

Based on the conclusion of the consumer protection proceeding at OTP Bank Plc. (1051 Budapest, Nádor utca 16.) ("the Bank") that was carried out based on the request of the Client arrived on May 13, 2016 I hereby pass the following

Resolution

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"):

- I. I hereby draw the attention of the Bank that the Bank shall deliver to the Consumers the position of the institute with the justification to be considered as responses to the written complaints of the consumers within thirty (30) days after the submission of the complaint.
- II. Due to the violation of the provision related to delivering of the position of the institute to be considered as responses to the written complaints of the consumers within thirty (30) days after the submission of the complaint I hereby impose on the Bank a consumer protection fine in the amount of two hundred fifty thousand (250.000) 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 „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 the event 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, October 14, 2016