from this object.

**The transfers should comply with the following criteria:**

- The transfer country should be in the EEA
- The transfer currency is EUR.
- The transfer charges should be shared (SHA).
- The beneficiary's account is a valid IBAN.

In order to create an order for a currency transfer, It is necessary to enter the following components:

### Ordering customer


You select Ordering customer via the button , where all accounts of the Ordering customer and the represented persons are visualized. Via selecting an entry, the name, IBAN and address of the Ordering customer are loaded in the respective fields.

### Amount

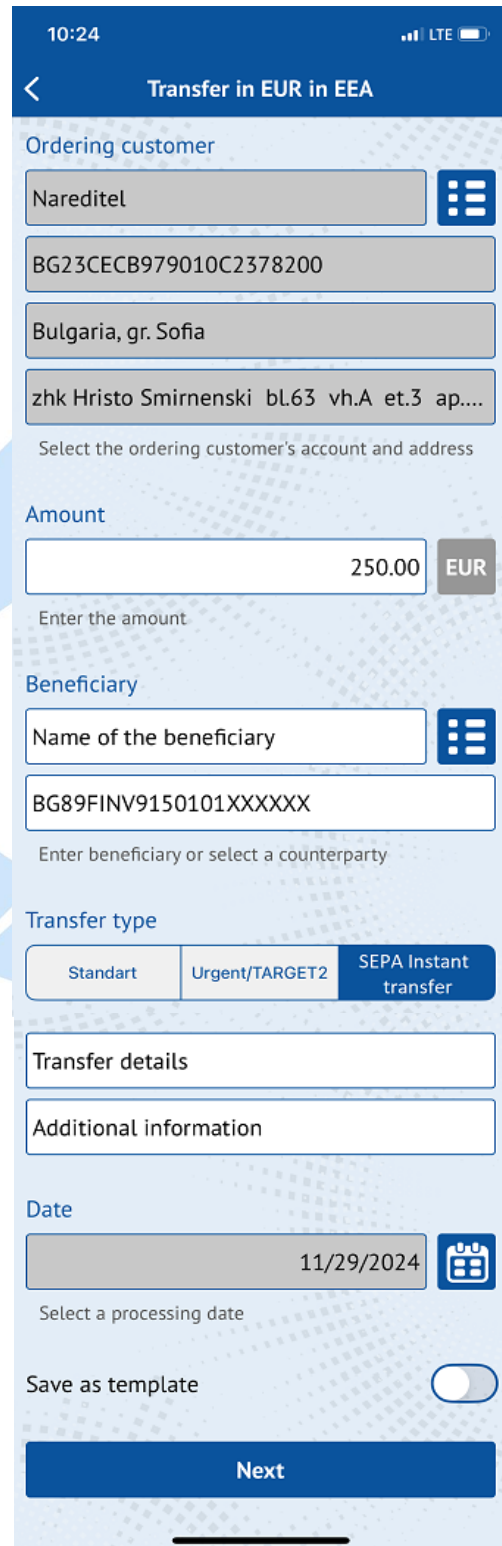
Enter the transfer amount, currency is completed automatically

EUR

### Beneficiary

You may select via touching the button , from where you select from the list of the entered counterparties of the respective client -Ordering customer or complete the necessary fields:

- Name of the beneficiary
- IBAN



10:24 LTE

### Transfer in EUR in EEA

Ordering customer

Nareditel

BG23CECB979010C2378200

Bulgaria, gr. Sofia

zhk Hristo Smirnenski bL63 vh.A et.3 ap....

Select the ordering customer's account and address

Amount

250.00 EUR

Enter the amount

Beneficiary

Name of the beneficiary

BG89FINV9150101XXXXXX

Enter beneficiary or select a counterparty

Transfer type

Standart Urgent/TARGET2 SEPA Instant transfer

Transfer details

Additional information

Date

11/29/2024

Select a processing date

Save as template

Next

## Transfer type:


Choose between:

- **SEPA Instant transfer in Euro** - the fastest SEPA transfers in Euro any time of the year - 24/7, 365 days a year
- **Standart** – the transfer will be sent via a payment system for net settlement (SEPA transfer).
- **Urgent TARGET2** – the transfer will be sent via TARGET2 (the Trans-European Real-Time Gross Settlement Express Transfer System).

## Transfer details and Additional information

The field for remittance information is obligatory for completion (up to 70 characters), in the field for additional explanations (up to 35 characters), additional data is filled.

### Date

The date of performance by default is the current date. It can be changed to a future date upon selecting 

Transfers with a future performance date are accepted only, if the currency of the account of the ordering customer coincides with the transfer currency.

**Note: For Standart SEPA credit transfer If the time of accepting the transfer is till 15:00 p.m., the system automatically fills in a value date – equal to the date of execution (in most cases, this is the current work day, with the exception of the non-working days for EUR). If the time of accepting the transfer is after 15:00 p.m., the system automatically fills in a value date – the next working day after the execution date (in most cases, this is D+1, with the exception of the non-working days for EUR).**

### Template

The application makes it possible to save a template, which may be used for facilitation upon subsequent payments to a counterparty. In order to use a template it is necessary to go to the “Templates” menu.

After completing all the necessary fields, the transfer is created with the “**Next**” button.

The application redirects to a screen with details of the entered transfer, including information about the type of transfer, the value date on which the transfer will be credited at the

Beneficiary’s bank, the amount of the transfer, the transfer fee and the total amount with which the account of the ordering customer will be debited.

For transfers between accounts in different currencies, there is a possibility to negotiate an exchange rate and the field “I would like negotiated rate” is selected. The system sends push notification with the approved by the Bank negotiated rate.

The following options for the transfer are accessible:

- **Confirm** – with the selection of this button and entry of **PIN** or via using **Face ID / Touch ID (Fingerprint)** the transfer is signed by the user electronically and is accepted for processing at the

- Bank.
- **For later** – the transfer is accessible in the menu “Waiting for confirmation”, from where it can be confirmed.
- **Cancel** – selected upon refusal of the transfer.

#### 4.7. Cash Withdrawal Request

From this site, you can submit requests for cash withdrawals from the accounts registered in your profile.

**Applicant** - the field is automatically filled with the names of the user who submits the request for cash withdrawal. You can manually change requester names.

**Withdrawal account** - select the account from which you wish to withdraw cash.

**Amount to withdraw** – you specify the amount you wish to withdraw in cash.

**Currency** – you select the currency of the amount you wish to withdraw in cash.

**Bank branch** - you choose a branch/office to withdraw cash. In case an individual's account is selected from which to withdraw cash, you can choose a branch/office from the entire branch network of the bank. In case a legal entity account is selected from which to withdraw cash, you can only select the branch/office of the bank where the account is opened.

**Withdrawal date** – the field is automatically filled in with the date of the next business day. You can choose another date no later than two business days after the current date.

**Date of entry** - the field is automatically filled with the date on which the request is entered.

**I agree with the conditions** – it is necessary to mark the check box after familiarizing yourself with the Tariff of CCB AD for interest, fees and commissions and the declarative text in the request:

11:39 4G 54

< Cash withdrawal request

Applicant

ТЕСТ ФЛ

6207136384

Withdrawal account

Разплащателна

BG31CECB979010Exxxxxxx

Please select a withdrawal account

Withdrawal amount

0.00 BGN

Please enter an amount to withdraw and select a currency

Bank branch

Branch

Please select a bank branch

Withdrawal date

01/26/2023

Please select an withdrawal date

Date of entry

01/25/2023

I agree with the terms

Next

*I/we have been informed that upon submission of a preliminary request for cash withdrawal and subsequent reduction of the amount requested for withdrawal, or subsequent refusal of the request, on the basis of the contract for opening an account, Article 21 of Ordinance No. 3 of the BNB of 18.04.2018 on the terms and conditions for opening payment accounts, for the execution of payment operations and for the use of*



payment instruments, Central Cooperative Bank AD /CCB AD, the bank/ has the right to ex officio withhold the amount due, according to the CCB Tariff AD for interest, fees and commissions, a fee from the account from which the corresponding cash withdrawal was requested. In the event that this account does not have sufficient funds to pay the full amount of the fee, Central Bank AD has the right to withhold the due fee ex officio from any other account of the holder in the bank, on which there is sufficient funds to deduct the entire amount of the fee, and in the event that none of the holder's other accounts have sufficient funds to pay the entire amount of the fee, CCB AD has the right to withhold the due fee ex officio from the account from which the withdrawal was requested, up to the amount of funds on the account, as for the amount of the shortfall an unauthorized overdraft claim is formed on the account'. I/we declare that I/we are familiar with the Tariff of CCB AD for interest, fees and commissions, applicable respectively when carrying out cash operations and I/we agree with it.

After filling in all the mandatory details of the request, press the "**Confirm**" button.

