

**User Manual - DirektNet,  
myRaiffeisen portal**

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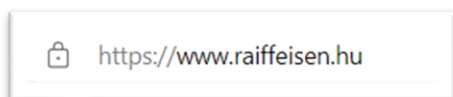
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## **SAFETY WARNINGS**

- Always open a new browser for internet based banking services. Enter your internet banking ID and password only on the login page, accessible by you from **www.raiffeisen.hu** website entered in the address bar of your browser. Do not use any link to navigate to the browser because if you are not in the right place, you might get phishing attacked by adding your identification and password.
- Do not use an open Wi-Fi connection while using electronic banking channels (for example restaurant, café, hotel hotspot).
- NEVER use your Raiffeisen internetbank when you get the link through SMS, email or from a social media side, not even if you got the link from a reliable place at first sight.
- Check the site's authenticity and encoding. You will see a padlock icon on the browser's bottom line/ in the top heading.  
The authenticity of the webpage can easily be checked by the certificate.



- Take care of and never tell anyone your SMS code that you get from the bank to activate your internet bank, your password and PIN code what you specified after you activated the service. Do not make any note about your identification data (to your computer or to your mobile device) that by falling into unauthorized hands allows access to banking services in your name. When your internet browser asks for permission to keep your password, do not accept it.
- Our bank does not use voice identification, so please never give your personal bank identification data over the phone if you are asked for such a reason. Our employees working at the call center can only ask you for your internet banking ID, but not for your password or bank card details. In the event of a suspicious request, please end the phone call and then call the Bank's well-known call center phone number published on our website to verify the authenticity of the call.
- Do not download unknown origin or unknown application (for example Anydesk, Teamviewer) to your phone or your computer and do not allow remote access to your

device for unauthorized person. Your bank will not ask you for this in connection with a virus protection or any other legal issue.

- DO NOT approve any operation in your mobile banking application that you did not initiate. (e.g. unknown card purchases, transfers or online banking logins)
- Always read carefully what you get in SMS from your bank.
- Always be careful when shopping on online marketplaces. Never open the link if an advertiser or a user interested in your product sends you it to arrange the delivery or to accept payment or approve a purchase.

### **The risks of granting access to the electronic channel to the authorised representative of the bank account**

Our customers may hold their own bank account with our Bank as individuals and may also be granted the right to dispose over the bank account of another individual/corporate Customer as a representative registered with the Bank.

The person registered with the Bank as an authorised representative can view and manage all bank accounts, whether their own or those of another account-holding customer (principal), using their unique identifier, after logging in to their own Internet Bank.

If the unique code or Internet banking identifier and password, which is also used by the representative in the banking systems, is obtained (lost, stolen, disclosed to an unauthorised person):

- 1) deposit held in the account holder's bank account may be at risk; and
- 2) in the case of a representative registered for more than one of the Bank's customers, the deposit held in the accounts of all the account holders concerned may be at risk.

For the above reasons, it is very important that you use your codes, unique identifiers and passwords to access the Bank's systems carefully and diligently, and never, under any circumstances, disclose them to anyone else. Please make sure to inform your representatives of this!

Please only grant a power of attorney, i.e. give someone else the right to dispose over your bank account, bearing in mind the particular risks described above.

You can find more detailed information on the Online Fraud Information page.

If you suspect misuse (fraud) or if your personal details have been compromised for any other reason, please contact the Bank immediately at +36 1 486 5380 around the clock.

For more information, please read Direktnet, myRaiffeisen portal under manual **Chapter VIII.**

Find more information about myRaiffeisen mobile application [here](#).

Find more information about Raiffeisen Online Broker [here](#).

Find more information about Raiffeisen Electra Internetbank [here](#).

## **A) RAIFFEISEN DIREKTNET**

The Raiffeisen DirektNet internet banking service has been developed in order to enable our customers to manage their banking transactions quickly and efficiently, any time and from anywhere.

This user guide has been prepared to facilitate the use of the system.

If after reading this manual you should have further questions concerning the use of DirektNet, please call our telephone customer service Raiffeisen Direkt at phone number

**06-80-488-588**

free of charge within Hungary.

Our DirektNet internet banking service is optimised for the following browsers:

- **Google Chrome 81.0+**
- **Mozilla Firefox 85.0+**
- **Apple Safari 13+**
- **Microsoft Edge 87.0+**

Please enable Javascript in the browser.

To use the internet banking functions, internet connection is needed.

# I. GET STARTED

## 1. Applying for the service

### How shall I request DirektNet if I have a Raiffeisen bank account?



Please complete the application form available among Forms, and send it to the following address: Raiffeisen Bank Zrt. Budapest Pf. 1700.



If you prefer to do the application in-person, please visit the Raiffeisen branch that is closest to you.



In order to avoid waiting, please make an appointment in advance: [Click here to make an appointment.](#)



Documents required for the application: ID card, address card.



The Bank sets the service in the system, of which notice is sent to you in SMS.

### How shall I request DirektNet if I have NO Raiffeisen bank account?



Please visit the Raiffeisen branch that is closest to you.



In order to avoid waiting, please make an appointment in advance: [Click here to make an appointment.](#)



Documents required for the opening of the account: ID card, address card.



Choose from our account packages the one that is most convenient for you.



Simultaneously with the account opening, apply for DirektNet internet banking access.

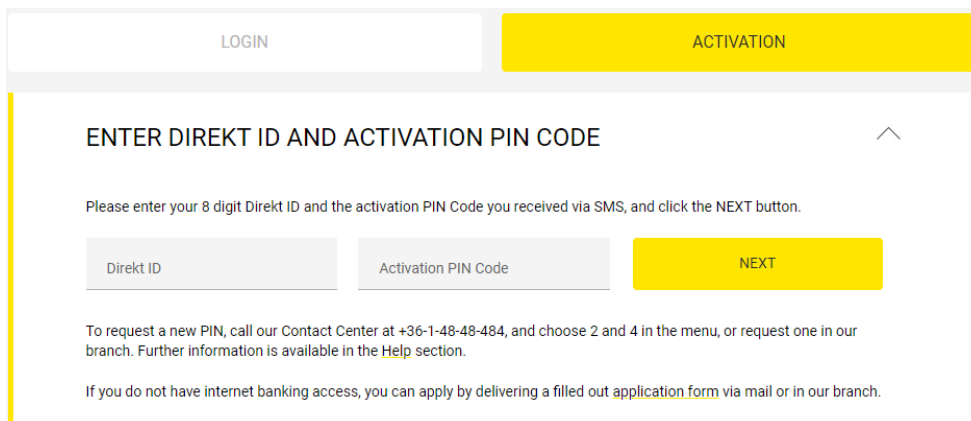


For the activation of DirektNet, a one-time activation code is sent to you in SMS, to the mobile phone number you have provided.

## 2. Activation and security

### How shall I activate DirektNet upon my first login?

Before the first use, you must activate your DirektNet access. If you have concluded a DirektNet agreement with the Bank, you can do the activation with your 8-digit Direkt ID received upon the conclusion of your agreement in our website [www.raiffeisen.hu/direktnet](http://www.raiffeisen.hu/direktnet), using the **activation** tab.



**You can use the service with the activation code received in SMS.** The activation code is sent to the mobile phone number that you have identified and is included in the Bank's registry. The activation code is a 4-digit one-time code consisting of numbers only (Digital Channel activation code) that enables you to activate our Digital Channel service.



You can use your D-PIN code received for the activation **ONLY** once, after which—following your successful identification—you can request a Digital Channel activation code through Raiffeisen Direkt, or by visiting any Raiffeisen branch.

### Activation steps:

Open the website [www.raiffeisen.hu/direktnet](http://www.raiffeisen.hu/direktnet), or in the website [www.raiffeisen.hu](http://www.raiffeisen.hu) click on the Internetbank login, then on the DirektNet button.

**Step 1:** In the DirektNet start page, click on the activation tab, and enter your Digital Channel ID received from the Bank and your Digital Channel activation code received in SMS, then click on the Next button.

**Step 2:** Following the instructions enter the login password you have chosen for use of the DirektNet system going forward, then click on the Next button.

After successful activation, the program offers you to log in to the DirektNet system. To **log in**, you have to use your Direkt ID received from the Bank and the password that you have chosen in **step 2**.

## What password to choose?

Please choose a password that **contains minimum 8 characters**, including **at least one uppercase and one lowercase letter and one numeral** (e.g. Zb41@kxx), as well as **special characters if possible** (pl. &; @; \*; \$; \_; #; ; +; !; " %; ' ; ( ; ) ; > ; < ; { ; } ; = ; ? ; [ ; ] ; ~).




The password must not contain accented letters, and must not be identical with your latest DirektNet password.

The password can be up to 32 characters long.

## How frequently and where shall I change my password?

You must change your password chosen upon the activation of the service **every 365 days on a mandatory basis**, and the system will automatically prompt you to do so. Of course you can change your password more frequently than that, as needed. You can do so in the menu **Administration/Settings/Change password**. After you have entered your old password, type in your new password, then for security reasons type in your new password once again. **Once you have changed your password, you should exit and log in again.**

### Password Settings



You can change your password here. Please type in your old password, then the desired new password two times.

You can change your password here. Please enter your current password, then the new one (retype it for verification) and click the button.

Your password must contain at least 6 characters (with special), combination of upper and lower case letters (no accentuated) and at least two numbers (pl. ?Zb41xk?). We suggest to use special characters as well (e.g. &, @, \*). The previously used password can not be as new one.

**Old password: \***

**New password: \***

**Re-enter new password: \***

◀ Cancel
▶ Save

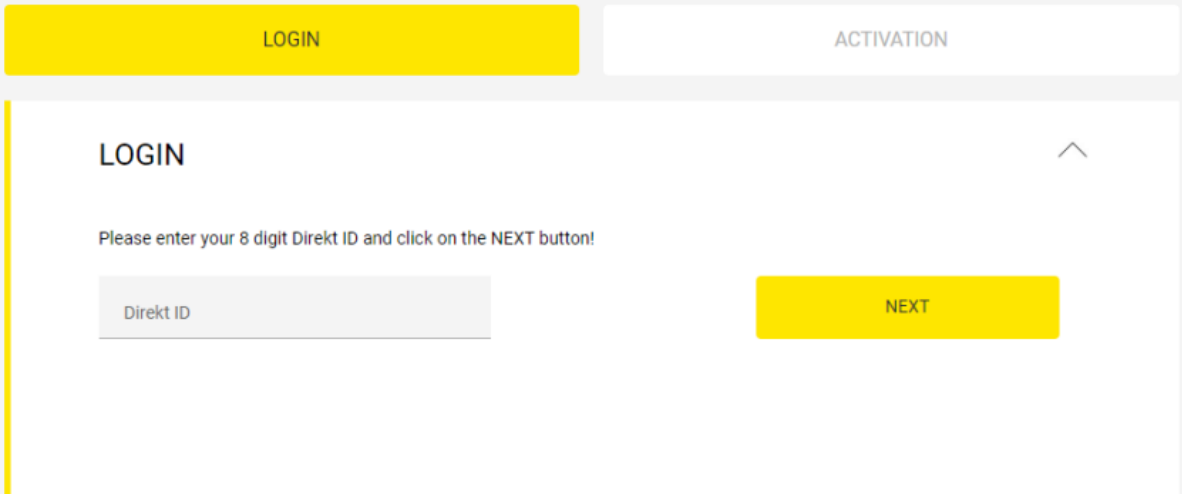
## What shall I do if I have forgotten my password?

**You must request a one-time DirektNet activation PIN code.** You can request a new activation PIN by dialling phone number **06-80-488-588**, and entering menu points 2-4, after successful identification, or at any branch of the Bank. If you have forgotten your Direkt ID as well, please **visit any branch of ours**, where you will be identified based on your personal documents, and get a new Identifier from our staff.

### 3. Login

#### How can I log in to the internet banking service?

Enter your Direkt ID in the site [www.raiffeisen.hu/direktnet](http://www.raiffeisen.hu/direktnet).



The screenshot shows a web interface for logging in. At the top, there are two tabs: 'LOGIN' (highlighted in yellow) and 'ACTIVATION'. Below the tabs, the page is titled 'LOGIN' with an upward arrow icon. The main instruction reads: 'Please enter your 8 digit Direkt ID and click on the NEXT button!'. There is a text input field labeled 'Direkt ID' and a yellow button labeled 'NEXT'.

Depending on what kind of signature devices you have, the system offers the following options for login.

- Login with Mobile Token
- Login with Hardware Token
- Login with Password + SMS

#### What is Mobile Token?



Mobile Token is a high-security authentication tool incorporated in the myRaiffeisen mobile application. Using it you can log in to the DirektNet internet banking application and the Mobile App simply and quickly (with a PIN code, or touch ID, or—if you have an iOS device—face ID), as well as approve your orders and transactions.

#### How can you log in to DirektNet with Mobile Token?

You can read in detail about approving DirektNet login in the myRaiffeisen mobile application in Chapter [Authorising login to DirektNet internet banking in the myRaiffeisen app](#) of the [myRaiffeisen mobile application user guide](#) ([www.raiffeisen.hu/myrauserguide](http://www.raiffeisen.hu/myrauserguide)).

## Login with Hardware Token

If currently you use Hardware Token to sign transactions, since April 2019 you may as well use this device to authenticate the login process.

## Login with Password

If you have not activated the Mobile Token function, and do not have a Hardware Token either, you can log in by entering your Direkt ID, your Password and a one-time login code sent in SMS to your device.

## What shall I do if I have entered the wrong password several times, and cannot log in to the system?

If you enter the wrong password several times, in the interest of your security **DirektNet cannot be used for 24 hours**. If you still want to log in to the system, you can re-activate the service using the DirektNet **activation PIN code**, and **choose a new password**.



**Please note that the Bank never sends requests in e-mail for you to provide or change your password, activate a banned user account, or any other e-mail messages including links to sites requesting you to enter your security passwords or codes (pl. Direkt PIN, activation code, etc.). If you receive a message of this kind, do not click on the link included in the message, and do not enter your data, but notify the Bank immediately in any available channel and forward the e-mail in question to the Bank. In the interest of the security of your data and finances, please proceed with caution.**

## Why request SMS notification on logins to DirektNet?

With the DirektNet login SMS notification service **you may get prompt notice on all successful and unsuccessful login attempts** carried out with your Direkt ID. You can apply for, modify or cancel the service only and exclusively through DirektNet, **in the menu Administration/Account holder details**. The fees payable for the service are available in the Bank's List of Terms & Conditions.

You will get automatic message on the following Raiffeisen DirektNet transactions:

- Successful logins
- Unsuccessful login attempts

Third unsuccessful login attempt—suspension of the service for the given day, and cancellation of the service.

## 4. Signature of orders; signature devices

You can use several authentication methods to sign orders:

- Mobile Token
- Password used for login + one-time SMS password
- Hardware Token (if you have such a device)

After you have downloaded and registered for the Mobile App, Mobile Token will be your default authentication device, therefore you can authenticate orders entered via DirektNet primarily with this method.

## How can I sign credit transfers initiated in DirektNet with the Mobile Token?

After you have entered the details of the order, you can either enter further orders, or sign the given item:

**We are registering your order.**

Please choose: do you want to register more orders and then sign all of them in one go at the end, or do you want to sign the orders you have entered so far?

› Register next order

› Sign order

## HUF transfer

1 Saving order    **2 Signature**    3 Confirmation



### Please check the order data!

If you wish to make any changes to the order, click on Modify. If everything is OK, confirm the order at the bottom of the page.

Type	Date	Amount	Source account and beneficiary	Comment	
HUF transfer	2021.02.10 Wednesday	1,00 HUF	HUF current account 12010501-00135248-00100002  Teszt Péter 12010501-01010202-00100006		<a href="#">Modify</a>

**Transaction code:** 85179522

**Signing tool:** Mobile token

Please verify the transaction(s) on Raiffeisen Mobile Application. We have sent a notification of this transaction to your mobile device. Please open the notification and approve the order.

**Authentication identifier** 06433

**Other authentication methods** [SMS password](#)

← Cancel

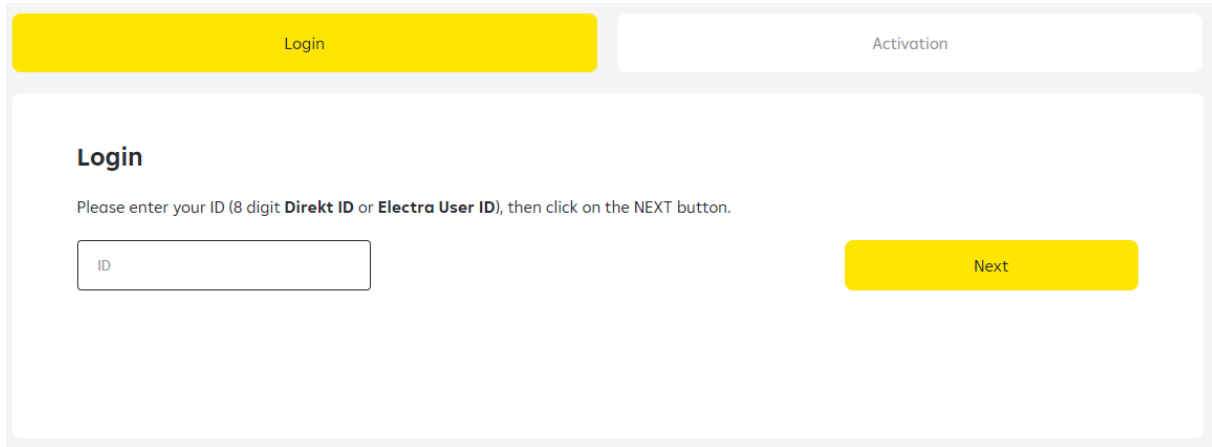
## When should I use the SMS signature?

For login to the DirektNet internet banking service, as well as to approve electronic orders—e.g. credit transfers—you may as well choose to use one-time SMS passwords. In such case you have to enter your Password used to log in to DirektNet as well as the one-time SMS code sent to your telephone number registered in the Bank's system.

The received SMS code is valid for the given login or to validate the given order only.

### Login to the DirektNet internet banking service with SMS code:

As a first step, enter your Direkt ID, then click on the [Next](#) button.



Login      Activation

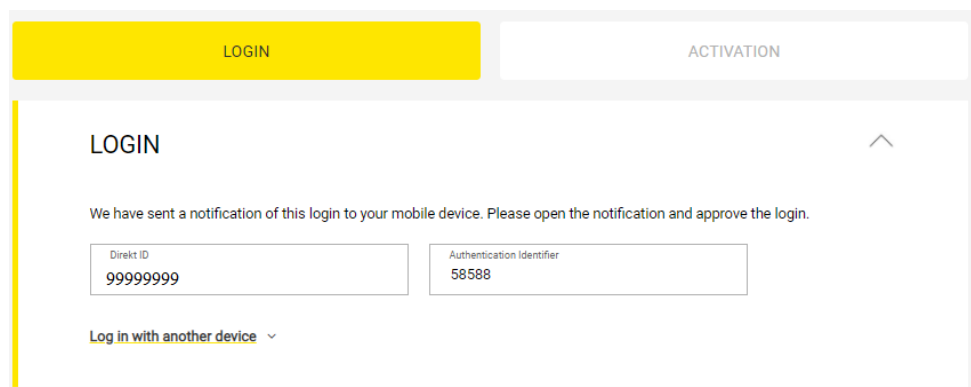
### Login

Please enter your ID (8 digit **Direkt ID** or **Electra User ID**), then click on the NEXT button.

ID

**Next**

Enter your Digital Channel password, and click on the **Request code** button.



LOGIN      ACTIVATION

### LOGIN

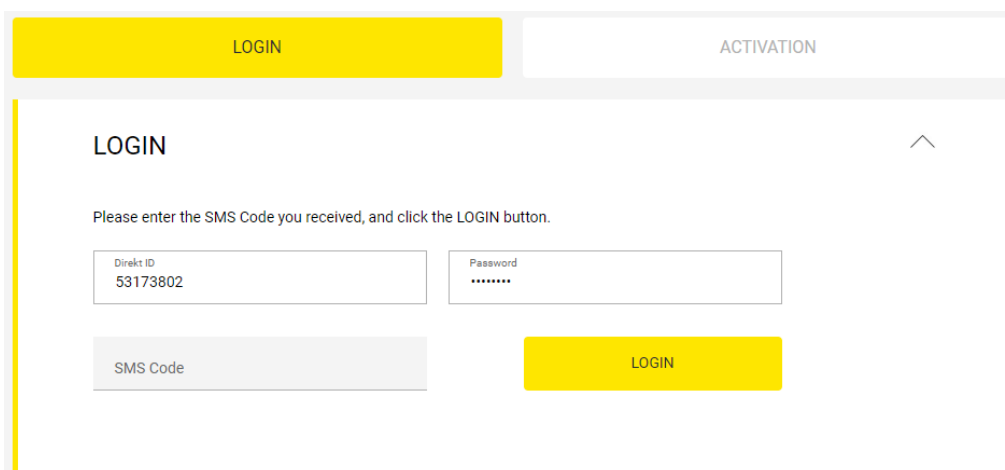
We have sent a notification of this login to your mobile device. Please open the notification and approve the login.

Direkt ID

Authentication Identifier

[Log in with another device](#) ▾

Finally enter the 8-character **one-time SMS code** sent to your telephone number registered in the Bank's system, then click again on the **Login** button.



LOGIN      ACTIVATION

### LOGIN

Please enter the SMS Code you received, and click the LOGIN button.

Direkt ID

Password

SMS Code

**LOGIN**

#### **Approval of orders and credit transfers with SMS code:**

For the approval of orders and credit transfers, as a first step you have to enter your **Digital Channel password**, then click on the **Next** button.

After this, if you click on the [Send SMS code](#) button, we will send you a one-time code with which you can sign your order.

In the screen you can see a field serving to enter SMS passwords, this is where you are required to type in the one-time SMS code. The received SMS code is valid for the given order(s) only. It is also possible to [sign several orders jointly](#).

## How can I set the telephone number belonging to the SMS signature?

The SMS containing the signature password will be sent to your mobile phone number that you have previously identified and is included in the Bank's registry. You can check the phone number recorded in our system in the menu [Administration/Settings/Telephone number for SMS signature](#).

If there are several mobile phone numbers recorded in our system, you can select the number that is most appropriate for you. [For the first credit transfer, the list of mobile telephone numbers included in our registry will be offered to you](#). Select the appropriate mobile phone number from the dropdown menu, and your signature password will be sent to your phone promptly.

## Can I sign several orders with one SMS?

Yes, [you can sign several credit transfers with one single SMS signature](#) so that you do not have to request an SMS password for each and every order.

When you finalise each credit transfer, time deposit, etc. order, the system will ask whether you want to sign the order (and send it to the Bank), or [want to enter further orders](#). If you choose this latter option, the [order will get among "Saved transactions" with the status "waiting for signature"](#). After you have entered all orders in the system this way, by marking the saved transactions in the [Account information/Saved transactions](#) menu you can sign these with [one single SMS password](#).

## When should I use the Digital Channel login Password upon signature?

In the case of order types where no cash flow outside the Bank takes place, you may as well authenticate the order with the Password used for login, e.g. in the case of a time deposit.



If you have more than one Direkt IDs (for example as an account holder, or an authorised representative), when signing the order you should always enter your



password used for the given access, to which your attention will be called in a message displayed in the screen.

With the Mobile Token you can conveniently and simply authenticate your orders linked to any access of yours.

**HUF transfer**

1 Saving order    **2 Signature**    3 Confirmation

**Please check the order data!**  
If you wish to make any changes to the order, click on Modify. If everything is OK, confirm the order at the bottom of the page.



