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**Resolution number: H-FK-I-B-153/2019.**

Based on the conclusion of the consumer protection inspection procedure against the **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") based on the application of ..... and ..... (mailing address :.....) (**Clients**) dated 26<sup>th</sup> March 2019, the MNB passes the following

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

**I. The MNB warns the Bank to send its reasoned position on consumer complaints to the consumers within a time frame determined in the legislation in any case and in its response it shall detail the result of the complaint's full-scope investigation, the settlement or the resolution of the compliant or in case of dismissal of the compliant the reason of dismissal.**

**II. The MNB obliges the Bank to pay consumer protection fine in the amount of 300.000,- HUF (three hundred thousand Hungarian forints) due to violation of the legal provisions relating to the response to the complaint.**

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 365<sup>th</sup> 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 submit 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, in principle, decide the trial out of court. The hearing will be taken, if the plaintiff requests in the application. There is no place for excuse, if the request is not be taken.

**Dated: Budapest, 13th November, 2019.**