

Q&A

1. I would like to obtain additional info about the UBB Trade Finance Portal. What should I do?

You can submit your inquiry via the contact form, available in the webpage of UBB, or reach us at tfsales@ubb.bg.

2. How can I access the UBB Trade Finance Portal?

The Portal can be accessed via the Electronic banking functionality of UBB at Payments/E-documents section or Digital requests/TF Portal section.

3. Is the usage of UBB Trade Finance Portal bound with payment of additional fees?

No. UBB clients do not pay fees for accessing or using the Portal.

4. What technical requirements should I comply with, in order to use the UBB Trade Finance Portal?

No specific technical requirements are needed for using the Portal – you need to have access to Internet and to a browser. In order to use to the maximum extent the functionalities, available in the platform, we recommend that you should use modern browsers, such as Google Chrome, Microsoft Edge, Firefox. The use of Internet Explorer is not recommended, however due to its being used by some of our corporate users we currently maintain the possibility of using its 10 and 11 versions.

5. Can I request issuance of a Bank guarantee via the Portal?

Yes, you can request the issuance of a bank guarantee, as well as give instructions about all other documentary transactions, used by you – Letters of credit and Documentary collections.

6. Can I save my instruction for future use?

Yes, via our new functionality "Templates", you can save your applications and instructions for Bank Guarantees, Letters of Credit, Documentary Collections in your company profile created in UBB Trade Finance Portal, for future use.

7. Upon a request, initiated by me under a documentary transaction via the Portal, do I need to subsequently submit the request at a branch of the Bank?

No. Upon a request, initiated via the Portal and signed with a Qualified Electronic Signature (QES), you do not need to present it at a UBB branch.

8. Can I, via the Portal, provide the Bank for information purposes with some documents, accompanying the documentary transaction?

Yes. You can provide documents, accompanying the transaction, by uploading them in the Attach Documents section in UBB Trade Finance Portal.

9. What is the maximum size of the documents, accompanying a documentary transaction, which I can attach via the Portal?

The maximum size is 5MB per file and the restriction is for not more than 10 files.

10. Can I initiate instructions and requests via the Portal with passive rights for e-banking?

Yes, you can submit requests and instructions via the Portal, duly signed with a QES, even though you might have passive rights for e-banking.