Type	Date	Amount	Source account and beneficiary	Comment	
HUF transfer		222,00 HUF	HUF current account 12001008-0    7-00600009 Óbudai c. .... Pál 11784009-2    3-00000000		<b>Modify</b>

**For transaction signature, please use the authentication method/device that belongs to Sza... (31697502).**

**Transaction code:** 17369101

**Signing tool:** SMS password

For a stronger customer authentication please type your login password first.

**Login password:**   

**Other authentication methods:** **Mobile token**

[< Cancel](#)    **> Next**

## Can I use Hardware Token instead of SMS signature?

Yes, if you have a **Hardware Token** you can sign your orders using this device, but you may authenticate your transactions with SMS password as well.

**Hardware Token** is a **code generating device** that any customer of ours may **request quite simply at any branch**. **Hardware Token** creates a **one-time password** on the basis of the data of the orders that is valid for the given transaction(s) only. Protected by a PIN code, this device can be used to give orders of higher amount than in the case of transfers launched with the SMS password.

## What is "dual signature"?

As a **corporate customer** you can ensure that the persons authorised to act on behalf of the company may **finalise the approval of transactions with a dual signature only**. Authorised representative No. 1 launches the transaction, and the system puts it among transactions "waiting for signature" so that the transfer can be approved. Authorised representative No. 1 approves the transaction with the SMS password sent by the system, but

the requested order will only start if **authorised representative No. 2 signs and sends it to the Bank**. Authorised representative No. 2 finalises the requested order with the signature password received in SMS, thus it will get among Account information/Saved transactions.

## Can I as a corporate customer use Mobile Token?

Yes, if you use Raiffeisen Bank's new Mobile Application.



Only corporate

## 5. Services

### What services can I access as a retail customer?

Using the DirektNet system you can access the following services:

#### Account information services:

- Detailed balance information of HUF and foreign currency bank accounts
- Customisable account history showing items that are being processed, orders given with value dates, and booked items
- Electronic account statements
- Active and matured time deposits

#### Transaction services:

- Start single credit transfers in HUF and in foreign currencies within Hungary and abroad
- Special foreign exchange conversion
  
- SEPA transfer
- Cheque payment
- Give standing credit transfer orders
- Direct debit functions
- Credit card top-up

To access account information and transaction services, after login please select from the upper horizontal menu the **Account information** or the **Transfer, conversion** menu points, respectively.

## What services can I access as a corporate customer?

### ACCOUNT INFORMATION | TRANSFER, CONVERSION

Using the DirektNet system you can access the following services:

#### Account information services:

- Detailed balance information of HUF and foreign currency bank accounts
- Customisable account history showing items that are being processed, orders given with value dates, and booked items
- Active and matured time deposits

#### Transaction services:

- Start HUF and foreign currency one-off credit transfers within Hungary and abroad
- Special foreign exchange conversion (for customers holding independent signature right only)
- Give, cancel or change standing credit transfer orders
- SEPA transfer
- Direct debits
- Time deposits
- **VPOP transfer**

To access account information and transaction services, after login please select from the upper horizontal menu the **Account information** or the **Transfer, conversion** menu points, respectively.

## 6. Customer Profile selector

### What is the Customer Profile selector?

It is a new internet banking function that enables you – in case you have more than two rights of access either as an account holder or as an authorised representative in respect of several payment accounts (Retail, Corporate, Private Banking, etc.) – to log in to DirektNet with any activated Direkt ID of yours, and access all active accounts you are authorised to access.

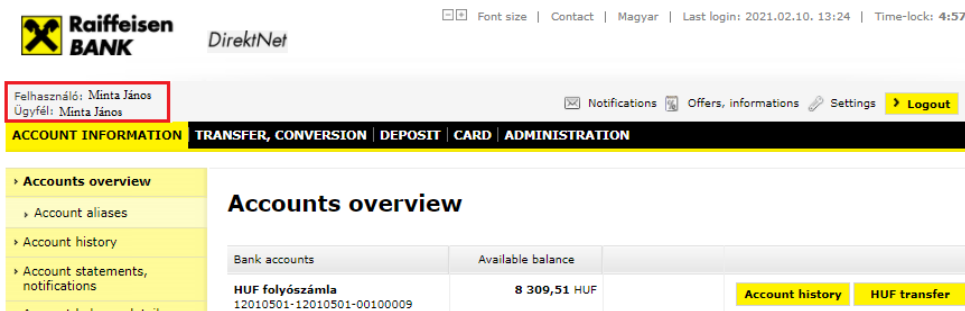


**If you have more than one Direkt IDs (for example as an account holder, or an authorised representative), when signing the order you should always enter your password used for the given access, to which your attention will be called in a red message displayed in the screen.**

**With the Mobile Token you can conveniently and simply authenticate your orders linked to each access of yours.**

## Where can I find customer profiles?

After login to the DirektNet internet banking platform, you can open the relevant customer profiles by clicking on the Customer's name in the upper left corner of the page (above the Account information menu option). Then you can choose from your different accesses in the window that appears in the middle of the screen.

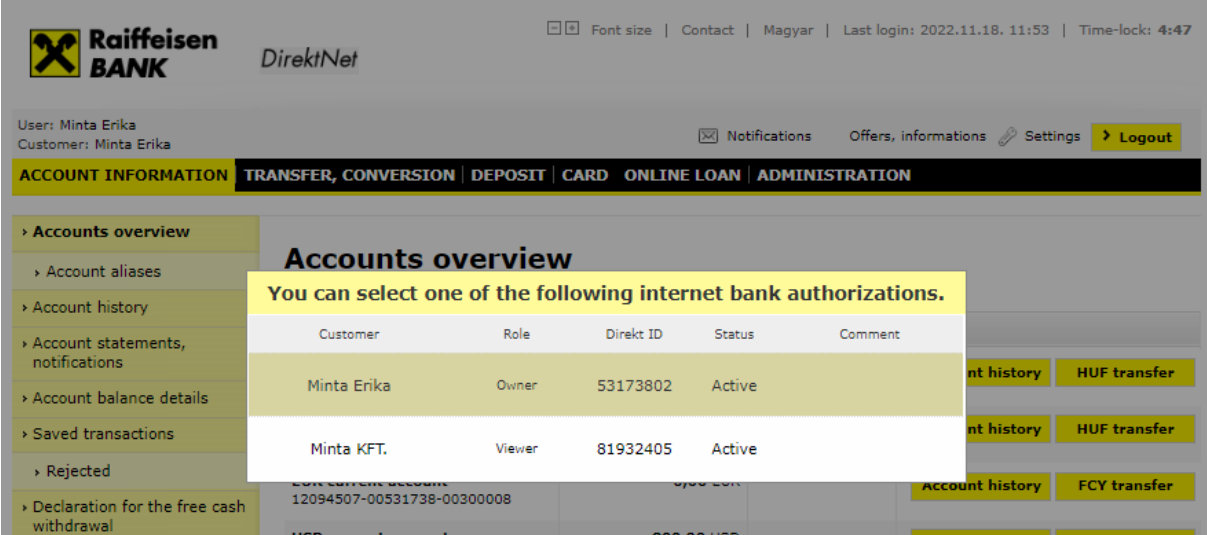


The screenshot shows the Raiffeisen Bank DirektNet interface. At the top left, the Raiffeisen Bank logo and 'DirektNet' are visible. In the top right, there are links for 'Font size', 'Contact', 'Magyar', 'Last login: 2021.02.10. 13:24', and 'Time-lock: 4:57'. Below the header, the user's name 'Felhasználó: Minta János' and 'Ugyfél: Minta János' are displayed, with a red box highlighting the user name. To the right of the user name are icons for 'Notifications', 'Offers, informations', and 'Settings', and a 'Logout' button. Below this is a navigation bar with 'ACCOUNT INFORMATION' highlighted in yellow, and other options: 'TRANSFER, CONVERSION', 'DEPOSIT', 'CARD', and 'ADMINISTRATION'. On the left side, there is a sidebar menu with 'Accounts overview' selected. The main content area shows the 'Accounts overview' section with a table of bank accounts.

Bank accounts	Available balance		
HUF folyószámla 12010501-12010501-00100009	8 309,51 HUF	Account history	HUF transfer

## Content of the customer profile selector

- **User:** The User is you, the person who has the right to dispose of the Customer's accounts. If you click on the User name in the upper left corner, the customer data screen is loaded, where you can see the Customer's data.
- **Customer:** The Customer is the person on whose behalf you can take action, and post orders. By clicking on the Customer's name, you can open the Customer Profile selector window, if you have several accesses. If you have only one right of access, the name of the Customer is inactive, and you cannot click on it.
- **Role:** This column shows what kind of right you have over the account.
- **Direkt ID:** The Direkt ID belonging to the given access.
- **Status:** It shows the status of the given access.
- **Note:** This column may contain information related to the given access.



The screenshot shows the Raiffeisen DirektNet interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, the text 'DirektNet', and utility links like 'Font size', 'Contact', 'Magyar', 'Last login: 2022.11.18. 11:53', and 'Time-lock: 4:47'. Below this, the user's name 'Minta Erika' and customer name 'Minta Erika' are displayed, along with 'Notifications', 'Offers, informations', 'Settings', and a 'Logout' button. A main navigation bar contains 'ACCOUNT INFORMATION', 'TRANSFER, CONVERSION', 'DEPOSIT', 'CARD', 'ONLINE LOAN', and 'ADMINISTRATION'. The 'Accounts overview' section is active, showing a list of accounts. A yellow pop-up box is overlaid on the table, containing the text: 'You can select one of the following internet bank authorizations.' Below this text is a table with the following data:

Customer	Role	Direkt ID	Status	Comment
Minta Erika	Owner	53173802	Active	
Minta KFT.	Viewer	81932405	Active	

## How can I know which access of mine I am logged in with?

The name beside "Customer" shows currently which access you can administer the businesses of.

## 7. Account aliases

### What is an account alias?

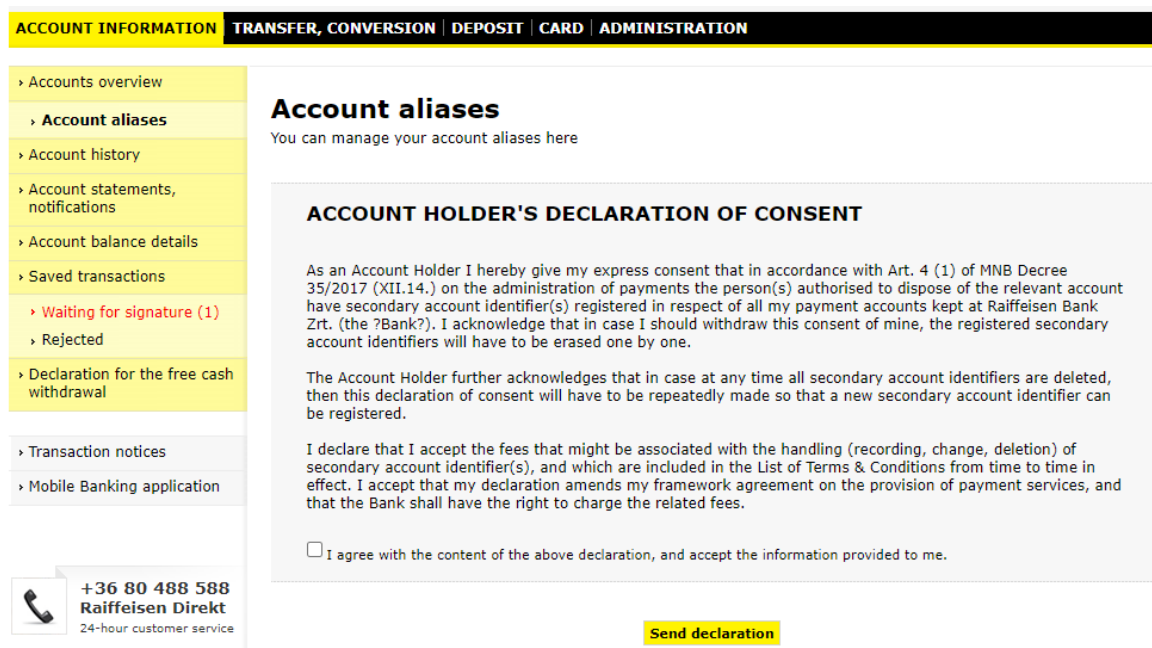
In the scope of the Instant Payment System, you can transfer money up to HUF 20 million even if you do not know the account number of the beneficiary by identifying a phone number, e-mail address or tax number (tax identification number) when sending the order, provided that the beneficiary has attached any of these as an account alias to his/her account. The account holder and/or a person authorised to dispose of the account or an authorised representative may register their e-mail address, mobile phone number, tax identification number or tax number (in the case of a corporate customer). The period of validity of a telephone number or e-mail address as an account alias is one year. Tax numbers and tax identification numbers do not need to be periodically reconciled. Of the expiry of an account alias, the Bank notifies the Customer electronically.



If you terminate or change your mobile phone number or e-mail address, and you have used any of these as an account alias, remember to cancel them!

## Where can I manage account aliases?

Account aliases are available in the DirektNet internet banking platform in the menu Account information/Account aliases.



The screenshot shows the Raiffeisen DirektNet interface. At the top, there is a navigation bar with tabs: ACCOUNT INFORMATION, TRANSFER, CONVERSION, DEPOSIT, CARD, and ADMINISTRATION. On the left, a sidebar menu lists various account management options, with 'Account aliases' highlighted. The main content area is titled 'Account aliases' and includes a sub-header 'ACCOUNT HOLDER'S DECLARATION OF CONSENT'. Below this, there is a detailed declaration text regarding the use of secondary account identifiers and associated fees. A checkbox is provided for the user to agree with the terms, and a 'Send declaration' button is located at the bottom right. A customer service contact number (+36 80 488 588) is visible in the bottom left corner.

The consent of the account holder is required to manage account aliases. In the absence of the account holder's declaration, the person authorised to dispose of the account or authorised representative will not be able to use this menu option.

## How can I register an account alias?

You can register account aliases in the Account information/Account aliases menu of the DirektNet internet banking system, by clicking on the Account alias registration button.

### Account aliases

You can manage your account aliases here

[> Account alias registration](#)

<b>Registered</b>	Waiting for validation (0)	Waiting for signature (0)	Rejected	Deleted
-------------------	----------------------------	---------------------------	----------	---------

You do not have registered or subtitled account aliases.

You may enter account aliases in the registration page.

## Account alias registration



\* Required fields

**Account :** \*

**Account Alias type:** \*

**Deletion of previous link of the alias:** \*  Yes  No ?

I hereby give my consent that in accordance with Art. 4 (5) of MNB Decree 35/2017 (XII.14.) on the handling of payments Raiffeisen Bank Zrt. (the "Bank") transmit my name, the IBAN of my payment account, and the secondary account identifier(s) attached to it to Giro Zrt. (registered office: 1054 Budapest, Vadász u. 31., company registration number: 01-10-041159), and Giro Zrt. process such data of mine, cooperate in the provision of the payment service and in the scope of this transmit my data to the cooperating financial institutions.

Cancellation of my consent will not affect the lawfulness of any earlier data processing executed until then. If a secondary identifier is deleted, starting from the deletion a secondary identifier used earlier cannot be used any longer to identify the payment account.


I am aware of the information provided below:  
You have the right to request information about the processing of your personal data at any time, as well as request access to your personal data, request the rectification, deletion, restriction or portability of your data, and you also have the right to protest against the processing of your personal data. For legal remedy you can refer to the data protection officers of the parties participating in the data processing, to a court of justice, or to the Hungarian [National Authority for Data Protection and Freedom of Information](#).

Detailed information about the data processing is available in the respective privacy policies of the [Bank](#), Giro Zrt. and the cooperating financial institutions. You can ask your questions with a request sent via any of the Bank's communication channels.

I agree with the content of the above declaration, and accept the information provided to me.

< Cancel

> Register

1. In the scope of the registration you have to enter the account number for which you want to register the alias. Select the account number for which you want to register the alias from the dropdown list of accounts.
2. Select from the account aliases type dropdown menu what type of alias you want to register.
  - e-mail address
  - telephone number
  - tax identification number
  - tax number
3. In the free text field that appears next, enter the alias in the specified format; you can find help for the registration by clicking on the  icon.

In the case of a tax identification number: After clicking the Register button, the tax identification number you have entered will be compared with the tax identification number registered at the Bank. If they match, the identifier can be attached to the selected account, otherwise we recommend you to visit your personal banking advisor with documents testifying your tax identification number.

4. In the section "Cancel previous attachment of alias" you may declare whether or not you request an account alias previously registered at another bank to be cancelled simultaneously.
5. Click on the Register button to launch the registration process.



If you have registered an e-mail address or telephone number, a confirmation code will be sent to you in the given channel, which shall be valid for 1 minute. If you have not received the code, click on the "I haven't received the code, send me a new one" button.

In the case of a confirmation code sent in e-mail, you should check the message in the spam folder as well.

6. Return the confirmation code, then click on the "Confirm" button.

### Account Alias registration



Please check your order details. The validation code has been sent to the given account alias with the validity time of 5 minutes. In the case of e-mail type of account alias, please check your spam folder for the code.

Type	Date	Account	Account Alias	
Account Alias registration	2021.02.10 Wednesday	HUF account 12011179-00095553-00100000	E-mail address teszt@alma.hu	<a href="#">Details</a>

Validation code :

[> Validate](#)

[> The validation code has not been received. Please send me a new one!](#)

[< Cancel](#)

7. After successful confirmation, the order has to be signed in accordance with the rules applying to the account.

## Account Alias registration



The Account Alias validation was successful.

Type	Date	Account	Account Alias		
Account Alias registration	2021.03.02 Tuesday	HUF account 12001008-00	7-00100004	Phone Number +36-20- 70	<a href="#">Details</a>

For transaction signature, please use the authentication method/device that belongs to Széchenyi Kártya (31697502).

Transaction code: 21217271

Signing tool: SMS password

For a stronger customer authentication please type your login password first.

Login password:



Other authentication methods [Mobile token](#)

[Cancel](#)

[Next](#)

8. In the case of a successful registration, you will see the following confirmation in DirektNet:

## Account Alias registration



The account alias registration was successful.

[Go to Account Alias Overview](#)

Type	Date	Account	Account Alias		
Account Alias registration	2021.03.02 Tuesday	HUF account 12001008-00	7-00100004	Phone Number +36-204 7770	<a href="#">Details</a>

## How can I manage account aliases?

In the Account information/Account aliases menu you can enter a new alias, or delete existing ones, and here you may as well follow the status of the account aliases you wish to register.



## Delete Account Alias - sign

1 Saving order   **2 Signature**   3 Confirmation



Type	Date	Account	Account Alias
Delete Account Alias	2021.03.02 Tuesday	HUF account 12001008-0015-00100004	Phone Number +36-2044100000

**For transaction signature, please use the authentication method/device that belongs to Széchenyi (31697502).**

**Transaction code:** 46741638

**Signing tool:** SMS password

For a stronger customer authentication please type your login password first.

**Login password:**   


**Other authentication methods**   **Mobile token**

[< Cancel](#)   [> Next](#)

On the successful deletion of the account alias, you will get a confirmation message.

## Delete Account Alias - confirmation

1 Saving order   2 Signature   **3 Confirmation**

 **The Account Alias has been deleted.**

[> Go to Account Alias Overview](#)

Type	Date	Account	Account Alias
Delete Account Alias	2021.03.02 Tuesday	HUF account 12001008-0015-00100004	Phone Number +36-2044100000

Account aliases previously used and deleted by a DirektNet user can be seen under the Deleted tab.

## Account aliases

You can manage your account aliases here

[> Account alias registration](#)

<b>Registered</b>	Waiting for validation (1)	Waiting for signature (0)	Rejected	Deleted
-------------------	----------------------------	---------------------------	----------	---------

You do not have registered or subtitled account aliases.

## II. ACCOUNT INFORMATION

### 1. Accounts overview

#### The content of account information

The account information view shows your Bank Accounts.

##### Possible account types:

- Current account: your Bank Account.
- Securities account: If you have Internet Brokering access, you can access information concerning your securities account from here as well.
- Credit card account: The balance of the account belonging to your credit card.
- Savings account: a technical type account in which your time deposits are recorded.
- Collateral account: a segregated account serving to manage the funds withdrawn from your free disposal.
- It is possible for our private banking customers to keep 7-day (CW) and 14-day (CT) call account as well. These pay higher interest rates than current accounts, but you are required to fix the deposited amount for a longer period (1 or 2 weeks, respectively). EUR or USD amounts can also be kept in call accounts.

The minimum amounts that should be deposited in the accounts are included in the List of Terms & Conditions from time to time in effect.

You can access your account only if it is in an **"active" status**.

**Available balance** is the balance of the given account, i.e. the cash available to you in the account.

By clicking on a selected account, you can display **more balance** and transaction details.

#### What does "account number" mean in the case of a HUF account?

**In the case of HUF accounts, account** number is displayed in its full 24-digit format (so-called GIRO number).

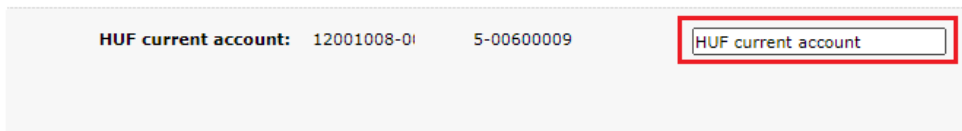
#### What does "account number" mean in the case of a foreign currency account?

**In the case of a foreign currency account** the in-bank short format is displayed, and the full 24-digit sequence is shown below that.

How can I know to which account number my different accounts belong?

## Name of my account

Here you can name your accounts to facilitate orientation.



< Cancel

> Save

In order to distinguish your accounts more easily, you can give names to your accounts under the menu [Administration/Settings/Names of my accounts](#).

## What can I see in "account history"?

In the **Account history view** you can see [what kind of cash movements occurred and when in the selected account](#). You can retrieve your account history [as long as 1 calendar year](#) in retrospect, [displaying up to 2,000 items at a time](#).

You can display your account history filtered in different ways as well by creating so-called "filter views". You can create views that show incomes or expenses only, or transfers to a specific account. At the Account history view line you can see the transactions as per which filter view is displayed at the moment.

### Account history consists of two main parts:

#### - [Items to be booked](#)


Here you can see the pending items that [have not been booked yet in the system](#). Such can be for example an [order given in advance for a specific value date](#), or a [card transaction](#), or a [standing transfer order waiting to be executed](#).

#### - [Booked items](#)

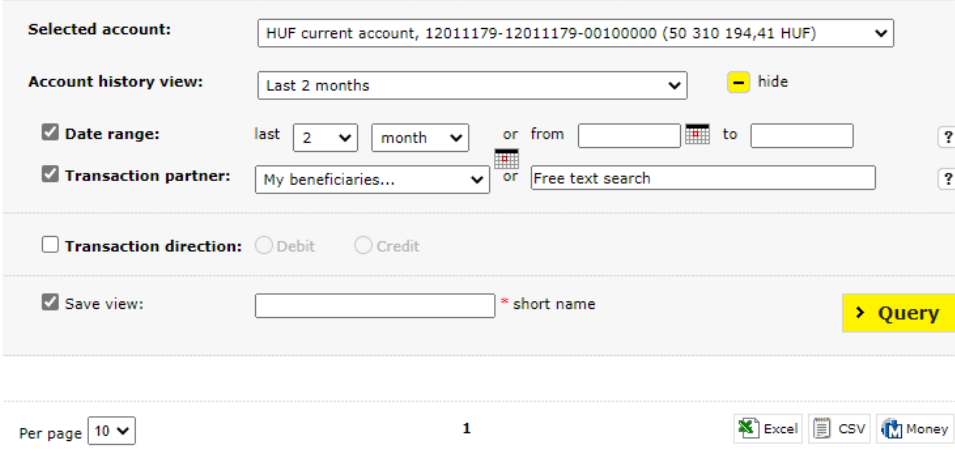
These are the transactions (cash movements) that [have been actually booked](#) in the Bank's system.

