

Instructions for using the Personal Account

ICS Bemol Retail customers

1. Login to your account	2
2. Registration of a new user	3
3. Password recovery	4
4. Work in your personal account	5
4.1 "Balance" Section	5
4.2 "Card Management" Section.....	6
4.3 "Top-up" Section	6
5. Ask us a question.....	6

1. Login to your account

2. Login to your personal account from the official ICS Bemol Retail website using the link:<http://cabinet.bemol.md> .

For individuals:

The screenshot shows the login page titled "Главная" (Main). Below the title, it says "Чтобы войти в систему, заполните необходимые поля" (To log in to the system, fill in the necessary fields). There are three tabs: "Физические лица" (Physical persons), "Юридические лица" (Legal entities), and "Первая регистрация" (First registration). The "Физические лица" tab is selected and highlighted with a yellow underline. Below the tabs are two input fields: "Телефон" (Phone) and "Пароль" (Password). Below the password field is a checkbox labeled "Я не робот" (I am not a robot) next to a reCAPTCHA logo. Below the checkbox, there is a link for "Восстановление пароля" (Password recovery). At the bottom, there is a green button labeled "Войти" (Log in).

For authorization, you must enter a phone number and password. Check the box “I am not a robot” and follow the further instructions.

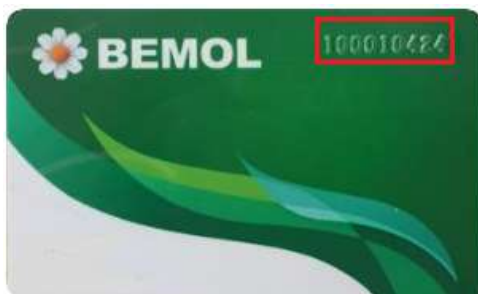
1. Registration of a new user (for individuals).

To register a user in the personal account of ICS Bemol Retail customers, click on the “First registration” link:

In the registration form, you must fill in all the fields.

Description of fields of the registration form:

- “Card Number” - “Bemol” fuel card number indicated in the upper right



- “Phone” - current phone number (will be used to enter your personal account)

- “Email” - valid email address (it will be used for authorization in your personal account, as well as when recovering a password).
- “Password” - you will need to create a password (it will be used for authorization in your account. Do not tell anyone the password.)
- “IDNP”. “First name”, “Last name” - are filled if desired by the client.

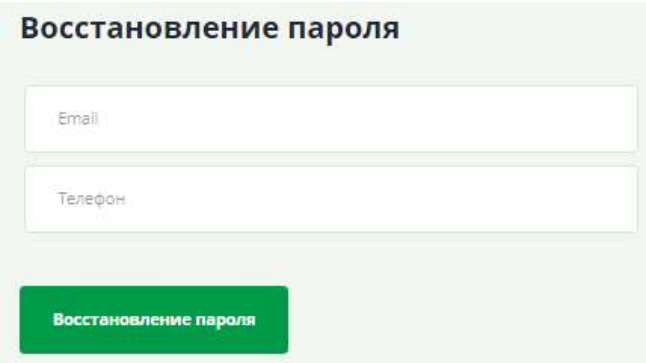
After filling out the form, click the “I'm not a robot” button, after the “Register” button.

To activate your account, you will receive a link to your email address, which you must go to to complete the registration.

1. Password recovery.

2. To recover the password, click on the “Reset Password” button. In the window that appears, enter the email address specified during registration and phone number:

After clicking on the “Password Recovery” button, if you have entered the correct email address, a message will appear indicating that the password has been successfully reset.



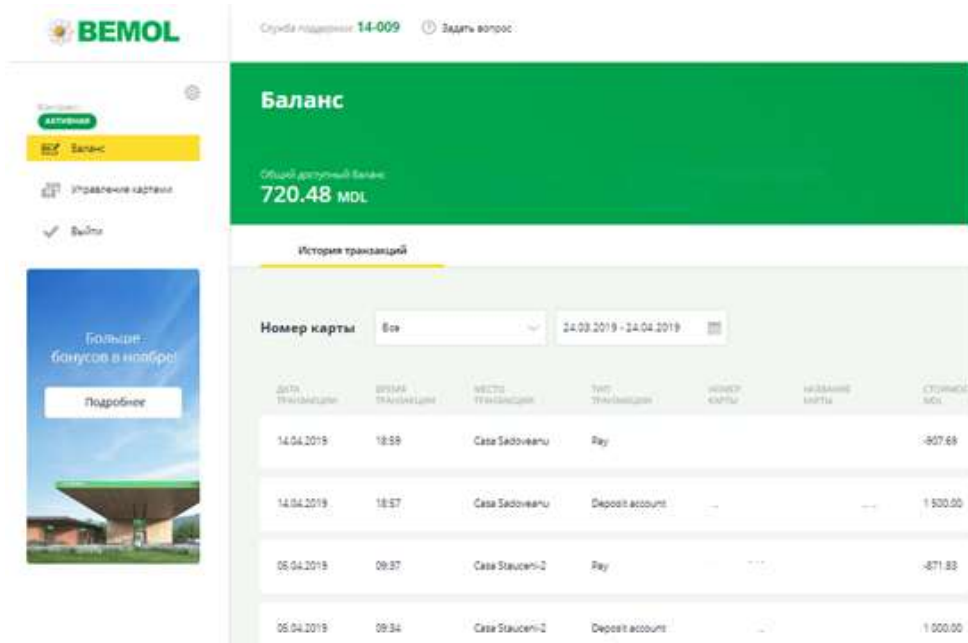
The screenshot shows a web form titled "Восстановление пароля" (Password Recovery). It contains two input fields: "Email" and "Телефон" (Phone). Below the fields is a green button labeled "Восстановление пароля" (Password Recovery).

