

Raiffeisen Bank Zrt.

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Company registration number: 01-10-041042

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Business Rules for the Provision of Financial Services for Private Banking Customers

Effective as of: 26 May 2023

With regard to the amendments, additions are highlighted in yellow, and deleted parts are marked with ~~strikethrough~~ and are highlighted in yellow in the text.

Preamble

The purpose of these Business Rules is to set out the terms of contract for the financial services provided to Private Banking Customers under these Business Rules.

These Business Rules shall apply to all contracts concluded between the Bank and the Customer as defined in these Business Rules, including in particular the contract entitled "Agreement on the Provision of Financial Services to Private Banking Customers" concluded between the Bank and the Customer, the agreements and legal statements relating to such contract, and any other agreement between the Parties which expressly so provides.

These Business Rules shall apply to all contracts entitled "Agreement on the Provision of Financial Services to Private Banking Customers" concluded before 17 June 2022 and existing on that date, as well as to any payment account agreement of any name concluded between the Bank and its Private Banking Customer, and to all agreements and legal statements made in connection with such contracts. In this respect, the introduction of these Business Rules is a non-adverse technical change that removes provisions previously included in the Agreement that have been expressly considered as standard contractual clauses for the legal transactions with Private Banking Customers in order to put the same provisions in these Business Rules. Therefore these contracts, agreements and legal statements are also regarded as contracts covered by these Business Rules. In view of the above, in the case of contracts concluded before the entry into force of these Business Rules, the content of the legal transaction between the Bank and the Customer shall be governed primarily by these Business Rules.

The contract concluded under these Business Rules, these Business Rules, the GBC and the List of Terms & Conditions together shall qualify as a framework agreement as defined in Act LXXXV of 2009 on the Pursuit of the Business of Payment Services (the "Payment Services Act").

Definitions

"Bank" means Raiffeisen Bank Zrt.

"Customer" or **"Account Holder"** means the Bank's Private Banking Customers.

"Parties" mean the Bank and the Customer together.

"Agreement" means the contract entitled "Agreement on the Provision of Financial Services to Private Banking Customers" concluded between the Bank and the Customer, as well as any payment account agreement of any name concluded between the Bank and its Private Banking Customer.

"Bank Account" means a payment account as defined in Art. 2 of Act LXXXV of 2009 on the Pursuit of the Business of Payment Services kept for the Customer under the Agreement.

"Contract" means a separate request/contract for specific services as defined in the List of Terms & Conditions that is covered by these Business Rules and/or the Agreement.

"List of Terms & Conditions" means the Bank's List of Conditions for Preferred Private Customers, which is a document from time to time in effect that includes the title, measure and due date of payment of the fees, commissions, costs and interests charged by the Bank for the services provided by the Bank to the Customers, and other specific terms and conditions of the provision of the different services, and which is continuously available in the Bank's website and in its branches.

"GBC" means the Bank's General Business Conditions from time to time in effect.

"Minor" means a natural person who has not yet reached the age of 18.

"Minor with Limited Capacity" means a Minor who has reached the age of 14 and is not incapacitated.

"Legal Representative" means a parent, guardian or custodian exercising parental control over a Minor in accordance with legislation from time to time in force.

1. Banking advisor

The Bank provides a personal banking advisor for the Customer. The banking advisor shall administer the Customer's finances within the Bank, and assist the Customer in his/her decision-making on banking transactions by providing personalised financial advice. The Customer's banking advisor shall be available for the Customer both in person and on the telephone or in writing on banking days. The Bank reserves the right to provide another banking advisor for the Customer as a substitute in case the Customer's personal banking advisor is obstructed in performing his/her duties.

2. Domicile branch

The contracts concluded by and between the Customer and the Bank and all other documents related to the Customer shall be managed and safe-kept by the Customer's domicile branch. The domicile branch—except as otherwise provided by the Customer—shall be the Private Banking branch where the Customer has concluded the Agreement. The Customer may request the change of his/her domicile branch (and hence of his/her banking advisor) at any time in writing.

3. Testamentary disposition

A Customer who is a Hungarian citizen of full age may make a testamentary disposition in respect of the credit balance from time to time held in his/her Bank Account kept with the Bank—including any time deposits transferred from such Bank Account to the Customer's deposit account under the Customer's time deposit orders—either separately for each Bank Account or in aggregate, covering all Bank Accounts of the Customer, in the form and manner prescribed by the Bank.

Based on such disposition, the Bank shall, in the event of the Customer's death, disburse the credit balance of any relevant Bank Account, as well as the amount of any time deposits linked to such Bank Account, to the beneficiary or beneficiaries named by the Customer. If credible evidence is provided of the death of the Customer in the form of a death certificate, or a final and effective court order establishing or declaring the fact or presumption of death, the Bank shall only and exclusively examine the identity of the beneficiary or beneficiaries before making payment, and shall not demand the beneficiary to present a grant of probate or a certificate of succession.

The beneficiary status may not be transferred or bequeathed.

In the event of the Customer's death, the Beneficiary shall not become the holder of the Bank Account, and he/she may only give instructions for the termination of the Bank Account or the time deposit and the payout in cash or transfer of the balance of the Bank Account or the amount of the time deposit linked to the Bank Account.