## How can I change the current view of my account history?

By selecting a filter view you can control [which items are displayed](#) in the account history. Apart from the default view, you can create your own views according to specific criteria.

To display the form in which you can define your filter criteria, click directly **beside the Account history view line** the  **own view** button, or alternatively you can access the same from the menu option **Administration/Settings/Account history** as well.

## Account history



The screenshot shows the 'Account history' filter form. It includes a dropdown for 'Selected account' (HUF current account, 12011179-12011179-00100000 (50 310 194,41 HUF)), a dropdown for 'Account history view' (Last 2 months) with a 'hide' button, and checkboxes for 'Date range', 'Transaction partner', and 'Transaction direction'. The 'Date range' section has 'last 2 month' selected, with 'or from' and 'to' fields and calendar icons. The 'Transaction partner' section has 'My beneficiaries...' selected, with 'or Free text search' and a search field. The 'Transaction direction' section has radio buttons for 'Debit' and 'Credit'. The 'Save view' section has a text input field and a '\* short name' label. A yellow '> Query' button is at the bottom right. Below the form, there is a 'Per page' dropdown (10), a page number '1', and icons for 'Excel', 'CSV', and 'Money'.



**Filter by date range:** If you only want to narrow down Account history items to a period between specific dates, you can do so easily by entering a Start and End date, optionally using the Calendar function.



**Transaction partner:** Here you can select a beneficiary defined previously or enter a search keyword that is included in the name of the transaction partner or in its account number.



**Filter by transaction direction (only in the case of booked items):** You can arrange your already booked orders by transaction types: Credit, Debit.



**Save view:** If you check this box, a text input field appears, where you can enter the short name of the view. The Query button will save the settings of the view under the given name.



**Export booked items:** The system enables you to export booked items. This means that you can save the items booked in your account from the program.

The data can be saved in the following formats:

- Microsoft Excel (xls)
- Microsoft Money
- CSV (text separated by semicolons)

Click on the icon of the format to select the format that is most convenient for you.

### Booked items

Type	Date ▼	Amount	Transaction partner	Note	
Interest	2024.04.02 Tuesday	0,01 EUR			<a href="#">Details</a>

## 2. Transaction limits


### What does "transaction limits" mean?

The Bank sets **basic limits for all** users regarding certain HUF and foreign currency transactions initiated through online channels (internet banking and mobile application), which can be found in the currently effective Terms and Conditions List.

The user can access the function by clicking on the [Account Information / Account overview / Transaction limits](#) or [Administration / Applications / Transaction limits](#).

ACCOUNT INFORMATION
TRANSFER, CONVERSION
DEPOSIT
CARD
SECURITIES
ONLINE LOAN
ADMINISTRATION

- › Accounts overview
- › Account aliases
- › **Transaction limits**
- › Account history
- › Account statements, notifications
- › Account balance details
- › Saved transactions
- › Waiting for signature (49)
- › Rejected
- › Declaration for the free cash withdrawal
- › Transaction notices
- › **Mobile Banking application**



**+36 80 488 588**  
Raiffeisen Direkt  
24-hour customer service

**Contacts**  
Telebank customer service - Raiffeisen Direkt  
Please call if you have any questions!  
06-40-48-48-48  
+36-1-48-48-484

Send us your questions  
info@raiffeisen.hu


Call me back  
callback@raiffeisen.hu

### Transaction limits

1 Saving order
2 Signature
3 Confirmation


**Maximum amount per transaction:**  HUF

**Daily maximum number of transaction:**   Set the number to unlimited

 In order to increase account security, the Bank has set limits for certain HUF and foreign currency transfers made through digital channels, which you can modify at any time according to your needs.

The limit setting applies only to the account(s) accessible with the user identifier (Direkt identifier) associated with the currently used customer profile.

[Accounts related to the customer profile](#)

 **Information about transaction limits**

- Limits can be modified free of charge in myRaiffeisen application and on DirektNet.
- The maximum amount limit per transfer applies to all transactions made through digital platforms.
- The daily maximum number of transactions applies to myRaiffeisen app, myRaiffeisen portal, but separately to DirektNet, except for transactions initiated by payment request.
- When you make a transfer, we always apply the lowest limit. This could be daily, transfer or signature limit.
- Transaction limits have no effect on card limits.

◀ Cancel
▶ Next

### Transaction limits details:

- **Maximum amount per transactions:** restricts the highest amount that can be ordered per transaction. This limit amount

- applies to all digital platforms, and

- applies to both HUF and foreign currency transfers. The amount of foreign currency transfers is automatically converted to HUF for consideration.

- **Daily maximum number of transactions:** restricts the total number of orders that can be placed on given day. This number limit applies jointly to the MyRaiffeisen mobile application and the MyRaiffeisen portal, and separately to DirektNet, except for instant transfers initiated with a payment request.

**The limit setting applies only to the account(s) accessible the user identifier (Direkt identifier) associated with the currently used customer profile.**

**When you make a transfer, we always apply the lowest limit. This could be daily, transfer or signature limit.**



**For minor account holders, the limit modification feature is not available on online platforms until they reach the age of 18; only limit inquiries are permitted.** Limits applicable to minor clients can only be modified by the legal representative alone or the minor together with the legal representative at a bank branch or through the telephone customer service.

**In the case of joint corporate signatories, each signatory shall be entitled to amend, in respect of themselves, the pre-established per-transfer maximum amount and the daily maximum number of transfers. Upon the recording of a payment order, these limits shall be reviewed separately for each signatory.**

## How can I change the current transaction limits?

- To change the maximum amount per transfer limit, enter the new desired amount and press **Next** button.
- To change the daily maximum number of transfers limit, enter the new desired number and press the **Next** button. You can also set it to unlimited by selecting the „Set transfer limit to unlimited“ checkbox.

After setting the values, click the **Next** button to display the **Signature** window, where you can review the requested limit changes and edit them by clicking **Modify** button.

After selecting the appropriate signing device and entering the password, click the **Sign** button to display the **Confirmation** window.

Upon successful limit modification, the updated limits take effect immediately.

## 3. Checking past transactions

### How can I print the details of a transaction item?

In the transaction log displayed in the [Account history page](#) you can find a [Details](#) button at the end of each line, and by clicking on this button you can view and print the details of the given transaction.

## Where can I view transactions older than 1 year?

You can get information about transactions older than 1 year from our customer service at phone number [06-80-488-588](tel:06-80-488-588), or in-person, at our [branches](#).

## How can I know if my order has been executed or not?

After you have signed a credit transfer order, a confirmation screen will appear in each case including information of the successfulness or failure of the transfer. Besides, you can also check your transactions by clicking on [Account information/Account history](#) menu.

## Can I get notices on transactions affecting my card and account?

By means of our [Mobile Banking notification service](#) you can get SMS messages on all transactions affecting your cards and current accounts. The service can be [requested online as well](#) under the menu [Administration/Requests/Mobile Banking service](#).

## How long does it take for a card purchase to appear in my account?

If you do a purchase with your card, the data of the purchase will be visible [within a few minutes](#) in the DirektNet system as well. Displaying the account history of the given account, you can see the last purchase item on the [Account information/Account history](#) page in the first line of the transaction log, among ["Items to be booked"](#).

## How can I view my overdue debts?

In the [Account information/Account history](#) menu, if there are any overdue items/debts in any of your accounts, these are displayed as ["Overdue debts owed to the Bank"](#).

You can view all unpaid items belonging to the selected account, including cancelled/reverse items as well (for 60 days [calculated](#) from the date of the cancellation or reversal).

## Account history

Selected account:  ▼

Account history view:  ▼ [+ own view](#)

Per page  ▼

1 2 3 4 Next »

 Excel  CSV  Money

### Items to be booked

Type	Date	Amount	Transaction partner	Account id	
Standing order	2018.04.04 Wednesday	<b>-10 500,00 HUF</b>	Stromfeld Aurél út T.Ház 11712004-200 61	2030A0: R00100001	<a href="#">Details</a>

### Booked items

Type	Date	Amount	Transaction partner	Note	
Standing order	2018.03.05 Monday	<b>-10 500,00 HUF</b>	Stromfeld Aurél út T.Ház 117120042007246100000000	közös költség GNK18C0000141610	<a href="#">Details</a>
Group collection orders	2018.03.05 Monday	<b>-16 822,00 HUF</b>	NKM F Idg zszolg Itat Zrt. 1179400820501266	A10897830 2018022300210525 60 1200 91 0000100469578798 . CBT18C0000026428	<a href="#">Details</a>

### Data included in the statement:

- **Type:** principal repayment, fee, commissions, etc.
- **Value date:** the initial date when the amount was originally (for the first time) due for payment
- **Amount:** the overdue amount
- **Status:** active, cancelled, partially repaid (outstanding/active overdue items are marked in red, and their status is "Active")
- **Note:** contract ID, reference data, narrative data, original transaction date and amount
- **Total:** the sum total of "Active" amounts

In the **Account information/Account balance details** menu, below the selected account the **sum total of overdue debts** owed to the Bank **appears in a separate line, in red**. If there are no overdue items belonging to the given account, this line shows a value of 0.

## Account balance details

Selected account:		001, 12020304-01 -00100002 (57 368,10 HUF) ▼	
<b>Account history</b>			
Booked account balance	3 007 368,10 HUF		
+ Account credit limit	0,00 HUF		
- Blocked amounts	2 950 000,00 HUF	Including also the amount of unpaid loan repayments due today	
- Overdue items	0,00 HUF	EN_Hitelkeret túllépésből eredő lejárt tartozásokat is tartalmazza. ⓘ	
+ Accrued amount	0,00 HUF		
<b>Available account balance</b>	<b>57 368,10 HUF</b>		
Accrued interest	29,61 HUF	Accrued interest less interest tax. No interest tax is deducted in case of Permanent Investment Savings Account deposits.	

### 3. Saved transactions

You can access this function from the Account Information / Saved Transactions menu. Interrupted transactions can be continued here.

If transactions has been rejected for any reason its details can be found in the Saved Transactions / Rejected menu.

### 4. Declaration for the free cash withdrawal

The order can be accessed from the Account Information / Declaration For The Free Cash Withdrawal menu.

This feature is available to any retail account holder who is at least 16 years old. On the page, you can check whether you have already declared your free cash withdrawal for your specific bank account.

## III. TRANSFER, CONVERSION

### 1. Transaction types

#### What type of orders can I send as a retail customer?

To give orders, select the adequate line of the menu on the left of the screen, then click on it to select an order type:

- **HUF transfer**—transfer of HUF amount within Hungary

- **Special foreign exchange conversion**
- **FCY transfer**—transfer of foreign currency amount within Hungary or abroad
- **SEPA transfer**
- **Payment request**
- **Cheque payment**
- **Standing orders**
- **Direct debits**
- **Beneficiaries**



After you have selected the given order type, the form you have to complete to enter your transaction appears. As the forms to be completed to give orders of different types have different structures, the fields to be completed are described in detail in the following sections.

## What type of orders can I send as a corporate customer?

Only corporate

To give orders, select the adequate line of the menu on the left of the screen, then click on it to select an order type:

- **HUF transfer**—transfer of HUF amount within Hungary
- **Special foreign exchange conversion**
- **FCY transfer**—transfer of foreign currency amount within Hungary or abroad
- **SEPA transfer**
- **Payment request**
- **Standing orders**
- **Direct debits**
- **VPOP transfer**



Saved orders will be stored for 30 days by the system, after which they will be deleted automatically.

## 2. Transaction implementation steps

### A) HUF transfer

In the **Transfer, conversion** menu, choose **HUF transfer**.

- 1. Source account:** Your account, from which you wish to launch the transfer. The transferred amount will be debited to this bank account.



You can select the source account from a dropdown menu, where the order of the items within the list will change according to their use.

- 2. Available balance:** The disposable amount available in the source account.
- 3. Target account:** Here you can select the beneficiary to which you wish to transfer the given amount. If you want to send cash to an account to which you have not made any transfers yet, please select the option "New beneficiary". In the new beneficiary menu option you may choose account aliases as well, depending on which you wish to use. In the scope of the Instant Payment System, account aliases may only be used up to a HUF 20 million limit.

### HUF transfer

1 Saving order
2 Signature
3 Confirmation

\* Required fields

**Selected account:** \*

---

**Target account:** \*  Existing beneficiary  New beneficiary  Balance transfer

Please select...

Account number

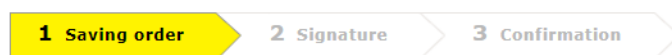
Account number  
 Email address  
 Phone number  
 Tax identifier  
 Tax number

Account number


**Name of beneficiary:** \*

- 4. Name of beneficiary:** Name of the recipient of the transfer (private individual, e.g. John Field; company, e.g. Budapesti Elektromos Művek Nyrt.). If you have selected an existing beneficiary in the menu "Select beneficiary", this field will be filled in automatically.
- 5. Account number:** Account number of beneficiary.

## HUF transfer



\* Required fields

<b>Selected account:</b> *	HUF current account, 12011179-00095553-00100000 (50 310 194,41 HUF) ▼	
<b>Target account:</b> *	<input checked="" type="radio"/> Existing beneficiary <input type="radio"/> New beneficiary <input type="radio"/> Balance transfer	Teszt Aladár ▼ Account number ▼ Please select... ▼
<b>Name of beneficiary:</b>	Aladár	
<b>Account number:</b>	11784009-11784009-02130000	
<b>Load data of previous payments</b>		
<b>Amount to be transferred:</b> *	<input type="text"/> HUF	?
<b>Order date:</b>	<input type="text" value="2021.02.10"/> 	?

- 6. Save beneficiary:** Here you can save the data of the beneficiary. If you check this option, you are required to provide a short name for the beneficiary. This is the name that you will see next time when selecting the beneficiary. In the case of account aliases, you can save the account alias (e-mail address, phone number, taxpayer identification number, tax number) as beneficiary.

<b>Email address of beneficiary:</b> *	<input type="text" value="teszt@alma.hu"/>	?
<b>Save beneficiary:</b>	<input checked="" type="checkbox"/>	<b>Short name:</b> * <input type="text"/> ?

- 7. Amount to be transferred:** The amount that you want to transfer. In the case of an instant credit transfer, the amount may not exceed HUF 20 million.
- 8. Order date:** Here you can identify the day on which you want the Bank to start the transfer. It is also possible to give order(s) with future dates. You can also use the interactive calendar function to select the desired day, which you can reach by clicking the "Calendar" button.
- 9. Notice:** Message that you can send along with the transfer to the beneficiary. Completing this field is optional.

After providing the data of the transfer, by clicking on the **Cancel** button you can return to the main menu **Transfer, conversion** without saving your order.

If you click on the **Next** button, you can sign the orders or give further orders in the new window that appears.

### We are registering your order.

Please choose: do you want to register more orders and then sign all of them in one go at the end, or do you want to sign the orders you have entered so far?

> Register next order

> Sign order

If you click on the **Sign order** button, the **Signature** window appears.

In the case of a successful order, the data of the sent orders appear, along with the Transaction Date. From here you can access the **Account history**, and can also register new HUF transfer orders.

## HUF transfer



**The settlement of the transaction is in progress.**

- > Show account history
- > Register new HUF transfer

 Print

Type	Value date	Amount	Beneficiary		
HUF transfer	2021.02.10. Wednesday	111,00 HUF	<b>HUF current account</b> 12011179- xxxxxxxx - 00100000  <b>Kelenvölgy</b> 11784009- xxxxxxxx - 02130000	Teszt	<b>Details</b>

Of failed orders, you will be informed after the order has been sent. The details of the transfer can be seen in the Saved orders menu, under the Rejected items tab.

## B) Special foreign exchange conversion

### What is "Special foreign exchange conversion", and how can I use it?

In the **Transfer, conversion** menu, using the **Special foreign exchange conversion** function you can launch spot conversion between two different currencies at a competitive exchange rate. For example you can initiate conversion from your HUF account to your USD account, as well as within your Securities Account or Long-Term Investment Account. The instant currency exchange option is available on business days between 08.00 and 18.00. The minimum amount

for each conversion transaction is HUF 1,000 or the equivalent in foreign currency, and the maximum amount is HUF 40,000,000 or the equivalent in foreign currency.

## Special foreign exchange conversion

1 Saving order
2 Signature
3 Confirmation

\* Required fields

**Debit account:** \* HUF folyószámla, 12094002-00563804-00100009 (27 065 006,95 HUF) ?

**Credit account:** \* 12094002-00563804-00300003 EUR ?

---

**Amount of the conversion:** \*  In the source currency 100000 HUF ?

In the target currency  ,   EUR ?

---

**Value Date of conversion:** \*  transaction date (T) ?

< Cancel
> Next

- Source account:** The account from which the amount you have identified will be converted. Select from the dropdown list which current account, securities account or Long-Term Investment Account of yours you want to take the amount to be converted from.

**Debit account:** \* Please select the source account!

- HUF current account, 12001008-00690557-00100003 (-324 472,73 HUF)
- EUR current account, 12001008-00690557-00200000 (222,31 EUR)
- USD current account, 12001008-00690557-00300007 (31 827,13 USD)
- CHF current account, 12001008-00690557-00400004 (9 647,00 CHF)
- Two-week deposit account, 12001008-00690557-00500001 (0,00 HUF)
- TRY current account, 12001008-00690557-00600008 (358 178,73 TRY)
- JPY current account, 12001008-00690557-00800002 (375 772,00 JPY)
- GBP current account, 12001008-00690557-00900009 (13 965,25 GBP)
- HUF current account, 12001008-00690557-01000009 (2 651 424,54 HUF)
- EUR current account, 12001008-00690557-01200003 (12 722,52 EUR)
- CAD current account, 12001008-00690557-01300000 (1 000,05 CAD)
- \*\*\* current account, 12001008-00690557-04100005 (0,00 \*\*\*)
- Securities account
- Securities account TBS2017
- Securities account TBS2016

If a securities account or Long-Term Investment Account is selected as source account, you have to identify the currency of the amount to be converted. After this, select a target currency as well.

**Amount of the conversion:** \*  In the source currency 100000 HUF ?

In the target currency  ,   EUR ?

- Target account:** The account to which the amount will be credited in the target currency after the conversion. You should identify a target account only if the source account is a


current account (i.e. in the case of a securities account or Long-Term Investment Account the target account will be identical with the source account).

3. **Amount of conversion:** The amount that you want to convert. This can be identified either in the source currency or in the target currency, as convenient.
4. **Value date of conversion:** The day on which you want the conversion to be executed.

In the case of a spot currency exchange, after completing the form click on the Next button to see the signature screen. You have 60 seconds to sign this transaction. If you sign the order after the deadline has passed, the transaction will not be performed.

### Special foreign exchange conversion

1 Saving order
2 Signature
3 Confirmation



**Please check the order data!**  
If you wish to make any changes to the order, click on Modify. If everything is OK, confirm the order at the bottom of the page.

Type	Value date of conversion	Amount, rate	Source account and target account	
Special foreign exchange conversion	transaction date (T)	100 000,00 HUF 1 EUR = 321.84 HUF 310,71 LOK	12094002-00563804-00100009 12094002-00563804-00300003	<a href="#" style="background-color: #ffc107; padding: 2px 5px;">Modify</a>

Remaining time: 21 Second

**Signing tool:** Password ?

**Password:**  ?

< Cancel
> Sign

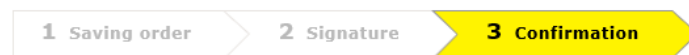



**You can check our preferential exchange rate—which is subject to change several times during the day—several times free of charge, but the conversion will take place only if you sign the offered exchange rate within 60 seconds!**

By clicking on the Cancel button you can return to the main menu [Transfer, conversion](#) without saving your transaction.

After successful signature a confirmation screen appears with the details of the order.

## Special foreign exchange conversion





**Conversion was successful!**

- › Show account history
- › Start new conversion

Type	Value date of conversion	Amount, rate	Source account and target account
Special foreign exchange conversion	transaction date (T)	100 000,00 HUF 1 EUR=321.79 HUF 310,76 EUR	12094002-00563804-00100009 12094002-00563804-00500007

## C) Currency transfer

### How can I transfer foreign currency to a domestic beneficiary?

You can initiate currency transfers in the following currencies: CZK, PLN, HRK, RON, RUB, CHF, GBP, DKK, TRY, NOK, EUR, SEK, HUF, AUD, SKK, JPY, USD, ROL, CAD.



Based on the approval of the Council of the European Union, as of 1 January 2023 Croatia will adopt the euro (EUR), and concurrently Croatian kuna (HRK) will be phased out. In view of the above, **account keeping and acceptance of payment orders in Croatian kuna (HRK) will also be discontinued (as of 20/12/2022) at the Bank.**

The same data need to be entered as in the case of a "HUF transfer", with the following additions:

- 1. Raiffeisen Bank customer:** Check this option if the beneficiary of the transfer also keeps their account at Raiffeisen Bank, and the data of the beneficiary's bank will be filled in automatically.
- 2. Bank's name:** Name of the beneficiary's account-keeping bank.
- 3. Bank's address:** Full address of the beneficiary's account-keeping bank.
- 4. SWIFT code:** The SWIFT code (also referred to as "SWIFT BIC" or "BIC") is an international identification code consisting of 8 or 11 characters that serves to identify the bank of the beneficiary. For example the SWIFT code of Raiffeisen Bank Hungary is: UBRTHUHBXXX. Completing this field is mandatory.



**You can identify the amount to be transferred in two ways**

- 5. In the currency of the source account:** The amount to be debited is specified in the currency of the source account.

- 6. In a selected currency:** You can select the currency of the transfer from the dropdown list.
- 7. Performance deadline:** Here you can specify whether the transfer should be processed on the date of submission plus 2 banking days (Normal) or plus 1 banking day (Urgent) or on the date of submission (Extra Urgent).

**I will pay the commission of Raiffeisen Bank only:** This is the default option, according to which you undertake to pay the commission charged by Raiffeisen Bank. In the case of the transfer of foreign currency abroad:

**In the case of a transfer within the EEA (regardless of the currency) with or without conversion,** the transfer may only with method of cost bearing is SHA (the commission of Raiffeisen Bank is borne by the originator, and any further incurred fees and charges are paid by the beneficiary).

**In the case of a transfer outside the EEA,** some foreign partner banks may deduct their own fees from the transferred amount, regardless of the chosen method of cost bearing, over which the Bank has no influence.

## How can I transfer foreign currency to a foreign beneficiary?

The same data need to be entered as in the case of a "Transfer to domestic FX account".

Incorrectly/incompletely filled orders and transfer orders given in **NON-IBAN** format will be executed at Raiffeisen Bank subject to the terms set out in the List of Terms & Conditions from time to time in effect.

## D) SEPA transfer

What is "SEPA transfer"? By "SEPA transfer", special payment methods, procedures and standards that are **uniform within the euro zone** are meant. By means of SEPA transfer, **funds** available in a bank account (or in an account kept by any other payment service provider) **may be transferred in the euro currency to a bank account kept within any member state of the SEPA area, or in another member state.**

Euro payments within the euro zone are becoming "domestic" transactions in the sense that **no difference will be made** in the case of payment transactions effected within member states of the euro zone and between such member states (cross-border transactions).

## How can I carry out a SEPA transfer?

On the **Orders, transfers** page, click on the **SEPA transfer** menu option.

