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- I. Raiffeisen Bank Zrt. further informs its Customers that its **General Business Conditions will be amended as of 27 May 2022, without any adverse effect on the Customers, or without affecting existing Customers. The change concerns the following sections of the GBC:**

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Current provision	Provision in force from 27 May 2022	Reason for the amendment
<p style="text-align: center;">II. List of Terms & Conditions</p> <p>2.1 The title and the measure of the fees, commissions, charges and penalty interests charged by the Bank for the services used by the Customer as well as the rates of interest payable by the Bank on the deposits placed by the Customer at the Bank, and other specific terms and conditions of the services are set forth in the List of Terms and Conditions from time to time in effect and in the Announcements from time to time published by the Bank. The List of Terms and Conditions from time to time in effect and the Announcements from time to time published by the Bank shall constitute integral parts of and annexes to the General Business Conditions.</p> <p>Copies of the List of Terms and Conditions and the Announcement—which are public documents accessible for anyone concerned—shall be displayed in the Bank’s customer areas as well as in its website (www.raiffeisen.hu), and given to the Customer upon request.</p> <p>The Bank shall have the right to apply different terms and conditions and render different services in respect of the different customer types and business lines. The Bank shall also have the right to offer special conditions different from those included in the List of Terms and Conditions or in the Announcement to a Customer.</p>	<p style="text-align: center;">II. List of Terms & Conditions, Announcements</p> <p>2.1 The title and the measure of the fees, commissions, charges and penalty interests charged by the Bank for the services used by the Customer as well as the rates of interest payable by the Bank on the deposits placed by the Customer at the Bank, as well as other specific terms and conditions of the services, and the special offers and promotions related to services are set forth in the List of Terms & Conditions from time to time in effect, the Announcements published by the Bank, or the regulations related to special offers and promotions. The Bank publishes an Announcement on the fact of the amendment of the General Business Conditions or other business rules and regulations, the provisions affected by the amendment, the date of entry into force of the amendment, and also publishes its special offers, promotions and programs related to services in an Announcement or in a separate regulation. The List of Terms & Conditions from time to time in effect and the Announcements and regulations from time to time published by the Bank shall constitute integral parts of and annexes to the General Business Conditions.</p> <p>Copies of the List of Terms & Conditions, the Announcement and the regulations concerning special offers and promotions—which are public documents accessible for anyone concerned—are disclosed in the Bank’s customer areas as well as placed in its website (www.raiffeisen.hu), and given to the Customer upon request.</p> <p>Disclosure in customer areas means that the document is</p>	<p>Until now, Announcements have not been regulated in the GBC, although it has been applied by the Bank.</p>

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displayed in printed form or is electronically available on a customer computer (CleverPoint) located in the customer area that is accessible to anyone.

The Bank shall have the right to apply different terms and conditions and render different services in respect of the different customer types and business lines. The Bank shall also have the right to offer special conditions different from those included in the List of Terms and Conditions or in the Announcement to a Customer.

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<p>Protection of Secrets and Processing of the Customer's Personal Data</p> <p>For the purposes of this chapter:</p> <p>"Banking Group" means the Bank and the undertakings controlled by the Bank, as well as the domestic subsidiaries controlled by the Bank's shareholder (the "Hungarian Banking Group"), and furthermore the foreign undertakings controlled by the Bank's shareholder and the subsidiaries of such undertakings (the "international Banking Group").</p> <p>"Secret" means any facts, information, solutions or data available on the individual Customers to the Bank as a credit institution providing financial and ancillary financial services and investment and ancillary investment services, as well as to its insurance intermediary agent, or to a financial enterprise or other entity, and qualifying as bank secrets, securities secrets, insurance secrets or other protectable confidential information, and that concern the Customer's identity, data, financial situation, personal circumstances, business activities, business investment activities, economy, ownership and business relations, the balance and turnover of his/her account kept at the Bank, and his/her contracts concluded with the Bank.</p> <p>"Data subject" means any specific natural person</p>	<p>Data Protection and Confidentiality</p>	<p>The data protection chapter has been rendered more transparent and understandable.</p>
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identified—or reasonably identifiable by the Bank directly or indirectly—on the basis of his/her personal data. It shall qualify as reasonable identification in particular if the given person is linked to the data via an identification number or sign, location information, or reference to one or more factors or information concerning the person's physical, physiological, genetic, mental, economic, cultural or social identity. In their relationship with the Bank, "data subject" can be the Customer or other data subjects.

"Customer" means any natural or legal person or entity without legal personality who/that takes any financial, investment, insurance or some ancillary service from the Bank or with the Bank acting as an intermediary. The data of other data subjects should be treated similarly to those of the Customer, unless these General Business Conditions formulate different rules.

"Other data subject" means collaborators, one-time customers and prospective customers collectively.

"One-time customer" means any natural or legal person or entity without legal personality who/that gives a transactional order of an occasional nature to the Bank (natural persons that do not have payment accounts at the Bank, but make direct cash deposits to the payment accounts of other

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customers are also to be regarded as one-time customers).

"Collaborator" means any person other than the Customer whose data or information concerning whom are processed by the Bank (or whose data or information the Bank becomes aware of) mostly in connection with the provision of some service for the Customer. Such person can be in particular anyone who contributes to the fulfilment of a contract to be concluded with the Customer (the Customer's agent, representative, a witness, interpreter, translator, collateral provider or anyone making a commitment to provide security to the contract (guarantor, pledgor) or any other beneficiary and/or obligor (beneficiary of a payment order, seller of a real estate financed by the Bank).

"Prospective customer" means a person who is the recipient of any information, advertisement or offer concerning some service or product of the Bank, or a person applying for or interested in such service (but with whom the Bank did not make a contract for the provision of the service), or who makes a contractual offer to the Bank.

"Long-term contractual relationship" means any contractual relationship between the Bank and the Customer that is directed at the provision of some service and exists continuously for a longer (whether

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<p>definite or indefinite) period, under which the Customer continually, or from time to time uses services provided by the Bank, or concludes transactions with the Bank, including in particular framework agreements for financial or investment services, investment framework agreements, or credit and loan agreements, not inclusive of one-time contracts concerning one particular transaction, which are to be performed promptly or within a short time.</p>		
<p>Protection of confidentiality</p> <p>3.1.1 The Bank is required to keep any information qualifying as secret for an unlimited period of time. Any secret may only be disclosed to a third party if:</p> <p>a) the Customer or his/her legal representative requests or authorises the disclosure of the information in a public document or private document with full probative force, exactly identifying the range of secrets concerning the Customer that can be disclosed; the request or authorisation need not be included in a public document or private document with full probative force if the Customer provides such written declaration in the scope of the contract concluded with the Bank—including the initiation of a change of payment accounts—where the declaration may also be made electronically in a verified channel accepted by the Bank,</p>	<p>Data Protection</p> <p>The Bank shall process the provided data primarily in accordance with the provisions of the GDPR and in accordance with the applicable laws listed in the Bank's General Privacy Policy. These laws and documents contain detailed rules on the processing of personal data, including among others the principles of data protection, the purposes of the processing, the data subjects, a list of the personal data processed, the retention periods, the details of data transfers, the data subject's rights, the handling of data protection requests, the remedies available to data subjects, and data security provisions. The General Privacy Policy is available in the Bank's website (https://www.raiffeisen.hu/raiffeisen-csoport/raiffeisen-bank-zrt/jogi-nyilatkozatok/adatkezelesi-tajekoztato) under the heading "Data Processing".</p> <p>3.1.1 Data Transfer within the Banking Group</p>	

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<p>b) the law concerning the Bank's activities exempts the Bank from the obligation to keep secrets,</p> <p>c) the Bank's interest makes this necessary for the purpose of selling its receivables due from the Customer or the enforcement of its overdue claim,</p> <p>d) a certification body commissioned by the Bank or its subcontractor becomes aware of the data or information in the scope of the certification process.</p>	<p>As a general rule, the transfer of personal data within the Banking Group is subject to the provisions of the Bank's General Privacy Policy, with the following additions.</p> <p>The Bank shall be entitled to disclose any personal data or secrets of the data subjects that it has become aware of:</p> <p>a) with the Customer's consent, which the Customer gives by signing the agreement, unless expressly stated otherwise;</p> <p>b) with regard to the legitimate interests of the Bank or other third parties, to the owner of the Bank, Raiffeisen RBHU Holding GmbH, or to domestic and foreign companies and subsidiaries belonging to the international Banking Group, among others for the following purposes:</p> <ul style="list-style-type: none">- the performance of a service used or intended to be used by the Customer;- risk management, including risk analysis, risk mitigation and evaluation, as well as information security risk analysis;- debtor, deal and creditworthiness rating;- statistical analysis;- ensuring high-quality and efficient customer service, including in particular the operation of IT systems facilitating customer service, and contact maintenance;- execution of market research, customer satisfaction surveys, and public opinion research;- improvement of data quality, and furthermore the monitoring and improvement of customer experience (e.g. profile data, data concerning	
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	<p>transactions and activities, interactions related to all banking channels, evaluation of customer experience feedback);</p> <ul style="list-style-type: none"> - the prevention of money laundering and terrorist financing, and fraud prevention; - enforcement and protection of the legitimate interests of the Bank and the Banking Group, or third parties related to the Bank and/or the Banking Group, complaint management and dispute resolution; - control and supervision of the activities of the Bank and/or members of the Banking Group (for example data concerning lawsuits, data of outsourcing agreements, performance of other data disclosures, etc.); - receivables sale. 	
<p>Disclosure of Data to the Central Credit Information System</p> <p>3.2.1 In accordance with the provisions of Act CXXII of 2011 on the Central Credit Information System, the Bank shall disclose data to the Central Credit Information System (KHR) for the purpose of keeping track of debtors, subject to the conditions and with the content specified in the law, and in the scope of risk management—including risk analysis, risk mitigation and evaluation, Customer, transaction and creditworthiness rating—the Bank may also search data from the KHR.</p>	<p>Confidentiality</p> <p>The Bank shall treat the data and information in its possession, which constitute legally protected secrets under the applicable legislation in force, in accordance with the provisions of the relevant laws.</p> <p>The Bank shall keep the data and information classified as confidential without any time limit.</p> <p>Data and information classified as secret may only be disclosed to third parties in accordance with the relevant legislation in force.</p> <p>Where the applicable law in force exempts the Bank from its obligation of confidentiality, the Bank shall disclose the confidential data to the person who has made a lawful</p>	

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<p>3.2.2 For information concerning the data processing rules connected to KHR and possible legal remedies, see Annex No. 3 that constitutes an integral part of these General Business Conditions.</p>	<p>request for the data. The Bank shall not be liable for any consequences or damages arising from the provision of data.</p>	
<p>3.3 Provisions Concerning the Bank's Data Processing Activities</p> <p>The rules set out in this chapter are governing for natural person Customers also qualifying as consumers and other natural person data subjects, unless expressly provided otherwise in this chapter. The range of such natural persons does not include natural persons not qualifying as consumers, acting in the scope of their independent professions or business activities, including in particular sole proprietors and small-scale agricultural producers, who shall be subject to the provisions of Section III/3.4 of these General Business Conditions as regards their personal data they transmit to the Bank in this capacity of theirs.</p> <p>3.3.1 Principles of Data Processing</p> <p>Prior to the conclusion of the service agreement, as well as during the life of the contractual relationship, the Customer's personal data related to the conclusion, performance, implementation and termination of the service agreement that are delivered or communicated otherwise to the Bank by the Customer, or which the Bank becomes aware of from other sources, and are managed in the Bank's</p>	<p>Deleted</p>	

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registries, shall be treated by the Bank confidentially, in accordance with statutory requirements and the requirements of the Bank's policies from time to time in effect, subject to ensuring appropriate data protection and data security.

In the course of its data processing activities, the Bank shall act primarily in accordance with the provisions of the laws concerning the processing of the Customer's personal data and the laws governing for the Bank's activities—including primarily Act on Credit Institutions and Financial Enterprises, Act on Investment Firms and Commodity Dealers, and on the Regulations Governing Their Activities, and Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation" or "GDPR")—and those of the contracts and contractual declarations concluded with the Customer, as well as the Bank's internal rules, policies and prospectuses concerning the protection of the Customers' personal data.