4. Communication and sales channels

In respect of the cash and other assets of the Customer placed at the Bank under the Agreement and the related Contracts, the Customer may use the communication and sales channels identified in the GBC. E-mail may only be used as a communication channel, unless otherwise stated by the Customer.

In addition to the aforesaid, and by way of derogation from the provisions of the GBC, if the Customer uses other telephone services as well, the Bank shall also admit and execute the orders and instructions received from the Customer through the following sales channels, subject to the conditions set out below.

Other telephone services

The Bank also accepts and executes the Customer's other orders, instructions and requests for information given over voice recorded phone (otherwise than through Raiffeisen Direkt), as follows:

The Customer may

- give orders;
- request information regarding any of his/her transactions and Contracts with the Bank, and ask for account statements;
- request information concerning the financial services provided by the Bank and the terms and conditions of these;
- report changes in his/her data, with the exception of changes in the Customer's name, nationality or identity document number, or in his/her permanent Hungarian address, which may only be reported to the Bank in-person, at a branch;
- inform the Bank of his/her intention to conclude a Contract for any financial service offered by the Bank;
- use other bank card related services;
- report any complaints or objections.

The Bank shall identify the Customer by inquiring his/her name, basic number and an arbitrary personal data, or through an identification code if the Customer should request so.

The Bank shall not be held liable for any disadvantages or losses that might arise from the interruption, repetition, illegitimacy, deliberate or accidental distortion, or disruption for any reason, of any telephone conversation. The Bank shall record outgoing and incoming telephone calls for quality assurance, complaint management, settlement and security purposes, and with a view to the preparation, conclusion and performance of the service contract to be made with the Customer, and the execution of orders, and use such recordings as proof in respect of the given banking transaction.

The Bank shall not be held liable for any losses arising from defects in telephone lines or in the Customer's telephone set, nor shall it be held liable for losses caused by the use of information obtained by unauthorised parties tapping the telephone lines.

5. Bank Account

5.1 General provisions concerning the Bank Account

With a view to keeping record of and managing the Customer's funds, and administering his/her payments, the Bank shall upon the Customer's order open and keep a Bank Account or several Bank Accounts in HUF and in any of the currencies quoted by the Bank and identified in the List of Terms & Conditions.

Upon the Customer's order the Bank may simultaneously open and keep several Bank Accounts on behalf of the Customer.

On the amount available in the Bank Account, the Bank shall pay the interest rate identified in the List of Terms & Conditions. The Bank shall pay interest to the Customer at the end of each calendar quarter or upon the termination of the Bank Account by crediting it to the Bank Account.

5.2 Orders, and services related to the Bank Account

5.2.1 The following provisions applicable to Private Banking Customers are included in the GBC from the entry into force of these Business Rules:

- cash transactions (cash deposit, cash withdrawal to/from payment account);
- credit transfer;
- direct debit (order for the collection of fees of utility and other service providers);
- other orders.

5.2.2 Blockage orders

The Customer may order the Bank to block an amount specified by the Customer from the balance in the Bank Account, up to the amount of the available credit balance. During the term of blockage, the Bank shall not take into account the blocked amount as coverage to orders, and shall not perform orders or debits from it. On the blocked amount, the interest rate governing for the Bank Account shall be paid.

The Bank shall release the blocked amount at the time designated by the Customer in the order or upon the fulfilment of a specific condition. If necessary, the Customer shall certify for the Bank that the condition prescribed for the release of the blockage has been fulfilled. In the course of the fulfilment of an official credit transfer order or writ of payment presented against the Bank Account, the Bank shall take the blocked amount as well into account as coverage for the order, provided that the amount has not been withdrawn from the Customer's free disposal with the blockage, i.e. the Customer may initiate the release of the blockage at any time unilaterally, without the consent of the Bank or a third party.

5.3 One-week Deposit Account

The Customer may order the Bank to transfer from the Bank Account a specific amount or any portion of the end-of-day balance of the Bank Account in excess of a specific amount to a special bank account opened for the Customer (the "**One-week Deposit Account**"), and on the amount placed in such account the Bank shall pay the interest rate specified in the List of Terms & Conditions for One-week Deposit Accounts. It is an eligibility criteria for the interest rate specified in the List of Terms & Conditions in respect of One-week Deposit Accounts that the amount transferred to the One-week Deposit Account should remain in this account continuously for a period of at least 7 days without the Customer disposing of such amount during this 7-day period.

The Bank shall transfer any amount from the One-week Deposit Account back to the Bank Account only upon the Customer's express, one-time order.

After the expiry of the 7-day period, the Bank shall continue to pay the interest rate as per above for the Customer on the balance of the One-week Deposit Account.

If the Customer has another amount transferred to the One-week Deposit Account, the 7-day period in respect of this amount shall be calculated from the day on which the amount was transferred.

5.4 Fees, commissions and costs

For the transactions carried out in the Bank Account, the execution of orders and the rendering of other services related to the Bank Account, in the cases specified in the List of Terms & Conditions the fees, commissions and costs set forth in the List of Terms & Conditions shall be charged. The Bank is entitled to debit the Bank Account with the due fees, commissions and costs or any other due debts of the Customer owed to the Bank without any special instructions given by the Customer—after the performance of preferred payment orders as specified in the laws, but with priority over any other order—i.e. to set off its claim against the Bank Account or, failing that, against any other Bank Account of the Customer kept in HUF or in any foreign currency.