In case there is an error in any of the fields, a message with the specific error will be displayed. If everything is filled in correctly, detailed information about the cash withdrawal request is displayed on the screen. You confirm the request with a **PIN code** or by using **Face ID / Touch ID (Fingerprint)**.

By pressing the **For Later** button, the translation will be available in the "**Awaiting Confirmation**" menu, from where it can be confirmed.

**Important!** In the event that you do not withdraw the requested amount or withdraw a smaller amount than requested, you will be charged according to the current CCB Tariff for fees, interest and commissions.

#### **4.8. Awaiting confirmation**

In this menu are all transfers, which are not yet confirmed, that is:

- ordered transfers via CCB Online with status "Not sent"
- ordered transfers via CCB Mobile with selected option "For later"
- ordered transfers via CCB Mobile with selected option "Negotiating of exchange rate".

Via selecting a specific transfer a screen appears, on which the data of the transfer are visualized – ordering customer, amount, beneficiary, remittance information, date of performance, number and status of the transfer.

The application makes possible the following actions:

- **Confirm** – by selecting this button the transfer is accepted for processing at the Bank. The button is not visualized, only when the negotiated rate of the transfer is used.
- **Edit** - the translation can be edited before it is confirmed. The button is not displayed, only when a negotiated exchange rate has been used for the translation.
- **Reject** – via selecting this button the transfer may be rejected.



- **Share/Print** – via selecting this button the unconfirmed payment document may be printed, saved on the mobile device or shared via email, messages, etc. The transfer is visualized with status “Not accounted for, collection of signatures” and is not a payment document.

## 4.9 Authorized amounts on Blink transfers

Blink broadcast transfers awaiting posting can be seen in the reference.

### 4.10. Awaiting processing in the Bank

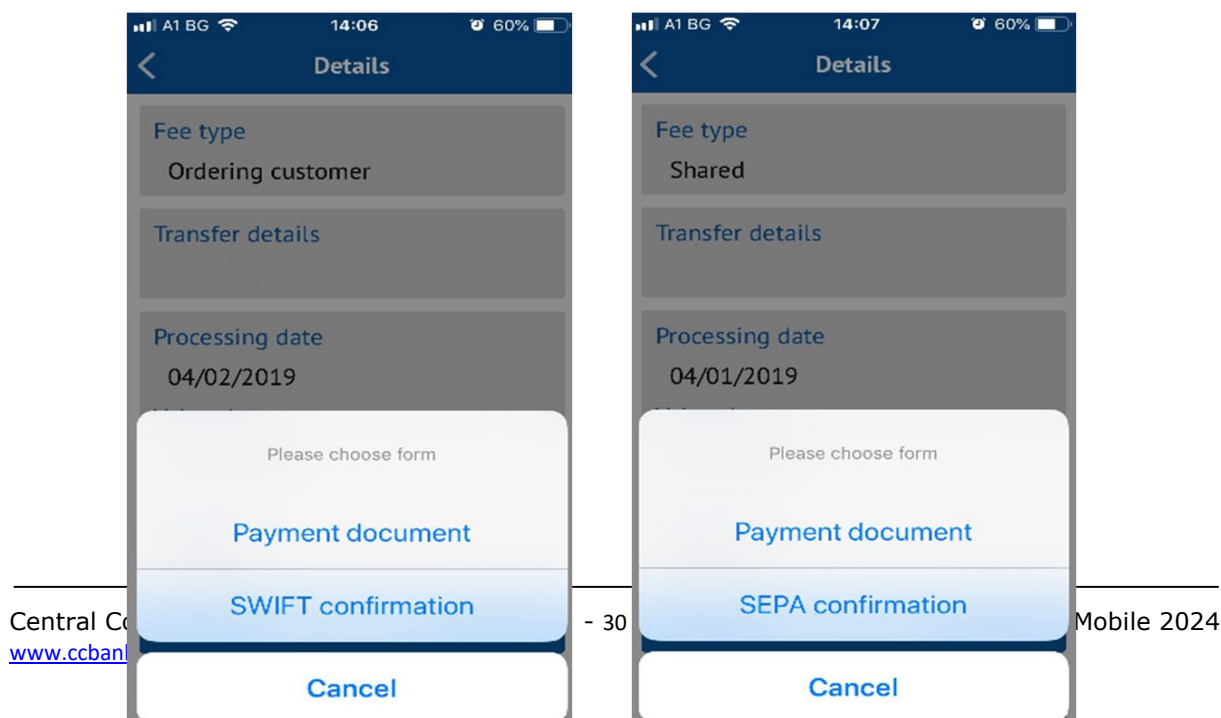
The menu gives information of the transfers, which were not performed, because of future performance date or expecting a negotiated rate. Via selecting a specific transfer a screen opens, which shows the data of the transfer – Ordering customer, amount, Beneficiary, remittance information, date of implementation, number and status of the transfer.

In case the transfer has a future date of performance, the application makes possible to refuse the transfer via the “**Reject**” button.

### 4.11. Outgoing transfers history

This menu gives information of the ordered transfers in BGN and foreign currency and there is a possibility for searching transfers via a filter, accessible from the “Filter” button in the upper right corner. The transfers may be filtered by beneficiary, transfer and amount. The application makes possible the following actions:

- **Order new** – makes possible to order a new transfer via copying the data from the previous transfer.
- **Share/Print** – selecting this button the accounted for payment document may be printed, saved on the mobile device or shared via email, messages, etc. In case the transfer is to another bank in foreign exchange, after selecting the “Share/Print” button the application makes possible to print, save or share the payment document or SWIFT/SEPA confirmation.



## 4.12. Templates


This menu gives information of the transfer templates, which may be used many times upon orders, and there is a possibility for searching transfers via the “Filter” button in the upper right corner. The templates may be filtered by beneficiary, clarification and amount. The deactivation of templates is carried out via touching and retaining on the entry with template.

## 4.13. Counterparties

In order to perform payment orders to counterparties you should visit an office of the Bank in advance and complete a form for the addition of your desired counterparties.

In the menu “Transfer counterparties” you can see a list of the entered counterparties.

Via selecting a counterparty detailed information is loaded about it and a possibility for its prohibition for the mobile application.

The increase and second activation of the limits is made at an office of the Bank or via CCB Online with QES. The counterparties are accessed upon the entry of a transfer via selecting a button  in field “Beneficiary”.

Counterparties, to which the client orders transfers regularly, may be added via the Internet banking CCB Online in the menu “Transfer counterparties”. This facilitates the performance of transfers to the entered persons via CCB Mobile and CCB Online. The entry of transfer counterparties is carried out via the Internet banking CCB Online via the menu “Register” -> “Transfer counterparties” via the selection of “Entry of a new entry”, where you enter the data of the counterparty – identification, IBAN, address, country, BIC, name and address of the counterparty’s bank, as well as a description of the entered counterparty, which is seen via CCB Mobile and CCB Online.

## 4.14. Limits

You may see the specified limits for 24 hours. It is possible to decrease or delete the limits via unmarking/deactivation the check box.

## 4.15. Currency Calculator

You receive information about the relevant quotations for buy and sell rates of Central Bank. With the built-in currency calculator, you can easily calculate the amount you would like to exchange through CCB Mobile.

## 4.16. Exchange rates

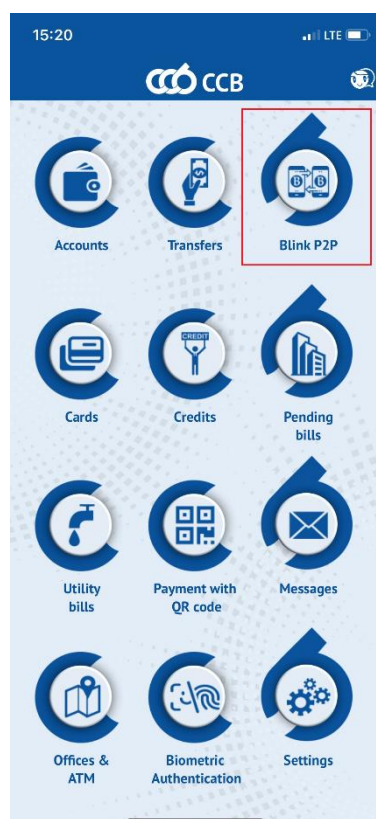
You receive information of the up-to-date exchange rates of the Bank.

## 4.17. Arbitration exchange rates

You receive information of the cross exchange rates.

#### 4.18. Banks for transfers in EUR via BISERA 7

You may find the name of the Bank, after the entry of its BIC (international bank code) or a part thereof. For example: the BIC of CCB Plc is CECBBGSF.



#### 5. Blink P2P

Blink P2P is an instant payment in BGN is a transfer to a mobile number. They are accepted in real time, 24 hours a day, every calendar day of the year. The service is only available to individual users.

To order instant transfers by Blink P2P mobile number, it is necessary for the orderer to register in a mobile application to receive instant transfers by Blink P2P mobile number by specifying a Blink P2P account and mobile phone number.

