Raiffeisen Bank



# Scope of outsourced activities and list of responsible organizations

Effective: 12 November 2026

## I. Outsourced activities as defined by the Hpt. [1]

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | **Name** | **Registered office** | **Registration number** |
| Personification of bank cards | ANY Biztonsági Nyomda Nyrt. | 1102 Bp., Halom u. 5. | 01-10-042030 |
| Document storage | Iron Mountain Magyarország Kft. | 1093 Bp., Czuczor u. 10. 4. em. | 01-09-364901 |
| Generation of customer letters, notices, and DM material | Drescher Magyarországi Direct Mailing Informatikai és Nyomdai Kft. | 1097 Bp., Gyáli út 31. | 01-09-161129 |
| Communication services connected to CRM activity | LEAD Generation Kft. | 1027 Bp., Tölgyfa utca 28. 2. em. | 01-09-911551 |
| Processing and digitization of documents issued by authorities | DOQSYS Business Solutions Zrt. | 1131 Bp., Babér u. 1-5. | 01-10-048955 |
| User satisfaction survey and data analysis | Scale Research Piackutató és Tanácsadó Kft. | 1132 Bp., Váci út 18. | 01-09-907923 |
| User satisfaction survey and data analysis | NRC Marketingkutató és Tanácsadó Kft. | 1034 Bp., Kenyeres u. 28. | 01-09-682439 |

[1] Activities classified as outsourced based on 6. § (1) paragraph 58. és 68. § of Act CCXXXVII of 2013 on Credit Institutions and Financial Enterprises (Hpt.)

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | Name | Registered office | Registration number |
| Software development activities related to IT system developments | BCS Business Consulting Services Kft. | 1118 Bp., Rétköz u. 5. | 01-09-280530 |
| Digital asset management tasks | BSCE Tanácsadó és Informatikai Kft. | 1138 Bp., Dunavirág u. 2-6. III. torony. ép. 2. em. | 01-09-926642 |
| System support | Guidance Informatikai Szolgáltató és Tanácsadó Zrt. | 1146 Bp., Hermina út 22. | 01-10-049945 |
| Development, system operation | Enrol Consulting Kft. | 2040 Budaörs, Őszibarack u. 26. | 13-09-195909 |
| Ensuring the use of account switching process supporting IT application | GIRO Elszámolásforgalmi Zrt. | 1054 Bp., Vadász u. 31. | 01-10-041159 |
| System support | TF Systems Kft. | 1095 Bp., Máriássy u. 7. III. em. | 01-09-964639 |
| System support | SmartX Solutions Kft. | 1118 Bp., Rétköz u. 5. | 01-09-942398 |
| Checking the physical existence, quantity and quality of the assets | Korona Közraktár Zrt. | 2053 Herceghalom, Zsámbéki út 16. | 13-10-042340 |
| Checking the physical existence, quantity and quality of the assets | Deep Water Kft. | 8600 Siófok, Hunyadi u. 21. | 14-09-316337 |
| Provision of POS devices; POS software development; POS terminal management; Field service; Online processing of SZÉP/EP card transactions; Provision of POS value-added services | CARDNET Zrt. | 1135 Bp., Reitter Ferenc u. 46-48. | 01-10-042150 |
| CLWS system level 3 support and maintenance, data and error correction | LOXON Solutions Zrt. | 1113 Bp., Lőportár u. 20/B. | 01-10-047809 |