When pursuing its activities, the Bank shall act taking into account the following principles in respect of data processing:

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| <ul style="list-style-type: none">- the personal data the Bank becomes aware of shall be processed lawfully, fairly and in a transparent manner in relation to the data subject (the principle of lawfulness, fairness and transparency);- personal data or any other data shall be processed by the Bank for explicit and legitimate purposes only, with a view for exercising some right or performing some obligation (the principle of purpose limitation);- the personal data processed shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (the principle of data minimisation);- the Bank shall process data only for the period of time determined in the law and/or in the measure and for a period necessary for the implementation of the purpose of the data processing, and upon the termination of the statutory conditions and/or the purpose it shall delete the data or—where possible—render the same anonymous (the principle of storage limitation);- data qualifying in any way as confidential or secrets shall be processed by the Bank confidentially, in accordance with its internal confidentiality regulations, in a manner that ensures appropriate security of the personal data, using appropriate technical or organisational measures (principle of integrity | | |
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| <p>and confidentiality);</p> <ul style="list-style-type: none">- the Bank shall ensure the accuracy and completeness of the data and, where necessary having regard to the purpose of the data processing, keep them up to date, and ensure that the data subject can be identified or linked to the data only for the period of time necessary for the purpose of the data processing (principle of data quality / accuracy);- taking into account the current state of technology, the costs of implementation, the nature, scope, circumstances and purposes of the data processing, and risks of variable probability and severity, the Bank shall design and implement technical and organisational measures that provide sufficient guarantee for the Bank's compliance with the requirements set out in the relevant laws (risk-proportionate protection);- in the course of the performance of its activities related to data processing, the Bank shall pay particular attention to ensure that by default data protection requirements are observed, and personal data are processed confidentially, as secrets (principles of data protection by design and data protection by default);- finally the Bank shall ensure that compliance with all these principles, as well as the Bank's data processing activity, and the entire life cycle of data processing, shall be documented and | | |
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transparent (principle of accountability).		
<p>3.3.2 The Legal Basis of Data Processing</p> <p>The Bank manages the Customers' data primarily with a view to the performance of the services provided by the Bank and the contractual obligations mutually undertaken by the parties, or to the preparation of the creation of the contractual relationship (so-called contractual basis).</p> <p>The Bank has the right—and is obligated in the cases and in the scope specified in the law—to request data and information necessary for the purposes of data processing from the Customer, or to ask the Customer to present documents to verify such data and information, and process the information and personal data included in these (so-called statutory data processing).</p> <p>In addition, the Bank also has the right to manage the Customer's data and/or the documents certifying these if this is necessary for the enforcement of a legitimate interest of the Bank or a third party related to the Bank, provided that the enforcement of such interest is proportionate to the restriction of the right related to the protection of the Customer's personal data (so-called legitimate interest).</p> <p>Based on its legitimate interest, the Bank has the right to manage the Customer's data even without</p>	Deleted	

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special consent if the Customer withdraws his/her consent given earlier, or if the law provides an opportunity for the Bank to do so. The Bank shall process data based on legitimate interest if in accordance with the weighting carried out with a so-called interest balancing test it can be ascertained that the enforcement of such interest overrides the protection of the Customer's interests and freedoms, and qualifies as a necessary and proportionate intervention in the Customer's private sphere. Even in such cases, the Bank shall provide the reasonable guarantees for the protection of the Customer's data as appropriate.

If none of the above legal bases exists in the relationship between the Customer and the Bank, the Bank shall have the right to process the Customer's data and/or the documents certifying these based on the Customer's express consent (so-called consent-based data processing), including in particular the processing of the Customer's data under his/her consent for the purposes of advertisement and marketing. The Customer has the right to withdraw his/her consent any time. The withdrawal of consent shall have legal effect only in the case of consent-based data processing, and it is not possible in respect of data processed on other legal bases. The withdrawal of consent shall have no bearing on and shall not impair the lawfulness of any data processing prior to the withdrawal.

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The personal data of other data subjects shall be processed by the Bank—subject to the agreement concluded or to be concluded with such other data subjects—only and exclusively in relation to the performance of the contracts to be concluded with the Customer, based on the data subject’s express or implied consent. It shall be presumed that the other data subject has lawfully consented to the transmission of data concerning the other data subject that the Bank has acquired through the Customer if the Customer signs the service agreement or other declarations and documents connected thereto. The Bank reserves the right to check the authenticity and content of the consents of data subjects and where necessary contact such data subjects directly in order to verify the existence of or obtain their consent.

Data processing related to contracts with Customers usually has a mixed legal basis, including authorisations for data processing based on statutory and contractual terms, on legitimate interest or on the Customer’s consent. The contracts applied by the Bank include all information—either specifically within the given individual agreement or in a declaration attached thereto, or in general terms in the General Business Conditions or Data Protection Prospectus used by the Bank—that the Customer should know as far as the processing of

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<p>personal data is concerned.</p>		
<p>3.3.3 The Customer has the right any time to know which personal data of his/her are managed by the Bank. The list of the data processed by the Bank in respect of the different services is included in the relevant business rules and contracts or contractual declarations, as well as in the Bank’s Data Processing Prospectus.</p> <p>The Bank shall not be liable for losses that arise from the provision by the Customer of false, incomplete or inaccurate data.</p>	<p>Deleted</p>	
<p>3.3.4 Purposes of Data Processing</p> <p>The primary objective of data processing by the Bank is to perform the financial, ancillary financial, investment and/or ancillary investment service provided by the Bank on the basis of the agreement concluded or to be concluded with the Customer, and furthermore—in accordance with the statutory provisions governing for the Bank’s activities—to fulfil the data processing required under such laws. The personal data requested from the Customers or delivered by the data subject, or made available or communicated to the Bank in any way—including data shown in the documents, contracts, certificates or forms submitted to the Bank by the data subject, data taken over in particular from other controllers or made accessible for the Bank in any other form—shall be used by the Bank only and exclusively in accordance with the provisions of the contracts and</p>	<p>Deleted</p>	

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the laws governing for the activities pursued by the Bank, for the purposes specified in such contracts and laws.

The Bank shall process the data in particular for the following purposes:

a) performance and implementation of the service agreement between the Bank and the Customer (provision of financial and ancillary financial, investment and ancillary investment services, intermediation in insurance services), provision of the service undertaken in the contract, certification and examination of the obligations and rights arising from the contract, settlement of accounts according to the legal relationship regulated in the contract, performance of the tax liabilities the Bank might have in respect of the Customer, provision of information related to the contract, and maintenance of contact with the Customer in relation to these;

b) enforcement, collection and sale of any claims arising in connection with the contract, and maintenance of contact with the Customer in relation to these;

c) unambiguous identification of the Customer and other persons concerned, inquiry and verification of their identity or identification data and documents

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from central or other registries (collectively, customer identification), also prevention of any potential abuse with personal identification documents (or making perpetration more difficult), the investigation of potential abuses (collectively, fraud management);

d) ensuring high-quality and efficient customer service, including in particular the operation of IT systems facilitating customer service, and contact maintenance;

e) risk management, including risk analysis, risk mitigation and evaluation, debtor, deal and creditworthiness rating;

f) execution of market research, customer satisfaction surveys, opinion polls;

g) giving business offers, and use for marketing and PR purposes in general;

h) customer relationship management and contact maintenance, complaint management and dispute settlement;

i) statistical analysis and/or data disclosure for such purposes;

j) creation of customer profile, analysis of the

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personal data and those concerning financial services that are available to the Bank for the purposes of processing on the Customer with a view for ensuring the goals determined in these General Business Conditions;

k) enforcement and protection of the legitimate interests of the Bank and third parties related to the Bank;

l) ensuring protection of people and property, and in general the protection of secrets;

m) control and supervision of the Bank's activities and operation, and ensuring the measures made or expected in this respect;

n) fulfilment of other—generally statutory—data processing obligations, such as for example customer due diligence conducted with a view to the prevention and impeding of money laundering and terrorist financing, performance of the tax liabilities borne by the Bank in respect of the Customer, disclosures to the Central Credit Information System, other disclosures to authorities (in response to requests from the police, courts, national security, notaries, the tax authority, the supervisory authorities, etc.), performance of reporting requirements in relation to the prudent operation expected of the Bank.

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<p>Any other deal-specific data processing purposes are set out in the individual agreements between the Bank and the Customer, and in the Bank's Data Processing Prospectus.</p> <p>The Bank has the right—subject to the relevant statutory requirements—to process the Customer's data also for purposes different from the original purpose of the data collection, provided that the processing of data for such different purpose is reconcilable with the purpose for which the personal data were initially collected.</p>		
<p>3.3.5 Duration of the Data Processing, and the Deletion of Data</p> <p>The duration of the Bank's data processing activity depends on the legal basis of the data processing, on whether there is a long-term contractual relationship or a one-time business relationship between the parties, and on whether the service agreement has been concluded between the parties or not.</p> <p>Duration of the data processing according to its legal basis</p> <p>a) in the case of a contractual legal basis:</p> <p>In the case of a long-term contractual relationship between the Bank and the Customer, all data the Bank has become aware of in relation to this</p>	Deleted	

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contractual relationship shall be processed by the Bank until the end of the 8th year following the termination of the contractual relationship, except for individual cases where the law prescribes a retention period longer than this.

b) in the case of statutory data processing:

In the case of statutory data processing, the Bank shall process the Customer's personal data until the expiry of the deadline set out in the relevant law.

c) in the case of legitimate interest:

The retention period of data processed with a view to the enforcement and protection of the legitimate interests of the Bank or third parties related to the Bank is adjusted to the existence of such legitimate interest, or to the period during which claims can be enforced in connection with such interest; this means—except as otherwise provided in the law—the end of the 8th year calculated from the cessation of the legitimate interest.

d) in the case of consent:

In the case of data processing based on the Customer's consent, the Bank shall process the Customer's personal data until the withdrawal of the consent.

If the Customer initiated the conclusion of a service agreement with the Bank, but for any reason this

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agreement failed to materialise, the Bank shall process any personal and other data connected to the service agreement and constituting banking secrets as long as any claim may be enforced in connection with the failure of the agreement to materialise; this means—except as otherwise provided in the law—a general limitation period of 5 years as per the Civil Code.

The retention period of the data of other data subjects is adjusted to the retention of the data of Customers, except for one-time customers and prospective customers. The data of one-time customers is retained until the end of the 8th year following the one-time transaction, except for individual cases where the law prescribes a retention period longer than this. The Bank shall retain the data of prospective customers until the withdrawal of the consent of the prospective customer.

Any other processing periods specific to transactions or governing for special instances of data processing—including in particular audio and video recordings and complaint management—are set out in the relevant agreements, in these General Business Conditions and in the Bank's Data Processing Prospectus.

Deletion of data

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- In accordance with the principle of storage limitation, the Bank shall process data only for the period of time determined in the law and/or in the measure and for a period necessary for the implementation of the purpose of the data processing, and upon the termination of the statutory conditions and/or the purpose it shall delete the data or—where possible—render the same anonymous. (Anonymisation means depriving the data with final effect of their personal nature so that their link to the data subject cannot be restored any longer, even by the Bank.)

The Bank shall at its own discretion either delete the data or render the same anonymous after the lapse of the duration of the data processing as above, or prior to such date in the following cases:

- if the Customer requests so and there is no legal obstacle to the deletion, or the deletion does not jeopardise the legitimate interests of the Bank or other third parties concerned in the transaction or the data processing, including primarily interests related to the establishment, exercise or defence of legal claims;
- if the Customer has withdrawn his/her consent to the data processing, unless there is a law or contract that excludes deletion, or the legitimate interests of the Bank or other third parties concerned in the transaction or the data

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<p>processing, including primarily interests related to the establishment, exercise or defence of legal claims, make the further processing of the data possible;</p> <ul style="list-style-type: none"> - if there is a law that orders the deletion of the data; - if a court or authority has ordered the deletion by final judgment. 		
<p>3.3.6 Data Transfer within the Banking Group</p> <p>The Bank shall have the right to transfer, transmit or use data it has become aware of in relation to the Customers and qualifying as secrets, as well as personal data—including the Customer’s personal and financial data, and information concerning the performance of the Customer’s obligations and his/her willingness to pay—based on the authorisation provided in Act CCXXXVII of 2013 on Credit Institutions and Financial Enterprises to those members of the Hungarian Banking Group—as listed in Annex No. 1 to the General Business Conditions—that qualify as financial institutions, payment institutions, e-money institutions, investment firms, insurance companies, AIFM-s, or UCITS fund managers controlled by the Bank, to the extent necessary for the provision of the services related to the fulfilment of their respective activities, subject to the general terms & conditions of the controllers participating in the joint data processing, with a view for ensuring access to individual services, and contacting one another’s customers. Before starting</p>	<p>Deleted</p>	

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the data transmission, the Bank shall inform the Customers in the way and by the deadline specified in the law. With an express statement, the Customer has the right to restrict or forbid according to Group members such data transmission or the use of his or her data for the establishment of customer relationship or contact. Group members have the right to process the data so received upon the creation and during the life of the customer relationship.

In addition to the aforesaid, the Bank shall have the right to transmit the secrets and personal data it has obtained on Customers, including the Customer's personal and financial data, as well as information concerning the performance of his or her contractual obligations and readiness to pay:

a) under the Customer's consent, which the Customer shall be deemed to have given by signing the agreement, unless expressly stipulated otherwise, or

b) if the law provides an opportunity for the Bank to do so, or

c) in consideration for a legitimate interest of the Bank or a third party,

to the Bank's shareholder Raiffeisen RBHU Holding

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GmbH, as well as to the Hungarian and foreign enterprises and subsidiaries belonging to the Banking Group, among others for the purposes of:

- the performance of services used by the Customer (or services the Customer intends to use);
- risk management, including risk analysis, risk mitigation and evaluation, as well as information security risk analysis;
- debtor, deal and creditworthiness rating;
- statistical analysis;
- ensuring high-quality and efficient customer service, including in particular the operation of IT systems facilitating customer service, and contact maintenance;
- execution of market research, customer satisfaction surveys, and public opinion research;
- improvement of data quality, and furthermore the monitoring and improvement of customer experience (e.g. profile data, data concerning transactions and activities, interactions related to all banking channels, evaluation of customer experience feedback);
- the prevention of money laundering and terrorist financing, and fraud prevention;
- enforcement and protection of the legitimate interests of the Bank and the Banking Group, or third parties related to the Bank and/or the Banking Group, complaint management and

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dispute resolution;

- control and supervision of the activities of the Bank and/or members of the Banking Group (for example data concerning lawsuits, data of outsourcing agreements, performance of other data disclosures, etc.);
- receivables sale.

The Bank has the right to effect such data transfers to its shareholder Raiffeisen RBHU Holding GmbH based on a written authorisation to this effect by the Bank's Supervisory Board as well, even if the Customer has not given (or has withdrawn) his/her consent.

The Bank shall have the right to transmit the Customer's data to any member of either the Hungarian or the international Banking Group even if the Customer has not given (or has withdrawn) his or her consent also in case the group member facilitates the Bank's activities by providing services under an outsourcing agreement.

In the consumer clientele, such data are transmitted to members of the international Banking Group for the purpose of giving business proposals or to be used for marketing and PR purposes subject to the Customer's express consent only.