The maximum limit for one transfer - **BGN 3 000**;  
Maximum limit for 24 hours – **BGN 8 000**;  
Maximum limit for the number of transfers in 24 hours – **10**;  
Maximum monthly limit – **BGN 15 000**;  
Maximum monthly limit for the number of transfers – **50**.

##### 5.1 New Translation

Blink P2P mobile number transfers are ordered from this menu.

1. **From** - Choose an account from which to order the transfer;
2. **To** - Select a phone number from the contacts in the phone or enter it manually;
3. **Amount** – Enter the amount of the transfer;
4. **Basis** - The field for the basis of the translation is mandatory (up to 70 characters).

After filling in all the necessary fields, the translation is created with the "Next" button.

The application redirects to a screen with details of the entered translation, incl. Names and bank account of the originator, amount of the transfer, the transfer fee and the total amount that will debit the originator's account. Data on the recipient, type of transfer, reason, date of execution and reference of the transfer.

The following translation options are available:

- **Confirm** – by selecting this button and entering a **PIN code** or by using **Face ID / Touch ID (Fingerprint)**, the transfer is signed by the User electronically and accepted for processing at the Bank.
- **For later** - the translation is available in the "Awaiting Confirmation" menu, from where it can be confirmed later.
- **Reject** – is selected when the translation is refused.

For each unsuccessful transfer, Blink P2P Bank notifies the customer by sending an SMS or email.

## 5.2 Awaiting confirmation transfers

This menu contains all translations that have not yet been confirmed, namely:

- ordered transfers via CCB Mobile with "**For later**" option selected

By selecting a specific transfer, a screen opens on which the transfer data is visualized - sender, amount, recipient and phone number, reason, execution date, number and status of the transfer. The application enables the following actions:

- **Confirm** – by selecting this button and entering a **PIN code** or by using **Face ID / Touch ID (Fingerprint)**, the transfer is accepted for processing at the Bank.
- **Edit** – the translation can be edited before it is confirmed.
- **Reject** – by selecting this button, the translation can be refused.
- **Share/Print** – by selecting this button, the unconfirmed payment document can be printed, saved on the mobile device or shared via e-mail, messages, etc. The transfer is visualized with the status "Unaccounted collection of signatures" and is not a payment document.

## 5.3 Awaiting processing in the bank

Blink P2P broadcasted transfers awaiting posting can be seen in the report.

## 5.4 Outgoing transfer history

This menu provides information on all ordered Blink P2P translations, with the ability to search for translations using a filter, accessible from the "Filter" button in the upper right corner.

Transfers can be filtered by recipient, mobile number, period and amount. The application enables the following actions:

- **Start a new one** - enables ordering a new translation by copying the data from the old translation.
- **Share/Print** – by selecting this button, the posted payment document can be printed, saved on the mobile device or shared via e-mail, messages, etc.

## 5.5 Received transfers history

This menu provides information on all received Blink P2P translations, with the ability to search for translations using a filter, accessible from the "Filter" button in the upper right corner.

Transfers can be filtered by originator, period and amount.

The application enables the following actions:

- **Share/Print** – by selecting this button, the unconfirmed payment document can be printed, saved on the mobile device or shared via e-mail, messages, etc. The transfer is visualized with the status "Unaccounted collection of signatures" and is not a payment document.

## 5.6 Settings

In the Settings menu, registration, review, change and de-registration are carried out:

- **Register for Blink P2P** – When registering, an account must be selected to receive transfers. The mobile number is loaded automatically with the option to enter another (+359).

In order to successfully finalize the registration, it is necessary to give the following consents:

1. I agree with the General Terms of Use of the Blink P2P service;
2. I agree with the Privacy and Personal Data Protection Policy;
3. Consent to credit the account when receiving amounts from instant transfers to a P2P mobile number;
4. Consent to disclosure of information obtained in the provision of the Blink P2P service
5. Consent to share registration status - optional. Upon confirmation of consent, the registration status will be shared and visible to other users of the service.

It is possible to add a profile picture.

Before confirming the registration, a code is entered, which is sent to the mobile number specified in the registration. In case no code is received there is an option to generate a new one code. Confirmed by **PIN code** or by using **Face ID / Touch ID (Fingerprint)**.

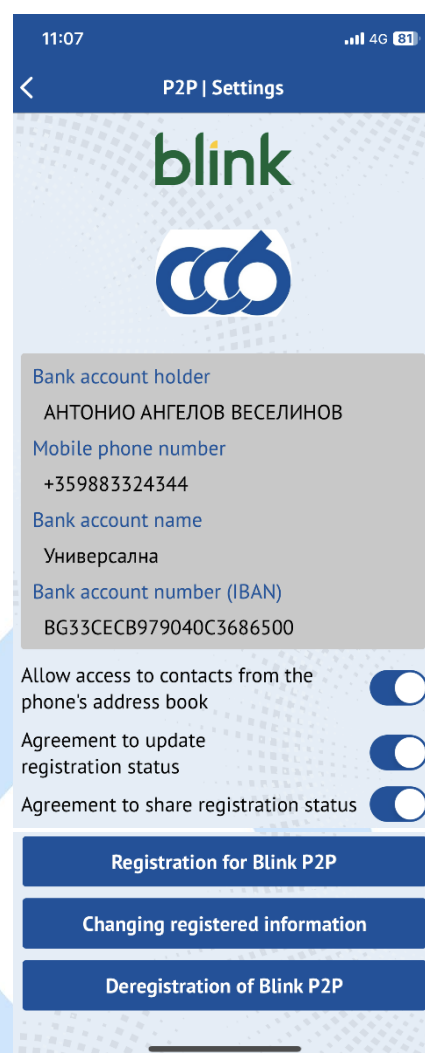
When viewing a registration, names, mobile number, type and account number of the user.

The following optional consents can be managed:

1. Allow access to contacts from the phone's address book;
2. Consent to update the registration status of contacts from the phone's address book;
3. Consent to share registration status.

- **Change Registration** – A profile photo can be added or removed. Change your bank account or phone number. The only thing is that it is not possible to change the account number and mobile phone number at the same time.

- **Deregistration** – In this menu you can deregister the Blink P2P receiving account.

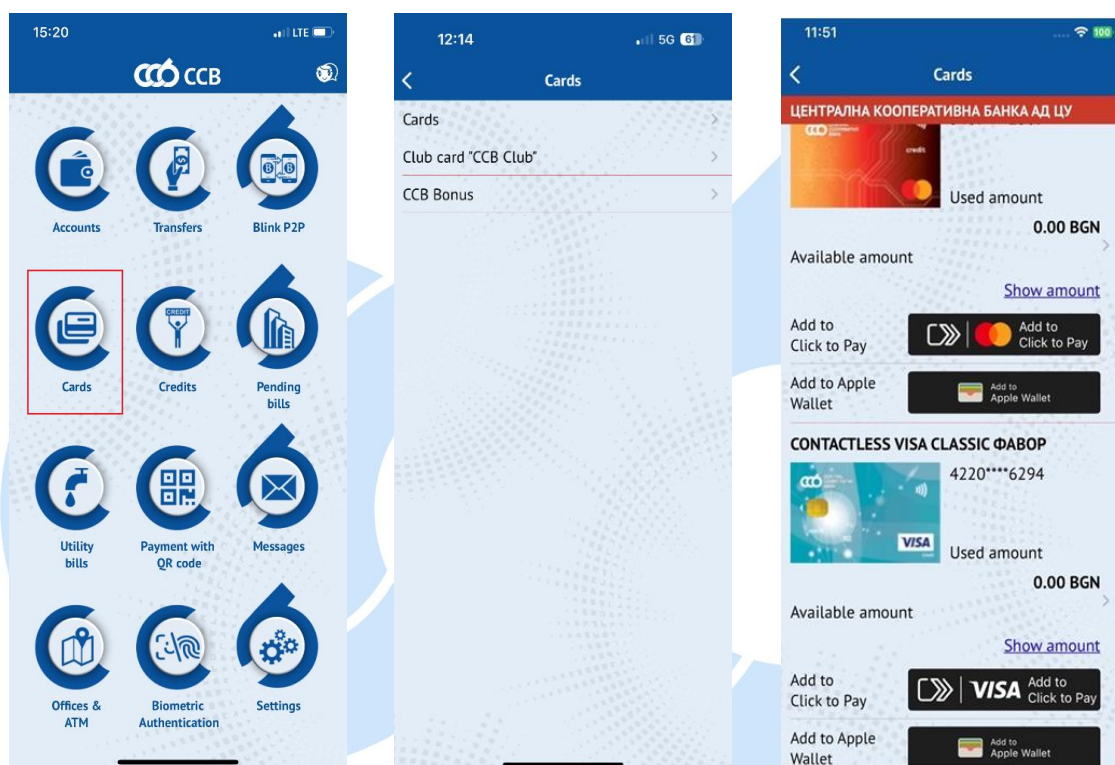






## 6. CARDS



On the initial screen for debit cards the “Available amount” is visualized with the button “Show amount”, and for credit cards the “Available amount” is visualized with the button “Show amount” and “Used amount”.

