

**PUBLIC ANNOUNCEMENT  
on RaiConnect electronic channel**

**Published:** 30 December, 2024  
**Effective as of:** 31 December, 2024

**Certain specifically marked amendments will be effective. The Bank will postpone the effective date of the modifications and will provide information about the new effective date through this Announcement.**

(The provisions which enter into force at that date or are deleted (crossed out) are highlighted **in turquoise**)

RaiConnect is an electronic channel of Raiffeisen Bank Zrt. (hereinafter referred to as the "Bank"), which may be used by the customers listed in this Public Announcement under the terms and conditions set out herein. The Bank is constantly expanding the range of services available and informs its customers about this in this Public Announcement.

**I. SERVICES AVAILABLE THROUGH THE RAICONNECT ELECTRONIC CHANNEL INCLUDE:**

**The Bank has postponed the effective date of the modifications; until a different provision is made in this Announcement, the following shall continue to apply:**

Related to the use of RaiConnect channel:

- Agreement on RaiConnect service
- Termination of the agreement on RaiConnect service

1) Related to investment services:

- MiFID test completion, assessment
- Securities account opening
- Buy and sell orders
- Opening a Recurring Investment, order placement, termination
- Subscription, Auction
- Long-Term Investment Account opening, closing, partial withdrawal at the end of the 3rd year, partial withdrawal and renewal at the end of the 5th year, revocation of partial withdrawal and renewal, and issuing instructions. Modification and termination of a Regular Investment Plan
- Information on investments
- Foreign exchange conversion on securities account
- Transfer between the Customer's accounts

2) Related to payment services:

- One-time HUF transfer
- HUF transfers between the Customer's accounts
- Deposit orders
- Repayment of time deposit before maturity – exclusively for Premium Banking customers
- Information on bank accounts
- Opening a new bank account in addition to an existing bank account
- Switching bank account fee package within the Premium segment (also with a framework contract amendment)
- Switching bank account fee package within the Private segment with amendment of framework contract

3) In connection with the conclusion of insurance contracts:

- Submission of a declaration of accession related to travel insurance for clients **with a Premium Banking account.**

**The Bank is postponing the effective date of the modifications and will provide information about the new effective date through this Announcement.**

The services listed in I./1.-3. can only be used if a valid RaiConnect service agreement is in place.

**II. USE OF THE RAICONNECT SERVICE:**

The RaiConnect service is available to our Premium or Private Banking Customers who have a bank account with the Bank and have activated Internet banking (DirektNet) access.

**III. The fees, commissions and charges for services initiated within the RaiConnect service, as well as the order of order acceptance are included:**

- For Premium customers, in the currently effective [List of Conditions for Premium Banking Customers](#),
- For Private customers, in the currently effective [List of Conditions for Private Customers](#).

**IV. Provision of RaiConnect documents, video and audio files:**

**The Bank has postponed the effective date of the modifications. Until a different provision is made in this Announcement, the original wording shall continue to apply. Therefore, the newly marked provisions are not yet effective, and the provisions marked for deletion remain effective and applicable.**

1. The Bank makes documents generated during the use of RaiConnect available to the Customer through the RaiConnect channel, with the Bank being entitled to place certain documents, as well as video and audio files, in the personal storage space provided to the Customer. The Customer can access these documents through these interfaces until the Digital Channel Entitlement is terminated.
2. In the event of changing to a fee package resulting in the Client being placed in the Premium or Private segment (including reclassification by the Bank), the Client will no longer have access to documents, videos, and audio files that were generated before the account fee package change/reclassification and already made available by the Bank through the RaiConnect channel after the account fee package change/reclassification on the RaiConnect interface. These will be provided again upon the Client's specific request.

The provisions set forth in this section also apply to changes/reclassifications of account fee packages within the Premium segment, except when the service models associated with the fee packages used by the Client before and after the change/reclassification both ensure the availability of a dedicated advisor.

3. Documents, video, and audio files generated after the amendment of the Framework Agreement **in unified structure covering Segmentation and Reclassification Rules**, account fee package changes or reclassifications ~~or the conclusion of a new RaiConnect usage contract supplement~~, will be made available according to the provisions outlined ~~in the contract supplement~~ in section IV.1. hereof. **However, the Bank is entitled to place certain documents, as well as video and audio files, in the personal storage space provided to the Client, regardless of the specifics mentioned therein.**

The Client can always access documents, video, and audio files on the RaiConnect interface until the termination of the contract supplement related to the usage of RaiConnect. After the termination of the contract supplement, these will be provided again upon the Client's specific request.

#### **V. The right of withdrawal**

According to Act XXV of 2005 on Distance Marketing of Financial Sector Contracts, a customer who is a consumer has a 14-day right of withdrawal in respect of an agreement concluded through the RaiConnect channel. The consumer shall not be entitled to withdraw after the agreement has been performed in full by both parties, if this has been done at the express request of the consumer.

Customers may exercise their right of withdrawal by making a statement via RaiConnect or by sending a verifiable notification to the following contact details, after identification:

- by post at Budapest 1700
- by e-mail: [info@raiffeisen.hu](mailto:info@raiffeisen.hu)

#### **VI. Bank signature**

Certain legal declarations on the RaiConnect channel are made by the Bank using an advanced electronic seal based on a qualified certificate for electronic seal. The use of the electronic seal is the responsibility of two persons authorised to undertake commitments on behalf of the Bank, Gábor Oláh and Gábor Tokodi. Documents issued in electronic form are authentic in that form only.

**Raiffeisen Bank Zrt.**