As regards the adjudication of the lawfulness of

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<p>data transmissions, not necessarily the Hungarian supervisory authority (Hungarian National Authority for Data Protection and Freedom of Information) shall have competence in accordance with the pertinent laws, therefore in such cases it may happen that in connection with official audits the Bank is obliged to transmit data to the competent (Austrian) authorities.</p>		
<p>3.3.7 Data Transmission outside the Banking Group</p> <p>3.3.7.1 If there is a law that makes it mandatory, or it is necessary for the performance of the contract, or possible having regard to some legitimate interest, or if the consent of the Customer concerned (including a regular letter of authorisation given by the Customer) enables the Bank to do so, it shall be the right and the duty of the Bank to transmit the data processed by it, or make the same accessible, to authorised recipients. The transmission of the data shall be subject to the provisions of the Banking Act concerning bank secrets, those of the Investment Firms Act and the Capital Market Act concerning securities secrets, and those of the Insurance Act concerning insurance secrets, as applicable.</p> <p>3.3.7.2 The Bank shall have the right to forward the Customer's data to intermediaries that are in a contractual relationship with the Bank, entities (agents) cooperating in the fulfilment of services</p>	Deleted	

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provided by the Bank, enterprises engaged in auxiliary (outsourced) activities connected to the Bank's functional operation, and data processors cooperating in the execution of technical tasks related to data processing operations, to the extent and for the time the performance of their respective activities requires these agents, collaborators, enterprises and organisations to hold such data, not exceeding the extent or the time period of the Bank's data processing.

As regards its banking and investment service activities, the Bank has entrusted the persons, organisations and enterprises identified in Annex No. 2 that constitutes an integral part of these General Business Conditions to carry out the respective outsourced activities therein identified.

3.3.7.3 The Bank shall have the right during the entire life cycle of the data held by it to engage processors in the fulfilment of data processing activities.

3.3.7.4 The Bank may furthermore transmit the Customer's data if these are necessary for the sale of the Bank's receivables due from the Customer or for the management or enforcement of its defaulted or overdue claims. The Bank may transmit the data to those third parties that need these for the sale or enforcement of the receivable, including in particular the third party to whom the Bank

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transfers its claim due from the Customer or which the Bank commissions with the management of the same.

3.3.7.5 Additionally, the Bank has the right to carry on a data processing activity together with other controllers and process the Customer's data in the scope of so-called co-processing. For the processing and co-processing of data, the provisions of the data protection laws from time to time in effect and the Bank's Data Processing Prospectus shall be governing as applicable.

3.3.7.6 In addition to all these, the Bank shall also have the right to transmit data:

- with a view for the performance of the contract with the Customer or the fulfilment of obligations undertaken in relation to the contract, or the supervision of these, if the given product or service is provided by the Bank jointly with another partner (for example insurance products, state aids, etc.);
- in respect of contractual portfolios transmitted in the scope of customer portfolio transfers as per the Banking Act and the Investment Firms Act;
- with a view for the performance of some official or judicial disclosure obligation;
- in the case of a statutory disclosure obligation.

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3.3.7.7 Upon the Customer's request, the Bank shall provide information on the recipients of the data transmissions.

3.3.7.8 The Bank shall have the right to verify the information content of the certificates, deeds and other documents made available to the Bank by the Customer in the scope of the preparation and conclusion of the contract, and to ascertain about the truth, correctness and validity of the content of such documents. In the course of such verification, the Bank shall have the right to compare the data, as well as the data and documents concerning the assets offered to the Bank as collateral, with the data included in certified public records, to request information from the same, and to transmit or transfer data to the organisations managing such records, subject to the requirements concerning the protection of personal data and bank secrecy. Such organisations or records may be in particular the personal and road traffic records supervised by the Ministry of Interior, the Hungarian Chamber of Civil Law Notaries, real estate and company registers, different court, administrative and tax records, and the GIRinfO and KHR systems. The Bank shall have the right to do such checks in the course of the preparation and in the interest of the requested product or service, upon the establishment and

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during the life of the relevant contractual relationship, and as long as the Applicant has any outstanding debts owed to the Bank under the contract.

If this is necessary for the evaluation of the product or service requested by the Customer, by filing the application the Customer authorises the Bank to obtain the Customer's income certificate directly from the tax authority, or contact the tax authority or other persons (employer) shown in the income certificate in order to validate the content and authenticity of the income certificate attached by the Customer.

If the contract needs to be drawn up and certified in due legal form, the Bank shall have the right to transmit the data concerning the Customer and the service or product that the Customer wishes to use to the notary public drawing up the instrument.

If the Customer uses the services of a credit intermediary, then by submitting the application the Customer authorises the credit intermediary and the Bank to share with each other the Customer's identification and contact data, as well as data concerning the requested product or service, with a view for the preparation, conclusion, performance and settlement of the contract, or for the purpose of contacting the Customer.

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<p>3.3.8 The Bank shall ensure that the members of the Banking Group as well as the persons, organisations and enterprises listed in Section 3.3.7 shall manage the data transmitted by the Bank in accordance with the data protection rules and the statutory provisions concerning the protection of secrets that are from time to time in effect.</p> <p>The Bank shall transfer or make accessible personal data concerning the Customer to controllers and processors located in states outside the European Economic Area only if the legal basis of the data processing is ensured in the way set out in the pertinent laws, and an adequate level of protection of the personal data is guaranteed in the course of the data processing in the third country.</p>		
<p>3.3.9 Data Protection Rights of the Customer In accordance with the principle of transparency, the Bank pays particular attention to ensure that when using the services and products provided by the Bank its Customers are any time aware of their rights and obligations in the area of data protection as well. As regards the data management related rights of a natural person Customer—including legal remedies available to him/her—the provisions of the pertinent laws and the Bank’s Data Processing Prospectus shall be governing as applicable. The Bank makes the Data Processing Prospectus available to the public in its website as well as in its branches.</p>	Deleted	

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The Customer shall have the right to:

- request information on his/her data processed by the Bank, including receiving copies in the case of an express request;
- request the portability of data;
- object to any unauthorised data processing or data transmission;
- request the correction or change of the data;
- request the deletion of the data;
- initiate the limitation of data processing;
- initiate legal remedy.

The detailed rules concerning the exercise of the Customer's rights are included in the Bank's Data Processing Prospectus, and besides this the Bank's rules concerning complaint management shall also be governing as applicable for complaints and requests concerning data processing.

Upon request, the Bank shall ensure the above rights for the Customer. As a general rule, the deadline for the administration of requests is 30 days. The date of receipt by the Bank shall be the date when the Customer's request is received by the Bank in full and in an authentic manner. If in the Bank's judgment the content of the request is not clear or is incomplete, the Bank may request further clarification from the Customer. In such case the timeframe for the administration of the request

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starts only after the deficiency is remedied or the clarification received. If necessary, considering the complexity of the request and the number of requests with similar content received by the Bank in the given period, the above timeframe for the administration of the request may be prolonged by further 60 days. Of the prolongation of the deadline, including the reasons for the prolongation, the Bank shall inform the requester within 30 days from the receipt of the request.

In case as a result of the fulfilment of the request the Bank would be compelled to disclose or deliver personal data or information qualifying as secrets, the Bank shall meet its obligation to provide information or provide copies only if the Customer making the request provides adequate proof of his/her identity, as well as of his/her right to obtain the data. If the Customer fails to provide proof or provides inadequate proof of his/her right to obtain the data, the Bank shall provide information to the Customer in relation to the content of the request in general terms only.

The Bank shall have the right to decline fulfilling the request in the following cases:

- the Customer makes a request in respect of someone else's data, and has no valid authorisation to know such data;
- the person making the request is unable or

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unwilling to provide credible evidence that he/she is the data subject of the data processing, or acts on his/her behalf;

- when the Bank took over the data from another controller, the controller delivering the data informed the Bank that the right of the data subject to make requests is limited, and such limitation may be enforced under Hungarian law as well;
- the data subject is unwilling to pay the expenses (if in relation to the request expenses may be charged);
- if in the Bank's judgment the request is obviously ungrounded (for example the data subject already has the requested information at his/her disposal, because he/she received it in the scope of the ex-ante information, or it is accessible for him/her) or exaggerated;
- the performance of the request is excluded by law or in the agreement with the data subject.

In case the Bank refuses to perform the Customer's request, the Customer must be notified in writing within 30 days of the receipt of the request about the factual and legal reasons for the rejection. If the request is rejected, the Customer concerned may apply legal remedy, or refer to the Hungarian National Authority for Data Protection and Freedom of Information. Adjudicating the legal action belongs to the competence of a regional court. The legal

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<p>action may be started—at the Customer's choice—before the regional court having jurisdiction at the Customer's residential address or at his/her place of stay.</p> <p>Other data subjects are entitled to data protection rights similar to those of the Customer, the exercise of which are subject to rules governing for Customers, with the proviso that other data subjects may refer to the Bank with a request or complaint only in relation to their own data. The Bank, however, shall have the right to refuse performing such request or complaint also if by performing the request the Bank would breach bank secrecy or violate the Customer's rights.</p>		
<p>3.3.10 Processing of Special Categories of Personal Data</p> <p>With a view to quality assurance, complaint management, settlement of accounts and security, as well as the preparation, conclusion and performance of the service agreement to be established with the Customer, the Bank shall have the right to record any telephone conversation with the Customer, as well as use the same as evidence if needed, of which the Customer shall be informed in advance with a prior warning and notice to this effect. By initiating a telephone conversation, and continuing with the same after receipt of such information, the Customer consents to the recording</p>	Deleted	

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of the telephone conversation. The Bank shall store the data recorded in the course of the telephone conversation for a period of 5 years from the generation of such data; the Customer has the right to request information on his/her data recorded in the course of the telephone conversation. As regards the re-hearing of the recorded conversation, or the management of copies made of the recording, the Bank's rules for complaint management shall be governing as applicable.

In its customer areas and the areas around its ATM-s, as well as in the Bank's buildings and facilities, upon the use of the Bank's services, and upon admission to and stay in the Bank's facilities, the Bank shall have the right for bank security reasons to take photos and video recordings, which the Bank may store for the purpose of the protection of people and property and for security reasons, and use the same as evidence. The related signs (stickers, pictograms, etc.) that are intended to draw the Customers' attention to this fact are displayed at the entrance to the Bank's facilities and branches as well as at the ATM-s. By voluntarily using the customer service and ATM services, the Customers consent to the making of such records. The data processing so implemented will last for 60 days calculated from the generation of the data, or until the closure of the administrative proceedings in which the recording is used as evidence.

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In accordance with the relevant laws, foreign Customers are required to declare their tax residence status by completing the FATCA/CRS declarations used by the Bank. . Customers having Hungarian tax residence are required to declare their tax residence status, or present documents or provide copies of these to the Bank concerning their tax residence only if the terms of contract governing for the service or product the Customer wishes to use require so, or if the Bank is under an obligation to report to the competent tax authority in relation to this product or service. If a person who is subject to Art. 65 of Act CXVII of 1995 on Personal Income Tax wishes as a Customer to certify his/her tax residence status with a tax residence certificate issued by a foreign tax authority, he/she shall simultaneously submit to the Bank a declaration of beneficial ownership issued in the form and content specified in the relevant laws.

Where possible, the Bank does not process special categories of personal data from its Customers at all (or only processes as little such data as possible). The purpose of the processing of such data may be primarily linked or related to the establishment or exercise of different legal claims put forth by the Customer. The Bank shall process sensitive data only if the data subject consents to the data processing, or if the data processing is prescribed by the law

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with a view for the enforcement of some fundamental right guaranteed in the Constitution, or the law orders it for a purpose based on some public interest.

"Special categories of data" means personal data relating to racial or ethnic origin, political opinion or any affiliation with political parties, religion or other philosophical beliefs, trade union membership, sexual orientation, health status or addictions, and personal criminal data. Within this category, "biometric data" means personal data resulting from specific technical processing relating to the physical, physiological or behavioural characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopic data.

"Criminal personal data" means personal data generated in the course of or prior to criminal proceedings in relation to a criminal offense or the criminal proceedings at the organisations authorised to conduct the criminal proceedings or detect criminal offenses, and at the law enforcement agencies, which may be linked to the data subject, and personal data relating to any criminal records.

"Data concerning health" means personal data related to the physical or mental health of a natural person, including the provision of health care services, which reveal information about his or her

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health status.		
<p>3.4 Data Processing Concerning Non-Natural Person Customers</p> <p>3.4.1 In the course of the processing of the data of Customers qualifying as non-natural persons—considering that these are not (or not solely) personal data—the Bank shall enforce the provisions of Section III/3.3 of these General Business Conditions concerning Customers with the following exceptions, only in respect of the natural person representatives, agents, points of contact and natural person beneficial owners of the non-natural person Customer, and other natural persons related to the contract of the non-natural person Customer (e.g. collateral provider, guarantor, pledgor, beneficiary, etc.).</p> <p>3.4.2 The purposes for capturing and processing such data are as follows:</p> <ul style="list-style-type: none">- identification of the natural person representative/agent/proxy/point of contact/beneficial owner of the non-natural person Customer, or other natural person related to the contract of the non-natural person Customer, obtainment and verification of their identity and identity documents, and furthermore the prevention or exacerbation of any potential abuses with identity documents, the investigation of any abuses (hereinafter	Deleted	

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<p>collectively the "fraud management"), and the maintenance of contact with such natural persons;</p> <ul style="list-style-type: none">- performance of the agreement concluded or to be concluded with the non-natural person Customer, provision of the service undertaken in the contract, certification and examination of the obligations and rights arising from the contract, settlement of accounts according to the legal relationship regulated in the contract, provision of information related to the contract, and maintenance of contact and provision of information in relation to these;- enforcement, collection and sale of any claims arising in connection with the contract, and maintenance of contact in relation to these;- ensuring high-quality and efficient customer service, including in particular the operation of IT systems facilitating customer service, and contact maintenance;- risk management, including risk analysis, risk mitigation and evaluation, Customer, transaction and creditworthiness rating;- statistical analysis;- enforcement and protection of the legitimate interests of the Bank and third parties related to the Bank;- control and supervision of the Bank's activities and operation, and ensuring the measures made or expected in this respect;		
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- fulfilment of other—generally statutory—data processing obligations, such as for example customer due diligence conducted with a view to the prevention and impeding of money laundering and terrorist financing, performance of the tax liabilities borne by the Bank in respect of the Customer, disclosures to the Central Credit Information System, other disclosures to authorities (in response to requests from the police, courts, national security, notaries, the tax authority, the supervisory authorities, etc.), performance of reporting requirements in relation to the prudent operation expected of the Bank.

