

Manual for menu Administration of profiles >> Update customer data in Bulbank Online

In Bulbank Online for legal entities, **Administration of profiles** menu is implemented a '**Update customer data**' functionality. The functionality allows the legal entity while updating customer data (KYC questionnaire / '**Know Your Customer**' Questionnaire) to:

- Review the information previously provided to the Bank and supplement/update it if necessary.
- Submit the '**Know your customer**' Questionnaire (the Questionnaire) and all required documents completely remotely through Bulbank Online.

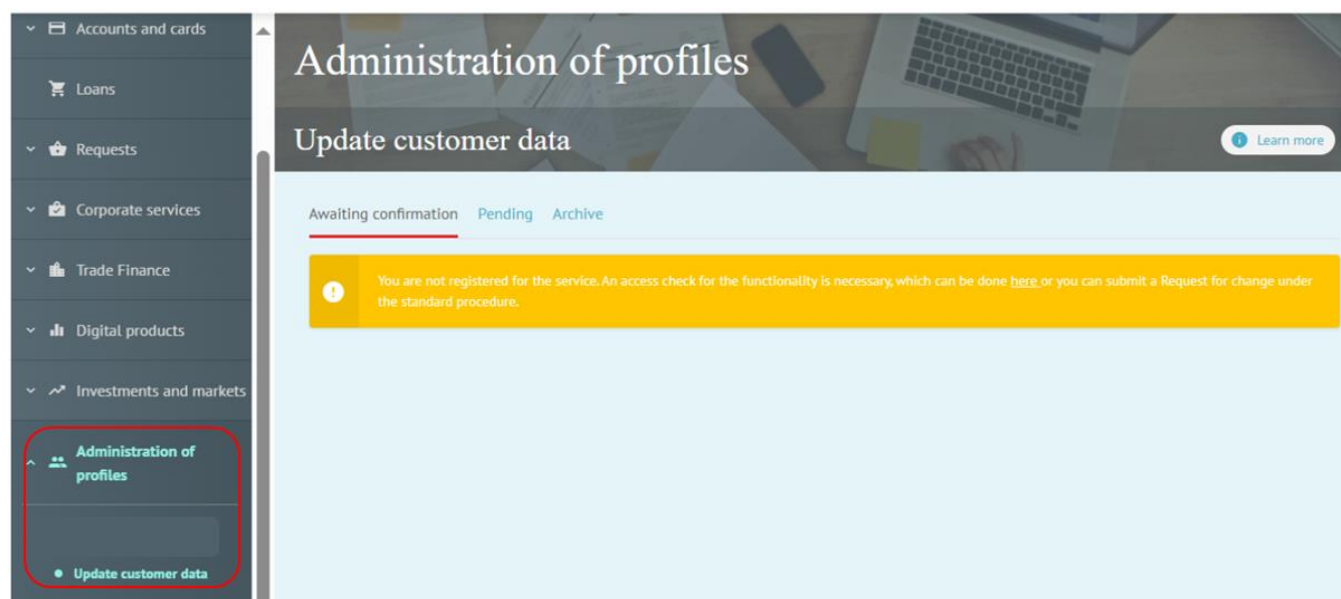
To use the '**Update customer data**' menu you need to be **subscribed to it**:

- **As a legal representative** acting independently on behalf of the company, you will automatically receive access. This is done through menu Settings -> Legal Representatives, where consent for an automatic verification of representative authority in Commercial Register is required.

or

- **By submitting to your servicing banker at the Bank** an [Application for managing access to digital functionalities in the Bulbank Online e- banking service](#) (signed on paper or digitally). The request is available in Bulgarian and in English.

If you try to access the service without being subscribed, you will receive the following on-screen message:



Please note that the *Questionnaire* can be filled in by both the company representative and a proxy with the relevant rights but **can only be signed and sent for processing by the representative**. Please take this into account when completing the Application for access management.

Filling in the Questionnaire through Bulbank Online gives you the following conveniences:

- To submit the *Questionnaire* and all required documents entirely remotely in a familiar digital environment and at convenient time slot.

- If the data that will be displayed into the digital *Questionnaire* in Bulbank Online is up-to-date by the time of the review, the main thing you will need to do is to attach the required documents and confirm the review.
- If you need to interrupt fill-in process of the *Questionnaire* at any step, you will be able to continue from where you left off at a convenient time.
- The *Questionnaire* in Bulbank Online will display only the fields that apply to the company you represent and the related parties, depending on the previously filled in information (e.g.: issuer and term of license will be displayed only if the existence of a license is checked)
- If it is necessary to add a new related party, you can do so keeping in mind that the subject must be a client of the bank, while:
 - **For Bulgarian citizens and residents** the data entered in Bulbank Online must match the data provided to the bank for 'Name on identity document', 'The subject is' (**resident**) and Personal Identification Number/Foreign Resident Identity Number.
 - **For non-residents** the data entered in Bulbank Online must match the data provided to the bank for 'Name on identity document', 'The subject is' (**non-resident**), 'Date of birth' and 'Country of birth'.
 - **For related legal entities** the data entered in Bulbank Online must match the data provided to the bank for 'UIC/Bulstat'. In case the subject does not have such (i.e. the checkbox 'No UIC/Bulstat' is marked), a match is searched simultaneously for 'Name and legal status of the legal entity' and 'Other unique number'.
- If you find it necessary to correct an already filled in field you will be able to do this, both at the relevant step by selecting the 'FOR CORRECTION' button, and during the final review of the *Questionnaire* before signing it.

