

## Information for VISA and MASTERCARD cardholders making online payments to ENERGO-PRO SALES AD

### 1. Company name and contact details:

- Company name: ENERGO-PRO SALES AD
- Contact details: For contact details such as correspondence and email address, phone number, etc. visit our web sites:

<https://energo-pro-sales.bg/en/contacts>

<https://energo-pro.bg/en/contacts>

The addresses of our Customer service centers are published here:

<https://energo-pro.bg/en/contacts>

### 2. ENERGO-PRO SALES prices of electricity and additional services

2.1 Information on electricity prices is available on the following addresses:

- for household customers:  
<https://energo-pro.bg/en/regulated-market/household-customers/applicable-electricity-prices>
- for business customers on free market:  
<https://www.energo-pro.bg/en/free-market/prices-for-non-residential-customers-as-from-01-10-2020-payment-methods-metering-schedule-and-other-useful-information/prices-for-non-residential-customers-as-from-01-10-2020>
- for customers of Supplier of last resort:  
<https://www.energo-pro.bg/en/free-market/supplier-of-last-resort>

Information on electricity prices is published in accordance with applicable legislation.

2.2 Pricelists of all additional services offered by ENERGO-PRO SALES are available on the following addresses:

<https://www.energo-pro.bg/web/files/richeditor/documents/cenorazpisi/2020/pricelist-eprs-es-19-11-2020-en.pdf>

<https://www.energo-pro.bg/web/files/richeditor/documents/cenorazpisi/2020/pricelist-eprs-so-lr-12-11-2020-en.pdf>

<https://www.energo-pro.bg/web/files/richeditor/documents/cenorazpisi/2020/pricelist-eprs-so-lr-12-11-2020-en.pdf>

2.3 Payments to ENERGO-PRO SALES are in BGN, including VAT as well as all legal price components.

### 3. Online payments regulations

- We accept payments through the virtual POS terminal of Raiffeisenbank. It supports debit and credit cards from **VISA and MASTERCARD**.

**Payment procedure:**

- When you chose an online payment via debit or credit card, a new web page of Raiffeisenbank will open. Please beware that the information you provide is completely secured, since you will be submitting your card details only to Raiffeisenbank system, and not to our website.
- In case you are using an extra security service known as “Verified by Visa” or “MasterCard SecureCode”, in order to complete the transaction you will be redirected to the site of your card issuer where you will be asked to enter your password for authentication.
- After every successful transaction you will get an electronic receipt, which you may decide to print and keep for future purposes.
- Please make sure your card issuer supports online payments.
- Maximum transfer amount per transaction is 1000 BGN.

#### 4. ENERGO-PRO SALES Procedure related to refunding payments:

- Disputes on payments made by using **VISA** and **MASTERCARD** are to be filed with the bank, being the card issuer, not later than 3 (three) months after the online payment has been made;
- Within 15 days of receiving the objection, ENERGO-PRO SALES shall submit a response on objection’s reasonability.
- ENERGO-PRO SALES shall not take into consideration any dispute on card payment, unless it has been previously examined by the respective bank card issuer.