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Reference number: 280871/2020
Contact:
Subject: Resolution number H-FH-I-B-18/2021 on the application of measure and imposition of fine

Resolution number: H-FH-I-B-18/2021.

Based on the findings of the consumer protection targeted audit procedure at **OTP Bank Plc.** (registered office: 1051 Budapest, Nádor utca 16.) ("the Bank") by the **National Bank of Hungary** (registered office: 1054 Budapest, Szabadság tér 9., establishment: 1013 Budapest, Krisztina krt. 39.) ("MNB"), the MNB passes the following

Resolution:

- I. The MNB calls on the Bank to comply at all times with the legal provisions concerning**
 - a) the clear, comprehensible and complete written statement to be made available within 30 days following the termination of the contract,**
 - b) the statement about individual transactions to be made at the request of the client,**
 - c) the statement of fees to be prepared on the fees arising in connection with the use of services relating to the payment account,**
 - d) the annual report provided to the depositors,**
 - e) providing information on early repayments,**
 - f) reporting before and after the data forwarding to the Central Credit Information System.**

- II. MNB imposes a consumer protection fine on the Bank**
 - a) due to the violation of the legal provision cited in point I. a) in the amount of HUF 2.000.000 i.e. two million Hungarian forint,**
 - b) due to the violation of the legal provision cited in point I. c) in the amount of HUF 500.000 i.e. five hundred thousand Hungarian forint,**
 - c) due to the violation of the legal provision cited in point I. e) in the amount of HUF 4.000.000 i.e. four million Hungarian forint,**
 - d) due to the violation of legal provision cited in point I. f) in the amount of HUF 3.000.000, i.e. three million Hungarian forint**

totaling in the amount of HUF 9.500.000, i.e. nine million five hundred thousand Hungarian forint.

No procedural charges have incurred during the MNB procedure.

The imposed consumer protection fine has to 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>.)

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, in principle, decide the trial out of court. The hearing will be taken, if the plaintiff requests it in the application. There is no place for excuse, if the request is not made.

Dated: Budapest, 30th September, 2021.

ELECTRONICALLY SIGNED DOCUMENT

May contain secrets protected by law.