PUBLIC ANNOUNCEMENT

Bank redemption of pensioners' food vouchers (hereinafter referred to as pensioners' vouchers) for persons receiving pension benefits and certain other benefits

Published: 01 October 2025

Effective as of: As of 01.10.2025 until revoked

Amendments announced on 1st of October 2025 and effective as of 1st of October 2025 are marked by green background:
To ensure proper service, on a given banking business day, a maximum of 100 pension vouchers can be redeemed per customer at our bank branches.

Raiffeisen Bank Zrt. (hereinafter: **Bank**) provides pensioners' voucher redemption services, starting from September 1, 2025 based on this Announcement to the business customer base specified below, including customers with Raiffeisen Bank accounts and to ad hoc customers (exclusively private entrepreneurs and primary producers) without bank accounts.

1. **Customer base eligible for banking services:**

   1.1. Small Enterprises

   1.2. Private Entrepreneurs and Primary Producers

   1.3. Medium and Large Enterprises

2. **Eligibility for redemption**:

   2.1. **Pursuant to Government Decree 226/2025. (VII.28.), the following food vendors are eligible to redeem pensioners' vouchers:**

   Food vendors: traders selling cold food

   a) with the exception of catering – traders performing retail activities as defined in the Law on Commerce as their main activity or primary activity at their point of sale

   aa) under the following codes of the Statistical classification of Economic Activities (hereinafter: **NACE**)

   - „4711 – Retail sale in non-specialized stores with food, beverages or tobacco predominating",
   - „4721 – Retail sale of fruit and vegetables in specialised stores",
   - „4722 – Retail sale of meat and meat products",
   - „4724 – Retail sale of bread, cakes, flour confectionery and sugar confectionery in specialised stores", or

- „4727 – Retail sale of other food", and additionally

ab) under the following codes of the register of activities of self-employed persons (hereinafter: **ÖVTJ**)

- „4711 - Retail sale in non-specialized stores with food, beverages or tobacco predominating"
- „4721 – Retail sale of fruit and vegetables in specialised stores",
- „4722 – Retail sale of meat and meat products",
- „4724 – Retail sale of bread, cakes, flour confectionery and sugar confectionery in specialised stores", or
- „4727 – Retail sale of other food" and

b) a trader who produces **as a primary producer on their own farm** in accordance with the law on family farms.

2.2. **In view of the above, those eligible to redeem pensioners' vouchers at the Bank are**:

- **small, medium-sized enterprises and large corporate customers** who have the NACE code specified in the above item registered in the Company Register **and** have a HUF payment account with the Bank,
- **private entrepreneurs** who have the ÖVTJ code specified in the above item registered in the register, regardless of whether they have a bank account with the bank, and
- **primary producers** who confirm their eligibility to accept pensioners' vouchers in a written statement made at the Bank, regardless of whether they have a bank account with the bank.

3. General provisions on redemption:

3.1. Food vendors can redeem pensioners' vouchers they have accepted at the Bank for their face value in bank money or cash **until February 28, 2026, at the latest** (in the case of deposits in bags, until the date specified in the agreement).

3.2. Pensioners' vouchers can be redeemed at any of our bank branches that also provide cashier services Detailed information on **the redemption locations and exact opening hours** can be found on the Bank's website: https://www.raiffeisen.hu/kapcsolat/bankfiokok

3.3. Customers with accounts at the Bank who have **contracted for cash deposit in bags** and wish to redeem pensioners' vouchers accepted by them at the Bank through this individual banking service may do so only after concluding a supplementary agreement to the cash deposit in bags contract.

4. Verification carried out when redeeming pensioners' vouchers:

4.1. When redeeming a pensioners' voucher, the Bank checks the authenticity of the voucher by checking its **serial number** and **security features1**.

4.2. **Furthermore, when redeeming pensioners' vouchers, the Bank verifies**:

- the eligibility of the food vendor to accept pensioners' vouchers based on NACE and ÖVTJ codes, and
- the procedural entitlement of the person redeeming the pensioners' voucher (authority to dispose over the account and/or proper ad hoc authorization to redeem the pensioners' voucher), and performs identification in accordance with Act LIII of 2017 on the prevention and combating of money laundering and terrorist financing.