The Bank shall also have the right to debit the Bank Account with the amount of any due payment obligation of the Customer owed to the Bank if the balance in the Bank Account is insufficient.

If as a result of the debiting of due fees, commissions and costs as above, or for any other reason, a debit balance is generated in the Bank Account, the Customer shall pay to the Bank the default interest specified in the List of Term & Conditions on his/her debt owed to the Bank. The Bank shall have the right to change in its sole discretion the titles for charging the interests, fees, commissions and costs disclosed in the List of Terms & Conditions as well as the measure of such interest, fees, commissions and costs, subject to the provisions of the GBC.

5.5 Account statements

Of credits and debits in the Bank Account, as well as the current balance of the same, account statements shall be made available to the Customer once a month, by the 15th day of the month following the relevant month, in the way chosen by the Customer.

In accordance with the Customer's instruction, the Bank shall make account statements available to the Customer in electronic format via the Raiffeisen DirektNet service—unless agreed otherwise—so that e-statements shall be available in the DirektNet platform starting from the 2nd business day following the monthly account closing procedure (the 3rd day of each month, or if that is a non-business day, the banking day preceding such day). E-statements are identical in form and content with the paper-based statements; however, they do not qualify as accounting documents as per Act C of 2000 on Accounting. If the Customer chooses to receive e-statements, he/she shall be entitled once a month to request paper-based statements from the Bank free of charge, which shall be provided to the Customer at the branch. In addition to this, the Bank shall provide any further paper-based account statements to the Customer against the fee specified in the List of Terms & Conditions.

According to the Customer's choice the Bank shall provide account statements to the Customer by depositing the same in a mailbox at the branch, in which case the account statement will be deemed to have been delivered to the Customer on the 15th day of the month following the relevant month, irrespective of whether the Customer has actually collected the account statement from the mailbox or not.

In accordance with the Customer's instruction, the Bank shall send account statements to the Customer by mail, in which case their delivery shall be governed as applicable by the provisions of Part 1, Section XII/12.6 of the General Business Conditions.

6. Electronic channels

The general terms of contract concerning Raiffeisen Electronic Channels are set out in the relevant chapter of the GBC.

6.1. Raiffeisen Direkt

The Customer may initiate using Raiffeisen Direkt—a telephone customer service operated by the Bank—by completing the data form serving as application form for this service and filing it with the Bank, or if he/she already uses some other telephone service offered by the Bank, by contacting his/her personal advisor through this service, provided he/she has a mobile phone number registered with the Bank.

Through Raiffeisen Direkt, the Customer may:

- give payment orders up to the limit specified in the List of Terms & Conditions;
- request information regarding any of his/her transactions and Contracts with the Bank, and ask for account statements;
- request information concerning the financial services provided by the Bank and the terms and conditions of these;
- report changes in his/her data included in the Agreement or in any Contract, with the exception of changes in the Customer's name, nationality or identity document number, or in his/her permanent Hungarian address, which may only be reported to the Bank in-person, at a branch;
- inform the Bank of his/her intention to conclude a Contract for any financial service offered by the Bank;
- have his/her bank card blocked, or use other bank card related services;
- report any complaints or objections.

Through Raiffeisen Direkt, after activation of the same, the Customer may carry out the transactions listed above after his/her proper identification, in any day during the hours and under the conditions set out in the List of Terms & Conditions. The Customer may initiate the activation of the service after he/she has received a randomly generated, non-reusable 4-digit personal activation code (the "Activation Code") sent by the Bank in an SMS message to the mobile telephone number provided by the Customer. Activation takes place by the Customer calling the telephone number of Raiffeisen Direkt

and providing the Activation Code. After activation, the Customer provides the 4-digit personal identification number selected by himself/herself (the "Direkt PIN Code") which will serve to identify the Customer going forward. Simultaneously with the sending of the Activation Code, the Bank also informs the Customer of the 8-digit Direkt identification number serving to identify the Customer (the "Direkt ID"). After activation, when entering Raiffeisen Direkt the Customer shall be identified through his/her Direkt ID and Direkt PIN Code. If provided incorrectly three consecutive times, the Direkt PIN Code shall be automatically suspended for 24 hours, or blocked if the Customer requests so. After the Direkt PIN Code is blocked for any reason, the Customer may use the Raiffeisen Direkt service again only after the reactivation of the service; the Customer may request the new Activation Code necessary for the reactivation in-person at his/her domicile branch. The sending of the Activation Code, reactivation and the registration of the new Direkt PIN Code shall take place as described above.

Subject to the general rules of application, the Customer may ensure the right to use Raiffeisen Direkt services for his/her permanent representatives registered with the Bank as well. A permanent representative may use the services of Raiffeisen Direkt with his/her own Direkt ID, after having activated the service with his/her own Activation Code, using his/her own Direkt PIN Code provided for the Bank upon activation. The Customer shall make sure that his/her authorised representatives are aware of and shall observe the terms of contract set out in these Business Rules concerning Raiffeisen Direkt; the Bank shall not be held liable for losses the Customer may sustain as a result of omissions in this respect. The Customer and his/her authorised representatives may initiate changing their Direkt PIN Code at any time via Raiffeisen Direkt.