3.4.3 In addition to the statements of the data subject or the Customer, the source of the data can be public or certified public records as well, including in particular the company register or other similar records.

3.4.4 Considering that the majority of these data are public personal data available in certified public records that are accessible for anyone, upon the use or processing of these the rules governing for the use of the similar data of natural persons shall be regarded by the Bank as applicable only in the cases where in the Bank's opinion this is in the material or reasonable interest of the data subject. When using such data, however, the Bank shall in all cases also

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consider the circumstance that these data at the same time constitute bank secrets.

3.4.5 Such data shall be processed for the same period of time as the data of Customers qualifying as natural persons, in accordance with Section 3.3.5.

3.4.6 Such data subjects are entitled to data protection rights similar to those of a natural person Customer, the exercise of which are subject to rules governing for Customers, with the proviso that such data subjects may refer to the Bank with a request or complaint only in relation to their own data. The Bank, however, shall have the right to suspend the performance of such request or complaint until receipt of the Customer's declaration of exemption if by performing the request the Bank would breach bank secrecy or violate the Customer's rights.

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<p style="text-align: center;">V. Orders</p> <p>5.1 Types of Payment Orders</p> <p>5.1.5 Cash Deposit to Payment Account</p> <p>Cash deposits to a payment account kept at the Bank may be accepted by the Bank at the cash desks located in its branches or with cards through ATMs, as well as by other payment service providers under an agreement between the Bank and such other payment service providers.</p> <p>The Customer may deposit cash to the payment account at the Bank's cash desks by signing a cash deposit certificate.</p> <p>The cash deposit certificate shall include the name and account number of the beneficiary account holder, as well as provide an opportunity to enter some reference or narrative on the basis of which the beneficiary shall be able to identify the payer.</p> <p>The detailed rules of cash deposits in the Bank's ATMs are included in the chapter "Bank Cards".</p>	<p style="text-align: center;">V. Orders</p> <p>5.1 Types of Payment Orders</p> <p>5.1.5 Cash Deposit to Payment Account</p> <p>Cash deposits to a payment account kept at the Bank may be accepted by the Bank at the cash desks of branches indicated in the website as branches offering cash deposit service at cash desk, or with bank cards through ATMs, as well as by other payment service providers outside of the Bank under an agreement between the Bank and such other payment service providers.</p> <p>The Customer may deposit cash to the payment account at the Bank's cash desks by signing a cash deposit certificate.</p> <p>The cash deposit certificate shall include the name and account number of the beneficiary account holder, as well as provide an opportunity to enter some reference or narrative on the basis of which the beneficiary shall be able to identify the payer.</p> <p>The detailed rules of cash deposits in the Bank's ATMs are included in the chapter "Bank Cards".</p>	<p>Options for cash deposits has been expanded with ATM</p>
<p>5.1.6 Cash Withdrawal from Payment Account</p> <p>From his payment account kept at the Bank, the Customer may draw cash at the Bank, as well as at other payment service providers contracted by the Bank for this purpose.</p> <p>Cash withdrawals may be fulfilled with the Customer completing a cash withdrawal certificate, as well as by using money orders under a special</p>	<p>5.1.6 Cash Withdrawal from Payment Account</p> <p>Cash withdrawal from the Customer's payment account with the Bank may be made at the cash desks of branches indicated in the website as branches offering cash withdrawal service at cash desk, or with bank card through ATMs, as well as at other payment service providers contracted with the Bank for this purpose.</p> <p>Cash withdrawals may be fulfilled with the Customer</p>	<p>The Bank has discontinued the cashier service in some of its branches, with special notice to the customers who have opened their accounts at the given branch.</p>

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<p>agreement between the Customer and the Bank.</p>	<p>completing a cash withdrawal certificate, as well as by using money orders under a special agreement between the Customer and the Bank.</p>	
<p>5.4 Approval of Payment Transactions</p> <p>c) In the case of payment orders initiated by the payer via the beneficiary (bank card payments), the following shall qualify as an approval:</p> <p>3. in the case of payments by bank card on the Internet, providing the data of the bank card electronically,</p>	<p>5.4 Approval of Payment Transactions</p> <p>c) In the case of payment orders initiated by the payer via the beneficiary (bank card payments), the following shall qualify as an approval:</p> <p>3. in case of online payment by bank card, entering the card details electronically, pressing the authorise/pay button or any button of similar function and in the case of strong customer authentication, authorising the card payment via the myRaiffeisen Mobile Application (using the Mobile Token available there) or, in the absence of the myRaiffeisen Mobile Application, by entering the one-time code included in the SMS message and the PIN2.</p>	<p>For online purchases, in addition to authorisation by the myRaiffeisen Mobile App, PIN2 has been introduced for customers who do not have a smartphone or do not wish to authorise transactions via smartphone.</p> <p>Existing customers can create their PIN2 on the dedicated electronic page.</p>
<p>5.10 Strong Customer Authentication</p> <p>5.10.1 The provisions of these General Business Conditions concerning strong customer authentication shall enter into force gradually, starting from 14 September 2019, of which the Bank shall inform its Customers in a special Announcement, as well as with a notice sent via electronic channels.</p> <p>5.10.8 Starting from the date identified in Section 5.10.1, the Bank shall be required to do the identification using two-factor authentication in electronic channels (except for the electronic</p>	<p>5.10 Strong Customer Authentication</p> <p>5.10.1 The rules of strong customer authentication apply to payment transactions within the European Economic Area (EEA) in the following cases.</p> <p>5.10.8 The Bank shall be required to do the identification using two-factor authentication in electronic channels, that is a method of authentication where elements belonging to two different categories as per Section 5.10.2 above are used, by means of the identification tools offered by the given channel.</p> <p>With the introduction of strong customer authentication, the</p>	<p>With regard to strong customer authentication, the provisions governing the past period have been deleted and the PIN2 regulation has been added.</p>

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channels in respect of which the Bank has been exempted by the supervisory authority from the use of strong customer authentication), that is a method of authentication where elements belonging to two different categories as per Section 5.10.2 above are used, by means of the identification tools offered by the given channel. With the introduction of strong customer authentication, the Bank is required to use—in addition to the authentication components used previously—a second authentication component as well (e.g. one-time SMS password sent by the Bank to the Customer's mobile phone, second secret identification code belonging to the bank card, one-time password generated with a hard token device as per Part Two, Chapter XIII of these General Business Conditions that is provided by the Bank to the Customer, or mobile token defined in Part Two, Chapter XIII).

After a maximum of five consecutive unsuccessful authentication attempts within the same day, the operations described in Section 5.10.3 shall be banned temporarily, until the end (24:00) of the given day. In the case of a hard token, the ban will be permanent, and a new hard token has to be requested. In the case of a Mobile Token, the ban will be final, and a new Mobile Token has to be activated.

If the Customer fails to have the devices necessary to carry out strong customer authentication (e.g.

Bank is required to use—in addition to the authentication components used previously—a second authentication component as well.

The second element of authentication shall be:

- the Mobile Token available on the myRaiffeisen Mobile App, which requires the Customer to enter the Mobile Token PIN chosen by the Customer, or requires biometric identification, fingerprint identification (Touch ID) or facial recognition (Face ID) as possible substitutes for the Mobile Token PIN, provided that biometric identification has been previously enabled and the device is capable of it, or
- the PIN2, or
- the one-time password generated with a hard token device as per Part 2, Chapter XIII of these General Business Conditions that is provided by the Bank to the Customer.

After a maximum of five consecutive unsuccessful authentication attempts within the same day, the operations described in Section 5.10.3 shall be banned temporarily, until the end (24:00) of the given day. In the case of a hard token, the ban will be permanent, and a new hard token has to be requested. In the case of a Mobile Token, the ban will be permanent, and a new Mobile Token (myRaiffeisen Mobile App) has to be activated.

If the Customer does not have the necessary myRaiffeisen Mobile Application, PIN2 or hard token to perform strong customer authentication, and as a result strong customer authentication cannot be carried out, the Customer will not

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<p>mobile phone registered with the Bank, or mobile phone number registered with the Bank, or hard token), and as a result strong customer authentication may not be completed, the Customer will not be able to carry out the operations listed in Section 5.10.3 until he/she obtains the required devices.</p> <p>Internet purchases initiated with bank cards will be executed by the Bank without strong customer authentication if the merchant or service provider does not use strong customer authentication.</p>	<p>be able to perform the operations listed in Section 5.10.3 until the necessary conditions are met.</p> <p>Online purchases with bank cards will be executed by the Bank without strong customer authentication</p> <ul style="list-style-type: none">- if the merchant/service provider itself does not use strong customer authentication,- for purchases initiated by a beneficiary outside the European Economic Area,- in the case of transactions considered to be low risk, i.e. payments not exceeding HUF 5,000 (or EUR 30 or USD 30), provided that no more than 5 such purchases are made in a row,- in respect of payment transactions assessed as low risk by the Bank,- in the case of recurring transactions (e.g. subscriptions) strong customer authentication is needed only when the authorisation is given, and it is no longer necessary for subsequent transactions,- in the case of so-called MO/TO (Mail Order/Telephone Order) purchases, In the case of these transactions the card purchase takes place in the cardholder's absence, on the basis of his/her written or telephone order, and the data provided by the cardholder are recorded manually by the accepting entity.	
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<p>XI. Communication and Sales Channels Communication and sales channels are the following:</p> <p>a) Branch</p> <p>At branches, the Customer may conclude any kind of agreement and give orders for any kind of banking transaction in the range of the financial services provided by the Bank. Unless the Customer orders otherwise, his domicile branch shall be the branch where the Customer has made his first agreement with the Bank. The Customer may initiate changing his domicile branch with a prior written notice to the Bank.</p> <p>The Bank reserves the right to execute specific services and transactions only and exclusively at the Customer's domicile branch or other branches appointed for this purpose.</p> <p>The Bank further reserves the right to operate special branches that provide a limited range of services to Customers belonging to a specific customer type.</p> <p>Orders involving payment accounts shall be given in writing, by the Customer filling the appropriate form provided by the Bank for this purpose. Orders may be given at the branch in-person, or the order form may as well be dropped in the mailbox installed at the branch, if there is one installed. Dropping an order in the Bank's mailbox does not mean that the</p>	<p>XI. Communication and Sales Channels Communication and sales channels are the following:</p> <p>a) Branch, Customer Areas</p> <p>At branches, the Customer may conclude any kind of agreement and give orders for any kind of banking transaction in the range of the financial services provided by the Bank. Unless the Customer orders otherwise, his domicile branch shall be the branch where the Customer has made his first agreement with the Bank. The Customer may initiate changing his domicile branch with a prior written notice to the Bank.</p> <p>The Bank reserves the right to execute specific services and transactions only and exclusively at the Customer's domicile branch or other branches appointed for this purpose.</p> <p>The Bank further reserves the right to operate special branches that provide a limited range of services to Customers belonging to a specific customer type.</p> <p>The Bank reserves the right to determine the scope of the services it provides in its branches at any given time, including that the Bank does not provide certain services in all branches or that the Bank provides certain services only in designated branches. The Bank publishes the essential services provided by its different branches in its website.</p> <p>Orders involving payment accounts shall be given in writing, by the Customer filling the appropriate form provided by the Bank for this purpose. Orders may be given at the branch in-person, or the order form may as well be dropped in the mailbox installed at the branch, if there is one installed.</p>	<p>It has not been regulated until now, although the Bank has actually applied this, i.e. disclosed its documents (terms of contract, lists of terms & conditions, announcements, etc.) in print or electronically in its customer areas.</p>
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order has been received by the Bank. The order shall be regarded as received by the Bank if it has been stamped by the Bank's time-received stamp pursuant to Section 5.2 above. The Bank reserves the right to restrict the types of orders which may be entered via mailboxes installed at branches; any such restriction will be disclosed in the List of Terms & Conditions.

Dropping an order in the Bank's mailbox does not mean that the order has been received by the Bank. The order shall be regarded as received by the Bank if it has been stamped by the Bank's time-received stamp pursuant to Section 5.2 above. The Bank reserves the right to restrict the types of orders which may be entered via mailboxes installed at branches; any such restriction will be disclosed in the List of Terms & Conditions.

The Bank shall publish in its branches its General Business Conditions, business rules, lists of terms and conditions and announcements, which shall mean disclosure in printed form or electronic publication on a customer computer located in the customer area and accessible to anyone. The Bank informs Customers by means of a printed Announcement displayed in its branches of the documents that are disclosed electronically on the customer computer located in the customer area of the branch that is accessible to anyone.

At the Customer's request, the Bank shall make available to the Customer, free of charge, its business rules, lists of terms and conditions and announcements published in the branch either in printed or electronic form.

If the Bank is under an obligation to actually display certain documents, it shall fulfil its obligation to provide information in the same way as it publishes printed documents, in printed form at its branches.

