

Announcement**On amendments to the Specific Business Regulations pertaining to Bank Accounts and Payment Transactions for Consumers and Sole Traders****the General Retail Business Regulations applicable to Consumers and Sole Traders****the Specific Business Regulations pertaining to the CIB Internet-Based Electronic Services for Consumers and Sole Traders****effective from 31 March 2018**

I. CIB Bank Zrt. (1027 Budapest, Medve u. 4-14.; company reg. no.: 01-10-041004) (hereinafter: Bank) hereby informs its Clients that with effect from 31 March 2018 the following sections of the Bank's Specific Business Regulations pertaining to Bank Accounts and Payment Transactions for Consumers and Sole Traders are amended as follows.

1.7.4. The parties may terminate the Framework Agreement based on mutual consent, with immediate effect.

4.2.1. (b) Based on the Agreement, a transfer order may also be submitted with a stipulation as to the debit date (i.e. Value Date) (deferred or Value-dated Transfer). Clients can submit value-dated foreign-currency transfer orders exclusively through the BT. If the debit date is earlier than the day on which the payment can actually be executed, or if it is a day that falls outside the period stipulated by the Bank (1 year), the Bank may refuse to execute the payment order.

The Bank hereby informs its Clients that with effect from 31 March 2018 the following section of the Bank's General Retail Business Regulations applicable to Consumers and Sole Traders is amended as follows.

9.2.1. The Client may terminate the Agreement with immediate effect if the Bank breaches any of its material obligations under the Agreement, or if this is stated in the Agreement.

14.4.3. (a) In the event of notifications sent via the Telecommunications Device and the use of a cash-substitute payment instrument, by virtue of the nature of the devices, the Bank will only examine whether the identification codes necessary for issuing instructions have been provided correctly. If the identification codes have been provided correctly, the Bank shall consider, without further investigation, that the notice was sent by the Client, and if the notice (order) complies with the rules of the Agreement in terms of both form and content, the Bank shall be entitled to deem that the information/order contained therein is original, and to execute the instruction accordingly (the Bank shall be entitled to return/reject any incorrect or illegible, non-contractual or incomplete orders without execution). For orders that are not

submitted on the standard form, the Bank shall be entitled to charge the additional fee specified in the List of Conditions.

14.4.3 c) In respect of unapproved payment transactions,

- that have been made with Sensitive Payment Data or with a Password Generator device or, in the case of the CIB mobilToken/CIB Bank mobile application, with the mobile device/mobile phone, that have been mislaid by the Card Holder or stolen, or that originate from unauthorised use of the Sensitive Payment Data or the Password Generator device or, in the case of the CIB mobilToken/CIB Bank mobile application, the mobile device, the Client who concludes an Agreement for such Internet-based Electronic Service, and/or
- that have been made with a Bank Card that has been mislaid by the Card Holder or stolen, or that originate from other unauthorised use of the Bank Card, in the case of Debit Cards, the Bank Account Holder(s) or, in the case of Credit Cards / Shopping Cards the Main Card Holder Client and/or
- that have been made with a T-PIN Code that has been mislaid by the Card Holder or stolen, or that originate from other unauthorised use of the T-PIN Code, the Client and/or
- that have been made with a password or codeword that has been mislaid by the Card Holder or stolen, or that originate from other unauthorised use of the password or codeword, the Client

shall bear the damages in an amount up to the equivalent of HUF 15,000 prior to the time of the Blocking.

The Bank is responsible for losses sustained after the blocking.

If the object of the blocking mentioned above has been used without its physical presence or without its electronic identification, the Client defined above shall bear no liability, even up to the amount of HUF 15,000.

The Client shall bear no liability

- the paying party could not notice the theft, loss or unauthorised use of the cash-substitute payment instrument before the execution of the payment transaction,
- the damage was caused by a measure or omission of the Bank's employee, payment intermediary, or entity performing outsourced functions for the Bank,
- the damage was caused by a personalised process, which is the object of blocking, that took place using an information technology device or telecommunications device, or if such was used without the personal security elements – such as the PIN code or other Sensitive Payment Data.
- the Bank did not comply with its obligation to ensure the opportunity for the Client to make the Blocking any time.