## SEPA transfer



\* Required fields

<b>Selected account:</b> *	HUF current account, HU13-1205-0002-0102-8451-0010-0002 (9 468 047,29 HUF) ▼
<b>Target account:</b> *	<input type="radio"/> Existing beneficiary <span style="margin-left: 20px;">Please select... ▼</span> <input checked="" type="radio"/> New beneficiary
<b>Name of beneficiary:</b> *	<input type="text"/> ?
<b>Address of beneficiary, first line:</b>	<input type="text"/> ?
<b>Address of beneficiary, second line:</b>	<input type="text"/>
<b>Account number of beneficiary *</b> in IBAN format :	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ?
<b>Save beneficiary:</b>	<input type="checkbox"/> ?

1. **Source account:** Your account, from which you launch the transfer. The transferred amount will be debited to this account.
2. **Target account:** Decide whether you want to transfer currency to an already saved or a new beneficiary.
3. **Name of beneficiary:** You have to provide the full name of the beneficiary of the transfer.
4. **Account number of beneficiary:** Account number of the beneficiary in IBAN format.
5. **Bank's name:** Name of the beneficiary's account-keeping bank.
6. **Bank's address:** Full address of the beneficiary's account-keeping bank.
7. **SWIFT code:** The SWIFT code (also referred to as "SWIFT BIC" or "BIC") is a code series consisting of 8 or 11 characters that serves to identify the bank of the beneficiary.
8. **Save beneficiary:** Here you can save the data of the beneficiary. If you check this option, you are required to provide a short name for the beneficiary. This is the name that you will see next time when selecting the beneficiary.



**You may as well provide further details of the beneficiary; to do so, open the line below.**

9. **Address of beneficiary:** Here you can enter the address of the beneficiary; if the space is insufficient, continue in the second, third and fourth lines.
10. **Country code of beneficiary:** Here you can select from the dropdown menu the country you wish to transfer to.

- 11. Type of beneficiary:** Here you can supplement the data concerning the beneficiary in the case of private individuals and entities. In the case of an undefined beneficiary type, you cannot enter additional identifiers.
- 12. Amount to be transferred:** Enter the EUR amount that you wish to transfer. You can enter a SEPA transfer only in the EUR currency!

+ Other beneficiary data

**Amount to be transferred:** \*

amount of order in the currency of the transfer  EUR ?

amount of order in the currency of the account to be debited  EUR

- 13. Transfer type:** If the beneficiary also keeps their account identified as the target account at Raiffeisen Bank Hungary, check the In-bank box, and the data fields concerning the bank of the beneficiary will be filled in automatically. In the case of an Outgoing transfer, you have to fill in the data concerning the bank manually.
- 14. Block amount until specified date:** If you do not want the transfer to be executed immediately, you can have the amount serving as coverage for the transfer blocked.
- 15. Originator's transfer order reference:** Provided by the originator, this value will individually identify each order filed by the originator to their bank. This reference will accompany the order from its submission until the completion of the same. The originator may not ask any other reference to be used/reproduced to identify the transfer order. This value is determined by the originator, and is supposed to be meaningful for the originator only.



**The order date may not be a date more remote than 1 year ahead of the current date.**

- 16. Title of SEPA transfer:** You can identify the legal title of the transfer here.
- 17. SEPA transfer categorised reason code:** Here you can select from the dropdown menu a predefined categorised reason code for the transfer.
- 18. Performance deadline:** Here you can choose the speed of execution of the foreign currency transfer transaction. Please note that the order will be executed on the date of its submission only if the cut-off time for the admission of foreign currency transfers is met. Orders sent in after the cut-off time will be executed on the next banking day only. The different levels of urgency have different performance deadlines and also cost consequences, for more information on this see the List of Terms & Conditions.
- 19. Transfer charges:** It must be SHA, as euro payments within the euro zone are becoming "domestic" transactions.
- 20. Narrative:** Message that you can send along with the transfer to the beneficiary.
- 21. Order date:** Here you can identify the date when the order is to be launched. It is on this date that the Bank will debit your account with the relevant amount, and launch it

towards the beneficiary. If you leave the date of submission—which is displayed by default—as the order date, but the order is received only after the Bank's cut-off time, or if the order date is not a banking day, the order will be launched on the first banking day that follows the identified date.

- Other transfer data

**Type of transaction:**  Within bank  
 Outside bank

**Reference of beneficiary's transfer order :**  ?

**Title code of SEPA transfer :**  ?

**Categorized title code of SEPA transfer :**  ?

**Priority:**  Standard ?  
 Urgent  
 Very urgent

**Charges paid by:** SHA ?

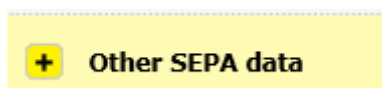
---

**Previous comments:**  ?

**Comments:**  ?

**Value date of processing:** 2018.03.02  ?

To enter further SEPA data, open the following tab:



Here you can enter the following data:

- **Other SEPA data**

---

**Cost-bearing account :**  ?

---

**Type of payer:**  Private individual ?  
 Organisation  
 Not defined

---

**Name of actual payer:**  ?

---

**Type of actual payer:**  Private individual ?  
 Organisation  
 Not defined

---

**Name of actual beneficiary:**  ?

---

**Type of actual beneficiary:**  Private individual ?  
 Organisation  
 Not defined

- 22. Fee settlement account:** Select the account that you want the Bank to debit with the charges incurred in the course of the SEPA transfer.
- 23. Originator type:** Here you can supplement the data concerning the originator type in the case of private individuals and entities. In the case of an **undefined originator type**, you cannot enter additional identifiers.
- 24. Name of actual payer:** Here you can enter the name of the actual payer.
- 25. Type of actual payer:** Here you can supplement the data concerning the actual payer in the case of private individuals and entities. In the case of an undefined actual payer type, you cannot enter additional identifiers.
- 26. Name of ultimate beneficiary:** Here you can enter the name of the ultimate beneficiary.
- 27. Type of ultimate beneficiary:** Here you can supplement the data concerning the ultimate beneficiary in the case of private individuals and entities. In the case of an undefined ultimate beneficiary type, you cannot enter additional identifiers.

After completing the data, click on the Next button.

Then an input window will appear. It is possible now to register further orders, or sign the transaction.

**We are registering your order.**

Please choose: do you want to register more orders and then sign all of them in one go at the end, or do you want to sign the orders you have entered so far?

> Register next order
> Sign order

After signature, the confirmation screen will appear.

## E) Payment request

A payment request enables you to submit a request for payment **within Raiffeisen Bank** up to **HUF 20 million**, which the recipient of the request (payer) may settle with a credit transfer.

Since 1 April 2020, it has been possible to use payment requests between different banks as well; however, the service is not provided by all banks as yet. Therefore if you want to send a payment request to another bank it is recommended to make sure that they offer payment request service.

### How can I submit and receive payment requests?

You can launch a payment request as well as manage (accept or reject) your outgoing and incoming payment requests on the Transfer, conversion page, in the Payment request menu.

ACCOUNT INFORMATION
TRANSFER, CONVERSION
DEPOSIT
CARD
ADMINISTRATION

- > Transfer, conversion
- > HUF transfer
- > Special foreign exchange conversion
- > FCY transfer
- > SEPA transfer
- > Payment request**
- > Cheque payment
- > Standing orders
- > Direct debits
- > Beneficiaries

- > Saved transactions
- > Waiting for signature (1)
- > Rejected

### Payment request

Payment requests can be managed on this page.

> New payment request

Outgoing payment requests

Incoming payment requests

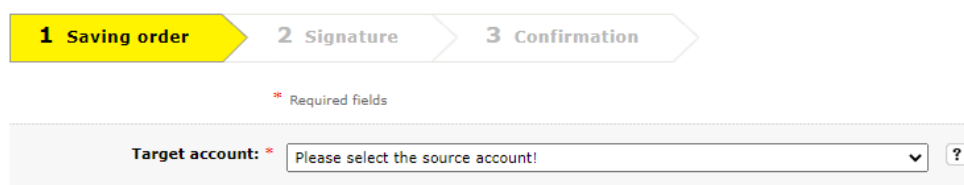
No outgoing payment request in the last three months.



You can navigate between outgoing and incoming payment requests by switching between the relevant tabs. Incoming and outgoing payment requests—unless expired—can be seen for **90 days in the list**.

1. You can launch a payment request by clicking on the New payment request button.

### Sending Payment request



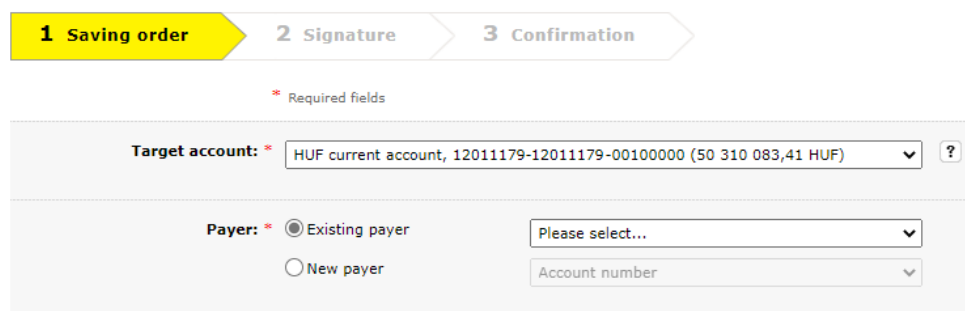
**1 Saving order**   2 Signature   3 Confirmation

\* Required fields

**Target account:** \* Please select the source account! ?

2. In the next step, you have to identify the payer (the party expected to pay, i.e. to whom the payment request is sent), which can be a payer saved earlier as well as a new payer.

### Sending Payment request



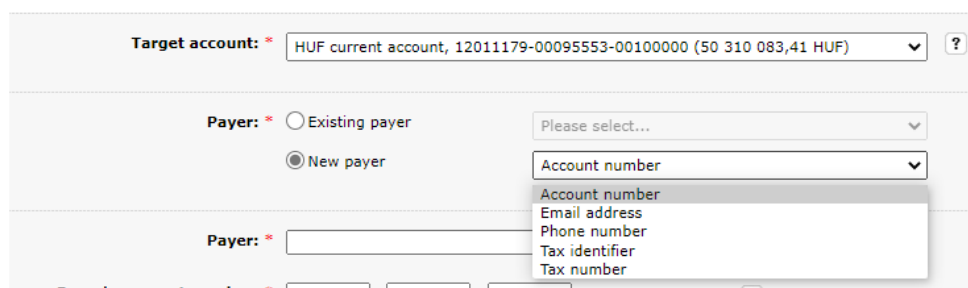
**1 Saving order**   **2 Signature**   3 Confirmation

\* Required fields

**Target account:** \* HUF current account, 12011179-12011179-00100000 (50 310 083,41 HUF) ?

**Payer:** \*  Existing payer   Please select...  
 New payer   Account number

3. A new payer can be identified either by a bank account number or by an account alias (telephone number, e-mail address, taxpayer identification number, tax number).



**Target account:** \* HUF current account, 12011179-00095553-00100000 (50 310 083,41 HUF) ?

**Payer:** \*  Existing payer   Please select...  
 New payer   Account number

**Payer:** \* Account number  
 Email address  
 Phone number  
 Tax identifier  
 Tax number

4. When identifying the payer please make sure that the account-keeping bank offers payment request services, and the account alias is registered for the given customer. Our customers may submit and receive payment requests in the DirektNet internet banking and the myRaiffeisen electronic banking systems. When submitting a request, if you choose to identify the payer by account number, the payer's name and account number, the claimed amount and the period of validity of the payment request are data to be provided on a mandatory basis.



In the case of a payment request, you can identify a payment deadline as well, i.e. the date by which the payer is expected to perform (optional, but maximum 2 months, and may not be later than the period of validity of the payment request).

The period of validity of the payment request is the final date by which the payment request may be accepted/rejected by the payer (max. 2 months from the date of the order).

## Sending Payment request



\* Required fields

<b>Target account:</b> *	HUF current account, 12011179-00095553-00100000 (50 310 083,41 HUF)	?
<b>Payer:</b> *	<input type="radio"/> Existing payer <input checked="" type="radio"/> New payer	Please select... Account number
<b>Payer:</b> *	Fizetési kérelem fogadó	?
<b>Payer's account number:</b> *	12011501 - 12345678 - 00000100	?
<b>Save payer:</b>	<input type="checkbox"/>	?
<b>Requested amount:</b> *	100 HUF	
<b>Payment due date:</b>	<input type="text"/> 	?
<b>Payment request validity:</b>	2021.02.11 	?
<b>Comments:</b>	Fizetési kérelem küldése	

If you choose to identify the payer by an account alias, the payer's account alias, the claimed amount and the period of validity of the payment request are data to be provided on a mandatory basis.

## Sending Payment request

1 Saving order    2 Signature    3 Confirmation

\* Required fields

Target account: \* HUF current account, 12011179-00095553-00100000 (50 310 083,41 HUF) ?

Payer: \*  Existing payer Please select...  
 New payer Email address

Payer's e-mail address: \* teszt@alma.hu ?

Save payer:  ?

Requested amount: \* 100 HUF

Payment due date: ?

Payment request validity: 2021.02.11 ?

Comments: Fizetési kérelem küldése

In both cases, the period of validity of the payment request may not be longer than 60 days.

5. Upon submission, the payment request must be signed as an order, in accordance with the signature rights registered at the Bank.



**After signature, the payment request may not be amended or withdrawn.**

1 Saving order    2 Signature    3 Confirmation



### Please check the order data!

If you wish to make any changes to the order, click on Modify. If everything is OK, confirm the order at the bottom of the page.

Type	Date	Amount	Beneficiary and payer	Comments	
Sending Payment request	2021.03.02 Tuesday	100 HUF	SZABÓ ÉVA 12001008-00316975-00600009  Fizetési kérelem fogadó 12010855-01 12010855-01-00100002	Fizetési kérelem küldése	<b>Modify</b>

For transaction signature, please use the authentication method/device that belongs to Szabó Éva (31697502).

Transaction code: 4282896

Signing tool: SMS password

For a stronger customer authentication please type your login password first.

Login password:  ?

Other authentication methods **Mobile token**

< Cancel

> Next



## Where can I view the status of my submitted payment requests?

You can view the status of your submitted payment requests in the Outgoing payment requests menu option. Submitted payment requests can be viewed for 90 days. The status of a payment request can be one of the following:

- Erroneous (including inadequate parameters that e.g. do not match the requirements of instant credit transfers)
- Waiting for payer's approval (the payment request has been submitted, but has not been accepted by the payer yet)
- Accepted (the payment request has been accepted by the payer)
- Rejected (the submitted payment request has been rejected)
- Expired (the submitted payment request was not accepted by the date of expiry),

### Payment request

Payment requests can be managed on this page.

> [New payment request](#)

Outgoing payment requests		Incoming payment requests		
Payer	Amount	Due date Validity	Status	
Fizetési kérelem fogadó 12010855-01**** 3-00100002	100,00 HUF	2021.03.02 2021.03.02	Waiting for payer's confirmation	<a href="#">Details</a>

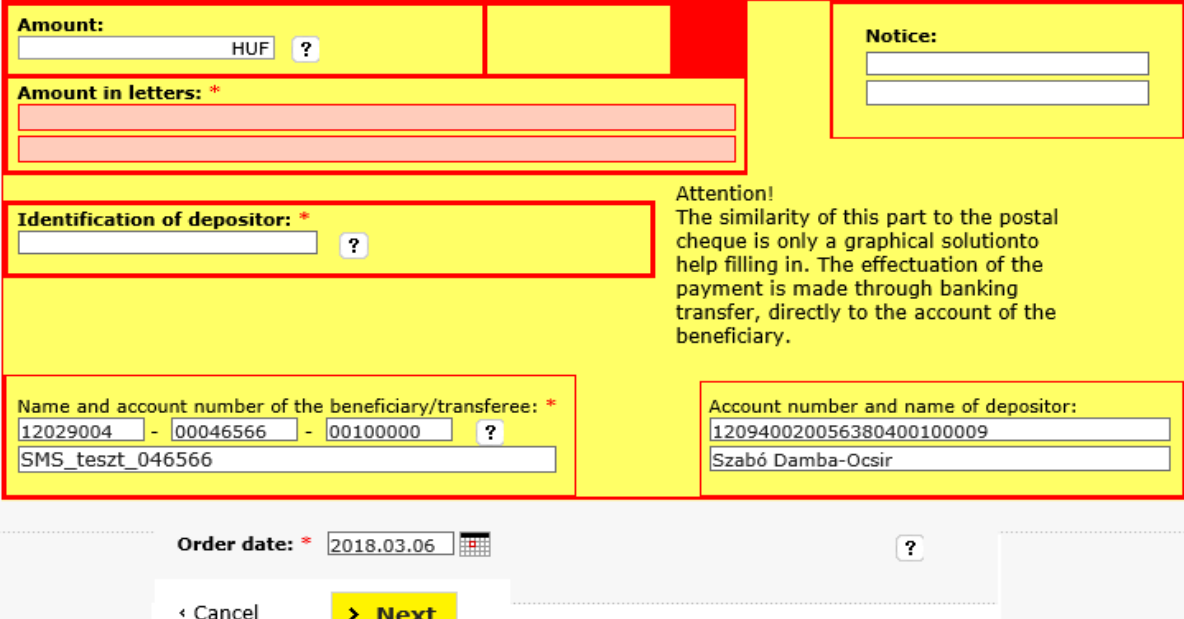
## F) Cheque payment

How can I pay cheques? You can pay "cheques" (postal payment order) in a simplified form on the [Orders, transfers](#) page, in the [Cheque payment menu](#) option. Fill in the blank fields on the basis of the cheque, and the Bank will transfer the amount from your selected account.

- 1. Source account:** Your account, from which you wish to launch the transfer. The transferred amount will be debited to this bank account.
- 2. Target account:** Account number of the beneficiary.
- 3. Amount:** Enter the amount to be transferred.
- 4. Notice:** Message that you can send along with the transfer to the beneficiary. Completing this field is optional.
- 5. Identification of depositor:** Enter your depositor identifier.
- 6. Name and account number of the beneficiary/transferee:** Target account and name of the beneficiary.

- 7. Order date:** Here you can identify the day on which you want the Bank to start the transfer. It is also possible to give order(s) with future dates. You can also use the interactive calendar function to select the desired day, which you can reach by clicking the "Calendar" button.

Save beneficiary: Here you can save the data of the beneficiary. If you check this option, you are required to provide a short name for the beneficiary. This is the name that you will see next time when selecting the beneficiary.




**Amount:**  ?

**Amount in letters: \***

**Identification of depositor: \***  ?

**Name and account number of the beneficiary/transferee: \***  
 -  -  ?

**Account number and name of depositor:**

**Order date: \***   ?

< Cancel **> Next**

## G) Standing orders

What is a standing credit transfer order? **In the case HUF transfers** it is possible to give standing orders. When giving a standing order, you can define **how frequently you want the order to be executed**. On the due date of payment, the item will be **transferred automatically** to the beneficiary you have identified. A standing order will be processed on the banking day following the date of submission of the order.

### How can I view my standing orders?

On the **Orders, transfers** page, click on the **Standing orders** menu option. It is also possible to change and cancel active standing orders, as well as to enter new standing orders.

### How can I register new standing orders?

On the **Orders, transfers** page, click on the **Standing orders** menu option, then click the -> **Add New Standing Order** button on the top of the page.

- 1.** Source account: Your account, from which you wish to launch the transfer. The transferred amount will be debited to this bank account.
- 2.** Select beneficiary: Here you can select the beneficiary to which you wish to transfer the given amount. If you want to send cash to an account to which you have not made any transfers yet, please select the option "New beneficiary".
- 3.** Beneficiary name: Name of the recipient of the transfer (private individual, e.g. John Field; company, e.g. Budapesti Elektromos Művek Nyrt.). If you have selected an existing beneficiary in the menu "Select beneficiary", this field will be filled in automatically.
- 4.** Beneficiary's account number: GIRO account number of the beneficiary of the transfer. This sequence may consist of 2x8 or 3x8 digits.
- 5.** Save beneficiary: Check this option if you want to transfer to this account in the future as well.
- 6.** Transfer period: Please select from the list how frequently and on which day you want the transfer to be made.
- 7.** Possible frequencies: weekly, fortnightly, monthly, quarterly, semi-annually, annually.
- 8.** Possible days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday.
- 9.** Amount of standing order: Here you should define the amount that you wish to transfer during the life of the standing order at the frequency determined by yourself. The amount to be transferred regularly can only be entered in HUF into a HUF account.
- 10.** Amount of first payment differs from the standing order amount: By checking this option when giving a standing order, you can arrange that the first amount to be transferred shall be different from the amount to be transferred on a regular basis. You cannot change the amount entered until the first fulfillment.
- 11.** Until withdrawal: If you check this box, the standing order will remain valid until you withdraw the same.
- 12.** Till date: You can define an end date for the validity of standing order.
- 13.** It is not possible to change or delete a regular reference on the due date.

## **E) Direct debits**

What is a direct debit order? By setting direct debit orders, you may authorise the service providers selected by yourself to debit your account, i.e. this way your public utility invoices can be paid automatically.

### **Where can I find my direct debit orders?**

On the [Orders, transfers](#) page, click on the [Direct debits](#) menu option.

In the **Authorisations** tab, you can see your active authorisations, as well as those that are in the accepted, saved, erroneous or deleted status. You can also modify or delete your direct debits here.

**Items awaiting collection** can be viewed in a **tab of the same name**. You can reject items awaiting collection. If you receive an order that is in excess of the limit, you can authorise it here.

The **Items can't be executed** tab shows the **orders** that could not be executed (e.g. items in excess of the limit, rejected items, blocked account, insufficient balance).

### **How can I record a new direct debit authorisation?**

- **Selected account:** This is the account to be debited, from which you launch your direct debit orders.
- **Service provider:** Select the beneficiary service provider from the list of service providers. Counter-check the service provider ID visible in the utility invoice against the one included in the list.
- **Start of validity:** Select a starting date for the validity of the authorisation.
- **Validity:** Select the end date for the validity of the authorisation, which can be valid until withdrawn, or until a specific date that can be defined here.
- **Limit amount:** Amount limit: provide an authorised maximum limit. If you do not wish to define an upper limit, please provide 0 Ft. In this case, the service provider may initiate direct debit with an unrestricted amount on your bank account. The value '0 Ft' at Amount limit means that there is no upper limit to the amount defined.
- **Consumer's name:** Specify the name of the consumer.
- **Consumer's address:** Specify the address of the consumer.
- **Consumer ID:** Enter your unique consumer ID received from the service provider. If you cannot find it in the invoice issued by the service provider or in your contract, call the service provider for help.

## Record a new direct debit authorisation



\* Required fields

<b>Selected account:</b> *	<input type="text" value="HUF current account, 12001008-0. 5-00600009 (61 084,00 HUF)"/>		
<b>Service provider:</b> *	<input type="button" value="Select service provider"/>		?
<b>Start of validity:</b> *	<input type="text"/>	<input type="text"/>	?
<b>Validity:</b> *	<input type="radio"/> till revoke <input checked="" type="radio"/> till date		?
<b>Sending limit to utility provider:</b> *	<input type="checkbox"/> Not allowed		
<b>Limit amount:</b> *	<input type="text"/>	HUF	
<b>Consumer's name:</b> *	<input type="text"/>		?
<b>Consumer's address:</b> *	<input type="text"/>		?
<b>Consumer ID:</b> *	<input type="text"/>		?

< Cancel

> Next

### How can I modify an active direct debit order?

On the [Orders, transfers](#) page, click on the [Direct debits](#) menu option. In the case of an existing authorisation, you can only modify the end date of validity and the limit amount only. If you want to modify any other data, you should delete the authorisation and enter a new one.

