

Based on the conclusions of consumer protection thematic investigation at the OTP Bank Plc (1051, Budapest Nádor utca 16.) („Bank”) the National Bank of Hungary ((1054 Budapest, Szabadság Square 9., registered office: 1013 Budapest, Krisztina krt. 39.) (“**MNB**”) passes the following

### R e s o l u t i o n

I. The MNB states that the Bank violated legal provisions related to the determination of reference interest rate applied in contracts at the invitation of amendment of contracts due to HUF conversion during the performance of its obligations in connection with HUF conversion of claims arising from single consumer loan agreement.

II. The MNB hereby draws the attention of the Bank to fulfil at all times its obligations specified by law governing its activity according to the law.

III/A. The MNB obliges the Bank to

- a) to account to the consumer for the amount of margin between amount of instalment calculated with reference interest rate for one month duration specified by law and the amount of instalment calculated with reference interest rate for three months duration applied following the amendment of the contract or refusal of the amendment under Act CXLV of 2015 (managing issues related to HUF conversion of claim arising from single consumer loan agreement), upon the termination of the loan agreement in the event of consumer loan agreements - concerned by violation mentioned in the point I - have not been terminated on the date of receipt of this resolution.
- b) to account to the consumer for the amount of margin between amount of instalment calculated with reference interest rate for one month duration specified by law and the amount of instalment calculated with reference interest rate for three months duration applied following the amendment of the contract or refusal of the amendment under Act CXLV of 2015 (managing issues related to HUF conversion of claim arising from single consumer loan agreement), upon the termination of the loan agreement within 30 day of receipt of the present resolution in the event of consumer loan agreement – concerned by violation mentioned in the point I - have been already terminated on the date of receipt of this resolution.

III/B. The MNB obliges the Bank to notify the MNB of measures performed due to the fulfilment of the obligation specified by point III/A. subsection b) 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—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, May 12, 2017