

Terms and Conditions for issuance and use of iCard Visa Infinite Debit Card

1. The Terms and Conditions for issuance and use of iCard Visa Debit Card represent inseparable part of the Legal Agreement for iCard between the Client and iCard AD, Company Number 175325806, having its seat and address for correspondence in Varna City, Business Park Varna B1 – e-money institution, licensed and regulated by Bulgarian national bank under License granting decision №4703-5081/25.07.2011, which provides payment services in EU.

1.1. The present Terms and conditions regulate the additional exclusive services and opportunities for iCard Visa Infinite Debit clients in addition to the terms and conditions agreed in the Legal agreement for iCard. In case of any discrepancy between the two documents, the present Terms and conditions for iCard Visa Infinite Debit Card shall prevail. For all relevant issues which are not regulated by the present Terms and conditions, Legal Agreement for iCard is applicable.

1.2. The Client confirms that he accepts and agrees that the card organisation Visa unilaterally defines from time to time the content and the type of the additional services provided to the cardholders of iCard Visa Infinite Debit, as well as for some of those services fee/s may apply as pointed in the Tariff for iCard Visa Card and/or The Terms and Conditions for use of the relevant additional exclusive service.

2. **iCard Visa Infinite Debit Card (iCard Visa Infinite Debit/iCard Visa Infinite Card)** is CHIP&PIN based payment card bearing the logo of the card organization Visa and the logo of iCard, issued by iCard AD for payments and withdrawal on POS terminals, Internet payments and cash withdrawal via ATM, NFC payments and linked to Client's iCard; iCard Visa Infinite Debit is a high-class payment card which provides iCard Clients additional exclusive services and opportunities.

3. iCard Clients who own iCard Visa Infinite Debit may benefit from the following additional exclusive services and opportunities:

- 24/7 Free Visa Concierge Programme
- Lounge Key
- Travel Abroad Insurance¹ with assistance and accident
- Exclusive access to promotional offers and discounts
- 24/7 Premium Customer Services
- Express Card Delivery
- 5 Free Cash Withdrawals within the EEA per /month
- High Spending Limits
- Discounts and deals for some hotels, restaurants and travel perks

3.1. Information on the additional services and opportunities for iCard Client who are iCard Visa Infinite Debit Card cardholders and the terms and conditions for their use may be found on https://www.visabg.com/bg_bg/visa-offers-and-perks/; <https://www.visa-infinite.com/vc/exclusive-offers>

3.2. The Client confirms that he/she understands and agrees that iCard AD does not provide the additional exclusive services and opportunities pointed above. The Client confirms that he/she understands and agrees that iCard AD does not bear any responsibility for provision and quality of the additional exclusive services and opportunities pointed above.

3.3. The Client confirms that he/she understands and agrees that the additional exclusive services and opportunities pointed above are provided by the Card organisation Visa and/or third-party providers, chosen by the Card organisation Visa, as well as the Card organization Visa and/or the third-

¹ See point 6

party providers, chosen by the Card organization Visa bear all the responsibility for provision and quality of the additional exclusive services and opportunities pointed above.

3.4. The Client confirms that he/she understands and agrees that in case his/her iCard Visa Infinite Debit Card is blocked by iCard AD for any reason, the additional exclusive services and opportunities pointed above shall stop immediately and the Client shall not be able to benefit from them in accordance with the present Terms and conditions until the reason for blocking is cured.

4. 24/7 Free Concierge Programme

4.1. Visa Concierge Programme is premium service which provides assistance to iCard Visa Infinite Debit Client for organising and performing different types of activities and events.

4.2. iCard Visa Infinite Debit Client may use the Visa Concierge Programme and to receive assistance 24 hours a day, 365 days a year.

Services, which Visa Concierge Programme may include: organizing different kinds of trips, including Flights recommendations and reservations; Lodging recommendations and reservations; Cruise, excursions, short trips and tours recommendations and reservations; Auto rental (including luxury cars), helicopters, and yacht reservations and arrangements; organizing attendance of sport events, cultural events, as well as other types of events, including research, recommendations and reservations; special services – conference/meeting rooms recommendations and reservations, Translation services, Equipment rental (computers, cell phones, others), Etiquette and protocol information, Security services, Legal assistance services; Gifts and shopping recommendations, suggestions, arrangements services.

iCard Visa Infinite Debit Client may access the services provided under Visa Concierge Programme on telephone number: +359 (0) 800 19 669 or email: BulgariaInfinite@visaconcierge.eu

4.3. 24hours a day, 7 days a week. A Visa Concierge Programme Assistant may provide assistance immediately in respect of the service wanted by the Client. In case the Visa Concierge Programme requested service includes research, Visa Concierge Programme Assistant shall connect the Client in reasonable time on his/her mobile phone/email registered for iCard.

