

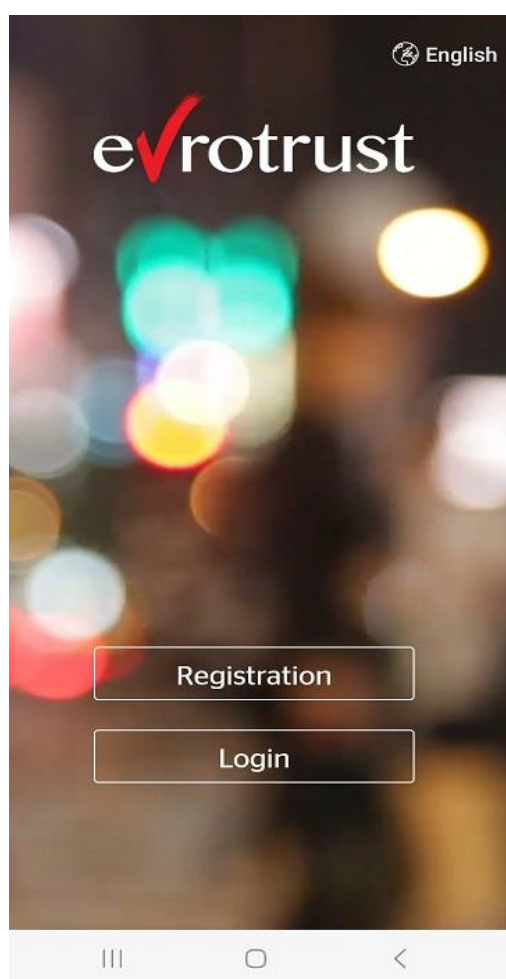
What should I do if I want to change my smart device?

They are two possibilities:

First - change to a new mobile device required confirmation through the B-Trust Mobile application installed **on the old device**.

Second - If your old mobile device is damaged or lost, you should go through personal identification via the **EVROTRUST application** or visit the ProCredit Bank office personally.

In the second case download from Google Play – **App EVROTRUST** and start identifying yourself in two steps – make a selfie and send a picture of your ID card, then sign the application and consent, and if you are identified successfully, you will receive a confirmation email from the app.

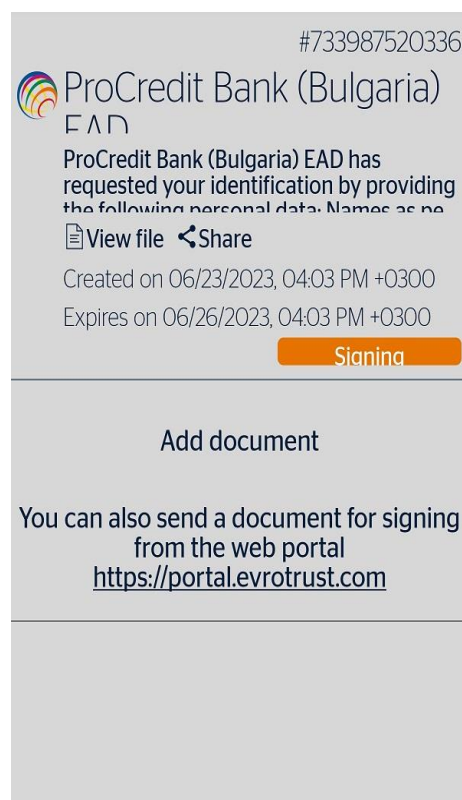
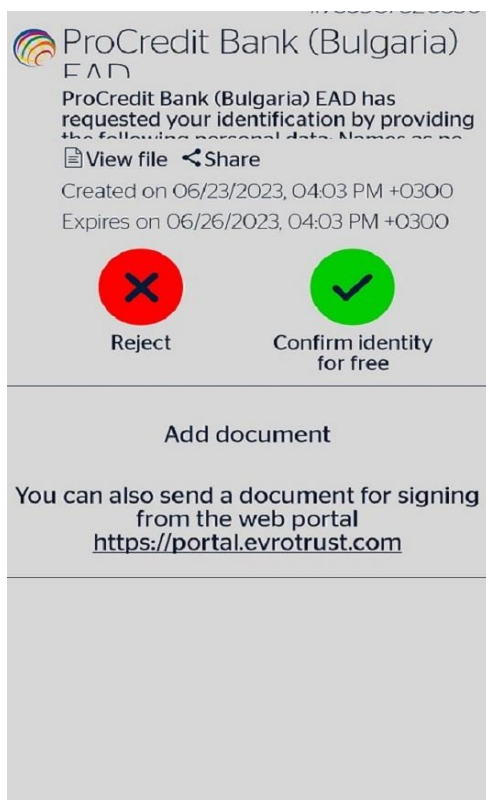
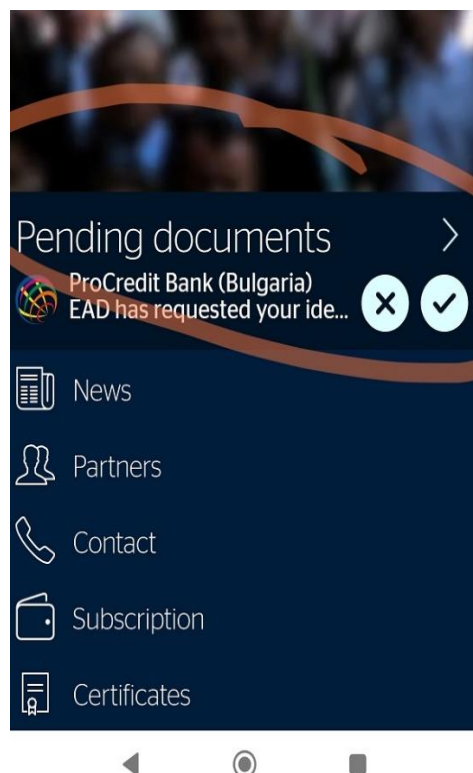
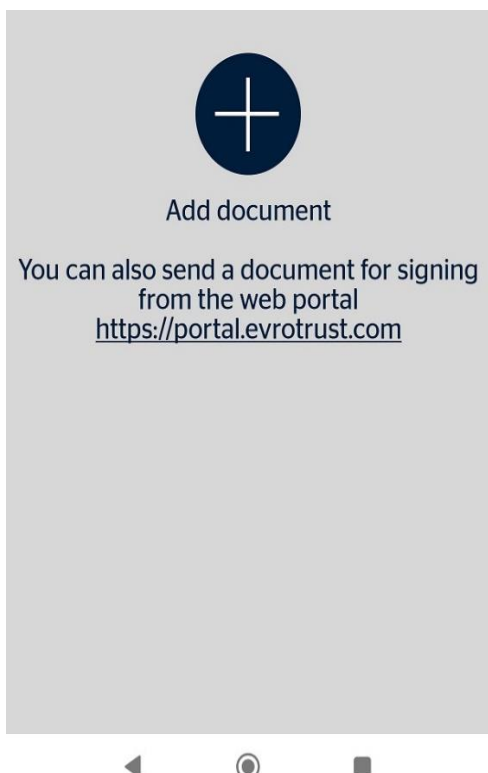