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XII. Notices, Contact	XII. Notices, Contact	This section has been rendered more transparent and understandable.
<p>12.1 The Customer shall inform the Bank without delay of any circumstance or fact that has relevance for their business relationship.</p> <p>12.2 The Customer shall notify the Bank of any change in the data provided in the scope of the customer due diligence mentioned in Section 4.3, or in the identity of the beneficial owner, within five business days of becoming aware of the change. If the Customer should fail to give such notification, the Bank reserves the right to update the data from publicly available registries (e.g. Opten, DATA, or other publicly accessible databases). Any loss originating from the Customer's failure to meet his/her obligation of notification shall be borne by the Customer, and furthermore the Customer shall be liable to reimburse the Bank for all costs incurred by the Bank in connection with searching up the changed Customer data and the use of databases; the Bank shall have the right to debit the Customer's bank account kept at the Bank with such costs. A Customer qualifying as an Enterprise or an Organisation shall in addition immediately inform the Bank of any change in the identity of the persons representing the organisation.</p>	<p>12.1 The Customer shall inform the Bank without delay of any circumstance or fact that has relevance for their business relationship.</p> <p>12.2 The Customer shall notify the Bank of any change in the data provided in the scope of the customer due diligence mentioned in Section 4.3, or in the identity of the beneficial owner, within five business days of becoming aware of the change.</p> <p>The Customer is also obliged to notify the Bank of any change in his/her mailing address or any other notification or contact details of his/hers (e.g. telephone number, e-mail address, etc.), informing the Bank of the new data and the date of the change within five working days of the change.</p> <p>A Customer qualifying as a Business or Organisation shall, in addition to the above, immediately inform the Bank of any change in the identity of the representatives of the business or organisation.</p> <p>The obligation of notification and reporting set out in this section will also be borne by any third party obligor which gets in touch with the Bank in relation to any financial service. By "third party obligor" any such person is meant which undertakes some kind of obligation in connection with an individual agreement between the Customer and the Bank, including especially joint and several guarantors, pledgors and mortgagors, collateral providers, etc.</p>	<p>This section has been rendered more transparent and understandable.</p>

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The Customer shall give the Bank five banking days' prior notice in respect of any change in his/her mailing address or in any of his/her notification and contact details (phone number, e-mail address, etc.), informing the Bank at the same time of the new mailing address or contact details as well as the date of the change. If this obligation of notification is failed, the Customer shall reimburse the Bank for its costs incurred in connection with the detection of the Customer's address or contact details as well as the multiple sending of the consignments or notices addressed to the Customer. The Bank excludes its liability for any potential bank secrecy violations or data protection incidents that arise from instances where the Customer failed to give notice of any change in his/her notification address or contact details, and the Bank sent messages or notices containing bank secrets or personal data to the Customer without being aware that it potentially commits a violation of secrecy or that such act results in a data protection incident.

The obligation of notification and reporting set out in the first and second paragraphs of this section will also be borne by any third party obligor which gets in touch with the Bank in relation to any financial service. By "third party obligor" any such person is meant which undertakes some kind of obligation in connection with an individual agreement between the Customer and the Bank, including especially joint and several guarantors,

In the event that the Customer fails to comply with the notification obligation detailed above, the Bank reserves the right to amend the data on the basis of information from publicly available records (e.g. GRIInfo, Opten, DATAXA, or other publicly available records).

If the Customer submits a new product request to the Bank during the life of the customer relationship, his/her data recorded by the Bank will be updated on the basis of the documents containing personal data that are submitted with the request.

The Customer shall be liable for any damage resulting from the failure to comply with the above obligations, and furthermore the Customer shall reimburse the Bank for the costs incurred in tracing the Customer's data and in sending the Customer multiple letters, and the Bank shall be entitled to debit such costs to the Customer's bank account with the Bank.

The Bank excludes its liability for any potential bank secrecy violations or personal data breaches that arise from instances where the Customer failed to give notice of any change as above in his/her data, and the Bank sent messages or notices containing bank secrets or personal data to the Customer without being aware that it potentially commits a violation of secrecy or that such act results in a personal data breach.

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pledgors and mortgagors, collateral providers, etc.

The Bank shall have the right to debit the Customer's payment account kept at the Bank with the amount of the costs to be reimbursed by the Customer under this section.

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<p style="text-align: center;">XIV. Responsibility</p> <p>14.6 In the case of a request by the payer for the correction of unapproved or approved but erroneously performed payment transactions, it is up to the payment service provider to prove—through the authentication, where applicable—that the disputed payment transaction was approved by the payer, that the payment transaction was recorded properly, and performance was not obstructed by any technical error or operational disturbance of the service provided by the payment service provider.</p> <p>If the payment transaction affected by the request for correction was initiated through the use of a payment initiation service, it is up to the payment initiation service provider to prove that—within its own scope of responsibility—the payment transaction was authenticated and recorded accurately, and its performance was not obstructed by any technical error or operational disturbance of the payment service provided by the payment initiation service provider.</p> <p>In the event of the fulfilment of a payment transaction unapproved by the Customer as a payer—irrespective of whether or not it was initiated through a payment initiation service provider after the date identified in the Announcement as per Section X/10.4.3 of these General Business Conditions—except if in the given situation the Bank</p>	<p style="text-align: center;">XIV. Responsibility</p> <p>14.6 In the case of a request by the payer for the correction of unapproved or approved but erroneously performed payment transactions, it is up to the payment service provider to prove—through the authentication, where applicable—that the disputed payment transaction was approved by the payer, that the payment transaction was recorded properly, and performance was not obstructed by any technical error or operational disturbance of the service provided by the payment service provider.</p> <p>If the payment transaction affected by the request for correction was initiated through the use of a payment initiation service, it is up to the payment initiation service provider to prove that—within its own scope of responsibility—the payment transaction was authenticated and recorded accurately, and its performance was not obstructed by any technical error or operational disturbance of the payment service provided by the payment initiation service provider.</p>	<p>A paragraph has been moved to the next chapter.</p>
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<p>reasonably suspects fraud and for this reason informs the National Bank of Hungary as a supervisory authority in writing, the Bank shall</p> <p>a) immediately after becoming aware or being informed of the transaction, but not later than by the end of the next business day, reimburse the amount of the unapproved payment transaction to the Customer as a payer,</p> <p>b) restore the state of the payment account preceding the debiting, where the value date of the crediting must not be later than the day on which the unapproved payment transaction was fulfilled.</p>		
<p>19.25 Modification of Interest Rates Tied to Reference Rates where no Quote is Available for the Reference Rate</p> <p>Terms and Definitions</p> <p>There have been no such terms</p>	<p>19.25 Modification of Interest Rates Tied to Reference Rates where no Quote is Available for the Reference Rate</p> <p>Terms and Definitions</p> <p>"SARON" means</p> <ul style="list-style-type: none"> (a) the Screen Rate; or (b) if no Screen Rate is available, the arithmetic mean of the rates determined by the Bank which are quoted by the Reference Banks for the leading banks in the European interbank market as follows: <p>on the Quotation Date for overnight interbank CHF repo transactions, rounded up to the nearest 1/8 of a percent, unless otherwise specified in the Contract.</p> <p>"SOFR" means</p> <ul style="list-style-type: none"> (a) the Screen Rate; or 	<p>New reference interest rate terms have been defined.</p>

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	<p>(b) if no Screen Rate is available, the arithmetic mean of the rates determined by the Bank which are quoted by the Reference Banks for the leading banks in the European interbank market as follows:</p> <p>on the Quotation Date for overnight USD repo transactions, rounded up to the nearest 1/8 of a percent, unless otherwise specified in the Contract.</p> <p>"SONIA" means</p> <p>(a) the Screen Rate; or</p> <p>(b) if no Screen Rate is available, the arithmetic mean of the rates determined by the Bank which are quoted by the Reference Banks for the leading banks in the European interbank market as follows:</p> <p>on the Quotation Date for overnight unsecured interbank GBP transactions, rounded up to the nearest 1/8 of a percent, unless otherwise specified in the Contract.</p> <p>"TONAR" means</p> <p>(a) the Screen Rate; or</p> <p>(b) if no Screen Rate is available, the arithmetic mean of the rates determined by the Bank which are quoted by the Reference Banks for the leading banks in the European interbank market as follows:</p> <p>on the Quotation Date for overnight unsecured and risk-free interbank JPY transactions, rounded up to the nearest 1/8 of a percent, unless otherwise specified in the Contract.</p>	
<p>"Reference Banks" mean OTP Bank Nyrt., UniCredit</p>	<p>"Reference Banks" mean OTP Bank Nyrt., UniCredit Bank Zrt.</p>	<p>New reference banks have been defined.</p>

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<p>Bank Zrt. and K&H Bank Zrt. with respect to BUBOR, Raiffeisen Bank International AG Vienna, Deutsche Bank AG and BNP Paribas SA Paris with respect to EURIBOR, and Barclays Bank Plc London, JP Morgan Chase Bank NA London and HSBC Bank Plc London with respect to LIBOR.</p>	<p>and K&H Bank Zrt. with respect to BUBOR, Raiffeisen Bank International AG Vienna, Deutsche Bank AG and BNP Paribas SA Paris with respect to EURIBOR, Barclays Bank Plc London, JP Morgan Chase Bank NA London and HSBC Bank Plc London with respect to LIBOR, and UBS, Credit Suisse and Zürcher Kantonalbank with respect to SARON, in relation to SOFR and SONIA, Barclays Bank Plc London, JP Morgan Chase Bank NA London, and HSBC Bank Plc London, in relation to TONAR, Nomura Bank International Plc, MiZUHO International Plc, and Sumitomo Mitsui Banking Corporation.</p>	
<p>"Quotation Day"</p>	<p>"Quotation Day" means with respect to d) in relation to SARON, SOFR, SONIA and TONAR, two business days before the relevant interest period.</p>	<p>New quotation days have been defined.</p>
<p>"Screen Rate"</p>	<p>"Screen Rate" means d) In the case of "SARON" (Swiss Average Rate Overnight) it means the interbank borrowing rate for each interest period (rounded up to the nearest 1/8 of a percent, unless otherwise specified in the Contract), which is calculated as the volume-weighted average interest rate for Swiss francs on overnight CHF repo transactions on the basis of the transactions and quotes published in the Swiss repo market on the second business day prior to the start date of the relevant interest period and which is published by SIX Group Services Ltd. on the business day prior to the start date of the relevant interest period on its website at 18:00 (https://www.six-group.com/exchanges/indices/data_centre/swiss_refere)</p>	<p>New screen rates have been defined.</p>

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	<p>nce_rates/reference_rates_en.html).</p> <p>e) in the case of SONIA (Sterling Overnight Index Average), for each interest period it means the volume-weighted average effective interest rate on unsecured overnight interbank transactions in sterling (rounded up to the nearest 1/8 of a percent unless otherwise specified in the Contract), calculated by the Bank of England for the second business day preceding the start date of the relevant interest period on the basis of the previous day's turnover data submitted by the UK banks and published in its website (https://www.bankofengland.co.uk/markets/sonia-benchmark) on the business day preceding the start date of the relevant interest period,</p> <p>f) in the case of SOFR (Secured Overnight Financing Rate), for each interest period it means the average interest rate determined as the volume-weighted median of the US dollar repo data collected by the Bank of New York Mellon (BNYM) (rounded upwards to the nearest 1/8 of one percent unless otherwise specified in the Contract) calculated for the second business day prior to the interest period commencement date based on the previous day's repo turnover data and published on the business day prior to the interest period commencement date in the following website: https://apps.newyorkfed.org/markets/autorates/SOFR,</p> <p>g) in the case of TONAR (Tokyo Overnight Average Rate) it means for each interest period the interest rate for unsecured and risk-free overnight interbank transactions in Japanese yen (rounded up to the nearest</p>	
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	<p>1/8 of one percent unless otherwise specified in the Contract) calculated by the Bank of Japan for the second business day preceding the start date of the relevant interest period on the basis of the previous day's turnover and published on the business day preceding the start date of the relevant interest period in its website: https://www3.boj.or.jp/market/en/menu_m.htm,</p>	
<p>19.26 Modification of Interest Rates Tied to Reference Rates upon the Discontinuation or Significant Change of the Quotation of the Reference Rate</p>	<p>19.26 Modification of Interest Rates Tied to Reference Rates upon the Discontinuation or Significant Change of the Quotation of the Reference Rate</p>	
<p>19.26.2 Terms and Definitions</p>	<p>19.26.2 Terms and Definitions</p> <p>In the case of "SARON" (Swiss Average Rate Overnight) it means the interbank borrowing rate for each interest period (rounded up to the nearest 1/8 of a percent, unless otherwise specified in the Contract), which is calculated as the volume-weighted average interest rate for Swiss francs on overnight CHF repo transactions on the basis of the transactions and quotes published in the Swiss repo market on the second business day prior to the start date of the relevant interest period and which is published by SIX Group Services Ltd. on the business day prior to the start date of the relevant interest period on its website at 18:00 (https://www.six-group.com/exchanges/indices/data_centre/swiss_reference_rates/reference_rates_en.html). The reference interest rate is calculated on a 360-day basis for GBP after the</p>	<p>New terms have been defined.</p>

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discontinuation of LIBOR.

In the case of "**SONIA**" (Sterling Overnight Index Average), for each interest period it means the volume-weighted average effective interest rate on unsecured overnight interbank transactions in sterling (rounded up to the nearest 1/8 of a percent unless otherwise specified in the Contract), calculated by the Bank of England for the second business day preceding the start date of the relevant interest period on the basis of the previous day's turnover data submitted by the UK banks and published in its website (<https://www.bankofengland.co.uk/markets/sonia-benchmark>) on the business day preceding the start date of the relevant interest period. The reference interest rate is calculated on a 360-day basis for USD after the discontinuation of LIBOR.

