

Dear Customer,

Please be **informed of certain important requirements** affecting customers of Act LIII of 2017 on the Prevention and Combating of Money Laundering and Terrorist Financing (the “Money Laundering Act”), significantly amended on 10/01/2020, **as follows**:

1. Copying of identification documents

In accordance with Art. 7 (8) the customer’s identification **documents must be copied**—except for the personal identification number page of the address card—if the amount of the transaction initiated by the customer reaches the limit of three hundred thousand Hungarian forints. Below this threshold certain identification data must be provided if the transaction reaches one hundred thousand Hungarian forints, but the currency exchange agent has no obligation to copy the documents.

2. PEP statement

In accordance with Art. 9/A, a natural person customer is required to make a written statement on whether or not he/she qualifies as a politically exposed person (PEP), an immediate family member of a politically exposed person, or a close associate of a politically exposed person. If a natural person customer qualifies as a politically exposed person, the statement should include under which subparagraph of Art. 4 (2) of the Money Laundering Act he/she qualifies as a politically exposed person, as well as information on the source of the funds or assets. Categories of politically exposed persons are as follows:

a)	heads of state, heads of government, ministers, deputy or assistant ministers, in Hungary the President, the Prime Minister, ministers and ministers of state,
b)	members of parliament or members of similar legislative bodies, in Hungary members of Parliament and ethnic spokespersons,
c)	members of governing bodies of political parties, in Hungary members or officials of the managing bodies of political parties,
d)	members of supreme courts, constitutional courts and other high-level judicial bodies whose decisions are not subject to further appeal, in Hungary members of the Constitutional Court, courts of appeal and the Curia,
e)	members of courts of auditors and the boards of central banks, in Hungary the President and Vice-President of the State Audit Office, members of the Monetary Council and of the Financial Stability Board,
f)	ambassadors, chargés d'affaires, high-ranking officers in the armed forces, in Hungary the head and deputy head of the central unit of the body in charge of law enforcement, and the Chief of the General Staff of the Armed Forces and his deputies,
g)	members of the administrative, management or supervisory bodies of majority state-owned enterprises, in Hungary the managing directors and members of the governing bodies having administrative or supervisory rights of majority state-owned enterprises,
h)	directors, deputy directors or members of the governing bodies, or persons performing equivalent tasks* of international organisations,
i)	immediate family members of politically exposed persons are their spouses and partners; their natural and adopted children, stepchildren and foster children, as well as spouses and partners of the aforementioned; and their natural and adoptive parents, stepparents and foster parents,
	close associates of politically exposed persons as specified below:
j)	i. any natural person who has joint beneficial ownership of a legal person or an entity without legal personality, or has any other close business relations, with a politically exposed person
	ii. any natural person who has sole beneficial ownership of a legal person or an entity without legal personality which has been set up for the benefit de facto of a politically exposed person

*the part “or persons performing equivalent tasks” was added to the Money Laundering Act with the amendment of 10/01/2020

3. Beneficial ownership statement

In accordance with Art. 8 (1), the customer is required to make a written statement if he/she acts on behalf or for the benefit of a beneficial owner. Besides the identification data of the beneficial owner, the statement should also include whether the natural person beneficial owner qualifies as a politically exposed person or not. If the customer acts on behalf of a non-natural person in the course of the transaction, he/she should also specify the nature and extent of the ownership interest of the beneficial owner in the statement. The nature of ownership interest may be determined as follows:

a)	the natural person who holds directly or indirectly—as specified in Art. 8:2 (4) of the Civil Code Act (the “Civil Code”)—25 percent or more of votes or ownership interest in a legal person or entity without legal personality, or exercises actual management or control in some other manner over the legal person or entity without legal personality, if the legal person or entity without legal personality is not a company quoted on a regulated market that is subject to disclosure requirements in line with Community law or equivalent international arrangements,
b)	the natural person holding controlling interest as specified in Art. 8:2 (2) of the Civil Code in a legal person or entity without legal personality,
	in the case of a foundation, the natural person
c)	i. who is a beneficiary receiving 25 percent or more of the assets of the foundation, if the future beneficiaries have already been determined,
	ii. in whose interest the foundation was created or is being operated, if the future beneficiaries have not been determined yet,
	iii. who is a member of the managing body of the foundation, or controls 25 percent or more of the assets of the foundation, or
	iv. in the absence of a natural person as above, the natural person authorised to act on behalf of the foundation,
	in the case of a trust agreement, the following persons:
d)	i. the trustor(s); in the case of a non-natural person trustor its beneficial owner as per a) or b) above,
	ii. the trustee(s); in the case of a non-natural person trustee its beneficial owner as per a) or b) above,
	iii. the beneficiary or group of beneficiaries; in the case of a non-natural person beneficiary its beneficial owner as per a) or b) above,
	iv. the natural person who exercises management or control in some other manner over the assets held in trust, and
	v. the protector(s) where applicable; in the case of a non-natural person protector its beneficial owner as per a) or b) above”, and
e)	in the absence of a natural person as per a) and b) above, an executive officer of the legal person or entity without legal personality

**the part d)/v was added to the Money Laundering Act with the amendment of 10/01/2020

In the case of a natural person customer, beneficial owner shall be the person on whose behalf a transaction is carried out, or who exercises actual management or control in other ways over the activities of the natural person customer.

