

Based on the conclusions of the consumer protection proceeding at 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”):

A) The MNB advises the Bank to:

- I. to comply at all times with the legal provisions related to its disclosure obligation prior to the signing of the credit agreement.
- II. to meet the deadlines set out by legal provisions for the written replies to the complaints during the complaint handling procedure of the Bank.
- III. to comply at all times with the legal provisions during the determination of the APR.
- IV. to comply at all times with the legal provisions related to the indication of APR during the commercial communications related to the credit.
- V. to perform at all times its prior and posterior information obligation related to the data forwarding due to failure to provide the natural persons data in the Central Credit Information System within the deadline set out by legal provisions.
- VI. to comply at all times with the legal provisions related to the unilateral amendment of the interest of the credit card agreement.

B) The MNB imposes a consumer protection fine in the amount of 2.000.000 (two million) forints to the Bank due to the violation of law stated in point A/IV.

C) In connection with the notification stated in the A/IV point, the Bank is obliged to:

- I. refund the amount of the unauthorized interest charged by the Bank in cases disclosed in this resolution to the customers until 29th of February, 2016.
- II. to inform the MNB about measures related to the refund and the performance of the refund to customers.

The MNB draws the attention of the Bank to the fact that if the Bank does not perform its obligations related to this resolution, or the performance of the Bank is not full, the MNB has the opportunity 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, the provisions of administrative enforcement have 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 charged 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, 14/01/2016