### How can I delete an active direct debit order?

On the [Orders, transfers](#) page, click on the [Direct debits](#) menu option, then on the [Delete](#) button.

To delete an authorisation, you need to enter your password. Deleted items will be visible for one more year after deletion among authorisations, in a "deleted" status.

## F) Credit card top-up

How can I fill up my credit card from the current account? You can top up your credit card on the **Orders, transfers** page, in the **Credit card top-up** menu. In this menu option, you can transfer funds to your credit card from your current account. Select the source account, and enter the amount to be transferred.

### Fill up credit card

1 Saving order
2 Signature
3 Confirmation

\* Required fields

**Selected account:** \*  ?

**Target account:** Credit card account (279 241,69 HUF)

---

**Amount to be transferred:** \*  HUF ?

**Closing balance, according to the last statement:** 326 485 HUF

**Actual used balance:** -305 759 HUF

**Order date:** 2021.03.02

← Cancel
> Next

- 1. Source account:** Select the account from which you wish to fill up your credit card.
- 2. Target account:** The credit card account will be displayed automatically.
- 3. Amount to be transferred:** Enter the amount you want to transfer to the credit card. By default, the line shows the minimum repayable amount.
- 4. Closing balance according to the last statement:** Total aggregate debt on the last closing date of the credit card (25th day of each month). This value will remain unchanged until the next closing, even if you have filled up the balance in the meantime.
- 5. Actual used balance:** Amount you have actually spent from the credit line on the date of viewing.
- 6. Order date:** By default, the current date will be shown here.

After specifying the source account and the amount, click on the **Next** button. Then the signature screen will appear. You can validate the fill-up with the same password as you use to log in to the internet banking platform.

### 3. Technical issues

#### Can I use an earlier transfer as the starting point for a new order?

**The data of previous transfers entered on DirektNet is automatically saved by the interface.** If you want to transfer to a beneficiary to which you have already transferred before, a „Load data of previous payments“ button will appear in the order form, using which you can load in the data fields of your previous transfer orders **executed on DirektNet**. The content of the data fields can be modified after the loading as well.



**The data of transfers will be stored by the system as long as the beneficiary is included among saved partners.**

#### Can I transfer abroad via DirektNet?

Yes, you can also give transfer orders directed abroad under the menu option **Transfer, conversion/FCY transfer**.

#### How can I set regularly repeated, automatic transfers?

You can give orders for periodically repeated fixed-amount transfers under the menu option **Transfers, deposits/Standing orders**.

#### What happens if there is insufficient balance in my account when a standing order should be executed?

If the balance in the Customer's payment account is insufficient to cover the performance of the order, the Bank shall queue the standing order **for a period of 35 days at maximum**, and during this period it shall try to execute the order **on each banking day** until the order is withdrawn, otherwise until **the next due date of payment**.

#### What happens if the balance in my account is insufficient for performance when I give an instant HUF transfer order, but during the day some coverage is incoming to the account?

If in the moment when the order is given the balance is insufficient for performance, the order will be rejected immediately due to insufficient balance.

## How can I set in the system that my utility invoices are paid automatically?

You can give authorisations for direct debits to the service providers selected by yourself under the menu [Transfers, deposits/Direct debits](#). After this, your utility invoices can be paid off automatically.

### HUF transfer

**1 Saving order**   **2 Signature**   **3 Confirmation**

\* Required fields

<b>Selected account: *</b>	HUF current account, 12001008-0C ****7-00100001 (. **** 930 589,06 HUF)
<b>Target account: *</b>	<input checked="" type="radio"/> Existing beneficiary    Please select... <input type="radio"/> New beneficiary    Account number <input type="radio"/> Balance transfer    Please select...

## What happens if there is insufficient balance in my account when a direct debit should be executed?

In such case the collection of the given item will fail due to insufficient balance. Of this, you will receive a warning message, which you can view by clicking on the [Notifications](#) link in the DirektNet header. As regards information about when the service provider concerned **will try to collect the failed item again from your account, please refer to the service provider.**

## Can I transfer from a credit account?



Yes, retail customers can launch [HUF transfers](#) from their credit card accounts to any domestic account—whether to an own account or an account belonging to anyone else—against their available credit line.

### The transaction can be launched:

- in the [Account information/Accounts overview](#) menu by clicking on the "HUF transfer" button besides the credit card account, or
- in the [Transfer, conversion/HUF transfer](#) menu option, by completing the form appearing upon the selection of the credit card account.

## Can I view direct debits awaiting collection and direct debits that cannot be executed in DirektNet?

In [the Transfer, conversion/Direct debits](#) menu option, the "Direct debits" screen belonging to the selected account shows authorisations, items awaiting collection, items that cannot be executed, as well as not fulfilled items.

### Csoportos beszédések

Ezen az oldalon beszédesi felhatalmazásokat adhat Ön által kiválasztott szolgáltatók számára, így közüzemi számláinak kifizetése automatikusan megtörténhet.

[> Új felhatalmazás rögzítése](#)

Felhatalmazások	Beszédésre váró tételek (6)	Nem teljesülő tételek (5)	Nem teljesült tételek (8)	
Szolgáltató	Fogyasztó	Összeg	Esedékesség	
ELMŰ NYRT. azonosító: A10768033T244	Fogyasztói azonosító: 1782936	9,00 HUF	2019.04.22.	Módosítás alatt*
DALKIA ENERGIA azonosító: A10782004T214	Fogyasztói azonosító: 060660	9,00 HUF	2019.04.22.	<a href="#">Visszautasít</a>

### Csoportos beszédések

Ezen az oldalon beszédesi felhatalmazásokat adhat Ön által kiválasztott szolgáltatók számára, így közüzemi számláinak kifizetése automatikusan megtörténhet.

[> Új felhatalmazás rögzítése](#)

Felhatalmazások	Beszédésre váró tételek (6)	Nem teljesülő tételek (5)	Nem teljesült tételek (8)		
Szolgáltató	Fogyasztó	Összeg	Értéknap	Sikertelenség oka	
ELMŰ NYRT. azonosító: A10768033T244	Fogyasztói azonosító: 1782936	1 810,00 HUF	2019.04.22.	limit feletti beszedés.	Módosítás alatt*
DALKIA ENERGIA azonosító: A10782004T214	Fogyasztói azonosító: 060660	1 910,00 HUF	2019.04.22.	limit feletti beszedés.	Módosítás alatt*
ÉVGYŰRŰK ÖNKNYP azonosító: A18206067	Fogyasztói azonosító: 075218315	202 010,00 HUF	2019.04.22.	limit feletti beszedés.	<a href="#">Elenged</a>

## IV. TIME DEPOSITS

### View time deposits

To view information connected to your existing time deposits, click on the [Deposit](#) menu option in the top navigation bar of DirektNet.

#### Deposits overview

On this page you can set up new time deposits or carry out operations related to your existing time deposits. To see our time deposit offers, please click here!

[> Open new time deposit](#)

Time deposits opened through Bank Account	Deposit amount Actual value	Interestrate	Status Type	Date of renewal / Expiration	
RTA1 00003 12020603-55 8- 00100009	150 000,00 HUF 150 000,00 HUF	0,01 %	Active roll-over and non- capitalized	2021.04.20. Tuesday	<a href="#">Details</a>
RTA 00006 12020603-55 8- 00100009	1 000 000,00 HUF 1 000 000,00 HUF	0,01 %	Active roll-over and non- capitalized	2021.04.15. Thursday	<a href="#">Details</a>
RTA 00004 12020603-55 8- 00100009	170 000,00 HUF 170 014,49 HUF	0,01 %	Active roll-over and capitalized	2021.06.20. Sunday 2021.10.20. Wednesday	<a href="#">Details</a>

If you click on the [Details](#) button, you can see the detailed data of the given time deposit in the new window that appears.

### 1. Open new time deposit

Click on the [Deposit](#) menu option in the top navigation bar of DirektNet, then on the [Open new time deposit](#) button.

#### Open new time deposit

1 Saving order    2 Signature    3 Confirmation

\* Required fields

Selected account: \* HUF folyószámla, 12020603-55 8-00100009 (7 336,87 HUF) ?

Type: \*  One-off deposit  Repeated deposit ?

Type of repetition: \*  Reopen starting deposit ?  
 Reopen deposit increased by the accrued interest amount

Deposit amount: \*  HUF ?

Tenor: \*  1 month ?  
 2 month  
 3 month Promotional  
 4 month  
 6 month  
 9 month  
 1 year Promotional

Deposit start: 2021.03.02., Tuesday

Validity:  Until cancel  
 Number of periods: ?

[Cancel](#)    [> Next](#)

**1. Selected account:** Your bank account, from which the desired amount of time deposit will be opened.

**2. Type:**

- **One-off deposit:** In the case of a one-off deposit, the amount of the initial deposit, increased with accrued interest, shall be credited to your current account in lump sum at the end of the tenor. Then you can access the amount increased with interests. If you do not give a new order, the cash will be freely available in the account going forward.
- **Repeated deposit:** In the case of a repeated deposit, at the end of the specified term a specific part of the deposit will be automatically reopened as a time deposit for another period of the same length (the reopened amount can be the amount of the initial deposit without interest, or the total amount of the deposit including interest).

**3. Type of repetition:** Reopen starting deposit: After the expiry of the tenor, the original principal amount is reopened, whereas the interest is transferred to your current account.

**Reopen deposit increased by the accrued interest amount:** Upon the expiry of the tenor, interest is added to the principal amount, and it is the sum of these that is reopened.

In case the amount increased by the accrued interest is reopened, upon the expiry of the tenor interest is added to the principal amount, and it is the sum of these that is reopened.

**4. Deposit amount:** The intended deposit amount (minimum HUF 100,000).

**5. Tenor:** Please select the tenor of the time deposit.

**6. Deposit start:** The time deposit will be opened for the predefined tenor starting on this date.

**7. Validity:**

- **Until cancel:** If you check this box, the time deposit will be reopened again and again until you cancel the order.
- **Number of periods:** You can set how many times you want the time deposit to restart.

## 2. Early withdrawal

This function of DirektNet is **available to retail customers only**.



The **Early withdrawal** and **Withdrawal on restart date** menu options show the time deposits regarding which an early withdrawal or withdrawal upon restart can be made (one-off and repeated deposits).

› <b>Deposits overview</b>
› Open new time deposit
› Early withdrawal of deposits
› Withdrawal of deposits

In the menu on the left, by clicking on the menu options [Early withdrawal](#) and [Withdrawal on restart date](#) you can display the time deposits in respect of which early withdrawal or withdrawal upon restart can be made. You can withdraw a deposit on the restart date only in the case of a repeated deposit. If you withdraw a deposit on the restart date, you make the repeated time deposit expire upon the next restart date.

If you click on the [Early withdrawal/Withdrawal on restart date](#) button at the end of the data series of the relevant time deposit, the data of the deposit will be displayed.

In the data form, click on the [Next](#) button.

To approve the early withdrawal or withdrawal on restart date, enter your DirektNet password, and click on the [Sign](#) button.

## Early withdrawal of deposits

On this page you can early withdrawal your deposits. Please select the early withdrawal deposit and click to the early withdrawal of deposit button.

Time deposits opened through Bank Account	Deposit amount Actual value	Interestrates	Status Type	Date of renewal / Expiration	
RT, 03 12020603-50 08- 00100009	150 000,00 HUF 150 000,00 HUF	0,01 %	Active roll-over and non- capitalized	2021.04.20. Tuesday	<a href="#">Early withdraw</a>

## Early withdrawal of deposit

1 Saving order    **2 Signature**    3 Confirmation



### Please check the data of the early withdrawal of deposit!

If everything is OK, confirm the order at the bottom of the page.

Type	Deposit start	Deposit amount	Expiration date and accumulated interest
roll-over and non-capitalized	2020.02.20. Thursday	<b>150 000,00 HUF</b>	<b>Maturity date</b> 2021.04.20.  <b>Accumulated interest</b> 0,41 HUF



The Account Holder / Authorized Third Party declares that he/she learned, and accepted the content of the HUF and foreign currency time deposits List of Conditions, and the Consumer Business Conditions of the Bank before giving this instruction.

By giving this order the Account Holder / Authorized Third Party acknowledges that he/she is aware of the fact, that in case of early withdrawal of the time deposit he/she loses the accrued interest of the time deposit.

**For transaction signature, please use the authentication method/device that belongs to A[.....].**

**Transaction code:** 02817646

**Signing tool:** Password

**Password:**  



**Other authentication methods**    **Mobile token**

< Cancel

> **Sign**

## V. CARDS

### 1. Bankcards

#### How can I inform the Bank of my card-related comments?

In the card complaint function of DirektNet — that is **available to all our private individual customers** — you can simply and quickly inform us about all complaints and comments of yours related to your card.

1. Please select the Card menu in the upper horizontal bar.
2. Please click on the bankcard complaint option in the menu that appears on the left.



**Upon the suspicion of abuse, you should without delay make sure that your card is banned at the Raiffeisen Bank's call centre at phone number 06-80-488-588. Please take note that the Bankcard Complaint Form completed electronically in Raiffeisen DirektNet and sent to the Bank is not equivalent to the banning of the card affected by the abuse, hence is insufficient to prevent further abuses.**

3. In the page that appears, you can find information about the process for card complaints. Please click on the "Bankcard Complaint Form" or the "Click here to complete the Bankcard Complaint Form" link.

#### Bankcard Complaint

In case of fraud suspicion, You are liable to take care forthwith about the bankcard cancellation at the Bank's Customer Service. Completing the Bankcard Complaint Form doesn't mean that the fraud-concerned bankcard is cancelled, and by this the further fraudulent transactions are prevented.

If our Bank has debited your bank account with the amount of transaction(s) executed using the bankcard issued to the Card Holder, and you do not consider these debit(s) to be justified, you may submit your complaint to our Bank:

- at a branch of the bank,
- to a Raiffeisen Direkt operator, or
- by completing the Bankcard Complaint form via our website.

The procedure for submission and investigation of bankcard complaints via the internet is as follows: Using the Form, you need to supply us with a few items of personal information and data pertaining to the disputed transaction. Please give precisely the requested information, especially with in the compulsory fields marked with an asterisk (\*). A failure to provide this information could impede/prevent the successful investigation of your complaint.

If you do not attach any documents related to the disputed transaction (e.g. receipts, cash payment invoice, contract, etc.) to the Form, but later send them to our Bank by post, fax or email, please make sure to indicate on them the reference number, which you will receive from us in an email.

The Bank forwards complaints that it is not itself authorised to investigate, via the international card organisation, to the credit institution that concluded the contract with the given acceptance point, or which operates the ATM or branch cash desk concerned.

The Bankcard Operations Department will notify you in writing of the result of the investigation into the complaint.

Please note that if you wish to have the amount of the disputed transaction credited to your account in advance prior to the final conclusion of the complaint investigation, you may request this by accepting the Bankcard Declaration at the end of the Form. The Bank might credit the amount of the disputed transaction to your account within 5 banking days after our letter date, but reserving the right to reject the complaint. If the investigation conducted into the complaint concludes that the complaint is unfounded, our Bank will retrospectively debit your account with the amount of the transaction constituting the subject of the dispute, as well as the other fees payable in the event of an unfounded complaint as per the latest effective List of Conditions and any costs that have arisen as a result of the complaint. Please be reminded that in the case of a transaction performed before the cancellation of a lost or stolen card took effect, the Bank will not perform advance crediting even if a declaration is submitted.

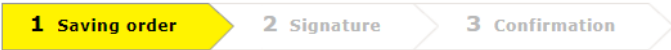
[Click here to complete the Bankcard Complaint Form](#)

4. Please complete the form that appears (the fields marked with asterisk are mandatory). You can attach a word, excel, jpg or pdf file of maximum 1 MB to the complaint.
5. In the confirmation screen displayed after the successful completion of the form, you can see the reference number of your complaint. Please keep this number for future reference so that you can inquire about the status of your complaint at our Complaint Management Group (see [www.raiffeisen.hu/contacts](http://www.raiffeisen.hu/contacts)).

## What is limit modification?

Through DirektNet you can change the limits concerning the daily number and maximum amount of your cash withdrawal and payment transactions in the [Card/Limit modification](#) menu option.

### Limit modification



\* Required fields

**Account:** \*

Select the account and the pertaining card in respect of which you wish to change the card limits (e.g. maximum amount of cash withdrawals).

<b>Name on the card:</b>	<input type="text"/>	
<b>Amount of cash withdrawals:</b>	<input type="text" value="500 000"/> HUF	Maximum: <b>500 000 HUF</b>
<b>Number of cash withdrawals:</b>	<input type="text" value="5"/>	Maximum: <b>5</b>
<b>Amount of payments:</b>	<input type="text"/> HUF	<b>Up to available account balance</b> <input type="checkbox"/>
<b>Number of payments:</b>	<input type="text" value="15"/>	Maximum: <b>15</b>

In the data form that appears, you can change the maximum amount and the number of daily cash withdrawal transactions. Here you can set the upper limit of daily payments as well, unless the option "Up to available account balance" is checked. The number of daily payments can also be modified here. After the modification, if you click on the [Next](#) button, the [Signature](#) window appears, where you can check your requested limit modifications, which you may as well further edit by clicking on the [Edit](#) button.

After selecting the appropriate signature tool, and entering the password, if you click on the [Sign](#) button, the [Confirmation](#) window appears.

**We are registering your order.**

Please choose: do you want to register more orders and then sign all of them in one go at the end, or do you want to sign the orders you have entered so far?

**> Register next order**

**> Sign order**

## 2. Online Credit Card

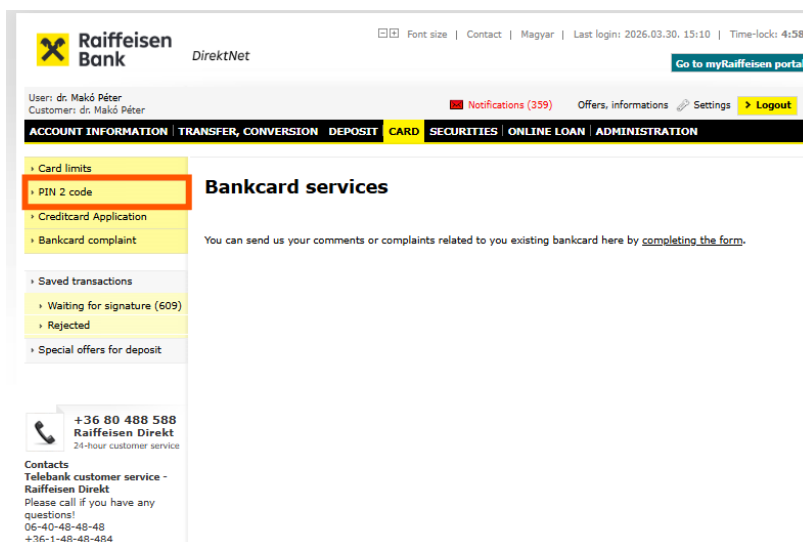
By clicking on the **Card / Online Credit Card** menu item, you can quickly and easily apply for an online credit card, which allows you to pay comfortably and securely both domestically, abroad, and online.

For the detailed terms and conditions, please refer to the document Magánszemélyek/Hitelkártyák page in the website [www.raiffeisen.hu](http://www.raiffeisen.hu).

## 3. Setting the PIN2 code

You can read more about the PIN2 code here: **Card purchases over the internet with strong customer authentication**

You can access the PIN2 application from the menu in the DirektNet header, via Cards/PIN2 code:



The screenshot shows the Raiffeisen Bank DirektNet user interface. At the top, there is a navigation bar with the Raiffeisen Bank logo, the text 'DirektNet', and a 'Go to myRaiffeisen portal' button. Below this, the user's name 'User: dr. Makó Péter' and customer name 'Customer: dr. Makó Péter' are displayed, along with a notification count of 259 and links for 'Offers, informations', 'Settings', and 'Logout'. A main navigation menu includes 'ACCOUNT INFORMATION', 'TRANSFER, CONVERSION', 'DEPOSIT', 'CARD', 'SECURITIES', 'ONLINE LOAN', and 'ADMINISTRATION'. The 'CARD' menu is expanded, showing options like 'Card limits', 'PIN 2 code' (highlighted with a red box), 'Creditcard Application', and 'Bankcard complaint'. To the right of this menu, the heading 'Bankcard services' is visible, followed by a note: 'You can send us your comments or complaints related to you existing bankcard here by [completing the form](#).' At the bottom left, there is a contact information section for 'Raiffeisen Direkt' with the phone number '+36 80 488 588' and a note about 24-hour customer service.

## VI. SECURITIES—INTERNET BROKERING

### Why use this service?

- you can be up-to-date on your investments,
- you can give orders at favourable rates,
- you can conveniently access your investment account via internet from anywhere in the world,
- you can transfer funds between your own accounts, as well as launch securities buy and sell transactions,
- you can get notices on the status of your securities orders,
- it is safe, as before an order is executed, you are expected to sign and validate it with a one-time password.

### How can I apply for Internet Brokering if I already have a securities account?

Private

If you are a private banking Customer, please contact your personal advisor for the purpose of applying for the Internet Brokering service and opening a securities account.



In case you already have DirektNet access, you will not need any new identifier or password. You can use the service with your existing codes, provided that you apply for it through Raiffeisen Bank's call centre at phone number 06-80-488-588, or in-person at any branch of the Bank.



If you do not have DirektNet access yet, you can apply for access by completing the application form available among Forms. Please send the Form to the following address: Raiffeisen Bank Zrt. Budapest Pf. 1700.



If you prefer to do the application in-person, please visit the Raiffeisen branch that is closest to you.



In order to avoid waiting, please make an appointment in advance: [Click here to make an appointment.](#)



Documents required for the application: ID card, address card.



The Bank sets the service in the system, of which notice is sent to you in SMS.

## How can I apply for Internet Brokering if I do NOT have a Raiffeisen securities account?



Please visit the Raiffeisen branch that is closest to you.



In order to avoid waiting, please make an appointment in advance: [Click here to make an appointment.](#)



Documents required for the opening of the account: ID card, address card, tax card.



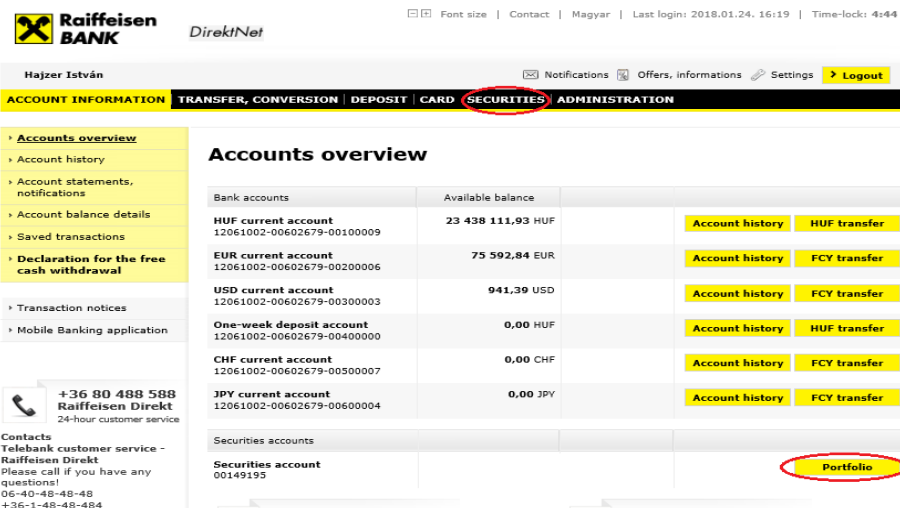
Simultaneously with the current account opening, apply for DirektNet internet banking and Internet Brokering access.