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | **Name** | **Registered office** | **Registration number** |
| Collateral on site check | BIBLIO-MARKT Kft. | 1133 Bp., Tutaj u. 6/B. 2/6. | 01-09-439589 |
| Bank card transaction processing and related services | Regional Card Processing Centre, s.r.o. (RPC) | 811 07 Bratislava, Námestie Mateja Korvína 1, Slovakia | 55989/B[2] |
| Providing a SoftPOS payment solution | | | |
| RaiPAY mobile application | | | |
| 3D Secure Access Services | | | |
| Processing of bank card data | | | |
| E-commerce Acquiring Services | | | |
| SWIFT service; Global Pay Plus service; Operation and support of a monitoring system for payment transactions related to money laundering, terrorist financing and sanctions | Centralised Raiffeisen International Services&Payments S.R.L (CRISP) | 020335 Bucharest, B-dul Dimitrie Pompei nr 5-7., Romania | 21146972[3] |
| Operation of Microsoft Office O365 collaboration tools | Raiffeisen Informatik GmbH & Co KG | 1020 Vienna, Lilienbrunngasse 7-9., Austria | FN 521687m[4] |
| System support, cloud services- PSD2 Regulatory Services (Galileo) | Raiffeisen Bank International (RBI) | | |
| Group Risk Controlling | | | |

[2] Registered by the III District Commercial Court of the Bratislava City Court
[3] Registered by the Bucharest Commercial Court
[4] Registered by the Vienna Commercial Court

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | Name | Registered office | Registration number |
| Onboarding (online account opening, credit application and KYC) service for new customers - DaVinci | | | |
| IT service – R-Flex | | | |
| IT services, credit limit management - LMS | | | |
| Providing analytical report data for Controlling - MIS | | | |
| IT service - Archer | | | |
| Moxis eSignature - Electronic signature service | | | |
| Digital Research Platform – Sub-website service for storing financial research, reports | | 1030 Vienna, Am Stadtpark 9., Austria | FN 122119m[5] |
| MyRaiffeisen mobile application and MyRaiffeisen portal features; CRM marketing automation tool for managing campaigns (Salesforce) and Customer Referral Program campaign (Member Get Member) - RCE | | | |
| Operation of a chat application available on the bank's website, as well as chat and video banking services for identified clients logging in via the MyRaiffeisen mobile app. | | | |
| APEX – Dynamic FX Margin | | | |
| T.I.G.E.R – Operating - The process of risk assessment for non-retail (and non-micro) clients | | | |
| System supporting bank debt collection activities and its IT support | | | |
| Collateral on site check | Concordia Közraktár Zrt. | 1133 Budapest, Tutaj utca 6/B 2. em. 6. ajtó | 01-10-042376 |
| Cloud-based analytics software support | Countly Ltd. | 1 Bow Churchyard London EC4M 9DQ, United Kingdom | 8568329 |

[5] Registered by the Vienna Commercial Court

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | Name | Registered office | Registration number |
| Provision of the e-Cégkapu service in connection with IT system developments | e-Postoffice Kft. | 1134 Bp., Róbert Károly körút 59. 3.em | 01-09-707814 |
| Multi-Bank Connectivity Membership | SAP Hungary Kft. | 1031 Bp., Záhony utca 7. | 01-09-667656 |
| Hosting, administration and compliance support of the FiSa / NetReveal sanctions screening system | Centralised Raiffeisen International Services & Paments S.R.L. | 020335 Bukarest, Dimitrie Pompei Blvd. Nr. 5-7. | 21146972 |
| Providing iReg solution for FATCA/CRS data reporting | Centralised Raiffeisen International Services & Paments S.R.L. | 020335 Bukarest, Dimitrie Pompei Blvd. Nr. 5-7. | 21146972 |

## II. Outsourced activities as defined by the Bszt.[6]

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | Name | Registered office | Registration number |
| Document storage | Iron Mountain Magyarország Kft. | 1093 Bp., Czuczor u. 10. | 01-09-364901 |
| Generation of customer letters, notices, and DM material | Drescher Magyarországi Direct Mailing Informatikai és Nyomdai Kft. | 1097 Bp., Gyáli út 31. | 01-09-161129 |
| Software development activities related to IT system developments | BCS Business Consulting Services Kft. | 1118 Bp., Rétköz u. 5. | 01-09-280530 |
| Digital asset management tasks | BSCE Tanácsadó és Informatikai Kft. | 1138 Bp., Dunavirág u. 2-6. III. torony. ép. 2. em. | 01-09-926642 |
| Development and system operation tasks | Enrol Consulting Kft. | 2040 Budaörs, Őszibarack u. 26. | 13-09-195909 |

[6] Activities classified as outsourced based on 79. § of Act CXXXVIII of 2007 on Investment Firms and Commodity Dealers, and on the Regulations Governing their Activities (Bszt.)