The screenshot displays the UniCredit Bulbank Digital products interface. On the left is a dark sidebar with a menu. The 'Administration of profiles' section is highlighted with a red box, and within it, the 'Update customer data' option is also highlighted with a red box. The main content area is titled 'Digital products' and 'Update customer data'. It contains a form with several sections: 'Main information', 'Activity', and 'Business relationship with the bank'. The 'Main information' section includes fields for 'Name of the company', 'Legal form' (Sole proprietorship with limited liability), 'UIC/ BULSTAT', 'Correspondence address' (BULGARIA Sofia), 'E-mail', 'Phone', 'Web address', and a checkbox for 'The company is a joint-stock company (JSC)/ sole owner joint-stock company or limited partnership with shares' (marked 'No'). The 'Activity' section includes a dropdown for 'Please choose economic sector/group/code' (4641 - Wholesale of textiles), a field for 'Real activity', and a checkbox for 'Please mark if the company performs activity related to one of the following' (marked 'None of the listed'). The 'Business relationship with the bank' section is partially visible at the bottom. Two 'FOR CORRECTION' buttons are visible, one in the 'Main information' section and one in the 'Activity' section, both highlighted with red boxes.

The menu will guide you throughout the *Questionnaire*, while each screen indicates which step you are on and whether there are any mandatory fields that are not filled in.

Navigating through the service is done by selecting the buttons at the end of each screen.

UniCredit Bulbank

Requests

Corporate services

Trade Finance

Digital products

Investments and markets

Administration of profiles

Update customer data

Consents management

Digital Platforms

1 Purpose and nature of the business relationship

Cash-desk transactions E- and mobile banking Local payments Financing

2 Expected yearly average turnover on the account(s)

up to 70,000 EUR

Percentage of company turnover flowing through the bank account(s)

above 70%

Will the accounts be used for funds keeping or transacting on behalf of third parties

☐ Yes ☒ No

Please mark with "Yes" in case the company's accounts will be used to keeping or transferring of funds on behalf and for the account of third parties, incl. clients of the firm (e.g. a professional account of a law firm) and/or the funds in the firm's accounts are not the source of the firm's business or assets. In such case, please be informed that you might be obliged to apply due-diligence measures to your own clients in accordance to MAMLA and the Regulations for its application, incl. to identify your clients & their beneficial owners and that UniCredit Bulbank AD might request from you to provide such data at any time

Origin of funds

Please specify what will be the origin of the funds that will be directed through the account(s) in UniCredit Bulbank AD and/or are already part of the account balances. Please specify the type of commercial activity, the name of the payer and the period of acquisition of the funds

3 The funds have the following origin

choose

Field is required.

BACK SAVE NEXT

For your convenience, additional on-screen guidance fields are provided about the information that must be filled in the respective field, as well as notes about the size and format of the documents you need to attach.

UniCredit Bulbank

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Update customer data

Your session expires

Names as per ID document

4 Type of relatedness/position of the representative

Beneficial owner (an individual person who directly and/or indirectly owns 25% or more of the ownership of the company. A legal entity cannot be a beneficial owner)

Legal representative (The person representing the client, including manager, receiver, procurator, etc.)

Specify the ownership percentage

100

The person is

Resident

ID No - ENG/LNCH

ID document

ID document - No

Citizenship/Nationality/s

BULGARIA

5 Second citizenship

choose

Please, attach a copy of the ID document

6 copy of an identity document

CHOOSE FILE

Allowed file size up to 1MB in jpg or jpeg

UniCredit Bulbank

Expected yearly average turnover on the account(s): up to 70,000 EUR

Percentage of company turnover flowing through the bank account(s): above 70%

Please indicate the type of the commercial activity, the name of payer and period of acquisition of funds. Depending on the origin of funds, the following details are required:

- If commercial activity - describe the exact commercial activity (e.g.: metal products manufacturing, trade in fruit and vegetables, sheep breeding, hotel services, etc. It is not allowed to specify a general activity such as: trade, manufacturing, agricultural activity, etc.)
- If savings - specify the period over which they have been accumulated and their sources (business activity)
- If an agreement - the complete name of the agreement and its term.
- If invoices or other documents - specify their type, number (if applicable), date of concluding or signing, as well as information about the parties that signed or issued the documents

Origin of funds

The funds have the following origin—choose

- ☐ Income from the main activity
- ☐ Income from additional sources (e.g. rent)
- ☐ Distribution of company Profits/ Dividend
- ☐ Sale of movable or immovable property
- ☐ Other sources of income
- ☐ Sale of a company, shares or other investment

If you are the representative of more than one company with forthcoming update customer data, the *Questionnaires* of all legal entities will be listed correspondingly.

The 'Submission deadline' field shows the date by which the KYC review should be filled in. **After this date the company's accounts the outgoing transactions and the access to all other Bulbank Online functionalities will be restricted, but you will still have the opportunity to submit the *Questionnaire* and the required documents through Bulbank Online.**

UniCredit Bulbank

Update customer data

Awaiting confirmation Pending Archive

Enter criteria

Client: All Status: All

SHOW

Number	Document type	Client	Creation date	Submission deadline	Status
	Questionnaire			13 May 2025	New replenishment

It will be easier for you to go through the process if you prepare (scan) the necessary documents in advance:

Document type	File format	Size
<ul style="list-style-type: none"> Identity document (front and back) for each related party (legal representative/beneficial owner) in the <i>Questionnaire</i> <p><i>For foreign residents (with a residence permit and Foreign Resident Identity Number), both the national passport and the residence permit are submitted.</i></p>	jpg, jpeg	1MB
<ul style="list-style-type: none"> Documents certifying the change of the data of a foreign legal entity Licenses Other applicable documents, including documents certifying the origin of the funds, Annexes 4 and 5 to the 'Know Your Customer' questionnaire, etc., if requested by the bank 	jpg, jpeg, tif, tiff, pdf	5MB