

Based on the conclusions of consumer protection direct inquiry at the OTP Bank Plc. (1051, Budapest Nádor utca 16.) („Bank”), I pass the following

R e s o l u t i o n

with the underlying authorization of the Financial Stability Council of the National Bank of Hungary (1054 Budapest, Szabadság tér 9., registered office: 1013 Budapest, Krisztina krt. 39.) (“MNB”):

I. I declare that the Bank violated the legal provision related to unamended methods and conditions of the interest’s determination upon the amendment effected as of 1/2/2015 of consumer loan agreement fixed to reference interest rate.

II. I hereby draw the attention of the Bank to perform at all times its obligations specified by law governing its activity according to the law.

III/A. I oblige the Bank

- a) to determine and refund to affected consumers the margin between instalment calculated by reference interest rate according to law and instalment calculated by reference interest rate differently determined from law which is due within the period between 1/2/2015 and the date of HUF conversion under Act CXLV of 2015 (managing issues related to HUF conversion of claim arising from single consumer loan agreement)
- b) to inform the affected consumers in form of a letter of the fulfilment of the obligations specified in point a)

within 30 (thirty) days of the receipt of the resolution in event of the consumer loan agreement adversely affected by violation indicated in point I.

III/B. The MNB obliges the Bank to notify the MNB of measures to be performed due to the implementation of the obligation specified by point III/A. – by providing document allowing the unique identification of the affected consumers and related to the amount of the instalment margin to be paid to consumers listed in the document and the manner and the deadline of the performance, furthermore providing document to be delivered to the affected consumers related to the sample of information and the date of the delivery thereof – within 45 days of the receipt of this resolution.

I draw the attention of the Bank to the fact that if the Bank does not perform its obligation set out in this resolution, the MNB is entitled to apply measures ensured by legal provisions.

No appeal can be made against the resolution via administrative proceeding. The Client and, with respect to provisions concerning the other participant, that other participant of the proceeding related to primarily the respective provision should submit the resolution for review within 30 days from the publication of the decision citing violation of law by the Metropolitan Court of Administration and Labour.

Due to the fact that the administrative proceeding started following the date of 30/06/2016, the client represented by legal representative and the business entity with Hungarian registered office

shall submit the statement of claim to the MNB through the assistance service of form's submission (webpage of the assistance service of form's submission: <http://www.mnb.hu/felugyelet/engedelyezes-es-intezmenyfelugyeles/hatarozatok-es-vezesek-keresese>). During the electronic submission the client represented by legal representative and the business association with Hungarian registered office – in the event he is not represented by a lawyer – may proceed by using the system ensuring the full identification of the legal representative and by applying the assistance service of form's submission if having it. In that case, during the lawsuit it shall be applied in the frame of the electronic contact.

In other cases the statement of claim – to be addressed to the Metropolitan Court of Administration and Labour - should be submitted to the MNB in three copies or should be dispatched by registered mail.

The submission of the statement of claim has no suspensory effect the plaintiff may request the suspension of the execution in the statement of claim. Metropolitan Court of Administration and Labour decides in the matter without a hearing, but upon request of any of the clients, a hearing shall be held. The Client can request to hold a hearing in the statement of claim or the defendant can request it in writing within 8 days from the receipt of the administrative body's counterclaim. In case of missing these deadlines, no application for extension may be submitted.

Budapest, January 9, 2017