From the “Cards” menu, every user sees the list of the debit and credit cards, "CCB Club" club card and information about the "CCB Bonus" program.



You can digitize with a button  or  your debit and credit cards by adding them to Apple or G Pay Wallet on mobile devices with the latest version of iOS and Android. For more information for iOS mobile devices click [here](#), for Android mobile devices click [here](#).



You can digitize with a button  or  you can register your card for Click to Pay, which makes fast, easy and secure online payments without having to enter your card details every time. For more information for iOS mobile devices click [here](#), for Android mobile devices click [here](#).

## 6.1 Card review

Upon a review of the debit card in the first section of the screen the following data is visible:

- Part of the card number;
- Type of card;
- Account, to which the card has been issued;
- Card currency
- Card status.

\*Due to the specifics of the Leader cards, “Debit” card is visualized.

The status of the card may be: Active, Not active (for a card ordered for production or a card not received) or Restricted card.

The second section of the screen shows the following data of the Leader debit cards and the credit cards:

- Available amount with the button “Show amount” – shows the up-to-date card balance
- Validity date – date to which the card is valid.

With the FAVORITE credit cards, the second section of the screen besides the available amount and card validity term shows additional information of:

- Full repayment amount;
- Grace period amount;
- Minimum monthly payment;
- Repayment date.

In the lower part of the screen there are active buttons with possible actions, which may be performed for a given card as follows:

- Transactions;
- Block;
- Limits;
- Change alias;

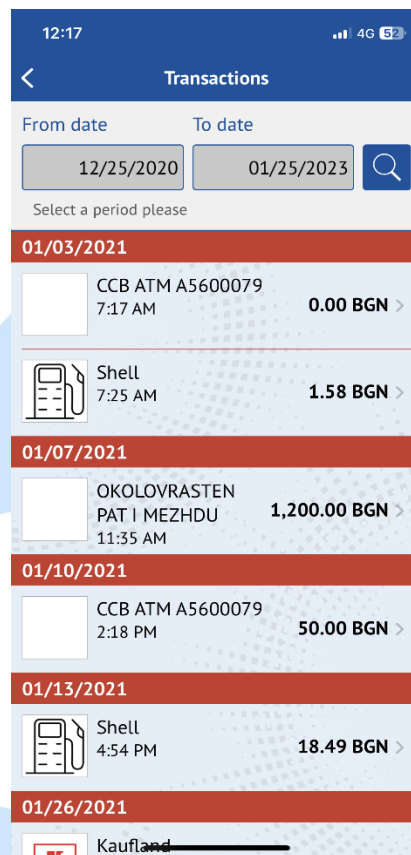


## 6.2 Transactions

Upon selecting the button “**Transactions**”, a window appears, in which it is necessary to enter the desired period, for which a report has to be made for the performed transactions.

CCB Mobile gives information of the performed transactions with the card type payment of goods and services at traders and cash withdrawal. The system gives information of the following parameters of each transaction performed with the card:

- Transaction type (Purchase/Cash withdrawal) and hour of performance;
- Date – date on which the transaction was performed;
- Amount – amount in the currency of the transaction;
- Equivalent amount– shows the equivalent amount in the currency of the card
- /account;
- Fee – shows the fee collected by the Bank for processing the respective transaction.



## 6.3 Block

Via button “**Block**” you can restrict the cards registered in your profile. For this purpose it is necessary in advance to activate this option at an office of the Bank or via CCB Online with QES from the SETTINGS menu – Changes in the registration/Limits by ticking the field “Blocking is allowed”. After successful performance of the action, the card status in the mobile application will change to “Blocked”.

## 6.4 Unblock

The button “Unblock” is visualized and the action can be performed, in case you restricted the card via the mobile application.

After successful performance of the action, the status of the card in the mobile application changes to “Active”.

## 6.5 Limits

Via “Limits” button you can make a review of the main transaction limits for the selected card:

- For purchase /i.e. for oneoff transaction of the purchase type at a merchant and on the Internet /
- For cash /i.e. for oneoff transaction of the cash withdrawal type and via POS at a bank office /
- Per day / total amount in Bulgaria and abroad, which can be spent within 24 hours via card transactions /
- Per week /total amount in Bulgaria and abroad, which can be spent via card transactions for 7 days/.

## 6.6 Change alias

Via button “Change alias” you can change the name of the card in the application, so that you easily make out your cards.

## 6.7 Cash back accruals of a client

Information to reference about received Cash back for selected period.

## 6.8 “CCB Club” club card

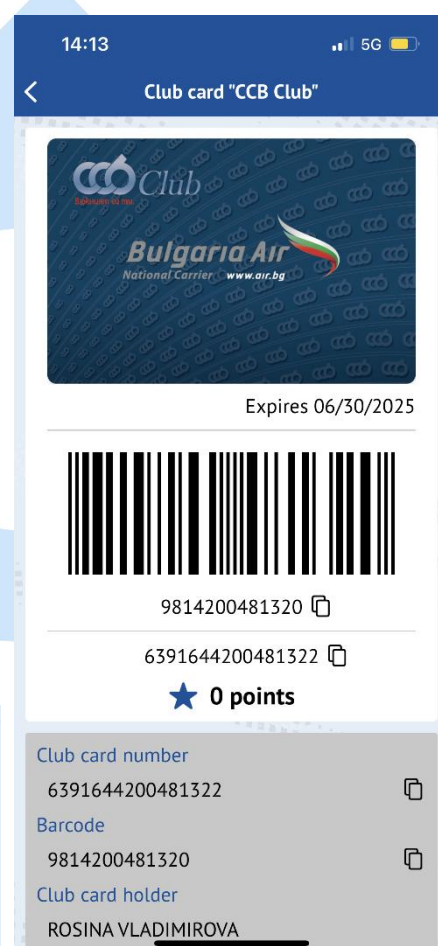
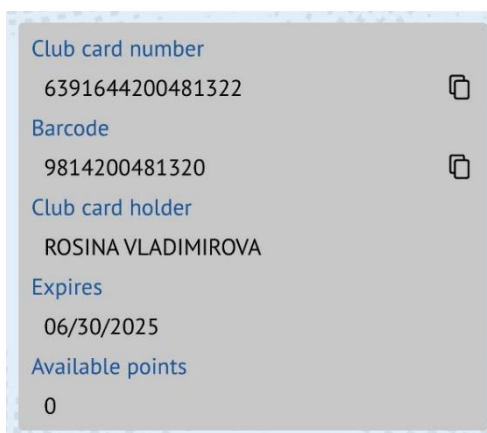
Upon choosing the submenu “CCB Club” club card, the club card is automatically visualized.

In the absence of an issued card, there is an option for registration. After selecting the “registration” button, the site of CCB Club opens, where you can submit the application.

In case there is registration, but the card has expired or was not received at an office of the Bank, the following message appears: At the moment you do not have an active card. Please, visit an office of the Bank convenient for you!

In the menu you may receive information concerning:

- Card number
- Barcode
- Titleholder of the club card
- Date of card expiry
- Available number of



points

There is a function for copying the barcode and the card number.

## 6.9 CCB Bonus

In this menu you can view the discount catalog and the outlets included in the CCB Bonus program.

## 7 CREDITS

### 7.1. Credits to individuals

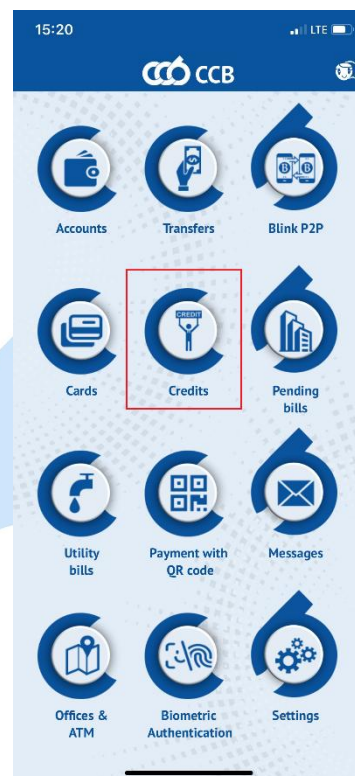
The “**Credits**” menu contains reference information of credit products (overdraft, consumer and mortgage loans) of a client.

At the initial screen the report contains data of:

- Outstanding balance – liability as at the current date for credits;
- Amount– only for overdraft;
- Overdue payments;
- Next installment amount;
- Next installment date.