In the case of "**SOFR**" (Secured Overnight Financing Rate), for each interest period it means the average interest rate determined as the volume-weighted median of the US dollar repo data collected by the Bank of New York Mellon (BNYM) (rounded upwards to the nearest 1/8 of one percent unless otherwise specified in the Contract) calculated for the second business day prior to the interest period commencement date based on the previous day's repo turnover data and published on the business day prior to the interest period commencement date in the following website:

<https://apps.newyorkfed.org/markets/autorates/SOFR>. The reference interest rate is calculated on a 360-day basis for JPY after the discontinuation of LIBOR.

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	<p>In the case of "TONAR" (Tokyo Overnight Average Rate) it means for each interest period the interest rate for unsecured and risk-free overnight interbank transactions in Japanese yen (rounded up to the nearest 1/8 of one percent unless otherwise specified in the Contract) calculated by the Bank of Japan for the second business day preceding the start date of the relevant interest period on the basis of the previous day's turnover and published on the business day preceding the start date of the relevant interest period in its website: https://www3.boj.or.jp/market/en/menu_m.htm. The reference rate is calculated on a 360-day basis.</p>	
<p>XXI. Complaints and Complaint Management</p>	<p>XXI. Complaints and Complaint Management The Bank shall ensure that the Customer may lodge a complaint about the Bank's conduct, activity or omission orally (in person, by telephone) or in writing (in person or by a document delivered by another person, by mail, by fax or by e-mail). The rules on complaint handling also apply to a person who contacts the Bank in order to obtain a service but does not use the service.</p> <p>The detailed rules for handling complaints are set out in the Bank's Customer Complaint Handling Policy.</p>	<p>Duplication has been eliminated, the rules for handling complaints are included in the complaint handling policy.</p>
<p>2. Special Provisions Concerning the Diverse Transactions and Services I. Account Keeping</p> <p>1.7 Statement of Fees</p> <p>The Bank shall make the statement of fees available</p>	<p>2. Special Provisions Concerning the Diverse Transactions and Services I. Account Keeping</p> <p>1.7 Statement of Fees</p> <p>To a natural person Customer with Raiffeisen DirektNet, the</p>	<p>A welcome change for Customers is that the Bank will always make the statement of fees available to the Customer in DirektNet, not only if this is the method for sending account statements.</p>

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<p>to the Customer in the case of a Private Banking Customer in accordance with the provisions of the payment account agreement existing with the Private Banking Customer, and in the case of any other natural person Customer in accordance with the provisions of the Bank's Consumer Banking Business Conditions, in the same way as instructed by the Customer for statements of account, sent to the Customer's mailing address, or in an electronic format, via DirektNet, or by in-person delivery at a branch.</p> <p>Upon the Customer's request, the statement of fees will be provided to the Customer on paper as well (in case it is provided to the Customer electronically). If the Customer's payment account was terminated during the calendar year, the statement of fees concerning the payment account will be sent to the Customer's last known mailing address as per the payment account agreement.</p>	<p>statement of fees shall be made available in Raiffeisen DirektNet, under the Account Statements menu, irrespective of the way in which the Bank sends the statements of account to the Customer. In addition to the above, as regards Customers who receive statements of account by mail or by personal delivery at a branch, in the case of a Private Banking Customer the statement of fees shall be made available to the Customer in accordance with the provisions of the payment account agreement concluded with the Private Banking Customer, and in the case of any other natural person Customer in accordance with the provisions of the Bank's Consumer Banking Business Conditions, in the same way as instructed by the Customer for statements of account, either sent to the Customer's mailing address or by in-person delivery at a branch.</p> <p>Upon the Customer's request, the statement of fees will be provided to the Customer on paper as well (in case it is provided to the Customer electronically). If the Customer's payment account was terminated during the calendar year, the statement of fees concerning the payment account will be sent to the Customer's last known mailing address as per the payment account agreement.</p>	
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<p style="text-align: center;">X. Bank Cards</p> <p>10.1.1 Definitions</p> <p>Retail merchant limit: Above this limit, the retail merchant or POS terminal operator must obtain permission from the Bank to effect the transaction.</p>	<p style="text-align: center;">X. Bank Cards</p> <p>10.1.1 Definitions</p> <p>“Authorisation limit” means the limit set by the card company, card-accepting merchant or POS operator, or by the card-accepting merchant’s or POS operator’s acquiring bank, above which the card-accepting merchant or POS operator is obliged to request authorisation from the Bank for the transaction. The Bank is not aware of the authorisation limit, given that the Bank is not a party to the legal relationship between the card company and the acquiring bank of the card-accepting merchant or POS operator.</p>	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>
<p>10.1.5 Rules Concerning Bank Card Usage</p> <p>10.1.5.2 Bank Card Usage</p>	<p>10.1.5 Rules Concerning Bank Card Usage</p> <p>10.1.5.2 Bank Card Usage</p>	
<p>10.1.5.2.4</p> <p>10.1.5.2.4.1 Using the bank card, the Cardholder shall be entitled to</p> <p>*The Bank shall inform Customers of the date of introduction of the second element of authentication via an announcement. Cardholders belonging to the retail or SME or private banking business line who do not hold payment accounts at the Bank, as well as account holding Cardholders belonging to the retail or SME or private banking business line who have not concluded an agreement with the Bank for the Raiffeisen DirektNet service,</p>	<p>10.1.5.2.4</p> <p>10.1.5.2.4.1 Using the bank card, the Cardholder shall be entitled to</p>	<p>The part that is no longer relevant has been deleted.</p>

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may initiate the creation of the second element of authentication with the Direkt ID defined in Part 2, Chapter XIII of these General Business Conditions, starting from the date specified in the announcement. The Bank shall send the Direkt ID to the Cardholder's mailing address registered at the Bank—or in the case of account holders that are legal entities belonging to the SME business line, either to the address of the legal entity, in care of the Cardholder, or to the Cardholder's mailing address registered at the Bank—or deliver the same to the Cardholder at the branch. The one-time activation code necessary for the creation of the second element of authentication shall be made available to the Cardholder in an SMS sent to the Cardholder's mobile phone number registered at the Bank.

10.1.5.2.4.1.2 In the case of Cardholders who do not hold payment accounts of their own at the Bank, as well as account-holding Cardholders that do not use the Raiffeisen DirektNet and myRaiffeisen services, for the approval of purchases over the internet or through other remote channels the Bank provides a Direkt ID as defined in Part 2, Chapter XIII that is necessary to create the second authentication component of customer authentication (without Raiffeisen Direkt and DirektNet services) and thereby the right to approve card purchases over the internet (access to Digital Channel) in the myRaiffeisen Mobile App. On the basis of the right

10.1.5.2.4.1.2 In the case of Cardholders who do not hold payment accounts of their own at the Bank, as well as account-holding Cardholders that do not use the Raiffeisen DirektNet and myRaiffeisen services, for the approval of purchases over the internet or through other remote channels the Bank provides a Direkt ID as defined in Part 2, Chapter XIII that is necessary to create the second authentication component of customer authentication (without Raiffeisen Direkt and DirektNet services) and thereby the right to approve card purchases over the internet (access to Digital Channel) in the myRaiffeisen Mobile App. On the basis of the right defined above, a Cardholder as defined above shall approve purchases over

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<p>defined above, a Cardholder as defined above shall approve purchases over the internet or other remote channels with strong customer authentication using software token (mobile token).</p>	<p>the internet or other remote channels with strong customer authentication using software token (mobile token).</p>	
<p>10.1.5.2.5 The Bank shall not be held liable for instances when a card-accepting merchant or bank refuses to accept the bank card, or does not permit a given payment order.</p> <p>The Bank shall not have any liability in the legal disputes arising between the Cardholder and a retail merchant about the product or service in respect of a purchase effected with the bank card.</p> <p>The Bank shall not have any liability either if due to a breakdown or technical failure of the technical system (ATM, other equipment, communication system or device, data processing system, transport connection) of either the Bank or the international card association, the card-accepting merchant, or another service provider or credit institution—or to any other similar reason—the bank card may not be used.</p>	<p>10.1.5.2.5 The Bank shall not be held liable for instances when a card-accepting merchant or bank refuses to accept the bank card, or does not permit a given payment order.</p> <p>The Bank shall not have any liability in the legal disputes arising between the Cardholder and a retail merchant about the product or service in respect of a purchase effected with the bank card.</p> <p>The Bank shall not have any liability either if due to a breakdown or technical failure of the technical system (ATM, other equipment, communication system or device, data processing system, transport connection) of the international card association, the card-accepting merchant, or another service provider or credit institution—or to any other similar reason—the bank card may not be used.</p>	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>
<p>10.5.4 Security Requirements The Cardholder shall handle the code, password and/or other identifiers necessary to unlock the Android device as well as the RaiPay code confidentially, and in the case of the sale or transfer of the device he/she shall previously delete the digitised card from the application. The Cardholder</p>	<p>10.5.4 Security Requirements The Cardholder shall handle the code, password and/or other identifiers necessary to unlock the Android device as well as the RaiPay code confidentially, and in the case of the sale or transfer of the device he/she shall previously delete the digitised card from the application. The Cardholder may not install an illegally modified operating system on the</p>	

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<p>may not install an illegally modified operating system on the Android device, as it may enable unauthorised parties to access the data stored on the device. The Cardholder shall without delay report to the Bank the loss or theft and/or any abuse or unauthorised use of the Android mobile device or the identifier necessary to unlock the device or the RaiPay code, in accordance with the rules governing for cards. As regards liability for unauthorised RaiPay transactions, the provisions of Part 2, Chapter X "Bank Cards" of these General Business Conditions shall be governing as applicable.</p>	<p>Android device, as it may enable unauthorised parties to access the data stored on the device. The Cardholder shall without delay report to the Bank the loss or theft and/or any abuse or unauthorised use of the Android mobile device or the identifier necessary to unlock the device or the RaiPay code, in accordance with the rules governing for cards. As regards liability for unauthorised RaiPay transactions, the provisions of Part 2, Chapter X "Bank Cards" of these General Business Conditions shall be governing as applicable.</p> <p>If the Bank has reasonable grounds to believe, based on available system information, that the Customer's mobile device has been hacked (jailbroken or rooted) or the configuration of the mobile device or the software running on it compromises the security of payment, the Bank shall not ensure the availability of RaiPay/use of the services provided under RaiPay for this device. If the Bank becomes aware after the installation of RaiPay by the Customer that the mobile device concerned has been hacked (jailbroken or rooted), or that the configuration of the mobile device or the software running on it compromises the security of payment, it shall immediately terminate the use of the services provided under RaiPay on the device concerned.</p>	
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<p style="text-align: center;">XI. Credit Cards</p> <p>In case the currently disposable Credit Line is overdrawn, the Customer shall pay the Bank a credit line overdraft fee specified in the List of Terms and Conditions effective from time to time.</p> <p>If the Customer makes a deposit to the Credit Card Account that exceeds the used portion of the Credit Line and the amount of any Credit Line excess, such surplus shall be available for the Customer to use without such amounts increasing the Credit Line. The Bank shall keep record of any deposits by which the Credit Line is exceeded in the Credit Card Account. Upon the termination of the Credit Card Account, the Bank shall have the right to transfer the amount recorded by the Bank to the Customer's payment account.</p>	<p style="text-align: center;">XI. Credit Cards</p> <p>Credit Line Excess and Its Consequences</p> <p>Cases of credit line excess:</p> <ul style="list-style-type: none">- the case described in Part 1, Section 13.3 of these GBC, i.e. the Bank may execute certain orders initiated by the Customer—in particular certain bank card transactions— or debit the Customer's credit card account with a claim incurred against the Customer on any title even if the necessary financial coverage is not available, and/or the credit line established for the Customer's credit card is exceeded with the execution of the order or the debiting the Bank's claim,- the case specified in Part 2, Section 10.1.5.2.8 of these GBC, where the card-accepting locations do not request authorisation from the Bank for transactions initiated by the Customer that are below the authorisation limit, and there is no cover for the transaction in the credit card account when the transaction is booked. <p>Repayment of a credit line excess:</p> <p>The closing balance shown in the latest statement of account as well as the amount of any Credit Line excess should be paid in full and is due by the payment deadline shown in the statement at the latest, except for any case where the Customer uses an alternative repayment opportunity set forth in Section 11.8.4, or the Bank calls on the Customer in a special notice to pay the amount of the</p>	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>
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	<p>Credit Line excess with immediate effect in accordance with Section 11.8.4.</p> <p>Consequences of a Credit Line Excess</p> <p>If the Credit Limit from time to time available is exceeded, the Customer shall pay to the Bank the overlimit fee at the rate specified in the List of Terms & Conditions from time to time in effect.</p> <p>The Bank will charge the overlimit fee if the Customer's credit line is exceeded (the Customer's closing balance exceeds the amount of his/her credit line) on the day of preparation of the credit card account statement (if this is not a banking day, then on the preceding banking day) and the account balance still shows a credit line excess on the due date of payment.</p> <p>If the Customer makes a deposit to the Credit Card Account that exceeds the used portion of the Credit Line and the amount of any Credit Line excess, such surplus shall be available for the Customer to use without such amounts increasing the Credit Line. The Bank shall keep record of any deposits by which the Credit Line is exceeded in the Credit Card Account. Upon the termination of the Credit Card Account, the Bank shall have the right to transfer the amount recorded by the Bank to the Customer's payment account.</p>	
<p>11.8 Settlement of the Transactions Arising from Credit Card Use</p> <p>11.8.2 Once in each calendar month, on the day specified in the List of Terms and Conditions (or, if it</p>	<p>11.8 Settlement of the Transactions Arising from Credit Card Use</p> <p>11.8.2 Once in each calendar month, on the day specified in the List of Terms and Conditions (or, if it is not a banking day,</p>	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>