4. Verification of the source of funds

In accordance with Art. 10 (2) of the Money Laundering Act, the service provider may request—under the risk sensitivity approach—information about the source of funds, as well as documentary evidence relating to the source of funds for the purpose of verification of such information, and in accordance with the provisions of MNB Decree 26/2020 (VIII.25.) in the case of a currency exchange transaction reaching the amount of HUF 10 million the service provider shall expressly request such documentary evidence.

5. Currency exchange transactions of HUF 50 million or more

In accordance with MNB Recommendation 8/2019, the execution of currency exchange transactions of HUF 50 million or more is subject to the prior approval of the Exchange Agent and Raiffeisen Bank Zrt., and requires the availability of information on the source of the funds, as well as the presentation of documentary evidence supporting such information.

For faster service please have your documents ready.

6. Payment by bank card

The Bank accepts bank cards issued by Hungarian or foreign credit institutions as a cash substitute payment instrument in the following exchange offices:

- Budapest XVIII. district – Lőrinc Center
- Budapest XV. district – Pólus Center
- Budapest XI. district – Savoya Park
- Budapest VI. district – Oktogon tér office no. 3
- Budapest XIV. district – Sugár Business Center
- Budaörsi Tesco store
- Dunaújváros
- Kecskemét – Malom Center
- Esztergom
- Paks
- Pécs – Árkád Center

Purchase process at a POS terminal

1. Entering the purchase amount

The Exchange is obliged to execute and authorize transactions carried out simultaneously by the same cardholder with the same card in one amount, even if it issues multiple invoices for the purchase.

It is prohibited to deduct the amount of a purchase in multiple installments or to break the transaction.

2. PIN code verification

If the terminal requests the PIN code to authorize the card transaction, the cardholder must enter it on the terminal's PIN code entry interface.

The verification of the correctness of the PIN code is carried out completely automatically, independently of both the cardholder and the terminal operator.

In the case of contactless cards, below the limit valid for the given country (currently HUF 15,000 in Hungary), cardholder identification with a PIN code is typically not requested (according to card company expectations).

3. Completion of the purchase

Two copies of the transaction receipt may be prepared, the first copy of which belongs to the acceptor and the second to the cardholder, if he/she so requests.

Upon completion of the purchase, the bank card must be handed over to the cardholder together with the block and the receipt.

4. Transaction cancellation; refund

The cancellation of the last transaction can only be carried out in the event of a correction of an erroneous transaction made at the acquirer – if an incorrect transaction amount was entered.

Based on a customer complaint, if the Exchange acknowledges it and the customer has presented the original transaction receipt, the Exchange is obliged to refund the amount.

7. IBUSZ Kft. operates as an agent for Raiffeisen Bank Zrt.

The Exchange Agent shall record and process the Customer's personal data obtained at the time of the currency exchange transaction in accordance with the Money Laundering Act and Act C of 2000 on Accounting, and where necessary forward these to Raiffeisen Bank Zrt. and/or to the competent authorities. The detailed rules relating to the Exchange Agent's data processing activities are contained in the Exchange Agent's Privacy Policy, available in the Exchange Agent's website (www.ibusz.hu) and also in its premises.

If you wish to lodge a complaint regarding the Exchange Agent's activity, you may do so at any time. The Exchange Agent shall forward customer complaints to Raiffeisen Bank Zrt. using the standard prescribed form. Complaints are answered within 30 days. Optionally, customers may contact Raiffeisen Bank Zrt. directly with any complaint (call centre: +36 80 488 588). The Exchange Agent shall keep a central register on the complaints.

Customers may also lodge any complaint they may have directly with the following bodies and authorities:

Financial Arbitration Board (address: MNB 1054 Budapest, Szabadság tér 9., mailing address: H-1525 Budapest, BKKP Pf. 172, phone: 06-80-203-776, e-mail: ugyfelszolgalat@mnb.hu, customer service address: 1013 Budapest, Krisztina krt. 39., hearings are held at 1133 Budapest, Váci út 76.);

National Bank of Hungary (address: 1054 Budapest, Szabadság tér 9., mailing address: H-1534 Budapest, BKKP Pf. 777, phone: 06-80-203-776, e-mail: ugyfelszolgalat@mnb.hu);

any competent court.

In the event of an actual or imminent violation of rights related to the processing of his/her personal data, the Customer may initiate the proceedings of the Hungarian National Authority for Data Protection and Freedom of Information (registered office: 1055 Budapest, Falk Miksa utca 9-11.), or apply to a court. The Customer may in each case contact the data protection officer of Raiffeisen Bank Zrt. before initiating any of the above proceedings.