Except where otherwise provided by the Customer, orders received via Raiffeisen Direkt by the cut-off time specified in the List of Terms & Conditions shall be fulfilled on the date of receipt, and orders received after such time shall be deemed to have been received on the next banking day, and executed accordingly. The Customer takes note that orders given via Raiffeisen Direkt during the weekend or on a holiday shall be deemed to have been received on the first subsequent business day.

The Customer shall be informed of the execution of orders given via Raiffeisen Direkt by means of statements of account. Unless the Customer makes a comment or complaint in writing in respect of the bank account statement within the timeframe specified in Part 1, Section XVII/17.4 of the General Business Conditions, the Customer shall be deemed to have accepted the order executed via Raiffeisen Direkt. Complaints must include the Customer's name, address and basic number, and the date of execution, amount and type of the protested transaction. For the administration of complaints, the provisions of Part 1, Section XV/15.2 of the General Business Conditions shall be governing as applicable.

The Customer may at any time initiate terminating the use of the Raiffeisen Direkt service, as well as block the right of permanent representatives to use the service, by filing a written statement addressed to the Bank. Cessation (termination or ban) of the Customer's or permanent representative's access to the Raiffeisen Direkt service shall automatically terminate their access (if any) to the Raiffeisen DirektNet internet banking service as well.

The Customer or his/her authorised representative shall use the Raiffeisen Direkt service only and exclusively in accordance with the rules for the terms & conditions of its use as set out in these Business Rules. They shall take all measures which are generally expectable in the given situation to ensure that the tools necessary to use the Raiffeisen Direkt service—including their personal identification number (Direkt ID, Activation Code, or Direkt PIN Code) or other codes—are safeguarded, and managed and stored confidentially.

The Customer or an authorised representative must give immediate notice to the Bank of the loss of the Activation Code, Direkt ID, or Direkt PIN Code (the "personal identification data"), or their becoming known to or being used by unauthorised third parties. The Bank shall accept the initiation of blocking from other persons as well if the Customer or permanent representative is impeded in taking action, and the person making the notice is able to offer probable evidence of this circumstance. In such case, the Bank shall not be held liable for any loss that might be sustained by the Customer or permanent representative as a result of the blocking. Such report can be made 24 hours a day, 7 days a week at the telephone number of Raiffeisen Direkt. The notice shall be regarded as valid if it includes the

Customer's name, address and basic number—or if the notice is given by an authorised representative, then the representative's name as well—the reason for the notice, and an express and unambiguous request by the person giving the notice to block the Activation Code, Direkt ID, or Direkt PIN Code. On the basis of such notice, the Bank shall immediately block the Activation Code, Direkt ID or Direkt PIN Code. Upon the loss of the Activation Code, the Direkt ID or the Direkt PIN Code, or their becoming known to or being used by unauthorised third parties, the liability rules set out in these Business Rules or in the GBC shall be governing as applicable.

After such ban, the Customer or his/her authorised representative may use the Raiffeisen Direkt service again only after reactivation; the new Activation Code necessary for the reactivation shall be sent to the Customer or representative—upon the request of the Customer or representative—in an SMS message. Reactivation and the registration of the new Direkt PIN Code shall take place in accordance with the provisions of this section concerning Raiffeisen Direkt.

In the event the suspicion of a fraudulent payment transaction arises, as well as with a view to the protection of the security of electronic channels, the Bank shall have the right to suspend the personal identification data of the Customer until the circumstances of the payment transaction are cleared up. In such case prior to the suspension, but not later than immediately afterwards, the Bank shall notify the Customer of the suspension in an SMS message sent to the telephone number provided by the Customer, unless this would jeopardise the Bank's operational safety, or unless the performance of the obligation of notification is excluded by law.

The Customer acknowledges and agrees that the lists generated by the Bank's IT system shall serve as adequate evidence against the Customer in respect of the execution of the banking transactions recorded therein, and certify the fact of preliminary identification by means of the Customer's Direkt ID and Direkt PIN Code. The Customer further consents that the Bank record the telephone calls received by Raiffeisen Direkt and use such recordings as proof in respect of the given banking transaction.

6.2. Raiffeisen DirektNet

The Raiffeisen DirektNet system (the "System") enables the Customer (or his/her permanent representatives authorised to dispose of all Bank Accounts of the Customer kept at the Bank), in respect of the Customer's Bank Accounts kept at the Bank, to

- request balance and account history information, and
- give orders (subject to the limits specified in the List of Terms & Conditions from time to time in effect as to amounts and number of orders) within the range from time to time offered by the System.

