

## Frequently Asked Questions and their answers

### UBB Trade Finance Gateway

**1. I would like to obtain additional info about the UBB Trade Finance Gateway. 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](mailto:tfsales@ubb.bg).

**2. How can I access the UBB Trade Finance Gateway?**

The Gateway can be accessed via the electronic banking functionality of UBB/ Payments Section.

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

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

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

No specific technical requirements are needed for using the gateway – 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 order issuance of a bank guarantee via the Gateway?**

Yes, you can order the issuance of a bank guarantee, as well as give instructions about all other documentary transactions, used by you – letters of credit and documentary collection.

**6. Upon an order, initiated by me under a documentary transaction via the Gateway, do I need to subsequently submit the order at a branch of the Bank?**

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

**7. Can I, via the Gateway, 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 Gateway.

**8. What is the maximum size of the documents, accompanying a documentary transaction, which I can attach via the Gateway?**

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

**9. Can I initiate instructions and orders via the Gateway with passive rights for e-banking?**

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