For the activation of DirektNet, a one-time activation code is sent to you in SMS, to the mobile phone number you have provided.

## How can I access the Internet Brokering service?

To access the Internet Brokering service, after login select from the list displayed in the [Accounts overview](#) the [Portfolio](#) button of [Securities account](#), or click on the [Securities](#) tab in the upper menu bar. If you have several securities accounts, more than one such accounts can be shown here.



**Raiffeisen BANK** DirektNet

Hajzer István | Notifications | Offers, informations | Settings | Logout

ACCOUNT INFORMATION | TRANSFER, CONVERSION | DEPOSIT | CARD | **SECURITIES** | ADMINISTRATION

**Accounts overview**

Bank accounts	Available balance		
<b>HUF current account</b> 12061002-00602679-00100009	23 438 111,93 HUF	Account history	HUF transfer
<b>EUR current account</b> 12061002-00602679-00200006	75 592,84 EUR	Account history	FCY transfer
<b>USD current account</b> 12061002-00602679-00300003	941,39 USD	Account history	FCY transfer
<b>One-week deposit account</b> 12061002-00602679-00400000	0,00 HUF	Account history	HUF transfer
<b>CHF current account</b> 12061002-00602679-00500007	0,00 CHF	Account history	FCY transfer
<b>JPY current account</b> 12061002-00602679-00600004	0,00 JPY	Account history	FCY transfer
<b>Securities accounts</b>			
<b>Securities account</b> 00149195			<b>Portfolio</b>

**Contacts**  
Telebank customer service - Raiffeisen Direkt  
Please call if you have any questions!  
06-40-48-48-48  
+36-1-48-48-484

If you click on the Securities service, the Portfolio statement screen appears. In the menu on the left, the option ensuring the Internet Brokering Portal services appears

## What services can I use through Internet Brokering?

› <b>Portfolio statement</b>	<b>Portfolio statement:</b> You can view the detailed balance of your securities account and the related client accounts.
› Transaction log	<b>Transaction log:</b> You can get information on the data of the transactions performed in your securities account and their current status.
› Retail Government Bond Subscription	<b>Retail Government Bond Subscription:</b> You can subscribe government securities.
› Buy bonds or government securities	<b>Buy and sale of bonds and government securities:</b> Raiffeisen Bank is allowed to trade with bonds issued by itself, as well as with government securities.
› Sell bonds or government securities	<b>Investment funds:</b> Besides the investment fund units of Raiffeisen Investment Fund Management Zrt. and Raiffeisen Capital Management, you can also buy and sell all other (non-Raiffeisen) fund units traded by Raiffeisen Bank.
› Investment funds	
› Exchange trading	
› Transfer order	
› Investment notification	

In the **Exchange trading** menu options you can buy and sell securities admitted to trading on the Budapest Stock Exchange.

**Transfer order:** It enables you to move cash from your securities account to your bank accounts. Please initiate any transaction in the opposite direction in the transfer screen of the DirektNet portal.

### 1. What can I see in the portfolio statement?

In the **Portfolio statement** you can view the current balance of your securities account.

In order to ensure the transparency of your securities portfolio, the statement can be viewed in the following arrangement:

- Main account
  - Bonds, government securities
  - Investment funds
  - Securities traded on the BSE
  - Other securities
  - Client account
- Long-Term Investment Accounts
  - Bonds, government securities
  - Investment funds
  - Securities traded on the BSE
  - Other securities

- Client account
- Regular Investment Program
  - Investment funds
  - Client account
- Stability Savings Account
  - Bonds, government securities
  - Client account



Of course only those groups of securities are displayed which you currently hold. Items registered in foreign currencies are converted into HUF at the official MNB exchange rates.

**In the case of securities, you can view the following data in the portfolio statement:**

**Main account - total value: 1 868 536 560 HUF**

- Bonds, Government securities								total value: 438 133 099 HUF
Stock name	Balance	Quantity available for sale	Recording unit	Foreign currency	Last transaction time	Rate	Market value	
2020/A Magyar Államkötvény	205,370,000	205,370,000	NE	HUF	2012.06.20.	100	205,370,000 HUF	<div style="display: flex; justify-content: space-around; width: 100px;"> <span style="background-color: red; color: white; padding: 2px 5px;">Sell</span> <span style="background-color: green; color: white; padding: 2px 5px;">Buy</span> </div>

**Stock name:** Name of the security.

**Balance:** The current balance of the given security in the given account.

**Quantity available for sale:** Quantity of the security registered in your account.

**Recording unit:** Quantity unit in which the given security is recorded (for example in the case of bonds nominal value (NV), and in the case of equities and investment funds the number of pieces (PCS).

**Foreign currency:** The currency in which the security is issued.

**Last transaction time:** Date of the last transaction carried out with the given security.

**Rate:** Last available price of the security.

**Market value:** Total value of the given security, calculated on the basis of its available price and quantity.

**Sell and Buy buttons:** Using these buttons you can initiate transactions.

Besides the main account of the Raiffeisen securities account, you can launch orders in other securities accounts (e.g. long-term investment securities account) as well.

**What is the use of the "Securities details" function?**

You can reach the [Securities details](#) function by pressing the button, clicking on the line of the given security. You can filter for account type and securities, and always the data of securities meeting the filter criteria will be displayed in the list.

### Securities details

<b>Account type:</b>		Értékpapír forgalmi számla					
<b>Securities:</b>		2017/A Magyar Államkötvény					
Last transaction time	Balance per purchase	Recording unit	Buy date	Buy value (foreign currency)	Purchase value (HUF)	Current rate (foreign currency)	Current value (HUF)
2017.10.25.	100 000	NE	2017.10.25.	106.7913	106 791 HUF	0 HUF	0 HUF

### In the securities details function you can view the following data:

**Last transaction time:** It shows the last time when you made any transaction in respect of the given securities acquisition.

**Balance per purchase:** Quantity still available from the given acquisition.

**Recording unit:** Quantity unit in which the given security is recorded (for example in the case of bonds nominal value (NV), and in the case of equities and investment funds the number of pieces (PCS).

**Buy date:** The date on which the security was admitted to the portfolio.

**Buy value (foreign currency):** Price of the security at the time of the acquisition.

**Purchase value (HUF):** Acquisition price of the security, multiplied by quantity.

**Current rate (foreign currency):** Last available price of the security.

**Current value (HUF):** Total value, calculated on the basis of the last available price of the security.

## 2. What is the use of the transaction log?


### Transaction log

You can reach the transaction log by selecting the menu option on the left. By default, all transactions are displayed in the transaction log that belong to the given portfolio, in a descending order according to the input date.



**After display, you can update the transaction log by clicking on the Refresh button. The list appearing in the screen will not be updated automatically. If you view the transaction log, then start a new order, the new order will be displayed in the transaction log only after you press the [Refresh](#) button.**

## Transaction log


**ATTENTION!**  
 The "default" search (performed with blank parameters) results the transactions of the last 2 months. To display the transactions over a longer period, please set the appropriate parameters.

> Set filter
> Refresh

Transaction log view:  + own view

Cut off time	Stock name	Amount Recording unit	Transaction type / Transaction direction	Status	Transaction rate	Transaction amount
2018.03.06.	Raif.Kamat Prémium Rv Ktv Alap	1 000 DB	Fund transaction Selling	Under execution	0	0 HUF

### You can view the following information in the transaction log:

**Cut off time:** The date on which the transaction was concluded.

**Stock name:** Name of the security.

**Amount recording unit:** The quantity sold or bought.

**Registration unit:** Quantity unit in which the given security is recorded (for example in the case of bonds nominal value (NV), and in the case of equities and investment funds the number of pieces (PCS)).

**Transaction type / Transaction Direction:** Type of the transaction / Direction of the order (sale or purchase).

**Status:** Current status of the order.

**Transaction rate:** Price valid at the time of conclusion of the deal, at which the transaction is fulfilled.

**Transaction amount:** Total amount of the order.

By clicking on a transaction, you can view the details of the orders represented by each line in the screen ([Transaction details](#)).

### How can I use filters in the transaction log?


If you click on the button of the [Transaction log](#), the filter criteria that you can use will

+ own view appear—by setting these, you can narrow down the transactions to be displayed in the transaction log.



If you set filter criteria that you wish to use in the future as well, check the line and you can save the filter criteria you have identified.

## Transaction log

 **ATTENTION!**  
The "default" search (performed with blank parameters) results the transactions of the last 2 months. To display the transactions over a longer period, please set the appropriate parameters.

Transaction log view:

**Time interval:** Last:   or from   to

**Transaction type:**

**Based on the type of the security:**

**Selected Deal-Account type:**

**Amount:** min.:  max.:

**Save view:**

### The following filter criteria can be set:

**Time interval:** you can select the length of the time period that you want to display. You can inquire the transaction log for one year in retrospect at maximum.

**Transaction type:** you can select the deal types to be displayed.

**Based on the type of the security:** you can select the security types to be displayed.

**Selected Deal-Account type:** only the transactions that occurred in the given account type will be displayed.

**Amount:** you can specify the number of securities.

The list of your saved filters is displayed in the line "Transaction log view", in the dropdown menu. You can activate the given filter by clicking on the relevant line.

You can edit saved filters by clicking on the  button.

To add a new filter, click on the  button.

**Save view:** Name:

### What is the use of the transaction details function?

In the transaction details function you can view the details of a given transaction. Here you can see details supplementary to the data included in the transaction log and characteristic of the given transaction type.

The data in the screen depend on the type of the transaction displayed.

### **3. Retail Government Bond Subscription**

The user manual for the Raiffeisen Online Broker related to retail government bond subscription is available [here](#).

### **4. How can I buy bonds or government securities?**

The user manual for the Raiffeisen Online Broker regarding buying bonds or government securities is available [here](#).

### **5. How can I sell bonds or government securities?**

The user manual for the Raiffeisen Online Broker regarding selling bonds or government securities is available [here](#).

### **6. How can I buy and sell investment fund units?**

The user manual for the Raiffeisen Online Broker related to the purchase and sale of investment units is available [here](#).

### **7. Exchange trading**

For the Raiffeisen Online Broker user manual about exchange trading please click [here](#).

### **8. How can I transfer cash from the client account belonging to my securities account to a bank account?**

› Portfolio statement
› Transaction log
› Retail Government Bond Subscription
› Buy bonds or government securities
› Sell bonds or government securities
› Investment funds
› Exchange trading
› <b>Transfer order</b>
› Investment notification

Select the Transfer order menu option on the left to transfer cash from the client account belonging to your securities account to your bank account.

If you click on the menu option, the transfer order input screen appears.



**Please take note that you can give a transfer order to your own account only, you cannot identify the bank account of another customer of ours or an account kept at another bank as the target account.**

## Data of the transfer are as follows:

**Source account:** Select the account from which you want to make the transfer.

**Currency:** Specify the currency in which you want to make the transfer. If the currency is selected, the current balance will appear.

**Balance in source account:** This is the amount from which you can initiate a transfer.



**To give a transfer order in a specific currency, you should have a positive balance in that currency in your client account belonging to your securities account, and should also have an existing bank account in the relevant currency attached to your identifier in the Bank's account-keeping system.**

**Source account type:** Through Internet Brokering you can transfer only from a cash account.

**Target account:** The amount of the transfer will be credited to this account.

**Target account type:** Through Internet Brokering you can transfer only to a current account.

**Amount of transfer:** Enter the amount you want to transfer to your bank account.

**Trade date:** The date on which the transfer will take place.

**Note:** You can provide a narrative for the transfer in this field.

## Transfer order



Please note that you can only specify your own bank account as a target account. If you wish to make a transfer to another account, you can, of course, do so from your own bank account.

<b>Source account:</b>	12010381-99000164-58000006 -- Main account
<b>Foreign currency:</b>	HUF
<b>Balance of liability account:</b>	9,797,320 HUF
<b>Source account type:</b>	Main account - Magyar forint - Customer account
<b>Target account:</b>	Please select the source account!
<b>Target account type:</b>	Normal bank account
<b>Transfer amount:</b>	<input type="text"/> HUF
<b>Value Date:</b>	2022 . 11 . 29
<b>Comment:</b>	<input type="text"/>

< Cancel

> Next

Click the **Cancel** button to stop, or click the **Next** button to initiate the transfer. Then the **transfer confirmation** screen appears.



**Attention: The trade date may differ from the date seen in the previous screen in case the cut-off time has expired on the given day. In such case the transaction will be admitted for processing on the next banking day.**

If you find that the data of the transaction are OK, by entering the Password you can confirm your intention to transfer.

## Confirmation of transfer order



You have set the following parameters - please verify. If they are correct, please confirm transaction.

**Source account:** 12010721-99009132-58000006

**Source account type:** Cash account for the use of investment services

**Target account:** 12010721-01553745-00100007

**Target account type:** Normal bank account

**Transfer amount:** 1,000 HUF

**Value Date:** 2023.10.05.

**Comment:**

**Transaction id:** BIKOZP45008581

< Cancel

> **Modify**

> **Confirm**

By clicking on the **Modify** button without entering your password, you can return to the input screen, and modify the data of the transfer.

Click the **Cancel** button to stop the transfer.

Click the **Confirm** button to approve the transfer; the **acknowledgement of receipt screen** appears, informing you that your order has been admitted to the Bank's system.

## Acknowledgement of transfer order



Your order has been accepted for processing. Please note, that the acceptance of your order does not automatically mean the execution of it. You can view information on the execution of your order in your inbox or the transaction log. The details of the order are as follows:

**Source account:** 12010381-99000164-58000006

**Source account type:** Cash account for the use of investment services

**Target account:** 12001008-00183930-00100007

**Target account type:** Normal bank account

**Transfer amount:** 100,000 HUF

**Value Date:** 2022.11.29.

**Comment:**

**Transaction id:** BIKOZP42064796

> Ok

 Print



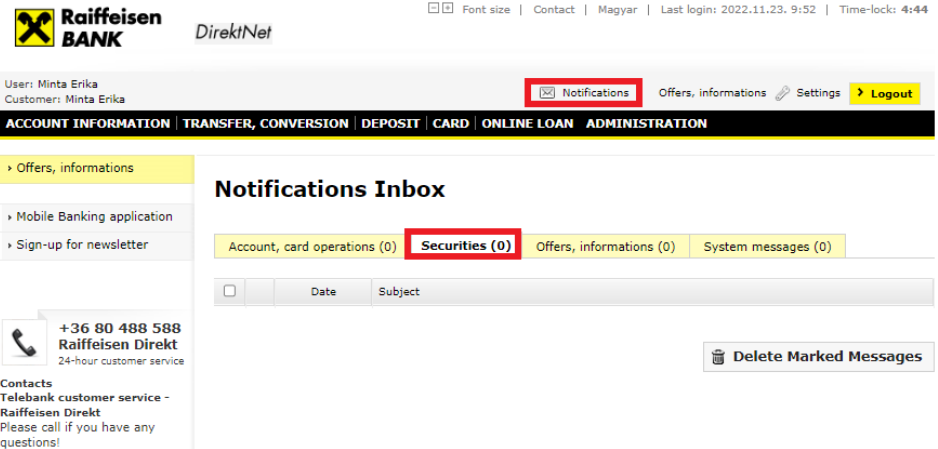
Please read in each case the notice on the top of the screen, because it includes important information regarding the transaction and its processing.

Click on the [Print](#) button to print the transaction you have initiated.

Click on the [OK](#) button to return to the portfolio statement.

You can monitor the status of your transaction in the transaction log, and we shall also send you [Portal notices](#) on any changes in status.

## 9. Investment notification



The screenshot shows the Raiffeisen DirektNet interface. At the top, the Raiffeisen BANK logo and 'DirektNet' are visible. The user is identified as Minta Erika. A navigation bar contains 'Notifications', 'Offers, informations', 'Settings', and 'Logout'. Below this is a menu with 'ACCOUNT INFORMATION', 'TRANSFER, CONVERSION', 'DEPOSIT', 'CARD', 'ONLINE LOAN', and 'ADMINISTRATION'. The main content area is titled 'Notifications Inbox' and features tabs for 'Account, card operations (0)', 'Securities (0)', 'Offers, informations (0)', and 'System messages (0)'. A table with columns for 'Date' and 'Subject' is present, along with a 'Delete Marked Messages' button. A sidebar on the left includes a contact number '+36 80 488 588 Raiffeisen Direkt' and a 'Contacts' section.



**On any status changes of your securities transactions initiated through Internet Brokering, you will get a message. These messages are updated only in the course of your login!**

You can view the content of messages by clicking on the [Notifications](#) icon in the top of the screen. Here select the [Securities](#) tab. Then the list of messages available under [Securities notices](#) will appear.


## VII. ONLINE LOAN

ACCOUNT INFORMATION	TRANSFER, CONVERSION	DEPOSIT	CARD	ONLINE LOAN	ADMINISTRATION
<b>&gt; Online Personal Loan</b>					
<b>&gt; Online Overdraft</b>					
<b>&gt; Online Credit Card</b>					

**ONLINE OFFERS!**

Now you may as well apply for some loan products online at the Bank.

If you are interested in the online option, click on the product of your choice in the menu on the left.

 **+36 80 488 588**  
**Raiffeisen Direkt**  
24-hour customer service

**Contacts**  
Telebank customer service -  
**Raiffeisen Direkt**  
Please call if you have any  
questions!  
+36 80 488 588

**Send us your questions**  
info@raiffeisen.hu

**Head Office**  
Address: H-1133 Budapest, Váci  
út 116-118., Hungary  
Postal address: Budapest, H-  
1700 Hungary

### Online Personal Loan

By clicking on the [Online Loan / Online Personal Loan](#) menu item, you can quickly and easily apply for an online personal loan.

For the detailed terms and conditions, please refer to the document "Kölcsönigénylés minimális feltételei" in the Magánszemélyek/ Személyi Kölcsön page in the website [www.raiffeisen.hu](http://www.raiffeisen.hu).

### Online Overdraft

By clicking on the [Online Loan / Online Overdraft](#) menu item, you can quickly and easily apply for an online overdraft.

For the detailed terms and conditions, please refer to the document "Kölcsönigénylés minimális feltételei" in the Magánszemélyek/ Folyósámlahitel page in the website [www.raiffeisen.hu](http://www.raiffeisen.hu).

### Online Credit Card

By clicking on the [Online Loan / Online Credit Card](#) menu item, you can quickly and easily apply for an online credit card, which allows you to pay comfortably and securely both domestically, abroad, and online.

For the detailed terms and conditions, please refer to the document Magánszemélyek/ Hitelkártyák page in the website [www.raiffeisen.hu](http://www.raiffeisen.hu).

## VIII. ADMINISTRATION

### 1. Settings

#### Update ID and address card data

Under the [Administration / Settings](#) menu, clicking the [Update correspondence address](#) button provides information about the tasks related to online modifiable data. Online modifiable data categories:

- Notification / Mailing address
- Permanent address
- Document modification
- Email address

#### Update e-mail address

Under the [Administration/Settings](#) menu, clicking the [Update e-mail address](#) button you can modify your e-mail address.



**This function is not accessible for our private banking customers. If you want to modify your e-mail address, please dial phone number [06-80-488-588](#), or visit any of our branches.**

#### Telephone number for SMS signature

In case you want to receive the SMS passwords necessary to approve transfers to another mobile phone number, you can select it under the menu [Administration/Settings](#) from the field [Telephone number for SMS signature](#). When starting the next transaction, you will receive your SMS password already to the modified number.



**This field only includes the telephone numbers that you have provided previously and are recorded in the Bank's system.**

#### Telephone number for mobile notification

By requesting the service, you will get information in SMS on your successful and unsuccessful attempts to log in to DirektNet. This way you can keep track exactly of your DirektNet use. If you request the service, you can identify the fee settlement account, which you can select from the dropdown menu, as well as which telephone number you want to receive the SMS message to.

To turn on the service, under the menu **Administration/Settings** click on the heading **Telephone number for mobile notification**. In the form, at the **I wish to receive SMS notification of DirektNet login** field select yes.

After entering the data, click on the **Save** button. You can also cancel the service here, to do so select **no** for the **I wish to receive SMS notification** field, then click on the **Save** button.

If you do not want to change your data, click the **Back** button to return to the previous page.

## **Change password**

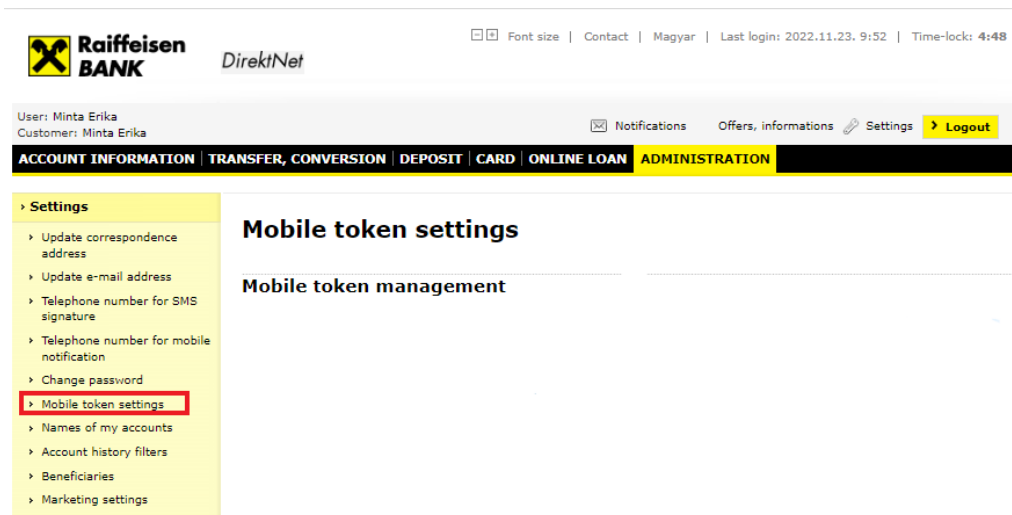
Under the **Administration/Settings** menu click on the heading **Change password**. Enter your old password, then type in your desired new password twice. When you are ready, click on the Save button. If you do not want to change anything, click the Cancel button to return to the previous page.

## **Mobile Token settings**

### **Content of the Mobile Token management menu**

The Bank is entitled to unilaterally change the transaction limit set by the Customer, or is entitled to introduce a Mobile token limit if it detects a suspicion of a fraudulent payment transaction or abuse and hopes to protect the customer's or bank's interest from this measure.

Under the menu option **Mobile Token management** you can see your devices activated so far, manage your rights of access, and set Mobile Token as your default authentication device.



In the Administration menu of the DirektNet internet banking platform, under the new menu option **Mobile Token management** you can see your devices activated so far, manage your rights of access, and set Mobile Token as your default device.

If you do not want to use this authentication method, deselect the default status of the Mobile Token under this menu option.

In such case you will be able to log in with your Password and a one-time SMS code. And you will be able to authenticate your orders in the previous ways; however, optionally you may choose Mobile Token as well.

Below the menu option, you can see your different Mobile Token devices in a table format, arranged according to their status. The status of a device can be either **Active** or **Suspended**. You may suspend, reactivate or delete your Mobile Token devices here as well as in the Mobile App.

This menu option is accessible even if you do not have a Mobile Token, of which you are specifically informed.

## Names of my accounts

You can find more information [here](#) about modifying the names of your accounts.

## Account history filters

You can find more information [here](#) about modifying the views of the account history.

## Beneficiaries

You can save the data of your beneficiaries if you want to, which will enable you to complete the data very quickly when entering an order.

**You can find the Beneficiaries menu option in two places:**

- in the **Transfer, conversion** page, in the menu on the right,
- and in the **Administration** page.