Application for the Raiffeisen DirektNet service. The Customer may apply for the services offered by the System in his/her domicile branch, or if he/she already uses some telephone service offered by the Bank, by contacting his/her personal advisor through this service. As a precondition for application, the Customer should simultaneously apply for the Raiffeisen Direkt service as well, or should already have an agreement for the Raiffeisen Direkt service. The Customer may—by submitting the relevant form—provide the use of the services of the System for his/her permanent representative(s) registered with the Bank as well, provided such representative(s) are empowered on a standing basis to operate all accounts of the Customer kept at the Bank. The Customer shall make sure that his/her permanent representative(s) authorised to access DirektNet are aware of and shall observe the terms of contract concerning the use of the System as detailed in these Business Rules, as well as the operating instructions set forth in the DirektNet User Guide; the Bank shall not be held liable for losses arising from omission in this respect.

Raiffeisen DirektNet User Guide for private individuals. The Customer shall provide for the technical prerequisites specified in the Raiffeisen DirektNet User Guide (the "Guide") as necessary for the use of the System. The Bank shall make the Guide as well as any other information and supplementary tools necessary for the use of the System available to the Customer in its website

(www.raiffeisen.hu). The Customer takes note that the service is available through the use of the internet network.

In view for safe accessibility to the services provided by the Bank, the Customer shall observe the procedures described in the Guide when using the System. The Customer takes note that only the precise execution of these procedures and the use of his/her real user data shall provide the right for the Customer to use the System; upon any deviation from the instructions of the Guide the services of the System shall be inaccessible.

Preconditions for the execution of orders sent or received via Raiffeisen DirektNet. The Bank shall execute the orders of the Customer or his/her Authorised Representative(s) only after the right to use the System has been obtained as described in these Business Rules (including especially activation via the DirektNet Activation Code provided by the Bank, and the provision and proper use of the Direkt ID provided by the Bank and of the DirektNet Password chosen by the Customer or Authorised Representative). Electronically sent orders that are formally deficient or financially uncovered shall not be executed.

In the data exchange between the Parties, the Bank shall recognise changes in the intactness and consistency of data sent or received by it to the extent (and by means) of controls built in software applications. ~~The Bank shall not bear any liability for data changes affecting the content of data packages received by the Customer's computer and carried out after receipt.~~

The Raiffeisen DirektNet software. The Customer may not put forth claims of any kind on the Bank in connection with costs or losses arising from failures or unauthorised access to data in the Customer's own system as a result of the operation of the Customer's operating system or any other software.

Raiffeisen DirektNet data recording. The Customer consents—and at the same time acknowledges—that the lists generated by the Bank's IT systems shall serve as proper and conclusive evidence against the Customer in respect of the execution of the banking transactions recorded therein, as well as certify the fact of preliminary identification through the Customer's identification data.

Execution of orders given via DirektNet. Unless otherwise provided by the Customer, orders received by the cut-off time specified in the List of Terms & Conditions shall be executed on the date of receipt, whereas orders incoming after such time shall be deemed to have been received on the next banking day, and executed accordingly. Orders given via DirektNet in the weekend or on holidays shall be deemed to have been received on the next banking day.

Bank account statements and complaints concerning orders given via DirektNet. The Bank shall inform the Customer of the execution of orders given via DirektNet by means of Bank Account Statements concerning the affected Bank Account. Unless the Customer makes a comment or complaint in writing in respect of the Bank Account Statement within the timeframe specified in Part 1, Section XVII/17.4 of the Bank's General Business Conditions, the Customer shall be deemed to have accepted the order given via DirektNet. Complaints must include the Customer's name, address and basic number, the method of submission of the order, and the date of execution, amount and type of the protested transaction. For the administration of complaints, the provisions of Part 1, Section XV/15.2 of the General Business Conditions shall be governing as applicable.

Termination of the Raiffeisen DirektNet service. The Customer may initiate termination of the use of the System going forward at any time by filing a unilateral written statement addressed to the Bank at his/her domicile branch, or via Raiffeisen Direkt (using his/her Direkt PIN Code and Direkt ID). Termination of access to the Raiffeisen Direkt telephone service shall automatically terminate use of the System as well. The Bank shall automatically terminate (ban) the use of the System by the Customer and his/her Authorised Representatives also in case the Customer's Bank Accounts kept at the Bank are terminated. Access to the System shall be terminated simultaneously with the Bank's admission of the Customer's termination notice or the communication of the same via Raiffeisen Direkt, or with the termination of the Customer's last Bank Account kept at the Bank. The Bank shall also have the right to ban the use of the System with immediate effect, without giving any special notice—by withdrawing

or banning the DirektNet Password and the Direkt ID—if the Customer or his/her Authorised Representative is in gross violation of any provision of these Business Rules or the Guide concerning System use, or otherwise acts against the laws.

Confidentiality and blockage of the secret code and ID of the DirektNet service. The Customer or his/her Authorised Representative shall use the Raiffeisen DirektNet service only and exclusively in accordance with the rules for the terms & conditions of its use as set out in these Business Rules. The Customer or Authorised Representative shall ensure the confidentiality, safe storage and inaccessibility for third parties of the DirektNet Activation Code and the Direkt ID, as well as the identification data—as specified in the Guide—and DirektNet Password necessary for using the Raiffeisen DirektNet system.

If the DirektNet Activation Code, the Direkt ID or the DirektNet Password or any other identification data necessary for using the Raiffeisen DirektNet system gets lost or is obtained by or becomes known to unauthorised parties, or is destroyed, or if a third party uses the same in an unauthorised manner, the Customer or Authorised Representative shall immediately report this fact to the Bank. Such report can be made to the Bank 24 hours a day, 7 days a week, at the telephone number of Raiffeisen Direkt.

