

## FAQ about UBB Digital Portal

### **1. How can I access the UBB Digital Portal?**

The Portal can be accessed through *Digital Applications* section in the UBB online banking functionality for business clients.

### **2. Does the use of UBB Digital Portal entail additional fees?**

No, UBB clients do not pay any access or usage fees for the Portal.

### **3. What are the technical requirements I need to cover in order to use UBB Digital Portal?**

There are no specific technical requirements for using the Portal - you just need an access to Internet and a browser. To be able to fully benefit from the platform's functionalities we recommend the use of the latest browsers like Google Chrome, Microsoft Edge, Firefox.

### **4. Once I file an application through the Portal do I need to subsequently visit a Bank's branch to sign an agreement?**

No. The agreement, should the application involve such, is being signed by the counterparties with a Qualified Electronic Signature (QES) through the application.

### **5. Can I exchange with the Bank other documents, linked to the application?**

Yes, through the open communication channel under the application in the Portal you may send to and receive from the Bank other documents, accompanying the application.

### **6. What is the maximum size of the documents, attached by me through the Portal?**

The maximum size is 10MB per file.

### **7. Can I file an application through the Portal if I have passive rights for online banking?**

Yes, all representatives of business clients in online banking, regardless of their rights, have access to UBB Digital Portal and can file applications, as the latter need to be signed with a Qualified Electronic Signature by the company's representative/-s eligible to request the relevant product or service.

### **8. I have my personal QES. Can I sign applications and agreements on behalf of the company I represent?**

Yes, you can sign documents with a personal QES as a representative of various legal entities. If you have a professional QES available, you can sign documents as a representative of only the legal entity it refers to.

### **9. I would like to obtain an additional information about UBB Digital Portal. What should I do?**

You may either send your inquiry via the contact form, available on UBB web page, or contact us at 070011717, or make an appointment for a video call with a consultant.