



**direct
services**

Thinking
in systems

Dear Revolut customers,

Revolut manufactures its cards abroad and sends them to the recipient's address in the Republic of Bulgaria according to the method chosen by the cardholder - to a mailbox with Bulgarian Post or as a courier shipment with SPEEDY.

Direct Services has no relation or participation in the processes of requesting the card by the cardholder, the production and sending by Revolut. In case the card is sent with Bulgarian Post and the delivery is not realized for some reason, it is possible that the postal operator will return the undelivered letter to our office. It is precisely in order to be able to return undelivered letters from the post office to an address in Bulgaria, the address of Direct Services is written on the envelopes.

If you are expecting delivery of a Revolut card and have chosen delivery to a mailbox, you should have seen in the Revolut application that it is not possible to track the letter. Check your mailbox regularly and make sure you have not received an SMS message from Bulgarian Post inviting you to visit the post office serving your address to receive your letter from there. Messages requesting additional payments and/or charged fees are phishing attacks!

If you have not received your letter 15-20 days after the date of sending indicated in the Revolut application and if you have not found your letter at the post office serving your address, you can check whether it has been returned as undelivered to Direct Services by sending a request to revolut@directservices.bg. In the message, indicate the name of the cardholder, mobile phone number and address for receiving the card - as they were entered in the Revolut application when you requested your card. We will respond to you as soon as possible and if the letter is returned as undelivered to us - we will resend it to you with the Evropat courier free of charge for you.

Direct Services does not have access to information about cards sent with SPEEDY, so if you expect delivery with SPEEDY - contact them only.

Direct Services has no rights in the Revolut application and cannot make requests for new cards (or resend cards undelivered by Bulgarian Post) on behalf of Revolut customers. The rates for delivery and all other services are determined solely by Revolut.

Direct Services has a limited secondary role in the delivery process of Revolut cards, with us you can only:

- Check whether, when and to which address Revolut sent your card - and only in case it was sent with Bulgarian Post. We emphasize that we do not determine the method of delivery of the letter, we do not perform the delivery, we have no control over the work of Bulgarian Post and we are not responsible for the quality of their service.
- Receive instructions to check your mailbox or post office. A huge part of the recipients are not aware that letters come with the post and wait in vain for a courier to call them.
- Receive information whether your card has been returned to us as undelivered by Bulgarian Post. If it has been returned and you look for it - we will send it to you again by courier free of charge to a new full address specified. According to Revolut's instructions, all cards returned and unclaimed by the recipients are destroyed after 30 days.