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File number: 148022-9/2023
Contact:
Subject: Resolution number H-FK-I-B-147/2023.
on application of measure and
imposing of fine

Resolution number: H-FK-I-B-147/2023.

Based on the conclusion of the consumer protection procedure at **OTP Bank Plc.** (registered office: 1051 Budapest, 16 Nádor Street) (“the Bank”) by the **National Bank of Hungary** (registered office: 1013 Budapest, Krisztina krt.55., establishment: 1122 Budapest, Krisztina krt.6.) (“MNB”) based on the request of **XXX** (address: **XXX**) (Client) dated 11th April 2023, the MNB passes the following.

Resolution

I. The MNB calls the Bank to always comply with the relevant legal provisions regarding

- A. to make available the audio recording of the complaint made over the phone, as well as**
- B the deadline and full response to complaint.**

II. The MNB imposes a fine on the Bank

- A. due to violation of the of the legal provision referred to in point I/A. HUF 350,000, i.e. three hundred fifty thousand forints,**
- B. due to violation of the legal provision referred to in point I/B. HUF 400,000, i.e. four hundred thousand forints; namely HUF 750,000, i.e. seven hundred fifty thousand forints in total.**

III. During the consumer protection procedure conducted on the basis of the request, the MNB did not reveal any violations of the law concerning the reimbursement of the amount of the unapproved payment transaction and the restoration of the payment account to its pre-debit status, as well as the banking behavior to be demonstrated in order to recover the amount of the payment transaction.

No procedural costs were incurred during the procedure.

The imposed consumer protection fine must be paid to the account number 19017004-01678000-30900002 of the MNB within 30 days after the resolution becoming enforceable by indicating “consumer protection fine” as a comment and the number of the resolution.

In the absence of the voluntary payment of the fine, the rules of administrative enforcement are applied. In the 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 rate in effect on the date of imposition after every calendar day following the date of imposition. After the late payment of default interest, no further default payment can be charged.

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 of failure to pay debts will be collected in a way of enforcement procedure. The tax authority shall enforce the fine imposed and unpaid in the MNB’s final decision in a manner of taxes, as well as the default interest due to the fact of unpaid or overdue fine.

No appeal can be made against the resolution, at the same time, the Client, or other party of the proceedings with respect the provision applicable to him/her, may initiate administrative proceeding against the resolution within 30 days of the publication of the decision citing violation of law.

Legal representation is mandatory. The application shall be submitted to the MNB addressed to the Budapest-Capital Regional Court. (The assistance service of form's submission: [https://www.mnb.hu/felugyelet/engedelyezes-es-intezmenyfelugyeles/hatarozatok-es-vegzesek-keresese.](https://www.mnb.hu/felugyelet/engedelyezes-es-intezmenyfelugyeles/hatarozatok-es-vegzesek-keresese))

The submission of the application has no suspensory effect on the entry into force of the decision, but the plaintiff can request immediate legal protection.

The court will, as a rule, decide the trial out of court. A hearing shall be held, if so, requested in the application by the plaintiff. Failure to request a hearing cannot be justified.

Dated: Budapest, 22nd August 2023.

ELECTRONICALLY SIGNED DOCUMENT