

ANNOUNCEMENT

about the services available on the myRaiffeisen portal

Effective as of: 08/04/2024

Please note that the following functions are available on the myRaiffeisen portal:

- **Authorise login** with Mobile Token, Hardware Token or Password+SMS authentication
- View **account balance** and **account information**
- View **transaction history**
- **Search** in transaction history (for the last one year)
- **HUF transaction** from HUF accounts
- View **debit and credit card data**
- **Card limit modification** (for customers with independent signing rights)
- **Enable and disable online purchase** with cards
- **Approval of signable transactions** (for customers with independent signing rights)
- **Language selection** (Hungarian and English)
- View your **user profile**
- Switch between **roles**
- **Apply for personal loan for retail and premium customers** with redirection to the Online Personal Loan platform (szemelyikolcson.raiffeisen.hu) – in Hungarian
- **Apply for overdraft for retail and premium customers** with redirection to (bankszamlahitel.raiffeisen.hu) – in Hungarian
- **RaiConnect service for contracted premium customers** with redirection (raiconnect.raiffeisen.hu)
- **Access to DirektNet internet banking platform** with redirection (direktnet.raiffeisen.hu)
- **ATM and Branch locator** with redirection to website
- **Access to loyalty program for retail and premium customers** with redirection (husegprogram.raiffeisen.hu)
- **Access VideoBank service for retail and premium customers and small businesses** with redirection (videobank.raiffeisen.hu)
- **PIN2 code request for online card payment** (with redirection to pin2.raiffeisen.hu site)
- **Access Raiffeisen Online Broker equity trading for customers with Internet Brokering access** with redirection (online-broker.raiffeisen.hu)
- **Chat**
- **Provision of electronic documents** to the Bank's customers via the Documents menu
- **Submission of electronic documents** to the Bank via the Documents menu
- **Data reconciliation—submit renewed identity document** to the Bank electronically
- **Password change**

- **Apply for certificates** to retail, small business customers and private companies who have Annual Net Sales under HUF 398 million in Hungarian

The myRaiffeisen portal is available to Customers who meet one of the following criteria and have an **activated Digital Channel access**:

- you are a retail, premium banking or private banking account holder **with a bank account held with Raiffeisen Bank Hungary and have DirektNet access**, or you have signature authority (act as a proxy) over a retail, premium banking or private banking account held with Raiffeisen Bank Hungary, **and have DirektNet access**,
- you are a retail, premium banking or private banking account holder **with a main card issued by Raiffeisen Bank Hungary**,
- you **have an additional card issued by Raiffeisen Bank Hungary** and linked to the bank account of a retail, premium banking or private banking customer,
- as a representative authorised to operate the bank account kept at Raiffeisen Bank Hungary of a small business or private company Customer (registered on the signature card of the company), you have DirektNet and/or Raiffeisen Pay access,
- as a person not authorised to operate the bank account kept at Raiffeisen Bank Hungary of a small business or private company Customer (not registered on the signature card as an authorised representative), you are authorised to input data in respect of the Raiffeisen DirektNet service,
- as a representative authorised to operate the bank account kept at Raiffeisen Bank Hungary of a small business or private company Customer (registered on the signature card of the company), you have a business card issued by Raiffeisen Bank

The myRaiffeisen portal will be available **to the following customers**:

- retail customers,
- premium banking customers,
- private banking customers and private companies,
- small business customers

Customers should use the following versions of the different browsers to access the myRaiffeisen portal:

- **Google Chrome: 81.0+**
- **Mozilla Firefox: 85.0+**
- **Safari: 13.0+**
- **Microsoft Edge: 87.0+**

- **Opera: 73.0+**
- **Internet Explorer – not supported**

We also recommend you to upgrade your operating system to one of the last two major versions (in the case of Android, to any one of the versions issued during the last three years). **We do not support display from Windows XP operating systems.**

We are also continuously working on ensuring the accessibility of the myRaiffeisen portal, to access which we recommend you to primarily use the Google Chrome browser.

The manual on the use of the application is available at [User Manual – DirektNet, myRaiffeisen portal](#).

Fees, commissions and costs related to the myRaiffeisen portal, as well as the the procedure for accepting orders is contained in the contract documents that are valid and effective at all times, which you can access at the following link: [myRaiffeisen Portal terms and conditions](#)

Budapest, 11 Dec 2023

Raiffeisen Bank Zrt.