The Bank shall accept the report (initiation of blocking) from other persons as well if the Customer or permanent representative is impeded in taking action, and the person making the notice is able to offer probable evidence of this circumstance. In such case, the Bank shall not be held liable for any loss that might be sustained by the Customer or permanent representative as a result of the ban. The notice shall be regarded as valid if it includes the Customer's personal data—or if the notice is given by a permanent representative, then the representative's name as well—the exact account number, the reason for the notice, and an express and unambiguous request by the person giving the notice for banning the use of the Raiffeisen DirektNet system. If the Customer or permanent representative has a code and password enabling them to use Raiffeisen Direkt, then the person giving the notice shall identify himself or herself by means of this code and password. On the basis of the notice, the Bank shall block access to the given DirektNet channel via the concerned identification code, password or data. An Account Holder or permanent representative in respect of whom the service has been banned may use the service again only after a new request for use of the service has been filed and approved.

In the event the suspicion of a fraudulent payment transaction arises, as well as with a view to the protection of the security of electronic channels, the Bank shall have the right to suspend the personal identification data of the Customer until the circumstances of the payment transaction are cleared up. In such case prior to the suspension, but not later than immediately afterwards, the Bank shall notify the Customer of the suspension in an SMS message sent to the telephone number provided by the Customer, unless this would jeopardise the Bank's operational safety, or unless the performance of the obligation of notification is excluded by law.

Enlargement of the range of services available via the DirektNet channel. The Bank reserves the right to enlarge the range of services offered via the DirektNet channel, of which the Bank shall inform the Customer. The Customer, or a permanent representative authorised by the Customer shall become automatically entitled to use such additional services of the DirektNet channel, subject to the terms & conditions notified by the Bank.

Other rules of liability concerning the DirektNet service. The Customer shall exercise due care—as expected in the given situation—in ensuring that the IT equipment used by the Customer from time to time for the purposes of access to the DirektNet channel is in a condition suitable for connecting to the internet network, receiving the messages sent by the Bank, and initiating or launching transactions. The Bank shall not be liable for losses arising from any failure in the telephone lines or in the Customer's computer, or for losses resulting from circumstances where due to the failure of the Bank's IT system attached to services provided through telebanking or electronic channels, or of any accessory or supporting system of the same, the Customer was unable to use the services through these channels until the elimination of the disturbance. The Bank furthermore shall not be held liable for losses caused by the use of information obtained by unauthorised parties tapping the telephone lines.

The Bank shall not be held liable for any incidental losses or costs arising from the use of its websites, the inoperable condition of such websites, or their defects or operational disturbances, the

unauthorised modification by anyone of data and documents that are accessible through these websites, or from a delay in the transmission of information via the Bank's telebanking and electronic channels, from computer viruses, line or system failures, or from other technical reasons.

7. Raiffeisen Mobile Banking service

Based on the Customer's request, the Bank provides a Mobile Banking service to the Customer. The Customer may apply for the use of the Mobile Banking service in-person at his/her domicile branch, through his/her banking advisor, or over the phone via Raiffeisen Direkt (after identification through the Direkt PIN Code).

The general terms & conditions of the Raiffeisen Mobile Banking service are set forth in the GBC and in these Business Rules, while the data of the Customer using the service, the statements made by the Customer in the scope of the request, and other rules concerning the range of the services and their method of usage are included—depending on the method of application—in the Mobile Banking form/data sheet, or if the Customer applies for the service via Raiffeisen Direkt, in the tape-recorded phone call.

The Bank shall have the right to send SMS messages serving the Customer's convenience and information to Customers using the Raiffeisen Mobile Banking service, as well as to those not using the service, to the mobile phone number provided by the Customer to the Bank in an agreement.

After the application has been filed, the Bank shall inform the Customer of the activation of the Mobile Banking service through an SMS message sent to the mobile phone number provided by the Customer.

Only the Principal Cardholder may apply for the Mobile Banking service for an Additional Cardholder.

The range of message types and settings selected by the Customer upon the application may be changed at the domicile branch, with the Customer's personal banking advisor, or using the Bank's Raiffeisen Direkt telephone service (after identification through the Direkt PIN Code).

In the scope of a single contract (single fee payment) the Customer may request the service for any number of own Bank Accounts and bankcards (including additional cards); however, he/she may request the Mobile Banking service for one mobile phone number only. If the Customer wants to receive the service for several mobile phone numbers, he/she should file a separate application for each mobile phone number, and shall pay the monthly fee and query fee per application (multiple fee payment). The due fees of the Mobile Banking service shall be charged by the Bank to the Bank Account identified in the application for this purpose ("fee settlement account"). A credit card account may only be provided as a fee settlement account if the Customer has no other Bank Account at Raiffeisen Bank. Upon the termination of the fee settlement account—unless a new fee settlement account is designated by the Customer—the Bank shall have the right to debit any Bank Account of the Customer kept at the Bank with the amount of the fees.

The Bank shall charge the Mobile Banking service fees that have become due and payable on the last banking day of each month to the fee settlement account designated by the Customer, and inform the Customer of the charged fees in the bank account statements concerning that Bank Account.

