

## NOTICE

Raiffeisen Bank Zrt. hereby informs its Clients that the Bank's Business Conditions for Investment Services (BICS) is amended as set forth below.

### 1.) The following text highlighted in red shall be added into the definition of Basic Agreement on Section I.1. Terms & definitions

"Basic Agreement" means (i) the agreement entitled "Framework Agreement for Investment Services and Ancillary Services", or (ii) the agreement entitled "Framework Agreement for Exchange-Listed and OTC Spot and Derivative Transactions, and Structured Deposits", **(iii) the agreement entitled 'Frame Agreement for the conclusion of OTC Spot FX Transactions'** or (iv) the agreement entitled "Framework Agreement for the Provision of Financial Services", or (v) the agreement entitled "Framework Agreement for the Provision of Financial Services for Preferred Private Customers" which are from time to time in effect between the Customer and the Bank and which determine the fundamental rules for the legal relationship concerning investment services and ancillary services between the Customer and the Bank (e.g. account keeping).

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### 2.) The following text highlighted in red shall be added after Section II.5. point 3. paragraph 4. of the BCIS:

#### *II.5 Rules for the Information of Customers*

##### *Point 3. Paragraph 4.*

In the case of communication by electronic mailing or on durable media, the Bank will not accept or send instructions of any kind through this channel which would result in the amendment or termination of any individual or framework agreement between the Customer and the Bank, or cause any change in the persons authorised for representation, **unless the Customer has a valid agreement with the Bank for the acceptance of contractual statements made in facsimile.**

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### 3.) The following text highlighted in red shall be added into Section III.5.2. of the BCIS:

#### *III.5 Refusal to make an agreement*

2. Based on its own considerations, the Bank has the right to refuse to enter into the agreement - **or to execute a mandate received under the Basic Agreement in force** - in other cases as well.

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### 4.) The Bank hereby completes the BCIS with the Appendix attached to this Notice:

The new Appendix of the BCIS specifies the list of information and notifications to be sent to the Customers electronically (in e-mail).

Date of **entry into force** of the amendments: **1 December 2020**

The amended Business Conditions for Investment Services may be viewed on the Bank's website from today: <https://www.raiffeisen.hu/raiffeisen-csoport/raiffeisen-bank-zrt/uzletszabalyzatok/mintaszerzodesek> and also in the branches of the Bank.

13 November, 2020.

Yours Sincerely,

**Raiffeisen Bank Zrt.**

# Annex

## to Raiffeisen Bank Zrt.'s (the "Bank") Business Conditions for Investment Services

### List of information and notifications to be sent to the Customers electronically (in e-mail)

*Effective as of 1 December 2020*

#### I. When investment services are used via telecommunications devices:

- Ex-ante cost information on the fees and charges connected to investment and ancillary services (sent upon the conclusion of the contract entitled "*Framework Agreement for Exchange-Listed and OTC Spot and Derivative Transactions, and Structured Deposits*", as well as upon any change);
- Information on ex-ante costs and charges disclosure in relation to the conclusion of concrete transactions;
- Evaluation of MiFID Investor Questionnaire;
- Result of MiFID test and target market assessment;
- Result of MiFID test and target market assessment and suitability test in the case of investment advisory services;
- Investment consultation and suitability report (advisory protocol);
- Individual product information materials (KIID, KID) not included in the Bank's website.

#### II. When investment services are used in any way and any channel:

- Ex-post cost information on the fees and charges connected to investment and ancillary services (once a year);
- Interim suitability report (in the case of advisory customers);
- Information materials to be provided to the Customer in accordance with the laws concerning the exercise of different shareholder rights in exchange-listed companies, the identification of shareholders, the forwarding of information, and the facilitation of the exercise of shareholder's rights (the "SRD rules") in respect of the Customer's exchange-listed equities;
- Any information, notification or information request to be sent to the Customer that does not qualify as mandatory under a law, a contract, or any provision or rule that is mandatory for the Bank or its Customer, and that the Bank in its sole discretion wishes to send to its Customers electronically.

**Please take note that customers who fail to provide their e-mail address to the Bank shall not be entitled to use the Bank's investment and ancillary services via telecommunications devices (telephone), and expressly waive the opportunity to receive information provided by the Bank under the SRD rules, accepting that responsibility for any and all legal consequences of such waiver shall lie with such Customers.**