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | Name | Registered office | Registration number |
| System support | Guidance Informatikai Szolgáltató és Tanácsadó Zrt. | 1146 Bp., Hermina út 22. | 01-10-049945 |
| System support | TF Systems Kft. | 1095 Bp., Máriássy u. 7. III. em. | 01-09-964639 |
| System support | SmartX Solutions Kft. | 1118 Bp., Rétköz utca 5. | 01-09-942398 |
| Communication services connected to CRM activity | LEAD Generation Kft. | 1027 Bp., Tölgyfa utca 28. 2. em. | 01-09-911551 |
| Providing investment advice | VIG Befektetési Alapkezelő Magyarország Zrt. | 1091 Bp., Üllői út 1. | 01-10-044261 |
| Processing and digitization of documents issued by authorities | DOQSYS Business Solutions Zrt. | 1131 Bp., Babér u. 1-5. | 01-10-048955 |
| Provision of Monolith system support services | Monolith Systemhouse International s.r.o. | 94301 Sturovo, Hlavná 11., Slovakia | ICO 35-954-337[7] |
| SWIFT service; Global Pay Plus service; Operating the market abuse monitoring system (STOR) and supporting the process | Centralised Raiffeisen International Services&Payments S.R.L (CRISP) | 020335 Bucharest, B-dul Dimitrie Pompei nr 5-7., Romania | 21146972[8] |
| Operation of Microsoft Office O365 collaboration tools | Raiffeisen Informatik GmbH & Co KG | 1020 Vienna, Lilienbrunngasse 7-9., Austria | FN 521687m[9] |

[7] Registered by the Slovak Commercial Court
[8] Registered by the Bucharest Commercial Court
[9] Registered by the Vienna Commercial Court

| Activity | Organization Performing Outsourced Activities | | |
|---|---|---|---|
| | Name | Registered office | Registration number |
| Operation of GTS (Global Treasury System), WSS (Wall Street System) | Raiffeisen Bank International (RBI) | 1030 Vienna, Am Stadtpark 9., Austria | FN 122119m[10] |
| Bloomberg and Reuters systems | | | |
| Group Risk Controlling | | | |
| IT service - Archer | | | |
| Digital Research Platform – Sub-website service for storing financial research, reports | | | |
| APEX – Dynamic FX Margin | | | |
| T.I.G.E.R – Operating - The process of risk assessment for non-retail (and non-micro) clients | | | |
| CRM marketing automation tool for managing campaigns (Salesforce) and Customer Referral Program campaign (Member Get Member) - RCE | | | |
| Development and operation of the Global Investor Gate application | | | |
| Treasury transaction management system (NMADB) | | | |
| Operation of a chat application available on the bank's website, as well as chat and video banking services for identified clients logging in via the MyRaiffeisen mobile app. | | | |
| Cloud-based analytics software support | Countly Ltd. | 1 Bow Churchyard London EC4M 9DQ, United Kingdom | 8568329 |
| Provision of the e-Cégkapu service in connection with IT system developments | e-Postoffice Kft. | 1134 Bp., Róbert Károly körút 59. 3.em | 01-09-707814 |
| Providing iReg solution for FATCA/CRS data reporting | Centralised Raiffeisen International Services & Paments S.R.L. | 020335 Bukarest, Dimitrie Pompei Blvd. Nr. 5-7. | 21146972 |

[10] Registered by the Vienna Commercial Court