4.4. Information on the services provided under Visa Concierge Programme and terms and conditions for Visa Concierge Programme may be found on <https://www.visa-signature.com/gateway.aspx/visa-concierge>

4.5. iCard AD does not provide and shall not bear any responsibility for provision and quality of the additional exclusive services, provided by Visa Concierge Programme. The Client confirms that he accepts and agrees that the additional exclusive services under Visa Concierge Programme are provided by a provider different from iCard AD and in accordance with the relevant terms and conditions of this provider for provision of the relevant service under Visa Concierge Programme pointed above. Information on the provider of the services under Visa Concierge Programme may be found on <https://www.visa-platinum.com/bq/visa-concierge>. The Client agrees to comply with the Terms and conditions for services of Visa Concierge Programme and to send his claims related to provision of the additional exclusive services under Visa Concierge Programme to the following address: <https://www.visa-platinum.com/bq/legal>

5. Lounge Key - program for access to airport lounges

5.1. Lounge Key - program for access to airport lounges is an exclusive premium service for iCard Visa Infinite Debit Clients which provides access to more than 1 000 airport lounges worldwide.

5.2. In order to use Lounge Key the Client is obliged to provide his/hers iCard Visa Infinite Debit Card at the entrance of the airport lounge. Client and his/hers companion shall pay fee for Lounge Key visit in accordance with the applicable Tariff for iCard Visa Infinite Card and the terms and conditions of the relevant service provider. Transactions for Lounge Key visit shall be accounted at the moment of the Lounge Key visit itself and the fee/s shall be paid to the Lounge Key service provider at the moment of the visit and the sum shall be paid directly form Client's iCard Account.

5.3. Lounge Key services cannot be used if iCard Visa Infinite Debit Card is blocked or its validity has expired. In case iCard Visa Infinite Debit Card validity is expired the Client is obliged to register his/hers new iCard Visa Infinite Debit Card on Lounge Key website and to point its new Card validity term in order to renew Client membership in Lounge Key Programme.

5.4. Information on the services provided under Lounge Key program for access to airport lounges and the terms and conditions for their use may be found on <https://www.loungekey.com/en/icardvisainfinite>

5.5. iCard AD does not provide and shall not bear any responsibility for provision and quality of the additional exclusive services Lounge Key. The Client confirms that he accepts and agrees that the additional exclusive services lounge Key are provided by a provider different from iCard AD and in accordance with the relevant terms and conditions of this provider for provision of the service Lounge Key pointed above. Information on the provider of the service Lounge Key may be found on <https://www.loungekey.com/>. The Client agrees to comply with the Terms and conditions for service Lounge Key and to send his claims related to provision of the additional exclusive service Lounge Key to the following address: <https://www.loungekey.com/en/icardvisainfinite/conditions-of-use>

6. Free Travel abroad insurance with assistance and accident

6.1. Each iCard Visa Infinite Debit Client is insured for free with the following insurance products: Travel abroad insurance with assistance and accident (called Insurance). The Insurance is provided by the GENERALI INSURANCE AD, Company number: 030269049, having its seat and address for correspondence: Sofia City, Oborishte Region, Knyaz Dondukov 68 Blv. (Insuring company). iCard AD is entitled on own discretion to substitute the Insuring company without the need of Client's approval for that. Client accepts and agrees that he/she is an *insured person* under an insuring agreement between iCard and the Insuring company with the Insurance Service being provided by the Insurance company and in accordance with the Terms and conditions for the Insurance. iCard AD does not provide any insurance services and/or insurance mediation services, neither gives iCard AD any advice for the conclusion of insuring agreement between the Client and the Insuring company, nor bears any liability for the provision and/or the quality of the insurance services.

6.2. The Client, in his/her capacity of insured person, shall not pay any costs for insurance premium or other costs regarding the conclusion of the Insurance. In his iCard the Client has full access to information on the insurance, covered risks, insurance limits, insurance certificates, etc. The Client undertakes and agrees to comply with the Insuring company's General and Special Terms and conditions for the Insurance and undertakes to address his/hers requests, complains and claims in relation to the Insurance to the Insurer at the following address: <https://online.generalibg/en/contacts>. The Client understands, accepts and agrees that all documents, related to the free Insurance provided with iCard Visa Infinite Debit are drafted in Bulgarian language and in English language, incl. Terms and conditions/Agreement/s, Certificates, Key Information Document, as well as that any communication between the Client and the Insurer regarding any question arising from the supply and use of the Insurance, including customer support, assistance, claim and liquidation of damages, complaints etc shall be made in Bulgarian language or in English language.

