

Sending and receiving Western Union money transfers

Western Union (WU) is an American company with 150-year history – a global leader in the field of money transfers, the services of which are known in over 200 countries all over the world. The service “Western Union money transfer” is meant only for individuals, who have an electronic signature for the Internet banking of CCB Plc. Traditionally, the Western Union money transfers are performed cash at locations in the bank offices of CCB Plc and in the exchange bureaus – our subagents for Western Union. A typical feature of these transfers is that they are performed very quickly, in a simplified procedure, within a few minutes of sending the transfer the money can be paid to the receiver. Moreover, for sending and receiving money via Western Union, there is no requirement for the sender and receiver to have bank accounts, the money can be sent and received cash.

Since 2003 CCB Plc is a representative of Western Union for Bulgaria and for more than 10 years we offer the services Western Union money transfers to thousands of our clients in more than our 200 offices on Bulgaria. For the first time in Bulgaria we offer the possibility to our clients – individuals, who use the full version of Internet banking, **to send up to a certain limit and to receive Western Union money transfers from/to their accounts with the bank, without visiting a Bank office.**

You can find the menu for access to these transfers via Internet Banking at:

“Transfers – Western Union”.

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Sending money

The Western Union transfers allow you to send from your account fast money transfers Western Union to receivers – individuals all over the world, without the requirement for them to have bank accounts. The transfers can be effected via the Internet banking system within the working hours of the bank (from 08:30 a.m. to 18:30 p.m.) from your account, without visiting the Bank. The successfully sent transfer will be accessible for payment to your specified receiver, not later than 10 minutes after you finish with the transfer sending.

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In order to send a Western Union money transfer it is necessary from the Transfers menu to select Western Union, and on the next screen to click on the text in red “Sending money” in the supper part of the screen.

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A new initial screen will appear, in which you have to complete the currency, in which you pay /you can select BGN, USD, EUR /, the country to which you send the money and the currency, in which you want the client to receive the transfer. The currency of transfer receipt for each country is determined by Western Union. Usually this is one, two or maximum three currencies for a country, where one of the currencies is the national currency for the respective country, and the second or third currency for operating may be USD or EUR. The type of currency for receipt is selected from the respective dropdown menu. The transfer amount may be completed either in the field “Amount” /of payment/ or in the field “Amount for receipt”, depending on your requirements for the specific transfer. If you want to send a specific amount from your account, without knowing its equivalent amount in the currency of the country of receipt, you have to complete the desired amount for sending in the field “Amount”. If you know or prefer the beneficiary to receive a certain exact

amount in the currency of his/her country, without knowing the equivalent amount of your sent amount in BGN, EUR or USD, specify the exact amount for receipt in the field "Amount to receive". The currency of sending a transfer from Bulgaria can be – BGN, EUR or USD. If the account from which you order the transfer is in a currency other than the specified three currencies, the system will apply an exchange rate of the Bank for the day /cross "bid rate account currency" to "sell the selected currency of the transfer"/. An example: if you send EUR 100, but your account is in BGN, then your account will be debited with BGN 221.37, which is equal to EUR 100 the transfer amount + EUR 13 = EUR 113 / EUR 113 at the exchange rate "ask EURO" of CCB to BGN 1.959 =BGN 221.37/. If you send an amount in BGN, EUR or USD, in order to be received in the country of receipt in a currency other than the specified three currencies, the exchange rate of Western Union for the day will be applied. For example: You send BGN 100 to Great Britain. The receiver will receive GBP 39.24 /at the rate of WU BGN 1 = GBP 0.392353 /. Your account will be debited with BGN 119 /BGN 100 transfer +BGN 19 fee / or the equivalent amount in the currency of your account, according to the exchange rate of the Bank.

Please, consider that the following limits were imposed for sending a money transfer Western Union: up to BGN 3 000 /or the equivalent amount in USD or EUR/ per client per 1 transaction or up to BGN 5 000 / or the equivalent amount in USD or EUR/ per client for 1 day (24 hours)/from 00:00 a.m. to 24:00 p.m. / Upon selecting the transfer destination in the lower part of the screen you will see specific information, specifics and limitations upon the payment of the WU transfers for your selected country, you should acquaint yourself with. After that click on the "OK" button.

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A screen will appear for the entry of data. All obligatory fields have been marked with "!". In the field "receiver" you have to enter a new receiver /only an individual/ from the field with "+" or to select a receiver already entered by you from the dropdown menu. It is exceptionally important to know the correct spelling of the names in Latin, as per the identity document of the receiver and enter them correctly in the respective fields. The field "Receiver" contains the names of the people, to whom you already sent transfers, so that for your convenience, instead of every time entering the names of the receivers, to whom you already sent transfers, you could simply select the respective name from the list in the drop down menu. For your greater security, whenever you enter a new receiver, the system will send you SMS with a digital code for confirmation by you, in this way you will evidence the authenticity of the transaction. In such cases, please enter the code received with SMS, in order to continue sending the money transfer.

