**General terms and conditions**

**I. Scope**

1.These General Terms and Conditions define the procedure for using the website www.euroadvicecenter.com and regulate the relationship between Euro Advice Center Ltd, hereinafter referred to as the **Provider**, and each of the Users, hereinafter referred to as **Users**.

**II. Terms and Definitions**

2. Pursuant to these General Terms and Conditions, the following terms and definitions shall have the following meanings:

2.1. Provider – Euro Advice Center Ltd, UIC 203499560, having its headquarters and registered address in: city of Sofia, Hristo Smirnenski district, block 33А, represented by the manager Stanimir Georgiev Stanchev, mobile: 0888726889, e-mail: s.g.stanchev@abv.bg. Euro Advice Center Ltd is a registered credit intermediary in accordance with the requirements of the Law on Consumer Real Estate Credits (LCREC) and is entered in the Register of Credit Intermediaries under number BCI000026, maintained by the Bulgarian National Bank, pursuant to Article 51 of LCREC.

2.2. User – a natural person or legal entity that use(s) the website for receiving the Provider’s services LCREC.

2.3. Service – an intermediary activity carried-out by the Provider who does not act as a creditor or notary public and links directly or indirectly a User to a creditor or a credit intermediary and in the course of carrying-out the own commercial activity thereof against payment of money or another form of remuneration:

2.3.1. presents or offers credit agreements to Users within the meaning of Article 1, para. 2 of LCREC, or

2.3.2 assists Users by carrying-out other types of preparatory or pre-contractual work related to credit agreements within the meaning of Article 1, para. 2 of LCREC, or

2.3.3. concludes credit agreements with Users on behalf of the creditor within the meaning of Article 1, para. 2 of LCREC.

2.4. Credit consultant - anyone registered after concluding an agreement with the Provider, being an expert in the field of banking and credit business, who undertakes in good faith and competence to assist and mediate the Users of the website in their search and application for bank credits.

2.5. Bank – a credit institution, which operates on the territory of the Republic of Bulgaria, in accordance with the relevant legislation, and which, on the grounds of a contract concluded with the Provider, has agreed to grant bank credits through the intermediation thereof.

**III. General**

3.The structure and organization of the website allows for exchanging information between the Provider and Users for the purpose of providing assistance in receiving bank credits.

4. [www.euroadvicecenter.com](http://www.euroadvicecenter.com) offers services, which fall within the definition of "information society services" within the meaning of Article 3 of the Electronic Commerce Act (ECA) and are provided only to Users of the full legal age and legal capacity.

5.By loading the website or by performing any of its functions, the Users declare that they have familiarized themselves with these General Terms and Conditions and the Privacy Policy that the Provider applies. They understand them, accept them in full and undertake to comply with them.

6. The Provider reserves the right to change, without any prior notice, the structure or contents of the website. Changes shall take effect immediately after publication.

**IV. Users' Rights and Obligations**

7.Users have the right to be given the opportunity to make a telephone call or the opportunity to send by email an electronic inquiry by filling-in a certain form within the website.

8.Users have the right to receive information and clarifications in relation to the bank credits they need and assistance in establishing contacts with one or more banks with which the Provider has concluded agreements for joint work.

9. Users have the right to receive information for the remuneration the Provider will receive from the creditors for the services provided thereby.

10. Users undertake to provide the Provider with a completed and signed STATEMENT - CONSENT FOR JOINT WORK and a completed "Required Credit Information" form.

11. Users undertake to provide true and sufficient information and give their consent to this information (including their personal data) being provided to the banks in connection with the assessment of their solvency and the receipt of indicative credit offers.

12. If the Users consider that their rights have been violated, they are entitled to contact the Commission for Consumer Protection (CCP).

**V. Provider’s Rights and Obligations**

13. The Provider has the right to obtain information from Users about their personal data and solvency.

14. Sending an inquiry by e-mail does not create an obligation for the Provider to provide a certain service and does not place the Provider and the user in a contractual (obligatory) relationship.

15. The Provider undertakes to use all the information received from the Users (including their personal data) only in connection with the provision of credit mediation services.

16. The Provider does not provide advice within the meaning of Article 30, para. 1 of LCREC, but only provides information on the availability of various credit products and services.

17. The Provider undertakes, upon request, to provide the Users with information about the remuneration the Provider will receive from the creditors for the services provided thereby.

**VI. Remunerations**

18.When a credit or another type of a banking product is granted thanks to the intermediation of the Provider, the latter is entitled to and may receive remuneration from the creditor.

19. Users have no obligation to pay any fees or commissions.

20. Exceptions from clauses 18 and 19 are allowed only when the Provider has provided assistance in granting business credits to legal entities, where receipt of commissions by the particular bank is not agreed. In these cases, the amount and terms of payment shall be expressly agreed between the Provider and the Users.

**VII. Intellectual Property**

21. The content of the website is the exclusive property of Euro Advice Center Ltd. Reproduction and distribution without the express consent of the owner is prohibited.

**VIII. Liability and Restrictions**

22. The Provider is not liable for inaccurate or insufficient information provided by the Users.

23. The Provider is not liable for the banks’ decisions and for changes in their Credit Policy.

24. The Provider limits the liability thereof to the provision of objective credit intermediation based on true and sufficient information provided by the Users.

**IX. Supplementary Provisions**

25. All disputes arising from these General Terms and Conditions or relating thereto shall be settled by reasonable negotiations between the parties, and in case of impossibility to reach a settlement - by the Bulgarian court according to the applicable Bulgarian legislation.

26. These General Terms and Conditions enter into effect from the day of their publication on the Provider's website.

*I, the undersigned Zornitsa Georgieva Stefanova-Ivanova, Reg. No 00042-1, hereby declare: I truly and accurately translated from Bulgarian into English the enclosed document. The translation comprises 4 pages.*

*Translator: (Zornitsa Georgieva Stefanova-Ivanova)*