6.3. Information for the Insurance and its terms and conditions and for the Insurer may be found on <https://online.generalibg/en/terms-and-conditions/>

7. Access to promotional offers and discounts. Discounts for some hotels, restaurants and travel perks

7.1. The Client confirms that he accepts and agrees that the card organisation Visa unilaterally defines from time to time the content and the type of the additional services provided to the cardholders of iCard Visa Infinite Debit - Access to promotional offers and discounts and Discounts for some hotels, restaurants and travel perks. iCard AD does not provide and shall not bear any

responsibility for provision of discounts and preferences, as well as iCard AD does not bear any responsibility for the quality of the services and goods used by the Client.

Information and terms and conditions for Visa services Access to promotional offers and discounts and Discounts for some hotels, restaurants and travel perks may be found on https://www.visabg.com/bg_bg/visa-offers-and-perks/; <https://www.visa-infinite.com/vc/exclusive-offers>

7.2. The Client agrees that he/she is obliged to comply with Visa Terms and conditions for use of the services Access to promotional offers and discounts and Discounts for some hotels, restaurants and travel perks.

8. **Acceptance**

8.1. iCard Client may order, receive and use iCard Visa Infinite Debit only if he/she is duly identified and verified in accordance with his/her Legal agreement for iCard with iCard AD and in accordance with the applicable legislation. In case the Client wishes to receive and use iCard Visa Infinite Debit, but the Client has not been duly identified and verified, the Client is obliged to follow the steps for the procedure of identification and verification for iCard in accordance with the Legal agreement for iCard.

8.2. By clicking button „ORDER“ in iCard, the Client confirms and agrees that he/she sends to iCard AD a request for issuance and use of iCard Visa Infinite Debit linked to his/her iCard. By sending request to iCard for issuance of iCard Visa Infinite Debit and marking the field „I AGREE“ the Client agrees with the present Terms and conditions for issuance and use of iCard Visa Infinite Debit Card and the Tariff for iCard Visa Infinite Card.

9. **Fees**

9.1. The Client is obliged to pay service fee for each payment card iCard Visa Infinite Debit Card.

9.2. The Client is entitled to choose monthly or annual basis for paying service fee for his/hers iCard Visa Infinite Debit Card when making his initial order for issuance of iCard Visa Infinite Debit Card. In case the Client chooses to pay service fee on monthly basis, the service fee is accounted and shall be paid by the Client in the relevant month on the same date when the first order was made and if such date does not exist - on the last day of the relevant month. In case the Client chooses to pay service fee on annual basis, the service fee is accounted and shall be paid by the Client on the same date and month when the first order was made and if such date does not exist - on the last day of the relevant month.

9.3. At any time while these Terms and conditions are in force, due to risk assessment reasons and acceptance for the service reasons, iCard AD is entitled to: refuse to a Client to accept payment of the annual service fee on monthly basis and to require one-time payment in full of the annual service fee due and/or to refuse to provide the Client with iCard Visa Infinite Metal Card and the additional premium services related to it. In case of refusal to provide the Client with the services iCard AD shall refund in full any payment made by a Client with his initial order, of any.

9.4. In order to order payment card iCard Visa Infinite Debit, the Client shall pay the service fee in full amount for the relevant period in accordance with the chosen basis.

9.5. The Client is entitled to change the basis for payment of the service fee only when iCard Visa Infinite Debit Card is renewed because of expiry of its validity. The Client is not entitled to change the basis of the service fee payment at any other time.

9.6. The Client is obliged to pay service fee for iCard Visa Infinite Debit for the whole term while the card is valid. Term of validity is 2 years. When the validity of iCard Visa Infinite Debit expires, the subscription for iCard Visa Infinite Debit Card is automatically renewed unless the Client has explicitly unsubscribed for iCard Visa Infinite Debit. No later than 1 (one) month before expiration date, iCard AD notifies the Client for the automatic renewal of iCard Visa Infinite Debit Card subscription, delivery address, applicable service fee and basis for payment of the service fee. In case the Client wishes to unsubscribe from iCard Visa Infinite Debit Card and does not want the latter to be renewed, the Client

is obliged to send notice to iCard AD for his refusal for renewal of his/hers iCard Visa Infinite Debit Card no later than 15 days after receiving the notification under the previous sentence.

9.7. All terms and conditions for the amount of the applicable fees, including service fee, services and limits are included in Tariff for iCard Visa Infinite Card.

9.8. iCard AD is entitled to directly withhold from Client's iCard account linked to iCard Visa Infinite Debit Card the due amount for the service fee on monthly or annual basis. In case the Client does not have enough funds in his/hers iCard account to which iCard Visa Infinite Debit is issued, iCard AD is entitled to directly withhold the due amount for the service fee on monthly or annual basis from any other/s Client's account/s in iCard (with the exception of the accounts linked to GiftCards) and/or from any other/s Client's payment card/s linked to his/her iCard and which due amount is represented in the Client's iCard account balance.