In case of any problem, you can get support from Procredit's mobile banking:

ProCredit Bank (Bulgaria) EAD, tel. 0700 170 70 - from Monday to Friday from 8:30 h. to 18:30 h.

Access from abroad to 0700 170 70 of Vivacom is carried out by dialling the number + 359 700 170 70.

For subscribers of A1, access from abroad is carried out by dialling the number +359 88 1 700 170 70.



After you have confirmation on your email, you should call ProCredit Bank with a request to return your account to SMS notification and start installation B-Trust on your new mobile device.

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In both cases after that follow the next steps.

Log in to ProB@nking and choose **“My Profile” - “Change B-Token device”**

The screenshot shows the ProB@nking user interface. At the top, there is a navigation bar with options like ACCOUNTS, CARDS, TRANSFERS, BILLS, LOANS, and REQUESTS. Below this, there are sub-menus for ACCOUNT, CLIENT SETTINGS, MY ACTIVITY, and MOBILE DEVICES. The main content area is divided into two columns. The left column contains the 'Identity card' section with a profile picture, name (ФИЛИП АНДРЕ Л СИМОЕНС), ID document number, and validity date. Below this is the 'User profile' section with fields for E-MAIL, HOME ADDRESS, ADDRESS FOR CORRESPONDENCE, and PHONE NUMBER. The right column contains the 'SETTINGS' section with options like 'Change password', 'Change username', 'My ProB@nking activity history', 'Change B-Token device.' (highlighted in yellow), and 'Activate mobile application'. At the bottom right, there is a 'CLIENT SETTINGS' section with the user's name and account details.

The screenshot shows the 'Device change confirmation' page. It features a list of benefits: 'Easy' (signing transfers and card payments), 'High level of security' (additional login security), and 'Convenience' (signing from multiple profiles). A red-bordered box contains the requirement: 'To activate the application both a computer and a phone are required!'. Below this, a note states: 'In case of unsuccessful device change, automatically, after 30 min. you will be able to use your current B-Token on the old phone again.' At the bottom, there is a 'I DECLARE' section with a checkbox and a 'Required!' warning icon. The declaration text reads: 'I declare that when operating in the Internet banking system with the relevant access granted to me personally as a private individual/ freelancer/ representative of a legal entity/ authorized person, I will use the B-Trust Mobile application and the generated by it software token (B-Token) as a means of authorization and additional identification.'