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<p>is not a banking day, on the banking day immediately preceding such day), a statement of account including all debits and credits taking place in the Credit Card Account during the relevant period as well as the closing balance of the account shall be prepared, which is to be sent to the Customer by mail or via Raiffeisen DirektNet as requested by the Customer, or if the Customer requests so the account statement may as well be provided to the Customer at a branch. The Bank shall prepare account statements on the Credit Card Account only if the balance of the account has changed in the period concerned by the statement.</p> <p>The debt shown in the statement of account shall be regarded as settled on the day when an amount equalling the full amount of the debt is credited to the Credit Card Account..</p> <p>The date of the credit does not depend on whether the credit is received to the credit card account during the settlement period or the grace period. However, only credits received from the monthly closing date until the end of the grace period are taken into account for the purposes of the fulfilment of the minimum payment obligation or the repayment of the total final balance (precondition for the interest exemption).</p>	<p>on the banking day immediately preceding such day), a statement of account including all debits and credits taking place in the Credit Card Account during the relevant period as well as the closing balance of the account shall be prepared, which is to be sent to the Customer by mail or via Raiffeisen DirektNet as requested by the Customer, or if the Customer requests so the account statement may as well be provided to the Customer at a branch. The Bank shall prepare account statements on the Credit Card Account only if the balance of the account has changed in the period concerned by the statement.</p> <p>The debt shown in the statement of account shall be regarded as settled on the day when an amount equalling the full amount of the debt is credited to the Credit Card Account..</p> <p>The date of the credit does not depend on whether the credit is received to the credit card account during the settlement period or the grace period. However, only credits received from the monthly closing date until the end of the grace period are taken into account for the purposes of the fulfilment of the minimum payment obligation or the repayment of the total final balance (precondition for the interest exemption).</p>	
<p>11.11 Credit Card Renewal</p> <p>The renewal of a Credit Card is governed by Part 2,</p>	<p>11.11 Credit Card Renewal</p> <p>The renewal of a Credit Card is governed by Part 2, Section</p>	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>

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<p>Section 10.1.7.4 (Bank Card Renewal) of these General Business Conditions.</p>	<p>10.1.7.4 (Bank Card Renewal) of these General Business Conditions.</p>	
<p>11.12 Termination of Credit Card Use</p> <p>11.12.1The provisions of these General Business Conditions relating to the termination of a Bank Card—with the differences set out in this section—shall be governing as applicable for the termination of the use of a Credit Card as well.</p> <p>The Bank shall be entitled to terminate the use of the credit card with immediate effect by blocking the card—instead of the provisions of Part 2, Section 10.1.9.1. b) and d) of these General Business Conditions concerning the termination of Bank Cards—in the following cases:</p> <ul style="list-style-type: none"> a) if the Customer or the Cardholder is in serious breach of the general terms of contract of bank cards as detailed in these General Business Conditions or of any provision of any contract with the Bank, which breach of contract has resulted in or is likely to result in such a material adverse change in the Customer's circumstances as a result of which the Customer's payment discipline or ability to pay may deteriorate, b) if the Customer is in breach of any contract with any credit institution or with a company in which the Bank has an interest, which breach of contract has resulted in or is likely to result in such a material adverse change in the 	<p>11.12 Termination of Credit Card Use</p> <p>11.12.1The provisions of these General Business Conditions relating to the termination of a Bank Card—with the differences set out in this section—shall be governing as applicable for the termination of the use of a Credit Card as well.</p> <p>The Bank shall be entitled to terminate the use of the credit card with immediate effect by blocking the card—instead of the provisions of Part 2, Section 10.1.9.1. b) and d) of these General Business Conditions concerning the termination of Bank Cards—in the following cases:</p> <ul style="list-style-type: none"> a) if the Customer or the Cardholder is in serious breach of the general terms of contract of bank cards as detailed in these General Business Conditions or of any provision of any contract with the Bank, which breach of contract has resulted in or is likely to result in such a material adverse change in the Customer's circumstances as a result of which the Customer's payment discipline or ability to pay may deteriorate, b) if the Customer is in breach of any contract with any credit institution or with a company in which the Bank has an interest, which breach of contract has resulted in or is likely to result in such a material adverse change in the Customer's circumstances as a result of which the Customer's payment discipline or ability to pay may deteriorate. 	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>

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<p>Customer's circumstances as a result of which the Customer's payment discipline or ability to pay may deteriorate.</p>		
	<p>11.13 Modification of the Agreement under the Mutual Consent of the Parties</p> <p>Notwithstanding the provisions of Part 1, Section 19.28 of these General Business Conditions, in respect of Credit Cards the Bank is entitled to make a written offer to amend the contract concerning any financial or ancillary financial services, which concerns a larger number of customers or a specific customer segment as a whole.</p> <p>If the Customer does not make a legal statement within the period specified in the offer for the amendment of the contract, which should be at least fifteen days from the Customer's receipt of the offer, concerning the acceptance of the offer or its acceptance with a different content, the contract previously concluded between the Customer and the Bank shall remain in force with unchanged content.</p> <p>If within the timeframe specified in the offer for the amendment the Customer makes a statement in writing to the effect that he/she does not accept the Bank's offer, or wishes to accept it with a different content, then the agreement concluded earlier between the Customer and the Bank shall remain in force with unchanged content.</p> <p>If within the period specified in the offer for the amendment of the contract, which should be at least fifteen days from the Customer's receipt of the offer, the Customer accepts</p>	<p>In the MNB's audit No. 394831-1/2020 concerning credit cards terms of contract, the Bank voluntarily undertook to amend this point.</p>

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	<p>the offer, the amendment of the contract shall take effect with the content specified in the offer.</p>	
<p style="text-align: center;">XIII. General Terms of Contract for Raiffeisen Electronic Channels and the myRaiffeisen Mobile App</p> <p>“Electronic Channels” mean the Bank’s channels and solutions developed for electronic banking that operate as identified electronic ways through which specific persons registered for the given channel (for the purposes of this chapter, Customers) may make legal statements and submit orders after proper identification. Electronic Channels are the Direkt Channel, the Digital Channel, the Raiffeisen Electra and MultiCash Services, RaiConnect, the Online Personal Loan Platform, the SMEOn Platform, the Raiffeisen Online Retail Account Opening Platform and VideoBank. Use of the Direkt Channels and Raiffeisen Electra are ensured by the Bank for the Customers subject to the conclusion of an agreement concerning the given service, at the terms and conditions specified in such agreement.</p> <p>“Direkt Channels” mean a group of the Bank’s Electronic Channels, namely Raiffeisen Direkt (telephone customer service), Raiffeisen DirektNet (internet-based electronic channel), and the Mobile</p>	<p style="text-align: center;">XIII. General Terms of Contract for Raiffeisen Electronic Channels and the myRaiffeisen Mobile App</p> <p>“Electronic Channels” mean the Bank’s channels and solutions designed for electronic banking and accessible with Digital Channel Entitlement, which operate as identified electronic pathways through which specific persons registered for the given channel (for the purposes of this chapter, the “Customers”) can make legal statements, submit orders and transmit documents after proper identification. Electronic Channels are the Direkt Channel, the electronic channels accessible with Digital Channel Entitlement, including in particular Raiffeisen DirektNet, the myRaiffeisen Mobile App, the myRaiffeisen Portal, Raiffeisen PAY, the Raiffeisen Electra and MultiCash Services, RaiConnect, the Online Personal Loan Platform, the SMEOn Platform, the Raiffeisen Online Retail Account Opening Platform, and VideoBank. Use of the Direkt Channel and Raiffeisen Electra are ensured by the Bank for the Customers subject to the conclusion of an agreement concerning the given service, at the terms and conditions specified in such agreement.</p> <p>“Direkt Channel” means Raiffeisen Direkt (the Bank’s call centre).</p> <p>“Digital Channel Entitlement” means a general right to use</p>	<p>Amendments due to the introduction of the myRaiffeisen Portal.</p> <p>Amendments due to Digital Channel Entitlement.</p>

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Apps collectively.

"Digital Channel" means a general channel that serves the more uniform handling of electronic channel users.

"Raiffeisen DirektNet" means the Electronic Channel available in Hungarian and English in the Bank's website (www.raiffeisen.hu) through a web browser or in a format that can be installed on the Customer's own computer, and through which the Bank can ensure the use of the services specified in the User's Manual through the internet for the Customers and other potential users.

"Raiffeisen Direkt ID" or **"Direkt ID"** means a 8-

Electronic Channels, which serves the purpose of a more uniform management of the users of Electronic Channels and through which the Bank provides the possibility for Customers to use Electronic Channel services by automatically providing the means of identification necessary for the use of the service to the Customers.

"myRaiffeisen Portal" means an Electronic Channel available to Customers having Digital Channel Entitlement, as specified in the Announcement, which is available through the Bank's website (www.raiffeisen.hu) or directly (www.myraiffeisen.hu) with a web browser in English and Hungarian. It is a channel through which the Bank provides access to the services defined in the User Manual, so that certain Electronic or Digital Channels can be accessed from here as well, and it also directly contains certain functions of some Electronic or Digital Channels, and furthermore it also provides access to other services. Its functions are continuously expanded, and the available services are disclosed in the Bank's myRaiffeisen Portal Announcement.

"Raiffeisen DirektNet" means an Electronic Channel available through the myRaiffeisen Portal in Hungarian and English, and through which the Bank can ensure the use of the services specified in the User Manual through the internet for the Customers and other potential users.

"Raiffeisen Direkt ID" or **"Direkt ID"** means a 8-character series of numbers generated by the Bank that is made available to Customers and Cardholders without payment accounts, and which together with other identifiers enables

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character series of numbers generated by the Bank that is made available to Customers and Cardholders without payment accounts, and which together with other identifiers enables the Bank to identify the Customer or Cardholder in the Direkt Channels and Digital Channel.

"Direkt PIN" or **"Password"** means a personal identification code selected by the Customer when activating the Raiffeisen DirektNet service.

"PIN2 Code" means a second secret identification code belonging to the given Customer for purchases over the internet or other remote channels. It is a 5-digit code contrived by the Customer him/herself, and serves as a second authentication component besides the one-time code included in the SMS message for the authentication of internet card payments. The code can be created in the website raiffeisen.hu/PIN2, and will be valid for one year.

the Bank to identify the Customer or Cardholder in the Direkt Channel and in Digital Channels upon registration and login. An individual can have more than one Direkt/DirektNet ID-s if he/she is present in more than one role at the Bank.

"Raiffeisen PAY" means one of the Bank's Electronic Channels that provides specific payment services through a direct electronic connection for corporate Customers who have entered into a contract with the Bank for such services, in accordance with the individual agreement between the Bank and the Customer.

"Direkt PIN" or **"D-PIN"** means a 4-character code created by the Customer upon the activation of Raiffeisen Direkt, which together with the Direkt ID serves to identify Customers during the use of Raiffeisen Direkt.

"Password" means a 4-character code created by the Customer upon the activation of the Digital Channel Entitlement, which together with the Direkt ID serves to identify Customers during the use of Raiffeisen Direkt.

"PIN2 Code" means a second secret identification code belonging to the given Customer for purchases over the internet or other remote channels. It is a 5-digit code contrived by the Customer him/herself, and serves as a second authentication component besides the one-time code included in the SMS message for the authentication of internet card payments. The code can be created in the website raiffeisen.hu/PIN2, which is accessible from the myRaiffeisen Portal as well.

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"Mobile Token PIN code" means a 5-character numeric identification code connected to Raiffeisen Mobile Token that is held and used exclusively by the Customer.

"User's Manual" or **"Manual"** means either the Raiffeisen DirektNet User's Manual or the Raiffeisen Mobile Apps User's Manual, or both.

"Raiffeisen Activation Code" means a non-reusable 4-character numeric code sent by the Bank to the domestic mobile phone number specified by the Customer in order to ensure that the myRaiffeisen Mobile App will be suitable for use in the device on which the Raiffeisen Mobile Token/myRaiffeisen Mobile App were installed, and to enable the Customer to activate the Raiffeisen Direkt and Raiffeisen DirektNet services.

"myRaiffeisen Mobile App/myRaiffeisen Mobile Application/Mobile App" means an application that can be installed on a mobile device and whose functions the Bank continuously enlarges, informing the Customer of available functions in its myRaiffeisen Mobile App Announcement.

"Mobile Token PIN" or **"M-PIN"** means a 5-digit numeric password provided by the customer, which is used to log in to the myRaiffeisen Application and to authenticate transactions. The Mobile Token PIN can be subsequently replaced by biometric identification (facial recognition, fingerprint scanning or a pattern) if the customer's mobile device is enabled to handle these.

"User Manual" or **"Manual"** means a document for the different Electronic Channels that contains the services and functions available on the given Electronic Channel and the instructions for using such services and functions, as well as the Raiffeisen Mobile Applications User Manual.

"Digital Channel Activation Code" (formerly **"Raiffeisen Activation Code"** or **"DirektNet Activation Code"**) means a non-reusable 4-character numeric code sent by the Bank to the domestic mobile phone number specified by the Customer. With the Direkt Activation Code and the Digital Channel Activation Code the Customer can activate Raiffeisen Direkt and his/her Digital Channel access, respectively. A different Activation Code is sent for each Direkt ID.

"myRaiffeisen Mobile Application" or **"myRaiffeisen Mobile App"** or **"Mobile App"** means an application that can be installed on a mobile device and through which the Bank provides the services set out in the User Manual to the Customers. The Bank is continuously expanding the functions of myRaiffeisen and publishes the available functions in the myRaiffeisen Mobile Application Announcement.

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“Means of Identification” means all user names, identifiers, codes, identification devices and passwords by means of which the Customer is identified and the payment orders initiated by the Customer through these channels are approved, including in particular, but not limited to the Raiffeisen Direkt ID or Direkt ID, Direkt PIN or Password, Raiffeisen Hardware Token or Hardware Token, Raiffeisen Mobile Token or Mobile Token, Mobile Token PIN code, Raiffeisen Activation Code, Raiffeisen Direkt PIN Code, the biometric data handled by the Customer’s device only, and any one-time-password.