If you click on the **Add New Beneficiary** button, a form will appear, completing which you can record your new beneficiaries. In this page you can modify as well as delete your partners recorded previously.

### Manage Beneficiaries

\* Required fields

**Beneficiary short name:** \*  ?

**Beneficiary:** \*

by account number ?  
 by e-mail address  
 by phone Number  
 by tax identification number  
 by tax number

**Type of beneficiary account:** \*

Domestic in Hungarian forint ?  
 Domestic in foreign currency  
 Cross-border in any currency  
 SEPA

← Cancel
> Add

You can save the data of a new beneficiary in the transaction recording form as well. If you mark the Save beneficiary box when entering the order, the beneficiary will be saved when the transaction is signed and sent to the Bank.

### Adding a new domestic beneficiary

You can create a new domestic beneficiary on the Add new beneficiary page, by marking the **Domestic in Hungarian forint** option.

**Short name:** The name you enter in this field will appear in the "list of existing beneficiaries".

**Beneficiary name:** The full, official name of the beneficiary to be shown in the order.

**Account number:** GIRO account number of the beneficiary of the transfer. This sequence may consist of 2x8 or 3x8 digits.

### Adding a new domestic foreign currency beneficiary

You can create a new domestic foreign currency beneficiary on the Add new beneficiary page, by marking the **Domestic in foreign currency** option.

**Short name:** The name you enter in this field will appear in the "list of existing beneficiaries".

**Beneficiary name:** The full, official name of the beneficiary to be shown in the order.

**Raiffeisen Bank customer:** Please check this box if your partner also keeps their account at Raiffeisen Bank.

**Account number:** Account number of the beneficiary.

**Bank's name:** Name of the beneficiary's account-keeping bank.

**Bank's address:** Full address of the beneficiary's account-keeping bank.

**SWIFT code:** International identification code serving to identify banks. This field must be completed on a mandatory basis.

## Manage Beneficiaries

\* Required fields

<b>Beneficiary short name:</b> *	<input type="text"/>	?
<b>Beneficiary:</b> *	<input checked="" type="radio"/> by account number <input type="radio"/> by e-mail address <input type="radio"/> by phone Number <input type="radio"/> by tax identification number <input type="radio"/> by tax number	?
<b>Type of beneficiary account:</b> *	<input type="radio"/> Domestic in Hungarian forint <input checked="" type="radio"/> Domestic in foreign currency <input type="radio"/> Cross-border in any currency <input type="radio"/> SEPA	?
<b>Beneficiary's name:</b> *	<input type="text"/>	?
<b>Beneficiary's address</b>		
<b>first row:</b>	<input type="text"/>	?
<b>second row:</b>	<input type="text"/>	
<b>Beneficiary's account:</b> *	<input type="radio"/> Non IBAN format <input type="radio"/> IBAN format <input type="radio"/> Raiffeisen Customer	?
<b>SWIFT code:</b> *	<input type="text"/>	?
<b>Bank name:</b> *	<input type="text"/>	?
<b>Bank address:</b> *	<input type="text"/>	?

## Adding a new foreign beneficiary

You can create a new cross-border beneficiary on the Add new beneficiary page, by marking the **Cross-border in any currency** option.

**Short name:** The name you enter in this field will appear in the "list of existing beneficiaries".

**Beneficiary name:** The full, official name of the beneficiary to be shown in the order.

**Account number:** Account number of the beneficiary.

**SWIFT code:** The SWIFT code (also referred to as "SWIFT BIC" or "BIC") is an international identification code consisting of 8 or 11 characters that serves to identify the bank of the beneficiary. For example the SWIFT code of Raiffeisen Bank Hungary is: UBRTHUHBXXX.

**Bank's name:** Name of the beneficiary's account-keeping bank.

**Bank's address:** Full address of the beneficiary's account-keeping bank.

**Target country:** Country of the beneficiary's account-keeping bank.

## **Adding a new SEPA beneficiary**

You can create a new SEPA beneficiary on the Add new beneficiary page, by marking the **SEPA** option.

**Short name:** The name you enter in this field will appear in the "list of existing beneficiaries".

**Beneficiary name:** The full, official name of the beneficiary to be shown in the order.

**Account number:** Account number of the beneficiary.

**Type of beneficiary:** Identify the type of the beneficiary.

## **Marketing settings**

Under the **Administration / Settings** menu, by clicking on the **Marketing Settings** subtitle, you can configure the display of personalized offers in the "Offers, informations" folder and in the pop-up window on DirektNet.

## **Unsubscribe from notifications related to instant payment**

Under the **Administration / Settings** menu, by clicking on the **Unsubscribe from notifications related to instant payment** subtitle, you can subscribe or unsubscribe to notifications regarding completed and pending instant payment transactions.

## **Unsubscribe from notifications related to request to pay transactions**

Under the **Administration / Settings** menu, by clicking on the **Unsubscribe from notifications related to request to pay transactions** subtitle, you can subscribe or unsubscribe to notifications regarding incoming payment requests and notifications received about sent completed payment requests.

## **2. Requests**

### **Mobile Banking service**

In the [Administration/Requests](#) menu under [Mobile Banking service request](#). Raiffeisen Mobile Banking offers a convenient and simple solution for the continuous monitoring of your financial transactions.

With our Mobile Banking service—in the form of SMS messages—you can get prompt and exact information on:

To request our SMS service, complete the following form:

Enter your Hungarian mobile phone number, then select the language to be used and identify your fee settlement account.

If you want to use our [Card Info service](#), enter the number of your card, which you may as well name for your own use.

If you request [Account Info service](#), select the account on whose cash movements you want to be notified in the form of SMS.

After entering the data, click on the [Next](#) button.

You can check the data of the request in the new window which appears. If the data are correct, click on the [Send](#) button so that the request for the service will be registered in our system. If you want to modify the data, click on the [Modify request](#) button to return to the data input page.

## **Creditcard application**

You can find more information [here](#) about applying for a credit card.

## **Card limits**

You can find more information [here](#) about modifying the limits of your cards.

## **Request certificates**

You can find more information [here](#) about the electronic certificate requests.

## **Online Personal Loan**

You can find more information [here](#) about the online personal loan.

## **Online Overdraft**

You can find more information [here](#) about the online current account credit.

## **Online Credit Card**

You can find more information [here](#) about applying for a credit card online.

## Transaction limits

The Bank sets basic limits for all users on certain forint and foreign currency transactions initiated through online channels (internet banking and mobile application). Users can check and modify these limits free of charge in the DirektNet under [Account Information / Transaction limits](#) or [Administration / Transaction limits](#). You can find more information about setting your transfer limits [here](#).

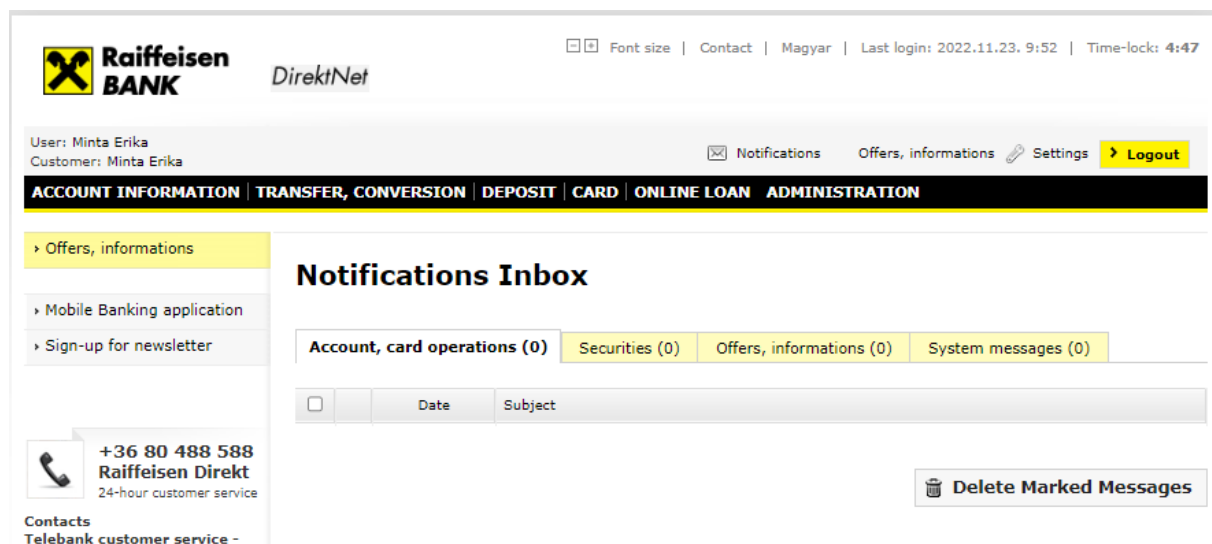
## 3. Other settings

### What is the Notifications menu option, and how can I manage it?

After login, in the [Notifications](#) field of the main menu the system informs you if you have received a message from the Bank on successful or unsuccessful transactions. In the case of unread messages, the Notifications field is highlighted with a colour, and in parentheses you can see the number of messages received.

If you click on the notifications link, a window appears in which you can see the messages received, arranged by date. You can determine how many notices you want to display per page.

By clicking on the [Delete marked messages](#) button, you can delete the marked items.



The screenshot shows the Raiffeisen Bank DirektNet interface. At the top, there is a navigation bar with the bank logo, the name 'Raiffeisen BANK', and 'DirektNet'. To the right, there are links for 'Font size', 'Contact', 'Magyar', 'Last login: 2022.11.23. 9:52', and 'Time-lock: 4:47'. Below this, the user's name 'Minta Erika' and customer name 'Minta Erika' are displayed, along with 'Notifications', 'Offers, informations', 'Settings', and a 'Logout' button. A main menu bar contains 'ACCOUNT INFORMATION', 'TRANSFER, CONVERSION', 'DEPOSIT', 'CARD', 'ONLINE LOAN', and 'ADMINISTRATION'. The 'ADMINISTRATION' menu is active, showing a sub-menu with 'Offers, informations', 'Mobile Banking application', and 'Sign-up for newsletter'. The 'Offers, informations' sub-menu is expanded, showing a 'Notifications Inbox' section. This section has four tabs: 'Account, card operations (0)', 'Securities (0)', 'Offers, informations (0)', and 'System messages (0)'. Below the tabs is a table with columns for 'Date' and 'Subject'. A 'Delete Marked Messages' button is located at the bottom right of the inbox area. On the left side of the interface, there is a contact information box for 'Raiffeisen Direkt' with the phone number '+36 80 488 588' and '24-hour customer service'.

## Content of the Administration Menu

In the Administration menu, you can choose from the following options:

## Administration



### Settings

- › Update ID and address card data
- › Update e-mail address
- › Telephone number for SMS signature
- › Telephone number for mobile notification
- › Change password
- › Mobile token settings
- › Names of my accounts
- › Account history filters
- › Beneficiaries
- › Marketing settings
- › Unsubscribe from notifications related to instant payment
- › Unsubscribe from notifications related to request to pay transactions



### Applications

- › Mobile Banking service
- › Creditcard Application
- › Card limits
- › Request certificates
- › Online Personal Loan
- › Online Overdraft
- › Transaction limits



### User account

- › User and customer data



### Downloadable documents



### Security

- › What you can do to protect your data?
- › Fraudulent e-mails and websites
- › What to do in suspicious cases
- › DirektNet's own security elements



### Contact

**Telebank customer service - Raiffeisen Direkt**  
Please call if you have any questions!  
06-40-48-48-48  
+36-1-48-48-484

**Send us your questions**  
[info@raiffeisen.hu](mailto:info@raiffeisen.hu)

**Call me back**  
[callback@raiffeisen.hu](mailto:callback@raiffeisen.hu)

**Head Office**  
Address: H-1133 Budapest, Váci út. 116-118., Hungary  
Postal address: Budapest, H-1700 Hungary

## IX. SECURITY

### Security information

Internet banking and payment operates at a high level of security, nevertheless it is advisable for customers to get prepared how to avoid fraud attempts and abuses that might cause loss to them.

#### Virus information

#### Get safe online

#### Data security information

### Data protection

#### What can you do to protect your data?

- Distrust any e-mail/SMS or telephone call that asks you to check, send or hand over your personal banking identification data! Please take note that Raiffeisen Bank does not send e-mails to its customers with links pointing at login sites used for internet banking, and never asks for their identifiers in e-mail. Please never respond to such requests, but notify our Raiffeisen Direkt call centre immediately!
- Our call centre staff may ask you only to provide your internet banking ID, but not your password. If you find a call to be suspicious, rather hang up or break the telephone connection, then call the familiar telephone number of the call centre, published in the Bank's website, to check the veracity of the call.
- The Bank does not use voice recognition, so please never provide your personal banking identification data over the phone if someone asks for your data under such pretext.
- Enter your internet banking identifier and password only in the login site accessible from the [www.raiffeisen.hu](http://www.raiffeisen.hu) address written by yourself in the URL bar of your browser, and do not use any other links!
- When paying with your card online, provide your card data only to real online service providers and web stores! When making a payment, do not save your card data in the site of the web store.
- Protect your computer with a firewall and regularly updated antivirus programs. Cybercriminals obtain your important identifiers and passwords using so-called Trojan malware that install themselves on your computer unnoticed.
- Do not install applications of unknown origin or that are unknown to you on your telephone or computer, and never permit remote access for unauthorised persons to your equipment.

If you have already provided your internet banking identifiers or card data in a platform suspicious of abuse, ban these as soon as possible through our call centre at phone number **+36 80 488 588**.

If you lose a mobile device in which you have stored your data necessary for internet banking or your card data, we recommend you to ban these as soon as possible through our call centre at phone number **+36 80 488 588**.



**Protect your data!**

## **Recommendations for the security of your computer**

Download available upgrades and fixing patches developed for the operating system and browser you use (we recommend you to replace your Windows XP or Windows 7 operating system, because these are no longer supported, therefore exposed to threats), and install the same. (Activate the automatic update function, if possible!)

Adjust the data security settings of your browser to a high-degree security level, if possible, so that it will warn you during use before opening any harmful content.

## **Use of antivirus programs**

Use an antivirus program, and update it regularly. It is recommended to use a computer equipped with antivirus software having up-to-date virus descriptions, and use the automatic update function! Do regular virus checks by means of your software!

### **We recommend the following antivirus software:**

[www.avast.com](http://www.avast.com)

[www.kaspersky.hu](http://www.kaspersky.hu)

[www.nod32.hu](http://www.nod32.hu)

[www.mcafee.com](http://www.mcafee.com)

[www.symantec.com](http://www.symantec.com)

(Any and all liability of the Bank related to the use of antivirus software is excluded. All obligations and responsibility arising from the use of the software program shall be borne by the User.)

## Use of firewalls

Programs including hidden programs, harmful programs camouflaging themselves as useful applications, and programs including virus and spy software may be installed on your computer from the internet (e.g. free software downloads). These programs and their developers are able to access non-public, even secret data stored in your computer. So-called Trojan programs capable of forwarding the data typed in through your keyboard (IDs, passwords, etc.) to unauthorised parties may as well be installed on your computer. Therefore—besides using an antivirus program—you are recommended to install firewall software as well in order to prevent the installation of such programs on your computer. It is true of firewall protection as well that it can function optimally only if the program is continuously updated, at the frequency recommended by the manufacturer.

### **Install firewall software, and update it regularly. We recommend using the following firewall software:**

[www.zonealarm.com](http://www.zonealarm.com)

[www.kaspersky.hu](http://www.kaspersky.hu)

[www.pandasoftware.com](http://www.pandasoftware.com)

[www.symantec.com](http://www.symantec.com)

[www.sygate.com](http://www.sygate.com)

[www.agnitum.com](http://www.agnitum.com)

(Any and all liability of the Bank related to the use of firewall software is excluded. All obligations and responsibility arising from the use of the software shall be borne by the User.)



**Use a safe internet connection**



**Never bank on a public Wi-Fi network!**

If you connect to the internet via a router, and you can change its settings, it is reasonable to take the steps described in the manual of the equipment, depending on the equipment type.

Change the default password of the router, and switch on the built-in firewall function (if it has any). It is recommended to regularly update the firmware ensuring the operation of the router.

If you use a wireless router, further settings are also needed. Switch on the encryption of the connection, and apply WPA/WPA2 encryption. The password should include lowercase and

uppercase letters, numbers and special characters, and should be 16 characters long if possible.

It is a security-enhancing factor if you use a fixed IP address, activate MAC filtering, and permit access to the router for your own computer only.

## **Security recommendations concerning mobile devices**

Mobile devices—smartphones, tablets and any other device connected to the internet—are exposed to abuse. Therefore we recommend the following in the interest of the security of your mobile devices:

- Use a sufficiently strong PIN code or biometric identifier to unlock your mobile device, and set the automatic lock screen function.
- Do not store any personal data (card number, PIN code, bank account number, login ID/password) on your device or on the memory expansion card either.
- Install applications only from official sources (Google Play, Apple Appstore, Windows Market) on your device.
- Do not install applications of unknown origin or that are unknown to you on your telephone or computer, and never permit remote access for unauthorised persons to your equipment.
- Do not use rooted or jailbroken devices, because the manufacturer's defence mechanism is eliminated with the breaking.
- It is recommended to use the built-in protection at a high level, and use antivirus software downloaded from an application appropriate for your mobile device.
- If it is supported by the operating system of your device, we recommend encrypting the data stored in your hard drives.

## **Protection of personal codes and card data**

Take care of your personal codes and card data. **Do not tell anyone your internet banking activation code** received from the Bank, or your password chosen after the activation of the service! Do not make any notes (even on your computer or mobile devices) that—if acquired by unauthorised parties—would make it possible for someone else to log in to the system in your name!

Preferably **choose online card payment in web stores** where you have to provide card data **through some bank's site**. This way the data will get to the Bank via a safe connection, and the operator of the web store will not get to know these.

It is recommended that you **check whether the web store is "real" or not**. It is suspicious if there is no data protection policy or general terms & conditions in the website (covering the

protection of personal data, and determining the major terms of the purchase, e.g. payment, shipping, complaints).

## Choose a suitable password

Make an effort in each case to provide a password that cannot be linked to you, i.e. cannot be simply decoded (e.g. do not choose, if possible, the name of your favourite pet or a simple ascending series of numbers as a password). Remembering a strong password is harder, but it provides a larger degree of security. When determining the password to be used for internet banking, it is mandatory to use both lowercase and uppercase letters, and numbers, and special characters are recommended with a view for greater security. It is recommended to use biometric identification for your mobile device, if it is supported by the device, and furthermore to use secure password storage software to remember passwords. Never tell your password to third parties, or to a financial service provider. **The Bank will never ask you to give us your password!** Never write down your password, and do not save it to your computer or mobile device, and never store the passwords necessary for internet banking in the browser.

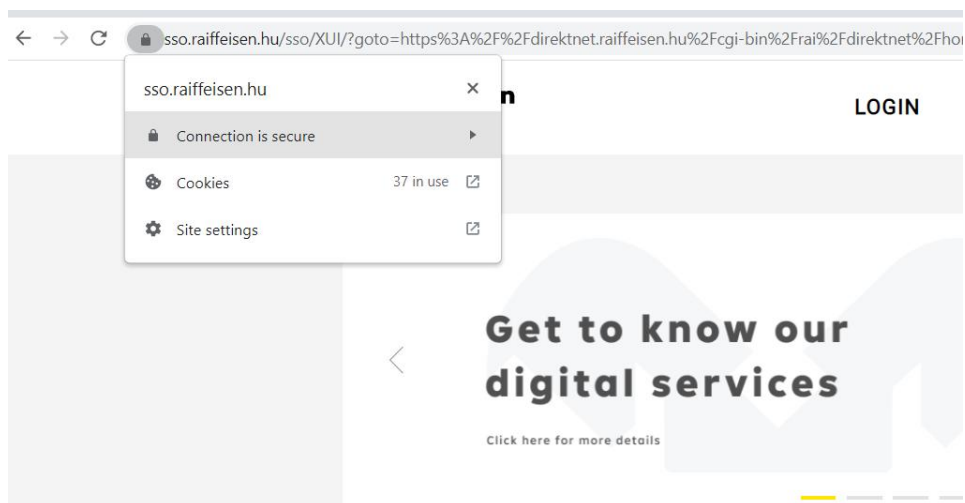
## Safer internet banking

Before you start banking, it is worth taking some steps that enhance security.

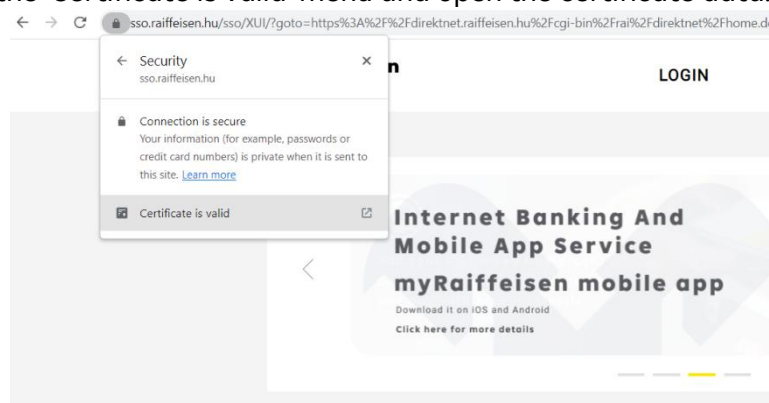
- Always open a new browser for banking.
- After opening the browser, enter the Bank's URL (www.raiffeisen.hu) manually in each case. **Never click on a link provided in an e-mail or in another website**, because you might become the victim of a phishing attempt.
- Observe the rules concerning passwords.
- Check the authenticity and coding of the website.

The basic condition for safe internet banking is to make sure that you are really trying to login on the Bank's login interface. You can check this as follows:

1. After loading the login page, click on the padlock in front of the title bar, then click to the 'Connection is secure' menu item.



2. Then select the 'Certificate is valid' menu and open the certificate data:



3. In the 'Certificate viewer', the parts that are framed by red show that the page is owned by Raiffeisen Bank and that the certificate is valid.

Certificate Viewer: sso.raiffeisen.hu ×

**General** Details

Issued To

Common Name (CN)	sso.raiffeisen.hu
Organization (O)	Raiffeisen Bank Zrt.
Organizational Unit (OU)	<Not Part Of Certificate>

Issued By

Common Name (CN)	Zscaler Intermediate Root CA (zscaler.net) (t)
Organization (O)	Zscaler Inc.
Organizational Unit (OU)	Zscaler Inc.

Validity Period

Issued On	Saturday, March 18, 2023 at 7:30:02 AM
Expires On	Saturday, April 1, 2023 at 8:30:02 AM

Fingerprints

SHA-256 Fingerprint	3E 81 ED 41 F2 AF 7D AD A0 B5 33 2D C6 88 16 8E C9 9F F7 3E F9 20 3C 80 88 76 31 EC 57 FD F9 65
SHA-1 Fingerprint	9C E4 95 1A 15 EB 68 9C 2C 24 89 7D 6F 89 25 A2 F4 4E 08 17

- Do not allow your internet browser to remember your password! If your internet browser offers you to automatically remember your password (which means that the browser will save the password belonging to the given website, therefore next time you do not have to type it in again), do not permit your password to be saved in the login page of the internet banking platform!
- Do not exit the internet banking platform by closing the browser, but through the Logout button!
- We furthermore advise you against doing online banking via public internet networks or devices (e.g. unsupervised shared computers of libraries, bookstores or educational institutions).
- During internet banking do not resend to anyone the URL (link) appearing in the top bar of the browser with a view for the security of your data!

## Application for Raiffeisen Mobile Banking service

With the Raiffeisen Mobile Banking service you can request a prompt SMS message on each and every banking transaction (e.g. debit and credit card transactions, successful and unsuccessful logins to the internet banking platform) to your mobile phone.