8. Time deposits

8.1 The Bank shall accept and execute time deposit orders in the currencies identified in the List of Terms & Conditions up to the balance available in the Customer's HUF and foreign currency Bank Accounts (including any overdraft credit facilities as well), for the periods of time defined in the List of Terms & Conditions, and subject to the minimum thresholds therein specified, as follows (the "**Time Deposit Order**").

The Customer may give Time Deposit Orders to the Bank under which the Bank shall transfer from the Customer's Bank Account kept at the Bank and identified in the Time Deposit Order the amount specified in the Time Deposit Order (the "**Time Deposit**") to a time deposit account (the "**Deposit Account**"), and pay the interest rate set forth in the List of Terms & Conditions from time to time in

effect or specified in the Time Deposit Order for the period of the Time Deposit (the "**Deposit Period**") on the amount of the Time Deposit.

Except where otherwise agreed between the Parties, upon the expiry of the Deposit Period the Bank shall return the amount of the Time Deposit plus time-proportional interest to the Customer as described in Section 8.6.

8.2 The Bank shall have the right to change in its sole discretion the interest rates paid on Time Deposits, subject to the provisions of the GBC. Changes in interest rates shall be disclosed in the List of Terms & Conditions.

The interest due on the Time Deposit for the Deposit Period shall be settled and paid to the Customer at the interest rate disclosed in the List of Terms & Conditions effective at the time when the Time Deposit Order was given.

8.3 The date of creation of the Time Deposit shall be the day when the Bank fulfils the Customer's Time Deposit Order. The cut-off time by which a Time Deposit Order must be submitted on the given day for the Bank to execute the order on that day is disclosed in the List of Terms & Conditions from time to time in effect. Any Time Deposit Order received after such cut-off time shall be executed by the Bank on the next banking day.

If the balance in the Bank Account is insufficient to cover the Time Deposit Order on the date of execution, the Time Deposit Order will be cancelled.

The amount of interest shall be calculated on the basis of the formula disclosed in the GBC. When calculating the interest amount, the date of crediting of the Time Deposit shall be taken into account, while the date of repayment of the Time Deposit shall be disregarded.

8.4 Unless agreed otherwise, the Bank shall pay interest in arrears, upon the maturity of the Deposit Period, by crediting the relevant amount on the value date of maturity to the Customer's Bank Account or the Deposit Account as instructed by the Customer in the Time Deposit Order.

8.5 If the Customer withdraws the Time Deposit or orders the Bank to re-transfer the amount of the Time Deposit to the Bank Account prior to maturity (early withdrawal), the Bank shall pay a reduced interest rate on the Time Deposit as set out in the List of Terms & Conditions.

No partial repayment shall be made from the amount of the Time Deposit.

8.6 Upon the maturity of the Deposit Period, depending on the Customer's instructions given in the Time Deposit Order, the Bank shall

- a) credit the amount of the Time Deposit, together with the interests earned, to the Customer's Bank Account, or
- b) automatically renew (roll over) the Time Deposit, together with the interests earned, for another term equal to the original Deposit Period, or
- c) automatically renew (roll over) the Time Deposit for another term equal to the original Deposit Period, and credit the interests earned to the Customer's Bank Account.

The Bank shall repeat renewing the Time Deposit as per paragraphs b) and c) above (the "**Rollover Deposit**") upon the maturity of the individual Deposit Periods until the date designated by the Customer in the Time Deposit Order, or in the absence of such designation until the Customer gives contrary instructions to the Bank. In the case of a Rollover Deposit, the start date of the renewed Time Deposit shall be the same calendar day in the given month as the day on which the Time Deposit Order was executed, or if there is no calendar day in the given month corresponding to the day on which the Time Deposit Order was executed, the start date shall be the last day of the month. For the purposes of the laws concerning order execution and payments, upon the maturity of the individual Deposit Periods (on the start dates) the Customer's money shall not qualify as a time deposit. On the start dates of a Rollover Deposit, the Customer may change (increase or decrease) the amount of the Time Deposit.

8.7 If during the lifetime of a Rollover Deposit, deposit interest rates are modified, after the expiry of the Deposit Period during which the interest rate change took place the Bank shall settle the interests due on the Time Deposit at the modified interest rate in respect of any subsequent Deposit Period(s).

8.8 In case the term of a Rollover Deposit exceeds one year, the Bank shall send a written statement on the Deposit Account once a year to the Customer.

If in the case of a non-rollover Time Deposit the maturity of the Deposit Period falls on a non-banking day, the maturity date of the Time Deposit shall be the first subsequent banking day. In the case of a Rollover Deposit, if the start date of the renewed Time Deposit falls on a non-banking day, the Bank shall settle and credit interest on the first subsequent banking day, but the value date of crediting of the interest shall be nevertheless the start date; in such case the Customer shall have the right to withdraw or change the amount of the Time Deposit on the first banking day following the start date. If the date of execution of the Time Deposit Order falls on the last banking day of the month, the maturity date (start date) shall be the last day of the given Deposit Period.