Upon touching the screen, detailed information is visualized for a specific product, including:

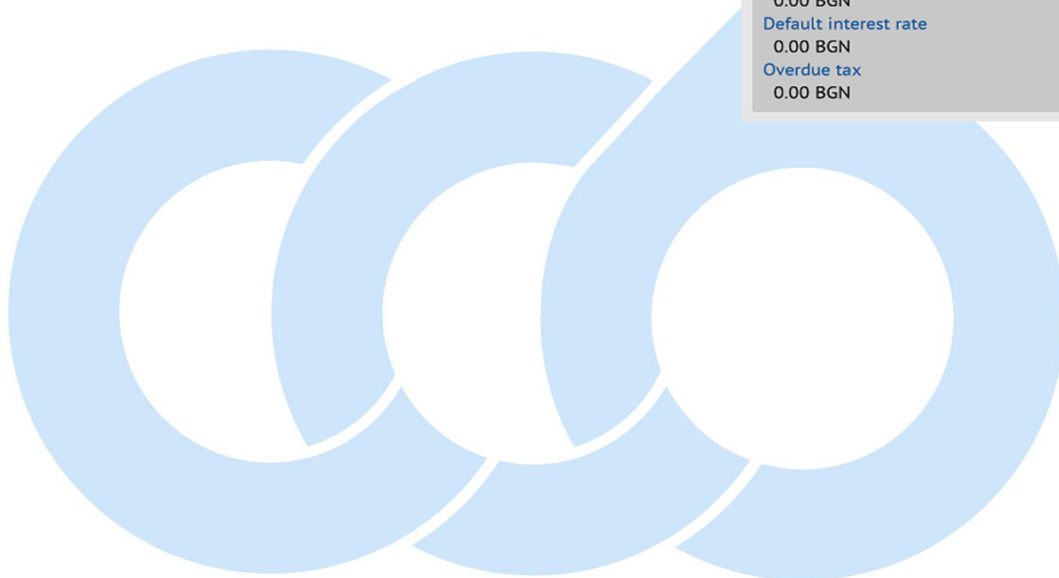
- Granted amount;
- Currency;
- Granting date;
- Maturity date;



- Next installment;
- Annual interest rate;
- IBAN;
- Regular principal – balance;
- Overdue principal;
- Regular interest – balance under the repayment schedule;
- Overdue interest;
- Default interest rate;
- Overdue tax;

Upon repayment of an overdue liability, the fields *Overdue principal*, *Overdue interest*, *Default interest rate* and *Overdue tax* may be updated on the following workday.

Credit	
Name	Credit
Granted amount	8,000.00 BGN
Currency	BGN
Granting date	10/01/2015
Maturity date	10/01/2018
Next installment	247.75 BGN
Annual interest rate	7.2%
IBAN	BG79CECB9790xxxxxxxxxx
Regular principal	1,216.74 BGN
Overdue principal	0.00 BGN
Regular interest	21.97 BGN
Overdue interest	0.00 BGN
Default interest rate	0.00 BGN
Overdue tax	0.00 BGN



## 7.2. Credits to legal entities

In the “Credits” menu on the initial screen the report contains information of:

- Amount – only for overdraft;
- Balance – liability as at the current date for a loan;

Upon touching the screen for a specific credit product detailed information is visualized for this product, containing:

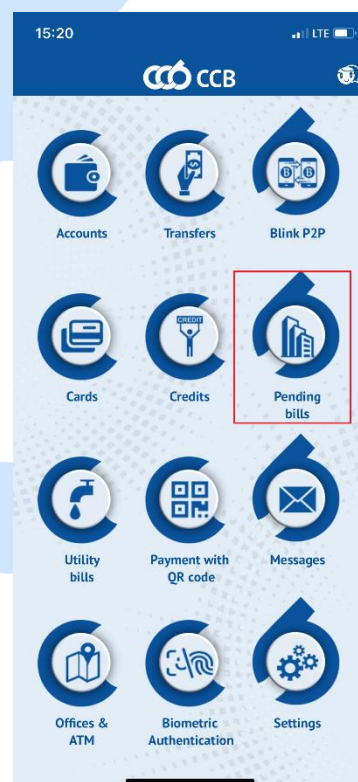
- Granted amount;
- Currency;
- Granting date;
- IBAN;

Upon repayment of an overdue liability, the fields *Overdue principal*, *Overdue interest*, *Default interest rate* and *Overdue tax* may be updated on the following workday.

## 8 PENDING BILLS

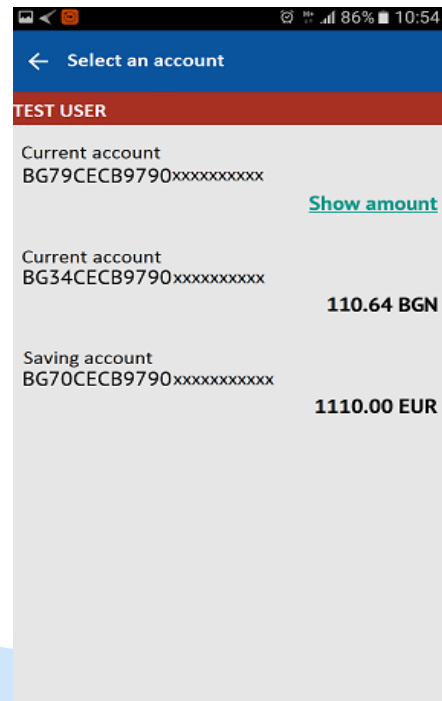
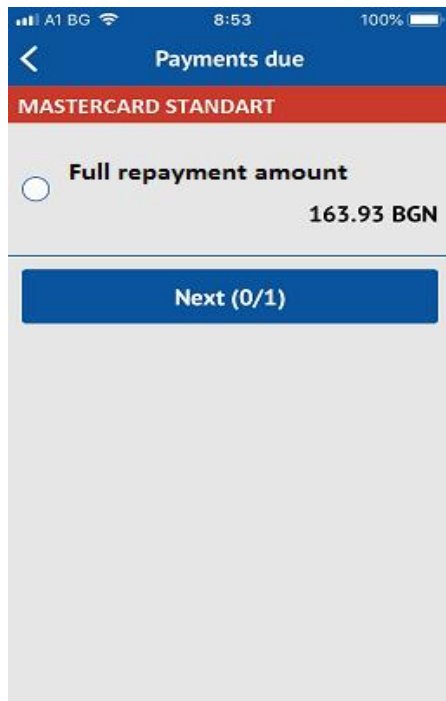
Information is visualized in the menu “Pending bills” of the liabilities for payment associated with loans, credit cards and the due installment for the client’s “Our home” insurance policy of “Armeec” insurance company JSC.

- The number of unpaid bills is visualized on the initial screen in red;
- For all loan liabilities (related to loans, overdraft and credit cards), there is a possibility to repay the entire liability to use a grace period, the minimum repayment installment or the amount of the full repayment;



### 8.1 Repayment of a credit card liability

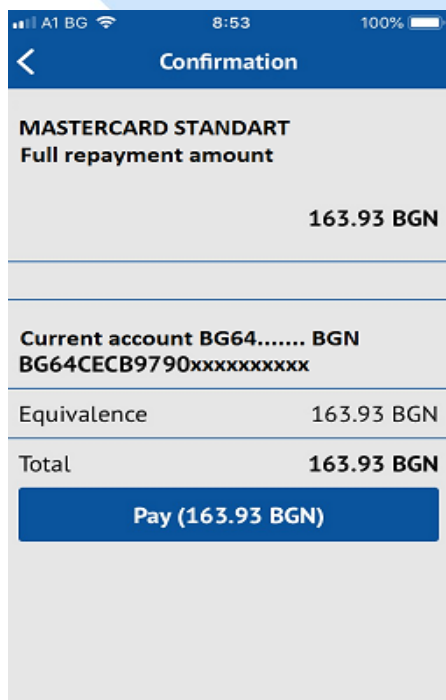
- The following information appears in the list of liabilities for payment:
  - Grace period – payable till: dd.mm.yy;
  - Amount full repayment – payable till: dd.mm.yy;
  - Amount minimum installment – payable till: dd.mm.yy.
- Via touching the screen you select the liability, which will be repaid. Select the “Next” button.
- From the dropdown menu select the bank account, from which the liability will be repaid.



- On the screen appear the liability and the account, from which the repayment will be made.
- Via touching the screen you select the “Pay” button.
- The user enters his/her PIN, to confirm the operation.

If the payment is successful, a message of a successful payment appears and the information of the liabilities for payment is updated immediately.

In case there are no sufficient funds for the performance of the payment, a message of an unsuccessful payment appears.





## 8.2 Repayment of a credit liability

- The following information appears in the list of liabilities for payment:
  - Monthly installment;
  - Amount for full repayment – payable till dd.mm.yy;

\* The amount of the exceeded limit is visualized in the field for credit product overdraft.