9.9. In case the Client does not pay the amount of due service fee, the amount of the due service fee shall be made visible in Client's iCard and shall be marked as Client's obligation to iCard AD. In case the Client does not pay the amount of due service fee in terms of 5 days of its date of payment, iCard AD is entitled to block Client's iCard Visa Infinite Debit Card until the due amount is fully paid. Blocking iCard Visa Infinite Debit shall not restrict the use of other Client's iCard accounts but cancels provision of all exclusive premium services that are provided to its cardholders. In case the Client does not pay the amount of due service fee in terms of 10 days of its date of payment, the Client confirms and agrees that iCard AD is entitled to directly withhold any due amounts for service fee/s from Client's iCard account and if there is not enough funds in it, iCard AD is entitled to withhold the due amounts for service fee from Client's payment cards linked to his/her iCard. In case the Client does not pay the amount of due service fee in terms of 30 days of its date of payment, the Client irrevocably confirms and agrees that iCard AD is entitled to terminate the provision and service of iCard Visa Infinite Debit Card and all exclusive premium services that are provided to its cardholders. iCard AD is entitled to take any permissible legal actions in order to collect its receivable from the Client, including all its costs for debt collection. In case of termination of provision and service of iCard Visa Infinite Debit Card, from the day of this termination the insurance coverage under the Free Travel Assistance Insurance and Accident Insurance for the Client is terminated.

9.10. The subscription service fee shall continue to be payable and no refunds shall be due by iCard for the periods which the Client has not been able to use the iCard Visa Infinite Debit, in case the reason for the former lies with the Client's non-compliance with the legal agreements for the use of the iCard service, including but not limited to cases where the Client has not provided us with the required support for actualising his/her Client dossier with a non-expired ID card or other similar information.

9.11. In case the Client's e-money account is terminated for whatever reason, including where this has happened based on a unilateral decision taken by iCard, a Cancellation fee for the termination of the iCard Visa Infinite Debit card shall be applied, in addition to any other fees which may be applied, as described in the Tariff.

9.12. In cases where the Client has not activated his/her iCard Visa Infinite Debit Card for a period of 2 (two) months after its receipt, the respective card shall be automatically terminated and a Cancellation fee shall be charged to the Client's account, as described in the Tariff.

9.13. The Client shall be charged with a Cancellation fee, described in the Tariff, in case the Client has not cooperated with our reasonable efforts to provide him/her with the iCard Visa Infinite Debit card.

10. Limits

10.1. iCard Clients who are iCard Visa Infinite Debit Card Clients as well, are provided with higher daily and monthly transactions limits. In case the Client unsubscribes from iCard Visa Infinite Debit Card or

the Card use is terminated/blocked by iCard AD, standard daily and monthly transactions limits for iCard and its tariff shall apply.

11. Right of refusal

11.1. The Client is entitled to cancel its subscription for iCard Visa Infinite Debit Card in terms of 14 days dated from the date on which it was activated without paying any fee or compensation.

11.2. In case the Client has chosen monthly basis for payment of service fee, the Client is entitled to cancel its subscription to iCard Visa Infinite Debit Card at any time and after expiry of the 14-days term pointed above, after the Client pays iCard AD the fee for termination in amount as defined in the Tariff for iCard Visa Infinite Card.

11.3. In case the Client has chosen annual basis for payment of service fee, the Client is entitled to cancel its subscription to iCard Visa Infinite Debit Card at any time and after expiry of the 14-days term pointed above and the Client explicitly confirms and agrees that iCard AD shall not return the amount/part of the amount of the service fee already paid by the Client.

11.4. In case the Client wants to cancel his/her subscription for iCard Visa Infinite Debit Card, the Client is obliged to address its notification to iCard AD address pointed below.

12. Notifications

12.1. iCard AD notifies the Client for: sent order for iCard Visa Infinite Debit Card; change of the status of his/her order; shipment of iCard Visa Infinite Debit Card; successful activation of iCard Visa Infinite Debit Card; approaching date of payment of service fee; successful payment of service fee; due amount for unpaid service fee; termination of for iCard Visa Infinite Debit Card.

12.2. Contacts for communication:

12.2.1. For iCard AD: its seat and registered address: Varna City, Mladost Region, Business park Varna B1, via iCard mobile app or on www.icard.com.

12.2.2. For the Client: his/ her email and/op telephone number, registered for the iCard Service and Client's iCard account;

12.2.3. For the providers of additional exclusive services: <https://www.visabg.com/>
<https://www.generalibg.com/>

13. The Client is entitled to receive at any time the up-to-date version of the present Terms and conditions and the Tariff printed from the website www.icard.com, as well as on paper in any iCard AD office.

14. These Terms and conditions are applicable as of 05.08.2021.