

Based on the conclusion of the audit procedure against 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. ("MNB"), the MNB passes the following

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

**I.) obliges the Credit Institution to perform from 1 April 2019 and thereafter to provide it on a continuous basis:**

- 1) In accordance with subsection (8) of section 23 of Act CXXXIX of 2013 on the National Bank of Hungary (hereinafter: MNB Act) that the defective damaged forint banknotes with a surface not exceeding 50% shall be taken over free of charge from the customer and forwarded to the MNB for inclusion and for destruction;
- 2) In accordance with subsection (4) of section 20 of Decree of the National Bank of Hungary 11/2011. (IX.6) about on the technical tasks related to the processing, marketing and protection of banknotes (hereinafter: MNB Decree), that if a bigger part of an incomplete forint banknote is submitted, it will be taken over for exchange and conversion of the denomination. In case of submission of incomplete forint banknotes, possibly glued together, could be exchanged in the framework of exchange and conversion of the denomination if the individual parts are identical to the same forint banknote as may be determined by the cashier and each component together exposes more than half of the forint banknote;
- 3) In accordance with subpoint aa) of point a) of section 21 of MNB Decree that the fee charged by it for the conversion of the denomination does not exceed 5% of the nominal value of the forint banknote to be paid to the client;
- 4) In accordance with point (1) of section 22 of MNB Decree that the Bank informs in a notice their clients about the conditions for changing the denomination of the forint banknotes and the possibility of converting the forint banknotes involved into all the branches that actually carry out the change of the denomination and conversion.

**II.) requires the Bank to report on the measures taken by 30 April 2019 in a documented manner in order to verify the full compliance with the obligations contained in point I of the operative part of the decision.**

The Bank has the obligation to provide extraordinary reporting to the MNB Cash Logistics Directorate under the MNB E-Administration - Cash Service / Cash Flow Checks section of the MNB Electronic System for Accepting Data (hereinafter: ERA System), Report to the MNB It is obliged to fulfill its obligations by sending a form with a name.

The compressed size of files attached to a form should not exceed 12 MB, but the form can be submitted in unlimited numbers.

If the Bank wishes to send large [12 MB, up to five Gigabytes, compressed (.zip, extension)] files, it must be made available in ERA through the Large File Management (NAK) service, to which You need to install a related client application. In order to use the application supporting uploading and submitting data files in compressed form, the help system and the process description for the registered and ERA logged in users can be found in the ERA system at the following address: <https://era.mnb.hu/ERA.WEB/Services/Current?code=NAK>

The MNB draws the attention of the Bank to the fact that uploading and submitting the file via the NAK service is a two-step process: the pdf extension file generated as a result of the NAK upload is the first step of uploading without renaming the above-mentioned "Calculation of fulfillment of the obligations imposed by the MNB". to be submitted to the MNB.

The availability of the ERA system is provided via a link on the MNB's Internet portal: <https://era.mnb.hu/>. The ERA system user guides can be found under the ERA Help: <https://era.mnb.hu/ERA.WEB/contents/sugo>.

In accordance with section 75 of MNB Act and section 183-198 of Act CCXXXVII of 2013 on Credit Institutions and Financial Enterprises the MNB will apply additional measures, exceptional measures and may impose fines again, if the Bank in the event of failure to comply with the obligations set out in point I and II by the due date, or in the event of a repeated breach of the MNB's regulatory competence and the MNB's official decisions. In accordance with point (1) and (2) of section 76 of MNB Act that the amount of the fine may range from one hundred thousand forints to two billion forints, or the annual supervisory fee set for the Bank (the amount of the basic fee and the variable fee) up to two hundred percent if the latter amount exceeds two billion forints.

**III.) The MNB hereby impose a fine on the Bank in the amount of four million (4.000.000) forints.**

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 „supervisory fine” as a comment and the number of the resolution.

In event the facultative payment of the supervisory fine is missed provisions of the administrative execution shall apply. In 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. 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”.

No procedural costs were incurred during the procedure.

No appeal can be made against the resolution via administrative proceeding, however 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.

The submission of the claim has no suspensive effect on the entry into force of the decision, but the plaintiff may apply for 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.

Budapest, February 22, 2019.