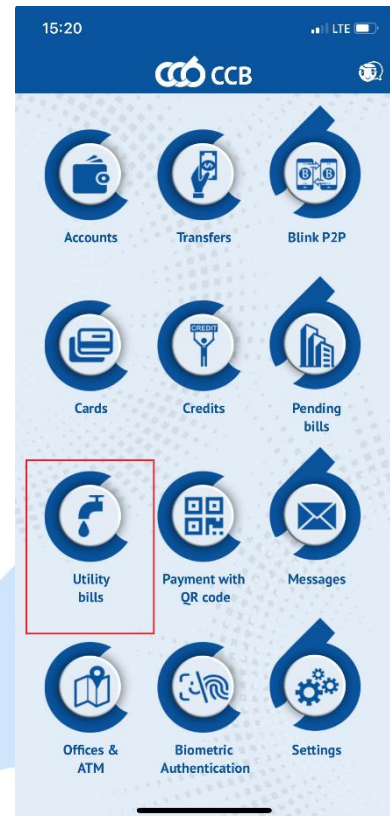
- Select the liability, which will be repaid;
- Select the bank account, from which it will be repaid;
- On the screen appears the liability and the account, from which the repayment will be made.
- Enter the PIN for confirmation of the payment;
- If the payment is successful, a message appears of a successful payment and the information of the liabilities for payment is updated immediately.
- In case you do not have sufficient funds for the performance of the payment, in menu Transfers -> History of the ordered transfers you will see the transfer with status “Not performed – insufficient balance on the account”.

## 8.3 Payment of due installments under “Our home” property insurance policies of “Armeec” insurance company

The payment of the due installment under the “Our home” insurance policy is made via the “Liabilities for payment” menu from an active account at CCB Mobile in BGN or foreign exchange, other than the servicing account of the policy. There is a possibility for negotiating a rate upon payment from a currency account.

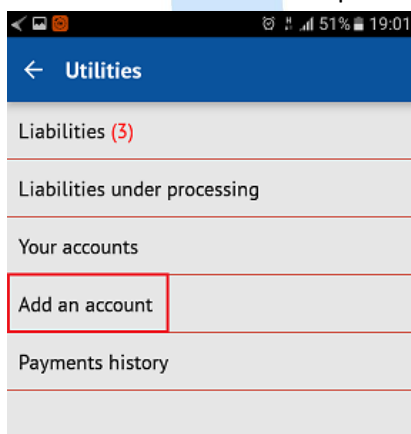
## 9 UTILITY BILLS

In the menu “Utility bills” there is information of the liabilities for utility bills, which the user has registered.

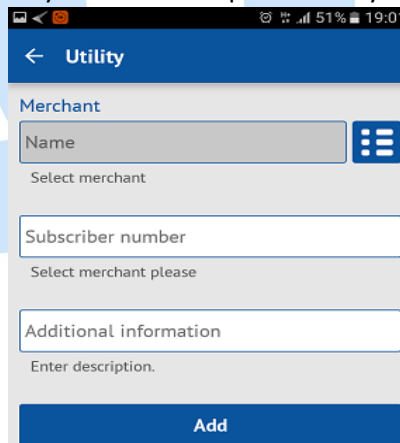


### 9.1 Registration of a utility bill

- On the initial screen you select the option “Add an account”;
- The fields for completion are visualized;
- From the dropdown menu you select the specific utility



company;



- Enter the subscription number, which is registered for payment;
- Enter clarification. For example: “district heating”, “electricity”, etc.
- Via touching the screen you select “Add”;
- A notification of successfully added account appears on the screen;
- Register utility bills, which may be reviewed via “Your accounts” menu

## 9.2 Payment of utility bills

- In “**Liabilities**” you can see the number of liabilities for payment;
- Via touching the screen the list of bills is visualized;
- Via touching the screen on the relevant utility bill in the list, a new window with detailed information of the chosen one is showing;
- You select the utility bill, which is to be paid;
- With the “Next” button a list of the bank accounts, from which you want to pay the bill is visualized;
- Select the bank account, from which the liability will be paid and the option “Pay”;
- The payment is finalized with the entry of PIN.

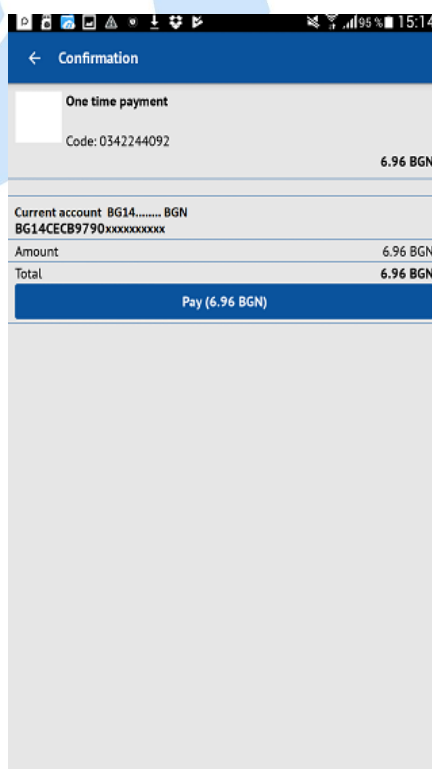
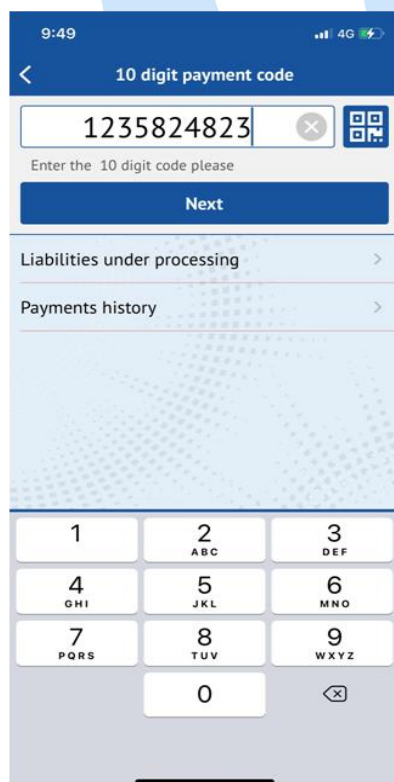
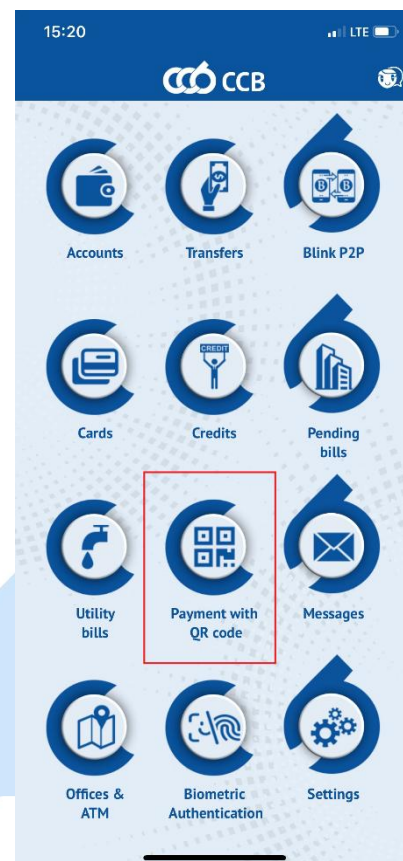
You can check whether the payment is successful in object UTILITY BILLS – History of the payments. You can see detailed information on any successfully paid utility bill, touching at the screen on it. In case the payment is unsuccessful, you can perform it again from object “Bills payment”.

## 10 PAYMENT WITH QR CODE

The option “**Pay with QR code**” may be used, upon purchase of goods or vouchers online, which have to be paid an office of EasyPay or at ATM (b-pay). Usually the trader provides to the client QR code or 10-digit code for payment, which concerns a specific good or service.

- 10-digit code is entered on the initial screen or the QR code is scanned;
- “Next” is selected via touching the screen;
- A list of accounts is visualized. Select the account, from which the good /service will be paid;
- A screen appears with the due amount and the fee for performing the transfer.
- Enter **PIN code or Face ID/ Touch ID (Fingerprint)**, with which the payment is finalized.

You can check whether the payment is successful in object “**Pay with QR code**” – History of payments. In case the payment is unsuccessful, you should perform it again from object “Pay with QR code”.