4.3. **Damaged or contaminated pensioners' vouchers:**

a) **If the pensioners' voucher presented for redemption is damaged** or **contaminated** (e.g., stained, torn at the edges, creased from folding), but the security features of the voucher can be fully verified despite the damage, and the unique identification number and barcode on the voucher are legible and undamaged, the voucher can be redeemed at the Bank.

b) **If the pensioners' voucher presented for redemption is damaged or contaminated in such a way** that its security features cannot be verified and the unique identification number and barcode are unidentifiable (e.g., torn, incomplete, glued, illegible due to stains), the voucher cannot be redeemed at the Bank.

c) **The Bank shall decide on the verification of pensioners' vouchers presented for redemption and on the above conditions**, on the basis of which the Bank shall be entitled to refuse to redeem pensioners' vouchers that cannot be verified or are suspected of being counterfeit.

d) **If a pensioners' voucher accepted for redemption by the Bank is subsequently found to be counterfeit or cannot be redeemed due to damage or contamination**, the Bank shall be entitled to reclaim the cash value of the pensioners' voucher from the customer or, in the case of a customer with an account, to debit the amount from the customer's bank account held with the Bank.

5. Redemption of pensioners' vouchers:

5.1. The countervalue for the pensioners' voucher redeemed in accordance with the above description shall be paid by the Bank to the food vendor in the form of bank money or cash in an amount equal to the face value of the pensioners' voucher, exclusively in Hungarian forints.

5.2. The Bank provides the pensioners' voucher redemption service free of charge.

[1] The pensioners' voucher is numbered and barcoded, contains a unique watermark, includes the name of the issuer, the expiry date, and has security features specified by the Treasury and published on its website.

5.3. To ensure proper service, on a given banking business day, a maximum of 100 pension vouchers can be redeemed per customer at our bank branches.

5.4. **Redemption at the cash desk:**

5.4.1. **Prior notification requirement**:

Customers with a bank account at the Bank are required to give prior notification, in accordance with the Corporate List of Terms and Conditions, similar to cash desk services, when withdrawing cash in Hungarian forints at the cash desk, if the amount of pensioners' vouchers to be redeemed equals or exceeds HUF 2 million or 50 vouchers[2].

Following a central check after the prior notification, the Bank may refuse to redeem the pension vouchers, and the Bank shall inform the Customer of the refusal via the e-mail address registered with the Bank within 24 hours of the notification.

5.4.2. **Prior appointment:**

Private entrepreneurs and primary producers who do not have a bank account with the Bank need to make an appointment in advance if the amount of pensioners' vouchers to be redeemed equals or exceeds HUF 2 million or 50 vouchers[3] (appointments can be made on the Bank's website via the following link: https://www.raiffeisen.hu/kapcsolat/bejelentkezes-fiokba, by providing the following information: Type of service: Other banking service/Type of servicing: Micro/Selected service: Bank account/Bank card administration/Note field must indicate "pensioners' voucher").

5.4.3. The Bank shall not assume any denomination guarantee in the case of the redemption of pensioners' vouchers announced in advance, i.e. the denomination composition of the cash payment at the bank's cash desk cannot be determined by the redeemer.

5.4.4. **Credit:**

The countervalue of pensioner's vouchers redeemed by customers with a bank account at the Bank may only be credited to a payment account held with the Bank in Hungarian forints, provided that if the customer has more than one HUF payment accounts with the Bank, he/she is obliged to specify which bank account he/she requests the credit to be made to prior to redeeming the voucher.

[2] In the case of cash payouts of pensioners' vouchers amounting to HUF 2 million or more, or 50 vouchers or more, the withdrawal must be notified in writing by 3 p.m. on the banking day preceding the date of payment.

[3] In the case of cash payouts of pensioners' vouchers amounting to HUF 2 million or more, or 50 vouchers or more, the withdrawal must be notified in writing by 3 p.m. on the banking day preceding the date of payment.

6. Refusal to redeem pensioner's vouchers:

If, during the redemption and bank verification process, any data or facts emerge that do not support the customer's eligibility for redemption, or if the Bank cannot clearly establish this, the Bank may refuse to accept and redeem the pensioner's vouchers.

1st October 2025

Raiffeisen Bank Zrt.