Raiffeisen Bank

Scope of outsourced activities and list of responsible organizations

Effective: 30 October 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		1030 Vienna, Am Stadtpark 9., Austria	FN 122119m[5]
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			
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			
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
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

[5] Registered by the Vienna Commercial Court

Activity	Organization Performing Outsourced Activities		
	Name	Registered office	Registration number
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
System support	Guidance Informatikai Szolgáltató és Tanácsadó Zrt.	1146 Bp., Hermina út 22.	01-10-049945

[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	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]
Operation of GTS (Global Treasury System), WSS (Wall Street System)	Raiffeisen Bank International (RBI)		FN 122119m[10]

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

Activity	Organization Performing Outsourced Activities		
	Name	Registered office	Registration number
Bloomberg and Reuters systems		1030 Vienna, Am Stadtpark 9., Austria	
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