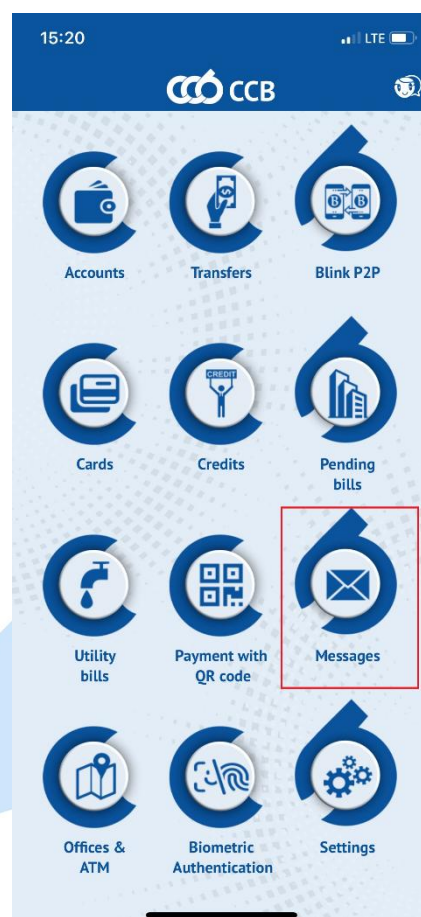


## 11 MESSAGES

In the menu **“Notifications”** you can find all official notifications of the Bank, arranged chronologically.

For greater convenience, via selecting **“All”** or **“Unread”**, the notifications are filtered.

Via selecting a specific notification, an additional screen appears with the text of the whole notification.



## 12 OFFICES AND ATMS

In the menu **“Offices and ATMs”**, the user can find the locations of the offices and ATMs of CCB Plc.

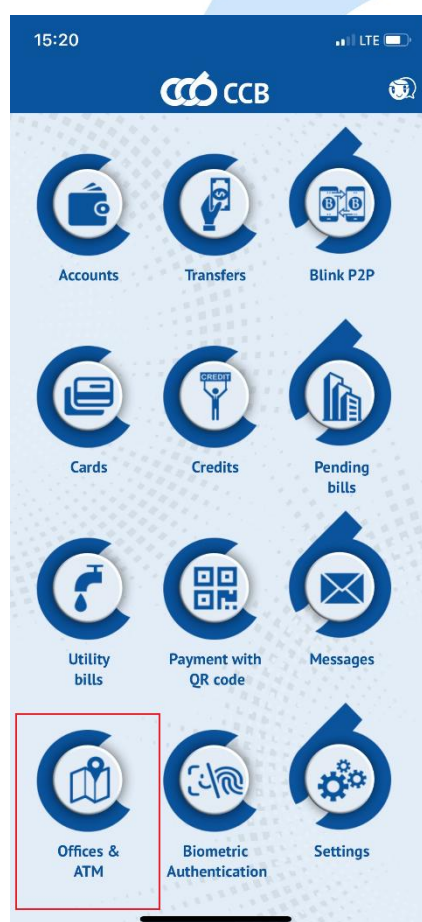
Upon selecting the menu a map with the offices appears on the screen. When a specific office is selected, information about its name and address is displayed.

In the **“Offices”** you can find information of the exact address of the offices and their working time and a phone with the ability to call directly from the menu.

In the **“Ext. hours”** show information about offices with extended working hours.

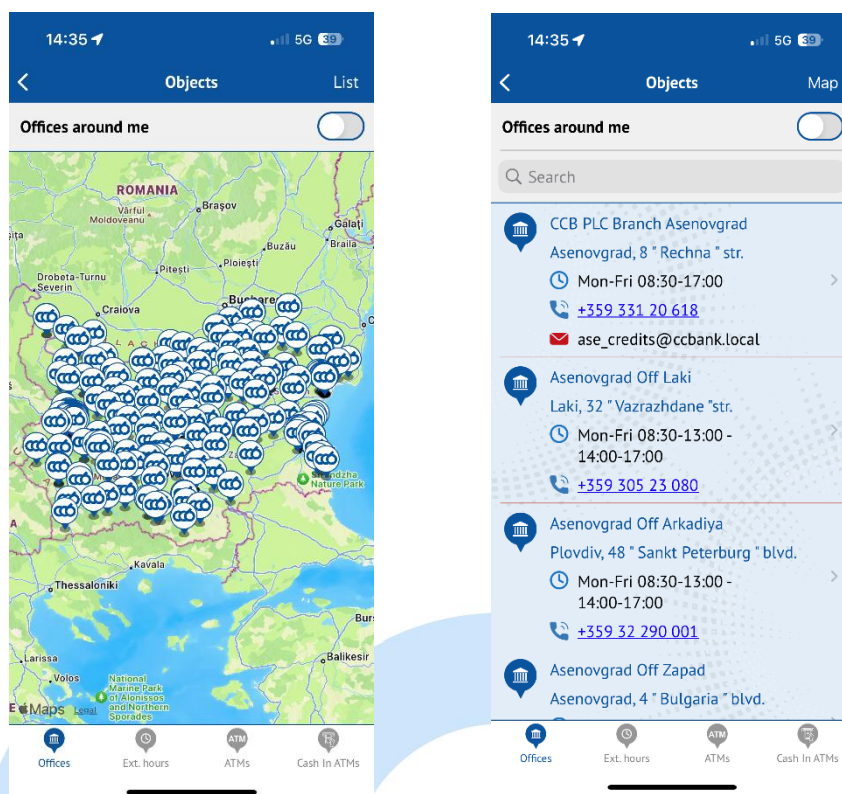
The other two menus are **“ATMs”** and **“Cash in ATMs”**.

With each of the menus, there is an option to visualize the nearest objects of the given type when activating the slide button located at the top right.





Also, each type of object can be viewed as a list by selecting this option from the top right corner.

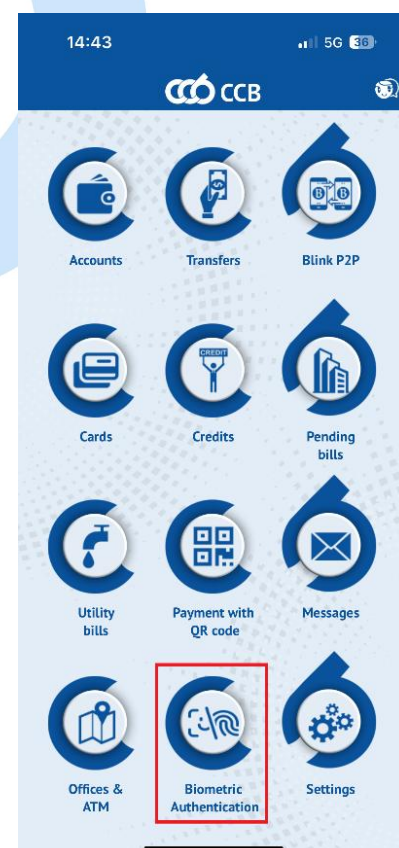


### 13 Biometric Authentication

Biometric authentication is the most secure method for verifying transactions on the Internet

You can read the full guides on how to enable and use biometric authentication as follows:

- For Android devices - <https://www.ccbank.bg/bg/files/2255-biometric-authentication-service-guide-for-android.pdf>
- For iOS devices - <https://www.ccbank.bg/bg/files/2256-biometric-authentication-service-guide-for-i-os.pdf>

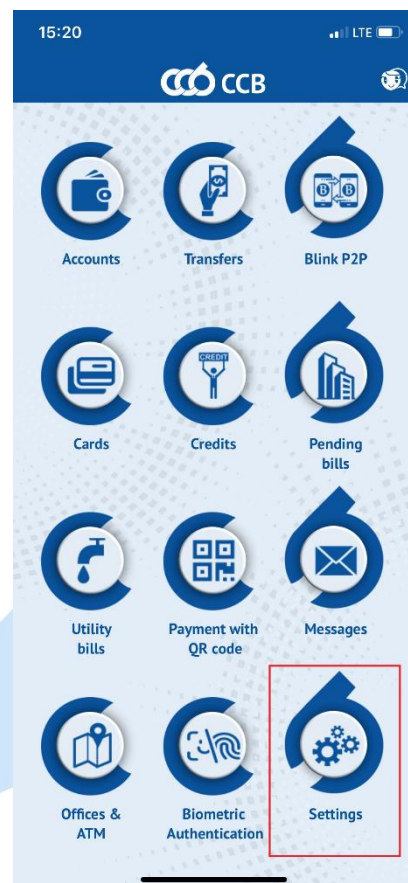




## 14 SETTINGS

Via “Settings” menu, the user can perform the following activities:

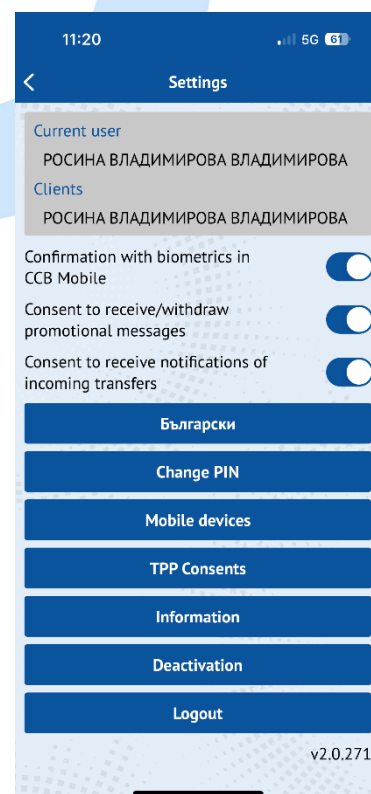
- Confirmation with biometrics in CCB Mobile - enable / disable confirmation of payment transactions with Face ID or Touch ID / Fingerprint;
- Consent to receive / withdraw promotional messages;
- Consent to receive notifications of incoming transfers;
- Changing the language of the application;
- Change of PIN;
- Exit the application;
- Deactivation of access to mobile banking;
- Information;



### 14.1 Changing the language of the application

The application works in Bulgarian and in English.