The Bank shall be exempt from its liability if it can prove that the loss incurred in connection with the unapproved payment operation was caused by fraudulent conduct on the part of the

Client, or by the Client's willful or grossly negligent breach of his/her obligations pertaining to the secret and secure storage of the device, the bank card or Sensitive Payment Data, or an obligation related to Blocking.

In the event of a Client report concerning an unapproved payment transaction, the Bank will examine each case individually, taking into account all the circumstances of the case during the review.

The Bank shall be exempt from its liability on the basis of the foregoing in the following cases:

- if the Client records the Sensitive Payment Data in his/her phone, or on paper or another accessible place, or stores it together and in the same place with the device or the bank card;
- the Client transfers, makes available in any other manner or assigns to another person the device, bank card or Sensitive Payment Data, or pledges them as security for a transaction or as a security deposit with a third party, or allows someone else to use it, or uses them for illegal purposes (especially, but not limited to, purchasing a product that is prohibited by the effective statutory regulations or purchasing prohibited services);
- a transaction not recognised by the Client has been executed using the device/bank card and the related Sensitive Payment Data and it was approved using the Sensitive Payment data relating to identification, which proves that the approval originates from the Card Holder.
- possession or theft of the bank card by an unauthorised third party, if this has occurred as result of the Client's willful misconduct or gross negligence, particularly as a result of the fact that the object used for storing the device/bank card or the device/bank card itself was left unattended,
- failed, late or incomplete fulfilment of the obligations related to Blocking.

The Bank shall not be liable for damages arising from blocking, even if such blocking was not executed by the Client (e.g. by the User or the Card Holder) (unauthorised reporting). The Bank shall be liable for any damage that originates from the fact that the Client was unable to make the Blocking due to reasons attributable to the Bank.

With regard to the time of the blocking request, the time recorded by the Bank shall be definitive. Liability for keeping confidentiality/secure storage of any device, bank card or Sensitive Payment Data, as well as for any measures taken to this end shall lie with the Client.

The following shall qualify as gross negligence:

- if the Client records the Sensitive Payment Data in his/her phone, or on paper or another accessible place, or
- if he/she records the Sensitive Payment Data on the device or on the bank card or on an object stored together with the device or the bank card
- if the Client stores the Sensitive Payment Data together and in the same place with the device or the bank card;

- the Client transfers, makes available in any other manner or assigns to another person the device, bank card or Sensitive Payment Data, or pledges them as security for a transaction or as a security deposit with a third party, or allows someone else to use it, or uses them for illegal purposes (especially, but not limited to, purchasing a product that is prohibited by the effective statutory regulations or purchasing prohibited services);
- possession or theft of the bank card by an unauthorised third party, if this has occurred as result of the Client's wilful misconduct or gross negligence, particularly as a result of the fact that the object used for storing the device/bank card or the device/bank card itself was left unattended,
- failed, late or incomplete fulfilment of the obligations related to Blocking.

The Bank hereby informs its Clients that with effect from 31 March 2018 the following sections of the Bank's Specific Business Regulations pertaining to the CIB Internet-Based Electronic Services for Consumers and Sole Traders are amended as follows.

18.12.3. The Bank reserves the right to modify the fees, costs and commissions unilaterally, and to display these in the List of Conditions on its website as well as in the Branches – if the modification is unfavourable for the Client – 2 months before the modification is due to go into effect. The cost of the telephone line used for the operation of the Business Terminal and any other related costs shall be borne by the Client.

18.14.3. The Bank is entitled to terminate the Agreement with immediate effect if the Client commits a serious or repeated breach of any of his obligations under the Agreement. Upon termination, the Bank shall block access to the Electronic Service.

CIB Bank Zrt.

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