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→ <https://probanking.procreditbank.bg/Setup/User/Index#d=/Setup/SecondFactor/RegisterConfirmation&s=Rm9ybVNV3Rvbjl>

Easy - sign your transfers via Prob@nking, as well as your online card payments.

High level of security - the login to the application is additionally secured by an individual password or biometrics.

Convenience - sign payments from all your profiles in Prob@nking, by using only one device – your smartphone.

[Learn more...](#)

To activate the application both a computer and a phone are required!

In case of unsuccessful device change, automatically, after 30 min. you will be able to use your current B-Token on the old phone again.

I declare that when operating in the Internet banking system with the relevant access granted to me personally as a private individual/ freelancer/ representative of a legal entity/ authorized person, I will use the B-Trust Mobile application and the generated by it software token (B-Token) as a means of authorization and additional identification.

Sign and send
using B-Trust Mobile >

„Sign and send” by confirming through the B-Trust Mobile application installed on your old device or by SMS notification to your new device in case the old one is damaged or lost.

Next step

Install the B-Trust Mobile application on your **New** smart device.
Follow the general instruction on how to activate B-Trust Mobile.

B-trust Mobile BORICA BG

Please choose your mobile app password.

Password

Retype password

Please set the name of this device.

Watch 22081212UG Android 12

I agree with the terms of service

✓ Confirm

B-trust Mobile BORICA BG

Please choose your mobile app password.

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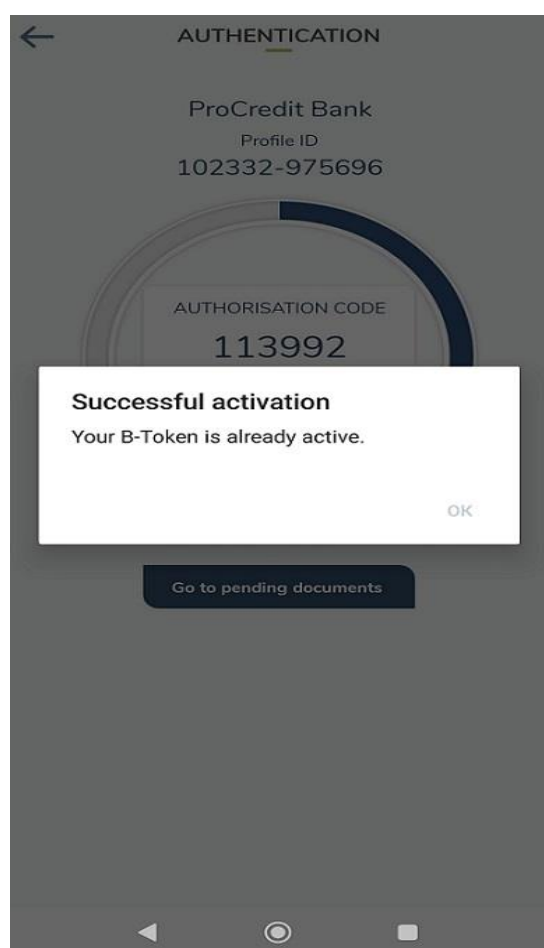
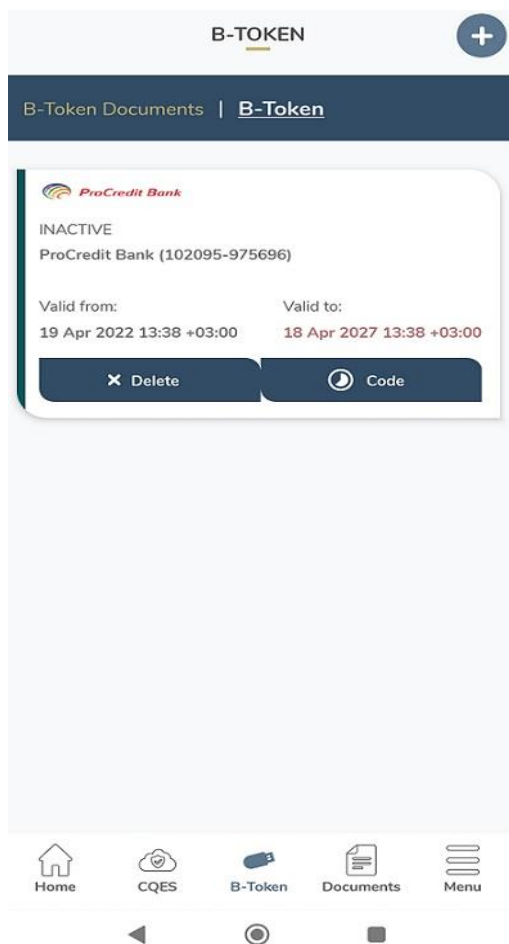
Please set the name of this device.

Xiaomi 12T

I agree with the terms of service

✓ Confirm

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Complete the registration and start using your new device.

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