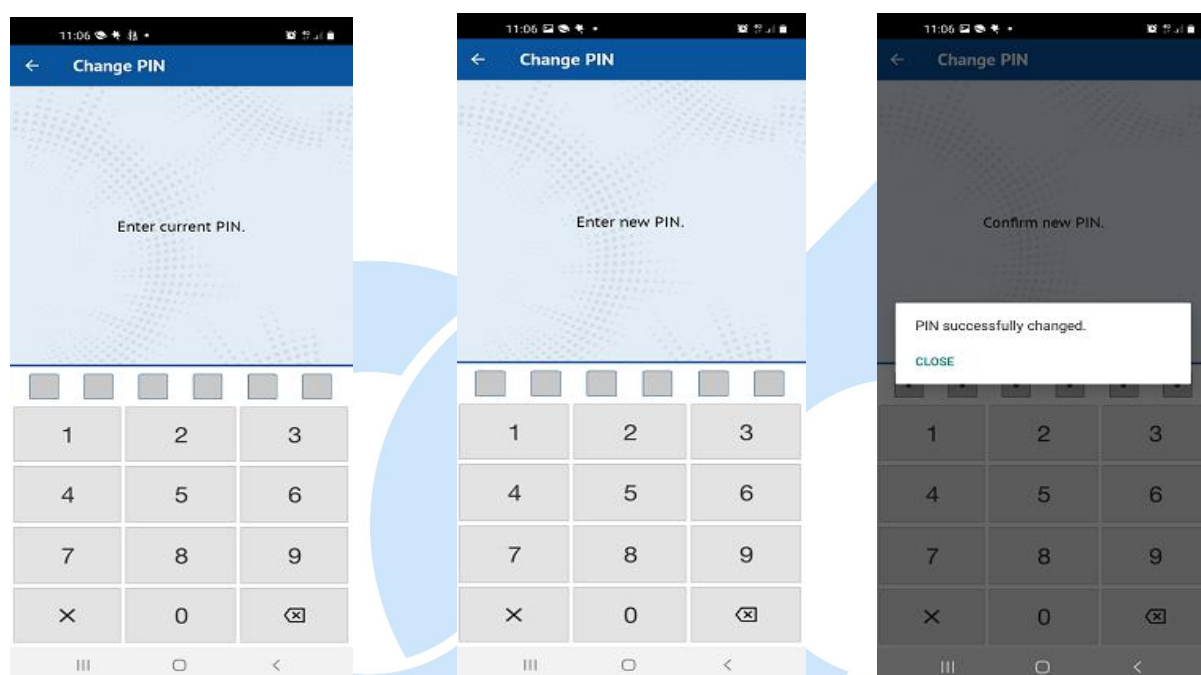
- Upon selecting the button “English” a message appears, with which the application will be restarted, in order to change the language.
- You select the button “OK”, with which you make the change. An initial screen with the icons in English is visualized.



## 14.2 Change of PIN

The user of the mobile banking can change the PIN at any time.

- Upon selecting the option “Change of PIN”, it is necessary to enter the present /current PIN;
- On the next screen it is necessary to enter the new PIN



- For the purpose of security it is not allowed to enter PIN, consisting of equal digits. A message appears “Warning. The PIN is rather easy”.
- You enter the new PIN a second time, after which a message appears of the successful change, if the entered digits are correct.

### 14.3 Mobile devices

Devices that are registered for the mobile banking service and those for which a registration request has been submitted are displayed - waiting for confirmation.

You have the option to activate a mobile device that is waiting for confirmation through the CCB Online service or at a bank office.

### 14.4 Consents granted through DPU

A list of all consents is displayed with the possibility of detailed review and denial of consent.

### 14.5 Information

In the menu you can find information about the bank, such as address, telephone, email address, website.

### 14.6 Forgotten PIN/password

Upon a forgotten PIN it is necessary to deactivate your device at an office of the Bank or via CCB Online with QES and to submit a new application for the registration of the device from the initial screen of the application from the menu **"Add user"** via the entry of username and password. The application should be confirmed at an office of the Bank or via CCB Online with QES.

In case you have forgotten your password for the Internet banking service, you should submit a request to change the password on the Bank's website from the main login screen in CCB Online by selecting the option **"New password"** and again **"New password"**. You enter the username, email address, then fill in the password field and confirm the new access password.

Press the review button, then confirm with OK. You will receive a code to activate the new password at the email address you provided.

#### Activating a new password for individual users:

Confirmation of the new password is carried out at the Bank's office. During your visit to the bank salon, you should provide the employee with the code required to confirm the new password.

#### Activating a new password for legal entity users using CCB Mobile and CCB Online:

In case the company also uses internet banking CCB Online, the newly created request for a new password can be confirmed by a user of the company with the right to administer. After logging in to the system with a username and password, a user with administrative rights goes to **Register-> Register**

**of users** , steps on the record with the names of the new user, enters "Detailed view of the record", then clicks the button "**Confirm new password**".

If the company does not have an active user with administration rights, the confirmation of the new password is carried out at the Bank's office. To do this, you need to provide the password activation code.

#### Activating a new password for legal entity users using only CCB Mobile:

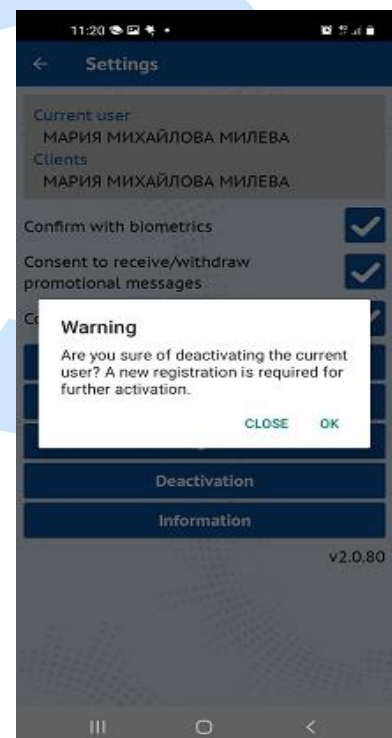
Confirmation of the new password is carried out at the Bank's office. During your visit to the bank salon, you should provide the employee with the code required to confirm the new password.

### 14.7 Deactivation of the access

Selecting this function deactivates the access of the device to the service.

- Select "Deactivation";
- A warning is visualized;
- Select "OK";
- The application starts with the screen for new registration;

In order to restore the access of the device it is necessary to make a second registration at an office of the Bank or to activate it at CCB Online from the menu "Settings" – "Changes to the registration/Limits".



### 14.8 Activation of the access due to a lost or stolen device

In case of a deactivated access due to a lost or stolen device from the Centre for customer service of

CCB PLC it is necessary to make a second registration at an office of the Bank, via other active device for CCB Mobile or to activate it at CCB Online from menu **“Settings” – “Changes to the registration/Limits”**.

## 14.9 Settings “Sharing/Print”

Upon initial installation of the application for mobile banking via **App Store, Google Play** or **Huawei App Gallery** it is necessary to allow CCB Mobile to have access to the pictures, multimedia and files of your device. In this way you will be able to print, save and share payment documents.

In case you refuse CCB Mobile to have access to the pictures, multimedia and files of your device upon downloading the application, at a later stage you may specify the respective settings.

Upon selecting the button **“Sharing/Print”** the following screen appears:

- After selecting **“ALLOW”** – you are allowed to have access to printing and sharing payment documents, which is made via the entry of PIN or use of **Face ID/Touch ID (Fingerprint)**.
- After selecting **“REFUSE”** and selecting the field **“Without further asking”** – it is necessary to allow Repository of CCB Mobile via the settings of your mobile device.

## 14.8 BANKING ELECTRONIC ASSISTANT VIBER CHAT BOT – BEA

The button that you can use to link from the mobile application to CCB PLC's Viber CHAT BOT is located at the top right of the home screen in CCB Mobile.

Our electronic assistant allows access at any time of the day or night to information about the bank's office hours, contacts and their addresses, bank cards, bank payments and tariff, as well as detailed information about banking products and services, mobile and internet banking and loan products offered by CCB PLC.