## Deceptive e-mails, websites, viruses

### Data phishing

Sent with the intention to deceive, such e-mails/SMSs seem to come from the Bank, but in fact are sent by impostors with the purpose of obtaining the customers' data and codes (internet banking or telephone banking ID, password, card PIN). The link sent in the letters/messages will lead you to a fake internet site confusingly similar to the Bank's website. With the fake website they are trying to "phish" the customer ID, password and other confidential data from the customers. Please do not respond to any such request!

## **How can you recognise fraudulent e-mails, SMSs and websites?**

E-mails/SMSs sent with deceptive purposes often call on the customers to provide or update their data urgently, and may even formulate some threat as well (e.g. "If you don't give us your data, your account will be blocked"). The link sent in deceptive e-mails leads to a fake website, where they request the customers' data. Check the authenticity of Raiffeisen Bank's internet site!

### **Signs of a fake website:**

- the bottom bar or the top URL bar of the browser fails to include a small padlock icon showing the existence of a secure connection
- the domain name in the URL bar is incorrect, e.g. raiffeisenhu.com
- the site requests your telephone banking identifier as well (not in each case)

### **Signs of an original website:**

- the bottom bar or the top URL bar of the browser includes a small padlock icon showing the existence of a secure connection
- the domain name in the URL bar is correct: [www.raiffeisen.hu](http://www.raiffeisen.hu)
- the site does not request your telebanking identifier

The small padlock sign symbolising secure connection indicates that the connection is established in an encrypted channel protected by secure SSL technology. If you click on the icon, you should see the following information:

### **Voice phishing (vishing)**

For the purpose of transaction reconciliation, our call centre staff may ask you only to provide your internet banking ID. Even in such case only executed transactions are confirmed. The Bank never asks you to give your approval with the Mobile Token and/or in SMS for the reversal of a transaction you do not acknowledge or its transfer to an omnibus account. Never disclose your card data or banking IDs to third parties, even if you are requested to do so with any kind of threat, e.g. if you fail to provide your data, your unacknowledged transaction cannot be reversed.

## Whatever may put your computer at risk?

### Trojans

It may occur that impostors ask you in e-mail/SMS to download by clicking on a link sent to you—even if you do not answer the letter—“some application”, in fact harmful software and viruses, to your computer, which will try to block your antivirus and firewall programs.

Trojans are installed on your computer unnoticed, and will get important information (customer IDs and passwords). They will send the obtained data to tricksters, who use these to perpetrate frauds. Most antivirus programs are able to detect and remove Trojans. Therefore it is strongly recommended to keep the security applications of your computer (antivirus program, firewall, etc.) up-to-date, and use these regularly.

### Pharming

If tricksters manage to modify the settings of the customers' computers (by means of viruses), they can even redirect visitors to a fake website. Important! In the case of a real banking website, the bottom bar or the top URL bar of the browser includes a small padlock icon showing the existence of a secure connection.

## Security elements of internet banking

Raiffeisen Bank has developed internet banking at the highest security level possible. At the same time it is also ensured that security requirements and the information and operations required of the customer are not to the detriment of usability.

### **1. Internet banking is built up dynamically—thus the security logic cannot be reverse engineered.**

To use internet banking you only need an internet browser, and you do not need to install further programs or use other applications. The pages of the internet banking platform are built up by the Bank's web server dynamically, therefore it is not possible to reverse engineer the bank security logics applied.

### **2. The Bank's systems are equipped with multiple firewall protection.**

The duty of the Bank's firewalls is to protect the Bank's systems and the data of the customers, and detect any unauthorised access. The multilayered firewall system of Raiffeisen Bank provides the highest security level.

### **3. When using internet banking, communication takes place in an encrypted channel.**

When you access and use the Bank's internet sites, instead of normal http a https secure connection is built up between the customer's computer and the Bank's web server. The data transported in the channel secured by TLS1.2 technology are encrypted using a 256-bit-long key. The key necessary for the encryption has been authenticated for Raiffeisen Bank by NetLock Kft., a security certificate issuer acknowledged in Hungary.

#### **4. Time limit**

The security of use is further enhanced by the fact that if you do not use internet banking for a specific period (the browser window is inactive, or no active transactions are taking place), the system will automatically exit you.

#### **5. Prevention of simultaneous logins**

In the course of internet banking, it is impossible to log in simultaneously from several computers or mobile devices with the same identifier. Therefore even if as a consequence of the user's carelessness their identifier and codes are obtained by unauthorised parties, it cannot happen that in parallel with the customer someone else may also log in and access their accounts. Moreover, if the customer is in a logged in status, and during this time someone else wishes to log in from another computer in the customer's name, both parties will be immediately notified to this effect, and the system will block the execution of any further transactions, and log out the user.

#### **6. Display of latest login time**

To monitor the use of internet banking, upon each successful login you can check in the window showing the list of notices the date and time of the latest successful login.

#### **7. Change your password periodically**

You must change your password chosen for the service every 365 days on a mandatory basis, and the system will automatically request you to do so. You can of course change your password at any time.

#### **8. Password protection**

If you enter your password three times erroneously when logging in to the internet banking platform, the system will temporarily (for 24 hours) block the system, preventing any unauthorised parties from giving transaction orders in your account.

## **9. IP addresses are recorded**

The Bank records the data of all computers connected to the internet that launch requests towards the Bank's web server, assisting the detection of any potential unauthorised access.

## **10. SMS notification on DirektNet login**

By means of the DirektNet login SMS notification service you may get prompt notice on all successful and unsuccessful login attempts carried out with your identifier. You can request/modify/cancel the service in the DirektNet platform using the User profile /Account holder details screen.

The fees payable for the service are available in the Bank's List of Terms & Conditions from time to time in effect.

### **We shall send you automatic messages on the following:**

- Successful logins
- Unsuccessful login attempts
- Third unsuccessful login attempt
- Cancellation of DirektNet login SMS service

## **11. Signature devices**

**Signature password:** Only the user should know the signature password, and may change it at any time after login to the Bank's system.

**SMS:** For the approval of outgoing transactions launched in the internet banking platform, the Bank sends one-time passwords (immediately when the transaction is started) in SMS to the mobile phone number provided by the user. You can start the transaction by typing in the SMS code. The SMS code is a one-time, time-limited password.

**HARDWARE TOKEN:** Device generating one-time passwords using which you can sign and authenticate your online transfers.

**MOBILE TOKEN:** For DirektNet internet banking login and signature, besides your Direkt ID you can use a software-based Mobile Token (PIN code, fingerprint or iOS face ID function) as well instead of the Password (or Hardware Token).

If you have access to several payment accounts (as an account holder or authorised representative), you can log in with any Direkt ID belonging to these, and view all accounts you are authorised to access.

## Personalised offers

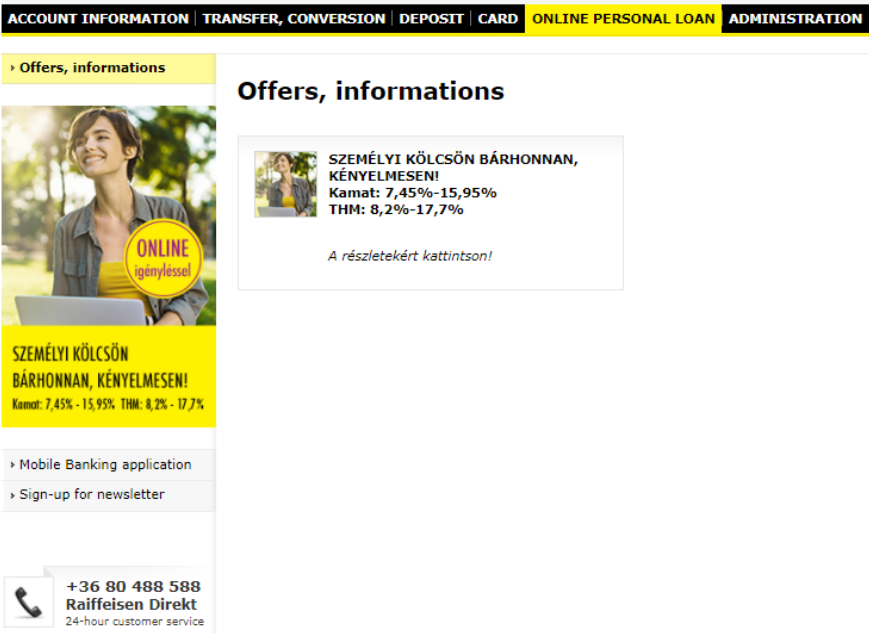
### Can I order the Bank's offers through DirektNet?

Through DirektNet, Raiffeisen Bank may occasionally inform you of its personalised offers. **By clicking on the image of the advertisement appearing after login, you can read more information.** You can close the image (that will vanish by itself within a few seconds) by clicking on the yellow "x" visible in its upper right corner.



You can also find current offers at the bottom of the main screen of DirektNet ([Accounts overview](#)). By clicking on the image that appears here, you can get to the offer details page.

You can view our offers prepared for you by clicking on the option [Promotions, offers](#) of the top grey menu bar as well.



You may as well launch ordering the offered service in these pages. After entering the data, click on the **Order** button, and finalise your request by clicking on the **OK** button.

## B) MYRAIFFEISEN PORTAL

A new platform of the Bank, it is designed to make it easier for Users to access the services and information relevant to them, while also providing internet banking functions. Its functions are continuously expanded, and the available functions are disclosed in the Bank's myRaiffeisen portal Announcement.

This user guide has been prepared to facilitate the use of the system.

If after reading this guide you should have further questions concerning the use of the myRaiffeisen portal, please call **our customer service line Raiffeisen Direkt** at phone number

**06-80-488-588**

toll-free within Hungary.

### Benefits of the myRaiffeisen portal

Through the Portal, you can

- access the Bank's digital services easily, in one single place,
- view the Bank's current offers,
- as well as view useful information content compiled for the users.

The myRaiffeisen portal is optimised for desktop and mobile browsers:

- **Google Chrome: 81.0+**
- **Mozilla Firefox: 85.0+**
- **Safari: 13.0+**
- **Microsoft Edge: 87.0+**
- **Opera: 73.0+**
- **Internet Explorer - not supported**

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

We are committed to provide myRaiffeisen portal as a web-accessible platform, in order to utilize the already available accessibility developments we recommend you to open myRaiffeisen portal in Google Chrome browser.

Internet connection is required to use the functions of the myRaiffeisen portal.

# I. GETTING STARTED

## 1. Application and login

You do not need to file a separate application to access the myRaiffeisen portal; if you have any product and an activated Direkt ID or a Digital Channel ID for any of the Bank's Electronic Channels, the Portal will also be available to you automatically.

For more information, see Part A) **Raiffeisen DirektNet, Chapter I. Getting started, Section 2. Activation and security** of this manual.

To log in, enter your Direkt ID or Digital Channel ID in the website **my.raiffeisen.hu**.

For further steps, see Part A) **Raiffeisen DirektNet, Chapter I. Getting started, Section 3. Login to DirektNet** of this manual.

### Terms of Use and Privacy Policy

After the first login, the Terms of Use and the Privacy Policy will be displayed. Upon your first time here, you need to read through the marked information documents, which you can indicate by ticking the relevant box. After ticking the box, click on the Accept button to enter the myRaiffeisen portal home page.

#### Terms and Conditions and Privacy Policy

Please carefully read the documents. By accepting the documents below, their content becomes part of a framework agreement on financial services between you and the Bank.

I understand and agree to the [Terms and Conditions](#) \*

I understand and accept the [Privacy Policy](#) \*

---

**Accept**

### Cookie settings

When you navigate to the Bank's websites, a little file called "cookie" will be saved to your IT or mobile device (e.g. computer, laptop, tablet, mobile phone, hereinafter the "device"), which may serve several purposes.

Some of the cookies used by the Bank are indispensable for the proper operation of the site, whereas others collect information on the use of the website in order to make the site even more convenient and useful. Some of the cookies are temporary only, and will be deleted when

you close your browser, whereas there are also long-standing versions that will remain in the device for a longer period.

You can enable or customise cookies after logging in.

---

**Cookie settings**

Raiffeisen Bank uses cookies in its website in order to enable the operation of the site, facilitate its use, monitor the visitors' activities in the website, and display offers and personalized ads relevant to the customers. [Detailed cookie Policy](#)

Customize

Accept

Reject

**Cookie settings**

Raiffeisen Bank uses cookies in its website in order to enable the operation of the site, facilitate its use, monitor the visitors' activities in the website, and display offers relevant to the customers. [Detailed Cookie Policy](#)

Accept all

**Manage Consent Preferences**

Cookies supporting basic functions	Always Active >
Statistics cookies	<input type="checkbox"/> >

Reject Save settings

## 2. Services, access

### Available features and services

You can access the following functions in the myRaiffeisen portal:

- **Authorise login** with Mobile Token, Hardware Token or Password+SMS authentication
- 
- **Language selection** (Hungarian and English)
- **Apply for overdraft for retail and premium customers** with redirection to (bankszamlahitel.raiffeisen.hu) – in Hungarian

- **PIN2 code request for online card payment** (with redirection to pin2.raiffeisen.hu site)
- **Access to Raiffeisen Online Broker trading platform for customers with Internet Brokering access** (online-broker.raiffeisen.hu) with redirection
- 
- **Provision of electronic documents** to the Bank's customers via the Documents menu
- **Submission of electronic documents** to the Bank via the Documents menu
- **Customer data reconciliation – submission of renewed personal document** to the Bank online
- **Apply for certificate** to small business customers and private companies who have Annual Net Sales under HUF 398 million – in Hungarian
- **Account termination** 30-day account termination

For the actual list of functions please read the Announcement, which you can access [here](#).

## **Access privileges**

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

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

### **3. Accessing the home page**

If you would like to return to the home page from any sub-page of the Portal, you can do so by clicking on the Raiffeisen Bank logo, or by clicking on the Homepage menu item in the left navigation menu.

## II. HOME

### 1. Header, Menu and Footer

In the Portal's Header and Menu you can find:

- display of the Remaining time (max. 5 minutes), which you can extend at any time during the session by clicking on the countdown timer (Attention! When the time runs out, the system will automatically exit you for your safety)
- the Profile menu, described in detail in Part B) myRaiffeisen portal, Chapter IV. Profile of this manual the Raiffeisen Bank logo, which allows you to navigate back to the Portal home page at any time
- the option to log out from the portal
- Menu items in the menu bar that correspond to functions not yet available on the Portal will redirect users to the appropriate functions in DirektNet.

In the Portal's Footer the following information is available:

- 
- Contact menu item, which redirects to the Contact page on raiffeisen.hu
- Information related to data management
- Legal disclaimers
- Information about fees and conditions, which redirects to the relevant page on raiffeisen.hu
- Information related to securities and client account balances, which redirects to the relevant page on raiffeisen.hu

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[Contact](#) [Data management](#) [Business conditions](#) [Legal notices](#) [Terms and conditions](#) [Securities and client account balance](#)






**KiberPajzs**  
Visszér a pénzügyekben

Protect yourself against cyber fraud, visit the [KiberPajzs website!](#)

If the Bank wishes to publish an important message for Customers in connection with the Portal (for example, advance information on expected system maintenance), you can read about it in the bar directly below the Menu.

### 2. Quick links

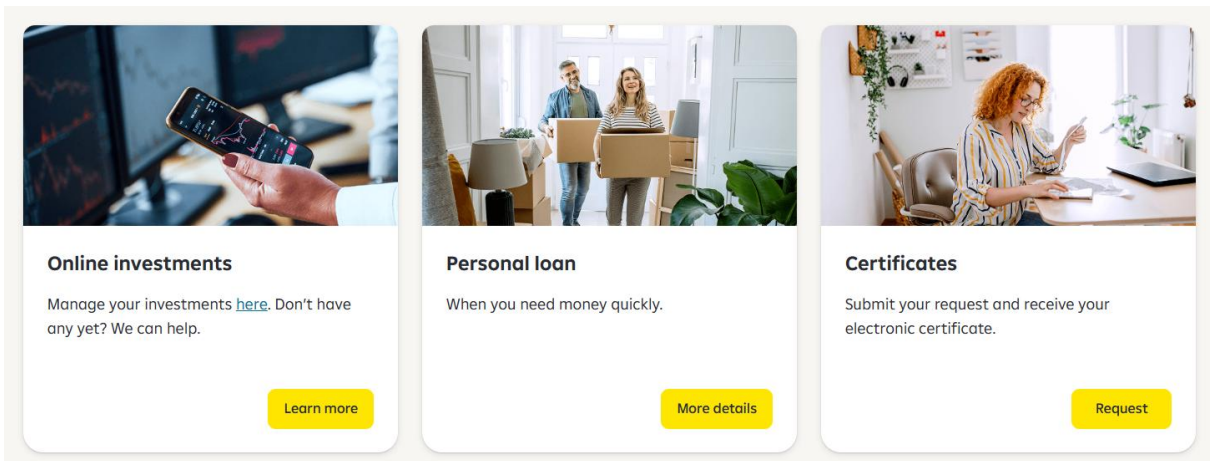
The useful features necessary for everyday banking appear in the Quick Links section. Some functions are currently not available on myRaiffeisen Portal and redirect to the appropriate functions of DirektNet or myRaiffeisen application.



**HUF transfer**

**FCY transfer**

**Move**

**Cards**

### 3. Services

Under the Quick Links section, you can access various banking applications (e.g., Online Personal Loan, Certificates, Investments).






**Online investments**

Manage your investments [here](#). Don't have any yet? We can help.


[Learn more](#)



**Personal loan**

When you need money quickly.

[More details](#)



**Certificates**

Submit your request and receive your electronic certificate.

[Request](#)

### 4. Certificates (only available in Hungarian)

By clicking on the Certificates tile, you can access the certificate request service.

The conditions for Certificate requests about accounts and loans for retail and Private individuals:

- The request for an electronic certificate can be submitted by the account holder.
- The fees for issuing certificates are included in the current Retail Raiffeisen Bank Account, Electronic Services Terms and Conditions List, and for private individuals in the current Terms and Conditions List for privileged private clients.
- We will inform the applicant about the completion of the certificate through a message sent to the email address provided during the request process and registered with the Bank.
- The applicant can view the electronically signed certificates on the myRaiffeisen portal under the Documents menu.

The conditions for Electronic certificate requests for small businesses and Private companies who have Annual Net Sales under HUF 398 million

- The Bank accepts the application for requesting an electronic certificate if the applicant has unrestricted authorization for all accounts.
- The fee for issuing certificates is specified in the current valid List of Terms and Conditions for Corporate Clients or in a separate Fee Schedule signed as an attachment to the Payment Account Agreement.
- The applicant will be informed about the completion of the electronically certified certificate via the email address provided to the Bank.
- The certificate can be accessed on the myRaiffeisen portal under the Documents menu.
- The electronic certificate can be downloaded by the applicant onto their computer at any time and from anywhere.

#### How to fill out the certificates?

1. Select the type of certificate from the list.
2. To electronically fill out the certificate, click on the "Fill out" button.
3. Enter the necessary information to issue the certificate.
4. General information for filling out:
5. Fields marked with \* are required. The field will turn red if not filled out correctly.
6. Contact email address: You can choose from the email addresses registered with the Bank. You can update the email address associated with your personal account on Raiffeisen DirektNet under the Administration/Update Email Address menu. The easiest way to update the email address of your business is through the Raiffeisen VideoBank service or by visiting any Raiffeisen branch with your request for modification.
7. Click the "Submit" button to submit your certificate request.
8. If the submission is successful, a confirmation message will appear on the myRaiffeisen portal.
9. You will receive banking notifications related to the issuance of the certificate to the selected email address.
10. Download the completed, digitally signed certificate from the Documents on the myRaiffeisen portal.

## **IV. PROFILE**

### **1. Documents**

Via the Documents menu item, the user can access the locked mailbox through which the Bank can share electronic documents related to the Customer's products and services with the user (e.g. account statements, contracts). The documents are displayed arranged by products. Users can download documents one by one or in batches from the platform. If the Bank expects the user to submit documents electronically, a notification bar will appear on the platform.

To submit documents electronically, the user must click on the notification bar. This will open an interface displaying the items for which the bank expects the customer to upload documents related to their product or service. After successful document upload, the bank will begin processing the documents.

### **2. Switch languages**

Besides Hungarian, the Portal is available in English as well; please note, however, that some contents are available in Hungarian only. In the case of any such content, it is indicated on the English page that the details are only available in Hungarian.

### **3. Exit**

You can leave the Portal by pressing the Logout button; in such case you will exit the Portal as well as any other application you are logged in to with the relevant Direkt ID.

The system will automatically exit you after 5 minutes of inactivity.

## V. ACCOUNTS

### 1. Transaction history

This function currently redirects to DirektNet. You can read more informations [here](#). is most convenient for you.

### 2. Accounts overview

This function currently redirects to DirektNet. You can read more informations [here](#).

## VI. CARDS

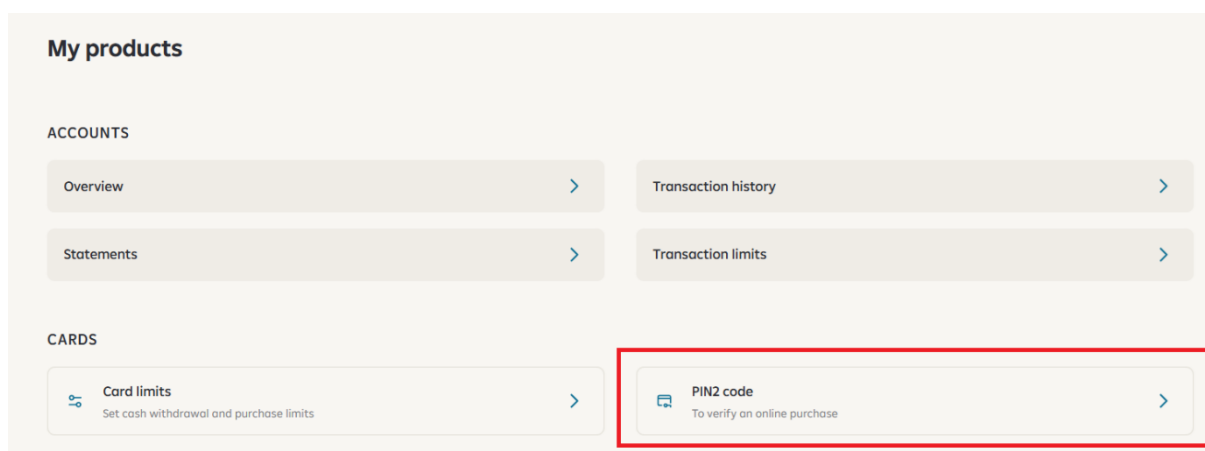
### 1. My Cards

This function currently redirects to DirektNet.

### 2. Setting the PIN2 code

You can read more about the PIN2 code here: [Card purchases over the internet with strong customer authentication](#)

The PIN2 application is available on the My Products page:



## VII. TRANSFER, CONVERSION

### 1. HUF transfer

This function currently redirects to DirektNet. You can read more informations [here](#).

### 2. Signable transactions

This function currently redirects to DirektNet. You can read more informations [here](#).

### 3. Currency conversion

This function currently redirects to DirektNet.

## VIII. SETTINGS

### 1. Change password

This function currently redirects to DirektNet. You can read more informations [here](#).

### 2. Cash withdrawal declaration

This function currently redirects to DirektNet. You can read more informations [here](#).

### 3. Marketing consent

This function currently redirects to DirektNet. You can read more informations [here](#).

### 4. Transaction limits

This function currently redirects to DirektNet.