

General Terms and Conditions on Using the Service for Filing Claims under Motor Third Party Liability, CASCO and Comfort for Home Insurances from DZI through UBB Mobile.

I. SUBJECT

1.1. These General Terms and Conditions /"the Terms and Conditions"/ shall regulate the order, method and conditions for using the Claim Filing Service through UBB Mobile, under Motor Third Party Liability, CASCO and Comfort for Home insurances in case of integrated usage with the website of DZI - General Insurance JSC.

1.2. The customer shall have the right to use the Service also in favour of third parties, whose data - Personal ID Number (PIN), three names and address, shall be provided by him/her personally directly on the website of DZI - General Insurance JSC for the purposes of filing a claim.

II. DEFINITIONS

2.1. Within the meaning of these Terms and Conditions, the terms listed below shall have the following meanings:

2.1.1. UBB Mobile shall be the specialized application of UBB AD for mobile devices, also called mobile banking for operating systems iOS, Android and Harmony OS, through which the Bank shall provide its customers with remote access to the products and services offered in accordance with the General Terms and Conditions of UBB AD for Payment Services for Natural Persons and General Terms and Conditions of UBB AD for Payment Services for Business Customers, available at www.ubb.bg.

2.1.2. A Customer shall be any natural person who has activated UBB Mobile and wishes to request and receive the Service.

2.1.3. A Service shall be filing a claim under Motor Third Party Liability, CASCO and Comfort for Home insurances from DZI through UBB Mobile through the website of DZI, described in item 2.1.4.

2.1.4. Website - a virtual resource through which insurance products and related additional services shall be provided. The content of the website is intended to inform persons with unrestricted access (users of the website) about DZI and the products and services offered and shall be maintained by DZI - General Insurance JSC. Website – www.dzi.bg and go.dzi.bg

2.1.5. The provider of the Service shall be United Bulgarian Bank AD, Company ID Number 000694959 (UBB and/or the Bank), in its capacity as an insurance agent of DZI - General Insurance JSC, Company ID Number 121718407, with seat and registered office at: 1463 Sofia, 89B, Vitosha Blvd., identification document for insurance agent No. 29578777.

III. REQUIREMENTS FOR PROVIDING THE SERVICE

3. To use the Service, the applicant must be a UBB customer and must have UBB Mobile activated. The requirements and conditions for the use of UBB Mobile, arranged between the Bank and the Customer in the Online Banking Contract concluded between them and in the applicable thereto General Terms and Conditions of UBB AD for Payment Services for Natural Persons or General Terms and Conditions of UBB AD for Payment Services for Business Customers shall also be applicable and mandatory in relation to the use of UBB Mobile for the purposes of providing the Service.

IV. RIGHTS AND OBLIGATIONS

4. The Bank shall not be held liable for wrongly entered data in the DZI system by the Customer, for the vehicle or the damaged property.

5. The Bank shall not be liable for impossibility to provide the Service, which has occurred due to extraordinary technical or communication reasons, such as failure of information systems, interruption of communication lines, power outages, etc., as well as in extraordinary circumstances such as natural disasters, nationwide strikes, technical damages that are beyond their control.

6. The Bank shall not be liable for temporary unavailability of the service caused by the occurrence of circumstances beyond its control - force majeure, accidental events, problems in the global Internet network and in the provision of services beyond the control of the Bank.

V. COLLECTION AND PROCESSING OF PERSONAL DATA

7. In connection with the provision of the service of filing a claim under Motor Third Party Liability, CASCO and Comfort for Home insurances through UBB Mobile, it shall be possible for the Bank to provide DZI - General Insurance JSC with a limited set of personal data (three names, Personal ID Number, telephone number) of customers and mobile banking users. Personal data shall be processed entirely in connection with the service for filing claims through UBB Mobile in accordance with the requirements of the applicable national and European legislation on personal data protection.

VI. FINAL PROVISIONS

8. These General Terms and Conditions shall be an integral part of the General Terms and Conditions of UBB AD on Payment Services for Natural Persons and the General Terms and Conditions of UBB AD on Payment Services for Business Customers.

9. These General Terms and Conditions have been adopted on 26.02.2024 and shall take effect from the moment of their publication on www.ubb.bg.