You can see the fee for the transfer and the total amount of the transaction on the same screen. You can see the tariff of the Western Union transfers on the web site of Central Cooperative Bank Plc at the following address: http://www.ccbank.bg/media/filer_private/wu_tarifa_240414.pdf

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If you want, you could enter a short free text message to the transfer receiver, which will be submitted to it together with the money at the receiving location of WU.

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If you have more than one account for internet banking at CCB, from the list of these accounts in the drop down menu you can select from which of your accounts to send the transfer. Notification with sms to the transfer sender, when the transfer is withdrawn:
For this purpose you have to enter mobile number starting with country code. It should start with 00. For Bulgaria the code is: 00359. Your mobile number should consist of 9 digits without any included initial digit 0 of your mobile number. After you enter all data, select the „Preview" button.

Please read the general terms and conditions of the Western Union service, for this purpose click on the text “General terms and conditions of the Western Union service” in sky blue color in the upper initial part of the screen. Selecting the check box, indicating that you are acquainted with them is an obligatory condition to send the transfer. A screen with summarized information will appear, which as a last step will require your password for transfer confirmation.

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After confirmation and the successful sending of the transfer 10-digit money transfer control number (MTCN) of your Western Union money transfer will appear in the upper part of the screen. You have to announce this number personally to the receiver. For your security we recommend that you do not announce the MTCN and you do not disclose transaction information to any other person, except the person, specified by you in the transfer as transfer receiver.

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You can check in – Transfers - Western Union – Money to send:

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Money to receive

Select from the menu “Money to receive”. It is exceptionally important that your names be present in the transfer in full compliance with the Latin transliteration of your names as per the identity document, with which you were entered as a Bank client.

You can make a verification of the correct spelling by: - positioning on “Register –User Information – Detailed review of the entry ”

- The system will write correctly your name in Latin. You have to announce it to the sender of the Western Union money transfer, from whom you expect to receive money. Any discrepancy in the spelling of your names may be a problem for the smooth receipt of the transfer.

In order to receive a Western Union money transfer, first enter in field “MTCN” the 10-digit control number, which the sender announced to you. In the field “Payout currency” the system automatically completed the currency, specified by the sender. However, you can select from the dropdown menu in this field another desired currency for the transfer receipt. In case you change the currency for receipt, the system will apply the exchange rate of WU to your selected currency. In the field “Account” select your account, on which you want the transfer funds to be credited. If the currency of the account is different from the currency, selected in field “Payout currency”, the transfer amount will be converted at the exchange rate of the bank applied till the present moment. Read the general terms and conditions of the Western Union service, for this purpose click on the text “General terms and conditions of the Western Union service” in sky blue colour in the upper initial section of the screen. Select the field that you are acquainted with them. Select the “Preview” button.

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On the screen will appear summarized information, which you have to confirm with your password.

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You have the option from the “Print” button to print or save the receipt of the received transfer.

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In order to check the status of the received transfer it is necessary to select: WU transfers— Money to receive.

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Cancellation of a sent transfer

The cancellation of a transfer and the return of the whole transfer amount /principal + fee / on your account is possible only within the same workday of sending the transfer and provided that the amount is not withdrawn. For this purpose it is necessary to visit on office of the Bank, to identify yourself with a valid identity document and submit a request for cancellation of a Western Union transfer via Internet Banking in free format. In case, at the same time the transfer is not withdrawn, the money will be recovered back to your account till the end of the same workday

Reimbursement of a sent transfer

Your sent transfer is available for receipt within the system of Western Union within 45 days after the date of transfer sending. If for any reason the receiver of your transfer cannot receive the amount or there is another reason, you could request return /reimbursement/ of your sent transfer, which is still not withdrawn by the receiver. After the successful performance of the request for transfer reimbursement, only the principal amount of the transfer will be reimbursed to your account, without reimbursement of the fee. You can submit a request for reimbursement from the screen “Money to send”, if the status of the WU transfer is “Available”.

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From the menu with possible options you select “Detailed review of the record” and after that “Request for transfer reimbursement”. You enter your password.

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You will see the following message: The request for reimbursement ended. Select here to receive your money.

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Click on “Select here”. A screen will appear on which you specify on which account you would like to receive back your money and whether in the original currency of the transfer. On the next screen enter your password and finalize the transaction. Within 10-15 minutes the transfer amount will be credited to your account. If you want, you may print the receipt of the received transfer.

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Possibilities for corrections

Corrections are possible in the names of a receiver of already sent Western Union transfer. They may be reflected in the WU system after a written request by the sender. It is necessary that the sender

identifies himself/herself at an office of Central Cooperative Bank Plc and completes a template for a change in the data of a Western Union transfer. The correction is free and is reflected in Western Union as late as the next workday for the Bank.

From menu: A list of receivers – you may correct or deactivate a created receiver.

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In case you have questions or need collaboration, you may contact us at: 02/9266 254, 02/9266 257, 02/9266 180, 02/9266 666 and 02/9266 668.