

During the consumer protection procedure at OTP Bank Plc. (registered office: 1051 Budapest, Nádor utca 16.) (“the Bank”) administered based on the request of the Client received on 7 November 2017 by the National Bank of Hungary (registered office: 1054 Budapest, Szabadság tér 9., place of business: 1013 Budapest, Krisztina krt. 39.) (“MNB”), the MNB passes the following

Resolution:

- I) The MNB draws the attention of the Bank to comply at all times with the legal provisions related to the handling of consumer complaints, especially to inform the consumer about the outcome of the investigation of the complaint and to deliver its response within the deadline stipulated by law.
- II) The MNB imposes a consumer protection fine in the amount of four hundred thousand (400.000) forints on the Bank due to violation of legal provisions related to responding the consumer within the deadline stipulated by the law.

The imposed consumer protection fine has to be paid to the account number 19017004-01678000-30900002 of the MNB within 30 days after this resolution becomes enforceable by indicating „supervisory fine” as a comment and the number of the resolution.

In event the facultative payment of the supervisory fine is missed provisions of the administrative execution shall apply. In event the deadline for the payment of the supervisory fine is missed default interest will be charged, the extent of which will be calculated at the rate of 365th of the double of the central bank base rate in effect on the date of imposition after every calendar day following the date of imposition. No further payment of default interest is allowed to be charged due to the late payment.

The default interest has to be paid to MNB’s referred account by indicating the number of the resolution and marking „default interest”. If the obliged does not fulfill the obligation of payment of the fine in due time, the obligation of payment will be immediately executed. The unpaid due fine finally imposed by the MNB, and the default interest charged because of the due fine or late payment of the fine will be collected in way of tax by the state tax authority.

No appeal can be made against the resolution, but the client and, with respect to provisions concerning the other participant, that other participant of the procedure may request the revision of the resolution based on violation of law via administrative proceeding within 30 days from the notification of the resolution.

In the proceeding the client has to be represented by legal representative. The statement of claim – to be addressed to the Budapest-Capital Regional Court – shall be submitted to the MNB through the assistance service of submission of forms (webpage of the assistance service of form’s submission: <https://www.mnb.hu/felugyelet/engedelyezes-es-intezmenyfelugyeles/hatarozatok-es-vegzesek-keresese>).

The submission of the statement of claim has no suspensory effect, but the plaintiff may request immediate protection by law.

The court decides in the matter without a hearing, but upon request of any of the clients, a hearing shall be held. In case of missing the deadline of the request of a hearing, no justification shall be sustained.

Budapest, 12 March 2018