

Based on the conclusion of the consumer protection proceeding at OTP Bank Plc. (1051 Budapest, Nádor utca 16.) (“**the Bank**”) that was carried out based on the request arrived at Jun 01, 2016 of the Client I hereby pass the following

Resolution

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 hereby advise the Bank to comply at all times with the legal provisions related to investigating and providing response to the complaints within the deadline set out hereby during complaints handling procedure of the Bank.
- II. I imposes a consumer protection fine in amount of three hundred fifty thousand (350.000) forints on the Bank due to violation of the legal provisions related to meeting the deadlines set out by legal provisions for the written replies to the complaints.

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

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 becoming enforceable by indicating „consumer protection fine” as a comment and the number of the resolution.

In case of failing to perform the voluntary payment of consumer protection fine, provision on administrative enforcement has to be applied. In case the deadline for the payment of the consumer protection 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 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 the cited account of the MNB by indicating the number of the resolution and the comment „default interest”. In case where the obligor fails to perform its payment obligation in due time, the payment obligation will be executed immediately. The 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 via administrative proceeding. The Client and, with respect to provisions concerning the other participant, that other participant of the proceeding 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. 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. 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, October 19, 2016