8.9 In the event of the termination for any reason of the Customer's HUF or foreign currency Bank Account kept at the Bank—except where expressly agreed otherwise—any Time Deposit linked to the given Bank Account shall also be automatically discontinued. In such case the Bank shall re-transfer the amount of the Customer's Time Deposit to the given Bank Account on the banking day preceding the date of termination of the Bank Account, together with any interest settled on the Time Deposit until such day and calculated at the interest rate specified for the event of early withdrawal.

9. Miscellaneous provisions

9.1 Termination of the Bank Account

The Agreement is concluded for an indefinite period of time. The absence of a credit balance in the Bank Account in itself shall not terminate the Bank Account.

The Customer shall have the right to terminate the Agreement in writing, giving a notice of 30 days to the Bank.

The Bank shall have the right to terminate the Agreement in writing, with 2 months' notice, without providing its reasons.

Upon the entry into force of the termination notice, the Bank shall have the right to transfer any credit balance available in the Bank Account to a suspense account that pays no interest, unless the Customer has given other instructions in respect of the balance of the Bank Account.

In the event of a material or repeated breach by the Customer of any of his/her obligations set out in these Business Rules, in the Agreement or in any Contract related to the Agreement, the Bank shall become entitled to terminate the Agreement with immediate effect.

By the date of termination of the Agreement, the Customer shall pay all his/her outstanding debts owed to the Bank under the Agreement and any related Contracts in full.

10. Special Provisions for Minor Account Holders

10.1 The rules concerning any legal relationship of a Minor account holding Customer with the Bank shall apply subject to the provisions of this Section 10.

10.2 The Bank shall provide services to account holding Minors with Limited Capacity in accordance with the contract for the provision of financial services concluded with the written consent of the Legal Representative, who should be present in-person.

10.3 An adult person acting with the Minor who has declared to the Bank that he/she has the legal right of representation shall be presumed to have legal right of representation, unless the contrary is proved.

At the Bank's request, the Legal Representative is obliged to prove his/her legal representative status, for which the Bank is entitled to request the presentation or submission of the necessary documents (birth certificate, final decision of court or guardianship authority, etc.).

The Legal Representative must notify the Bank immediately of the termination of his/her right of legal representation. Such notification does not affect the Minor account holder's right of disposal of the Bank Account.

The Bank must also be informed without delay of the termination of the right of representation of the Legal Representative notified to the Bank by the Minor account holder as well as his/her Legal Representative who currently has the right of representation, with simultaneous notification to the Bank of the Legal Representative who has the right of representation.

The Bank shall not be liable for any damage resulting from the failure to notify the Bank as described above.

10.4 In the case of the conclusion of a contract for the Minor account holder with Limited Capacity, the Legal Representative shall, by means of a legal statement, approve the conclusion of the contractual relationship and consent to the use of the related services and the execution of payment transactions as set out in the Agreement and in these Business Conditions. A Minor account holder with Limited Capacity has the right to freely dispose of his/her Bank Account, which the Legal Representative consents to by signing the Agreement.

10.5 The Bank shall register the Minor as an account holder and the Legal Representative as a permanent authorised representative, subject to the exceptions set out in the applicable Announcement in force at the time. As set out in the Announcement, the Legal Representative shall be entitled to take certain legal actions and make certain legal statements on behalf of the Minor independently as well, whereas the Minor account holder shall be entitled to take certain legal actions and make certain legal statements together with the Legal Representative only. The Legal Representative shall have independent control over the Bank Account.

No further permanent authorisation may be granted to other parties over the Minor's Bank Account.

10.6 By signing the clause of the Agreement, the Legal Representative guarantees that the Bank Account will only contain funds to which the Minor is entitled and which the Minor or his/her Legal Representative may freely dispose of without any restrictions.

By signing the clause of the Agreement, the Legal Representative warrants that he/she shall manage the Bank Account in accordance with the legal provisions from time to time in force, in the best interests of the Minor account holder, which shall be the sole responsibility of the Legal Representative.

The Bank shall not be obliged to verify whether the Minor or the Legal Representative is entitled to dispose of the balance available on the Minor's Bank Account in accordance with other legal provisions, or whether the Legal Representative has the consent of the guardianship authority to issue or approve any given payment order. In this respect, compliance with the law shall be the sole duty and responsibility of the Legal Representative.

10.7 A Bank Card can be requested for the Minor account holder's Bank Account. By applying for the Bank Card, the Legal Representative consents to the Bank issuing a Bank Card to the Minor account holder and consents to the Minor account holder receiving the Bank Card and PIN (or other Means of Identification) issued to his/her own name and to the Minor having control over the Bank Account through the Bank Card.

10.8 The Legal Representative is entitled to request Electronic Channel access for the Minor account holder within the scope set out in the relevant applicable Announcement in force from time to time. By submitting the application, the Legal Representative consents to the Bank providing the Minor account holder with the Means of Identification necessary for the disposal of the Bank Account through the Electronic Channels and to the Minor disposing of the Bank Account through the Electronic Channels.

10.9 After the Minor account holder reaches the age of majority (attainment of the age of 18 or proof of majority), the permanent power of attorney of the Legal Representative shall be maintained and will not automatically cease; however, the adult account holder shall be entitled to make any legal statements to the Bank independently.

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