An email will be sent to the specified email address with a link to reset your password. By clicking on the link in the letter, you will be taken to the page for entering a new password.

You will need to come up with a new password and click on the “Password recovery” button.

1. Work in your personal account.

After successful authorization, the Personal Account page opens:



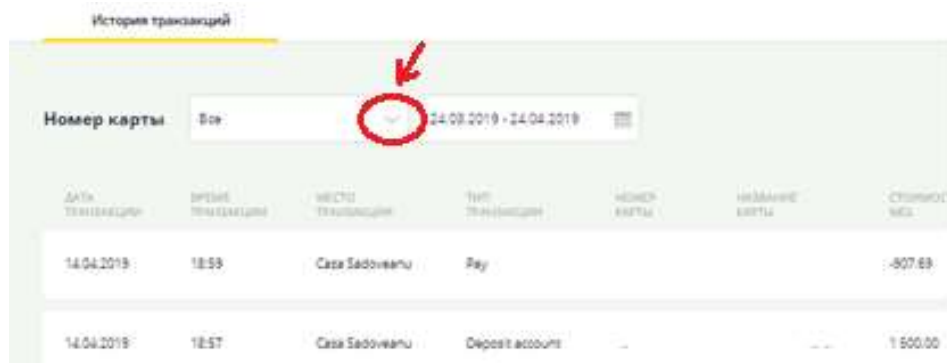
4.1 Section "Balance"

In the "Total available balance" section, you see information:

1. about the available funds in the account.



2. a history of all transactions made from your cards with the ability to filter a specific card (if the client has several):



1.2 Section "Card Management".

- 1.3 If you wish, you can set limits for your card. The following limits are provided for customer selection:

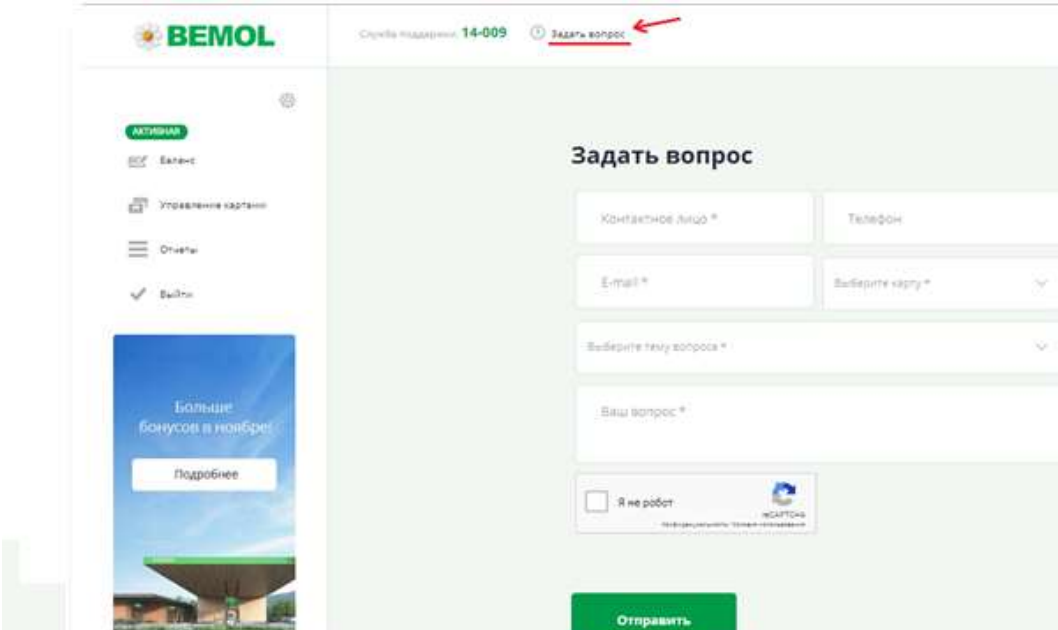
- 1.4 • Daily limit - the specified limit value will be available for vacation per day;
- 1.5 • Weekly limit - the indicated value of the limit will be available for holidays for 7 days;

- 1.6 • Monthly limit - the specified limit value will be available for a month's vacation;
- 1.7 • Extra limit - the specified limit value will be available for vacation only on the day specified in the "Extra date" column until 23:59:59 p.m.
- 1.8 • Limit form - makes it possible to indicate the limit in lei or in liters.
- 1.9 • Assortment group - makes it possible to change the type of fuel to the card.
- 1.10 • Active - in this field you can deactivate the card (in case of loss, damage ...). To do this, simply uncheck the "Active" column or vice versa - activate the card by ticking the "Active" box.
- 1.11 After making all the changes, you must click the "Save" button and your changes will take effect. Пополнение счёта.

This option is not yet available.

2. Ask us a question.

If you have any questions, you can always contact us. To do this, you need to fill out the application below. After processing the data, our employee will contact you.



The screenshot displays the BEMOL website interface. At the top left is the BEMOL logo. To its right, the text 'Служба поддержки 14-009' is visible, followed by a link 'Задать вопрос' which is underlined and has a red arrow pointing to it. The main content area is titled 'Задать вопрос' and contains a form with the following fields: 'Контактное лицо *', 'Телефон', 'E-mail *', 'Выберите карту *' (with a dropdown arrow), 'Выберите тему вопроса *' (with a dropdown arrow), and 'Ваш вопрос *'. Below these fields is a checkbox labeled 'Я не робот' next to a CAPTCHA logo. At the bottom of the form is a green button labeled 'Отправить'. On the left side of the page, there is a sidebar with a menu containing 'Активный', 'Баланс', 'Управление картой', 'Отчеты', and 'Выход'. Below the menu is a promotional banner for 'Больше бонусов в ноябре' with a 'Подробнее' button.