“RaiConnect” means one of the Bank’s Electronic Channels whose functions for the transmission of text, images and/or sound are available to the Customers specified in the relevant Announcement for the use of the services and from the date specified in the Announcement.

“Online Personal Loan Platform” means one of the Bank’s Electronic Channels that enables the retail Customers specified in the relevant List of Terms & Conditions to apply for specific personal loan products and conclude the relevant agreements.

“VideoBank Service” means one of the Bank’s Electronic Channels whose functions for the

“Means of Identification” mean the set of user names, identifiers, codes, identification devices and passwords through which the Customer is identified and the services are activated and/or the payment orders initiated by the Customer through these channels are authorised. Means of Identification include in particular, but are not limited to the Raiffeisen Direkt ID or Direkt ID, the Direkt PIN, the Password, the Raiffeisen Hardware Token, the Raiffeisen Mobile Token, the Mobile Token PIN, any activation code, the Raiffeisen Direkt PIN, the biometric data processed solely by the customer’s device, any one-time-password, or the PIN2.

“RaiConnect” means one of the Bank’s Electronic Channels whose functions for the transmission of text, images and/or sound are available to the Customers specified in the relevant Announcement for the use of the services and from the date specified in the Announcement. RaiConnect is accessible through the myRaiffeisen Portal or the myRaiffeisen Mobile App as well.

“Online Personal Loan Platform” means one of the Bank’s Electronic Channels that enables the retail Customers specified in the relevant List of Terms & Conditions to apply for specific personal loan products and conclude the relevant agreements. The Online Personal Loan Platform is accessible through Raiffeisen DirektNet, the Bank’s website or the myRaiffeisen Portal.

“VideoBank Service” means one of the Bank’s Electronic Channels whose functions for the transmission of text,

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<p>transmission of text, images and sound are available to the Customers specified in the relevant Announcement in respect of the services and from the date specified in the Announcement.</p>	<p>images and sound are available to the Customers specified in the relevant Announcement in respect of the services and from the date specified in the Announcement. The VideoBank Service is accessible through the Bank's website or the myRaiffeisen Portal.</p>	
<p>There has been no such provision</p>	<p>13.4 Digital Channel Entitlement Rules</p> <p>13.4.1 Customers with Digital Channel Entitlement</p> <p>Digital Channel Entitlement is set by default (automatically) for the Customers specified below:</p> <ul style="list-style-type: none"> - Customers applying for Raiffeisen DirektNet, - Customers applying for Raiffeisen PAY, - Customers applying for a bank card, if the Cardholder has a mobile phone number. The Digital Channel Entitlement in itself does not automatically entail access to Raiffeisen DirektNet or Raiffeisen PAY. <p>Cardholders belonging to the retail or SME or private banking business line who do not hold payment accounts at the Bank, as well as account holding Cardholders belonging to the retail or SME or private banking business line who have not concluded an agreement with the Bank for the Raiffeisen DirektNet service, have automatically received Digital Channel Entitlement so that they can authorise online card purchases via the myRaiffeisen Mobile App.</p> <p>13.4.2 Services Accessible with Digital Channel Entitlement:</p>	

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	<ul style="list-style-type: none"> - for Cardholders without Raiffeisen DirektNet access, use of the myRaiffeisen application with the features specified in the User Manual - PIN2 creation - myRaiffeisen Portal <p>After the bank card application is approved, the Cardholder's Direkt ID is automatically created and the Digital Channel Activation Code is automatically sent by SMS.</p> <p>13.4.3 Future Services Accessible with Digital Channel Entitlement</p> <ul style="list-style-type: none"> - The Digital Channel Entitlement has been created by the Bank and is automatically granted to Customers applying for Raiffeisen DirektNet, Raiffeisen PAY or a bank card in order to provide them with the possibility to activate, and thus access and use, the electronically available services to be introduced in the future. The services available through the Digital Channel Entitlement are continuously expanded by the Bank, and the available features are published in the User Manual. 	
<p>Stand-alone document</p>	<p>Annex No. 7 to the General Business Conditions: Information on the Central Register of Free Cash Withdrawal Declarations</p> <p>Effective as of 26 January 2015</p>	<p>It used to be a stand-alone document, which has been incorporated into the GBC now.</p>

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- II. Raiffeisen Bank Zrt. further informs its Customers that its **General Business Conditions will be amended as of 30 May 2022, not favourably for the Customers. The change concerns the following sections of the GBC:**

Current provision	Provision in force from 30 May 2022	Reason for the amendment
<p>There has been no such provision</p>	<p>The Cardholder may as well activate the card via the myRaiffeisen Mobile Application. The Bank will gradually introduce activation via the myRaiffeisen Mobile App to its Customers from the date and for the customer base specified in the myRaiffeisen Mobile Application Announcement. Activation via the myRaiffeisen Mobile App is not available for credit cards and Versatile CLEVERcards.</p> <p>Retail and Private Banking Cardholders can activate their own bank cards via the myRaiffeisen Mobile App.</p> <p>In case of a business bank card, the Cardholder can activate his/her own card via the myRaiffeisen Mobile Application if the Cardholder is an authorised representative properly notified to the Bank in the signature card, whether his/her right of representation is independent or not, or if he/she is not an authorised representative, but is a Cardholder.</p>	<p>New features have been introduced in the myRaiffeisen Mobile App</p>
<p>Through Raiffeisen Direkt the Customer has the right to all-inclusively ban at the Bank the opportunity to make internet purchases with the bank card.</p>	<p>The Customer has the right via Raiffeisen Direkt or through the myRaiffeisen Mobile Application to fully deactivate the possibility to make purchases by card in internet commerce (Card Online Purchase function) at the Bank.</p> <p>The Customer has the right to disable or enable via the myRaiffeisen Mobile Application the Card Online Purchase feature until further instructions. The Card Online Purchase</p>	<p>New features have been introduced in the myRaiffeisen Mobile App</p>

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	<p>feature can be disabled or enabled for credit cards and Versatile CLEVERcards as well.</p> <p>Through the myRaiffeisen Mobile App, Retail and Private Banking Account Holding Customers can enable or disable the Card Online Purchase feature for all bank cards belonging to their account. Through the myRaiffeisen Mobile App, a Retail or Private Banking Cardholder who is not an Account Holder can enable or disable the Card Online Purchase function for his/her own bank card only.</p> <p>Through the myRaiffeisen Mobile Application, a business Cardholder can activate or deactivate the Card Online Purchase function for his/her own bank card, provided that he/she is an authorised representative properly notified to the Bank in the signature card, and has independent right of representation.</p>	
<p>10.1.7 Bankcard Blockage, Replacement and Renewal</p> <p>There have been no provisions about suspension or the lifting of suspension.</p>	<p>10.1.7 Blocking, Replacing, Renewing, Suspending and Lifting the Suspension of Bank Cards</p> <p>Retail and Private Banking Customers have the right to suspend (temporarily block) the Bank Card via the myRaiffeisen Mobile Application until further instructions, as well as to lift the suspension. Card suspension and the lifting of suspension is also available for credit cards and Versatile CLEVERcards.</p> <p>Bank Card suspension means that the cardholder does not wish to use the card temporarily, but is in possession of the card. Suspension does not mean terminating the use of the bank card or blockage of the card, so the provisions on risk bearing in the case of blockage do not apply if the bank card</p>	<p>New features have been introduced in the myRaiffeisen Mobile App</p>

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is suspended.

In the case of a suspended bank card,

- the Bank will reject initiated card transactions if authorisation is requested, and in such case recurring card transactions will not be completed either,
- any transactions authorised prior to the suspension but not booked yet will be booked by the Bank, so the suspension of the Bank Card will not prevent the booking of transactions not booked,
- the fees and charges related to the Bank Card are payable by the Customer, and their payment is not suspended by the suspension of the Bank Card,
- services linked to the Bank Card may not be applied for,
- travel insurance remains in force.

If the bank card and/or the secret personal identification number (PIN) has been lost, stolen, illegitimately obtained by a third party, or used by an unauthorised third party, the Customer or the Cardholder must immediately notify the Bank and have the bank card blocked, in which case suspension cannot be used for this purpose.

If the Cardholder does not wish to use the bank card permanently, or the Account Holder does not wish the Cardholder to use the bank card any longer, the bank card must be terminated, in which case suspension cannot be used for this purpose either.

The suspension of the card can be lifted before the card expires.

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	Lifting the suspension of the card means that the Cardholder can use the card again.	
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III. Raiffeisen Bank Zrt. further informs its Customers that its **General Business Conditions are amended as of 27 July 2022 to the disadvantage of the Customers. The change concerns the following sections of the GBC:**

Provisions currently in force	Provisions in force from 27 July 2022	Reason for the amendment
<p style="text-align: center;">XII. Notices, Contact</p> <p>In case there is an electronic contact between the Customer and the Bank, notices to the Customer shall be placed in the Customer's electronic mailbox. Such notices shall be regarded as delivered upon the time of availability, which is recorded by the Bank's IT system in all cases.</p>	<p style="text-align: center;">XII. Notices, Contact</p> <p>If there exists an electronic connection between the Customer and the Bank, the Bank shall display notices, information and declarations addressed to the Customer (hereinafter together referred to as "notices") in the Electronic Channel in a pop-up window or as an electronic message, or place these in the Customer's electronic mailbox.</p> <p>Such notices shall be deemed to have been served at the time of such display, making available or accessible, or placement, the date and time of which shall be recorded in the Bank's computer system in each case.</p>	<p>Presumption of delivery of items placed by via an electronic channel has been regulated.</p>
<p>15.2 The Bank shall within fifteen days examine any requests for correction, and if the request is justified in accordance with Section 15.1 above, then it shall carry out the correction immediately after</p>	<p>15.2 In the case of a request by the payer for the correction of unauthorised or authorised but erroneously performed payment transactions, it is up to the Bank to prove—through the</p>	<p>Amendment coming into force on 26 July 2022. It has been clarified how the Bank will deal with unauthorised or authorised but incorrectly executed transactions.</p>

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the investigation is closed, otherwise reject the Customer's request, with rationale provided in writing.

In the case of a request by the payer for the correction of unauthorised or authorised but erroneously performed payment transactions, it is up to the Bank to prove—through the authentication, where applicable—that the disputed payment transaction was authorised by the payer, that the payment transaction was recorded properly, and performance was not obstructed by any technical error or operational disturbance of the service provided by the Bank.

authentication, where applicable—that the disputed payment transaction was authorised by the payer, that the payment transaction was recorded properly, and performance was not obstructed by any technical error or operational disturbance of the service provided by the Bank.

If the payment transaction affected by the request for correction was initiated through the use of a payment initiation service, it is up to the payment initiation service provider to prove that—within its own scope of responsibility—the payment transaction was authenticated and recorded accurately, and its performance was not obstructed by any technical error or operational disturbance of the payment service provided by the payment initiation service provider.

15.3 Request for correction of an unauthorised payment transaction

Any request for correction of a payment transaction not authorised by the Customer as a payer shall be examined by the Bank upon receipt.

If as a result of such investigation the Bank reasonably suspects fraud, it shall inform the National Bank of Hungary as a supervisory authority in writing by the end of the working day following the day on which the Bank becomes aware or is informed of the situation. If the National Bank of Hungary is notified, the Bank shall examine the request for rectification in accordance with the

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section "Complaints and Complaint Management", and if the request is justified, it shall carry out the rectification immediately after the conclusion of the examination, otherwise it shall reject the Customer's request, providing its reasons in writing.

If as a result of this investigation the Bank does not notify the National Bank of Hungary on the basis of the above and does not have evidence to prove that it is exempt from liability, the Bank shall reimburse the amount of the unauthorised payment transaction to the Customer as a payer immediately after it has become aware or has been informed of the transaction, but no later than the end of the following business day. In such a case, the Bank shall restore the payment account to its status prior to the debiting, with the proviso that the value date of the credit entry may not be later than the date on which the unauthorised payment transaction was executed. The Bank will examine the request in this case as well, and if the request is justified, no further action is required, given that the amount of the unauthorised payment transaction has already been reimbursed to the Customer by the Bank. If as a result of the investigation the Bank does not accept the request, considering that the amount of the payment transaction has already been reimbursed to the Customer, the Customer shall repay the amount of the payment transaction to the Bank.

If as a result of this investigation the Bank does not

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	<p>notify the National Bank of Hungary on the basis of the above and the Bank has evidence at its disposal to prove that it is exempt from liability, the Bank shall reject the Customer's request with written justification and shall not refund the amount of the payment transaction.</p> <p>The Customer may claim further financial compensation under the Hungarian law in force at the time.</p> <p>15.4 Authorised but incorrectly executed payment transactions</p> <p>The Bank shall examine the request for rectification of an authorised but incorrectly executed payment transaction in accordance with the section "Complaints and Complaint Management", and if the request is justified, it shall carry out the rectification immediately after the conclusion of the examination, otherwise it shall reject the Customer's request, providing its reasons in writing.</p>	
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Please take note that in accordance with Act LXXXV of 2009 on the Pursuit of the Business of Payment Services unless you give written notice to the Bank by the date of 27 July 2022 to the effect that you do not accept the amendment, you will be regarded to have accepted the above amendment of the GBC. Rejection of the amendment shall qualify as termination with immediate effect of the agreement affected by the amendment. By the date of entry into force of the amendment, you shall have the right to terminate your agreement concerned by the change with immediate effect free of charge.

The amended General Business Conditions are available in the Bank's website (www.raiffeisen.hu), and in the Bank's branches.

27 May 2022

Raiffeisen Bank Zrt.