

## FREQUENTLY ASKED QUESTIONS

Dear clients,

We would like to inform you that an agreement has been reached between KBC Group, in its capacity as owner of United Bulgarian Bank (UBB) in Bulgaria and Raiffeisen Bank International for KBC Group to acquire 100% of the shares of Raiffeisenbank (Bulgaria) EAD (Raiffeisenbank). The deal has not yet been finalized and the needed regulatory approvals should still be obtained, as per the applicable legislation. Upon having the acquisition deal approved we will proceed with merging Raiffeisenbank into UBB. As a result this process may trigger series of questions in you. We at UBB will try to provide an answer to every question of yours, as we would like to inform you in advance of the following main topics, relating to the concentration underway.

### Why does KBC Group acquire Raiffeisenbank?

KBC Group in Bulgaria is the only integrated financial group, offering the full range of financial services to Bulgarian clients.

The intentions of KBC Group are, after obtaining the regulators' approvals, to proceed with the merger of Raiffeisenbank Bulgaria into UBB. Upon the successful implementation of the planned deal KBC Group Bulgaria would accomplish its ambition to take a leadership position in the banking sector and affirm its role as the first integrated financial group in Bulgaria, aiming to become number 1 in the banking sector. This acquisition is going to considerably reinforce UBB's leadership position on the market in the asset management and leasing services, as well as enhance the cross-sale opportunities with DZI.

### Are UBB and Raiffeisenbank presently one bank?

UBB and Raiffeisenbank will continue operating as two separate banks, independent of one another till the moment of their merger, which is only going to be initiated after the regulators have approved the acquisition procedure.

### What is going to happen with UBB and with Raiffeisenbank in the future?

Having obtained all regulators' approvals, the teams of the two banks will prepare their integration into a new United Bank.

### What is being changed with regard to clients?

The purchase of Raiffeisenbank by KBC Group is not going to impact in any way whatsoever on the clients of UBB. Clients may obtain recent information from the corporate websites of UBB and Raiffeisenbank.

### Can UBB clients be serviced at Raiffeisenbank branches and vice versa?

Presently UBB clients can be serviced only at UBB branches, while Raiffeisenbank clients can be serviced at Raiffeisenbank branches only. Nothing has changed for the time being. Eventual migration of clients between the two banks' systems is going to be made at a later stage, after obtaining approvals from all regulatory authorities, in accordance with the Bulgarian legislation and after completing all legal and regulatory procedures for finalizing the acquisition, at the time of technically consolidating the systems of the two banks. This process will in no way whatsoever impede the efficient servicing of clients at any of the two banks.

### Can UBB clients use the online and mobile banking of Raiffeisenbank and vice versa?

Presently UBB clients can use the online and mobile banking of UBB only. At a later stage, after obtaining approval from all regulatory authorities, in accordance with the Bulgarian legislation, and having completed all legal and regulatory procedures for finalizing the acquisition, upon the technical consolidation of the systems of the two banks clients will be using a single online banking and only one mobile banking functionality.

### Will the terms and conditions under clients' agreements change?

Nothing will change for clients at this stage. Clients may obtain recent information on the corporate websites of UBB and Raiffeisenbank.