

	Shop	<b>Basic number:</b>	shop
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This agreement is concluded by and between

CUSTOMER DATA	
Company name / name:	Customer Service
Registered office:	Customer Service
Court-registration No.:	Customer Service
Registration number:	Customer Service
Tax number:	Customer Service
Mailing address:	Customer Service
E-mail address (if having regard to Sections IV.4.1 and 4.2 the Customer discloses it to the Bank for the purposes of this agreement):*	Customer Service
Represented by:	Customer Service
Number of securities (custody) account:	dealid
Number of Client Account:	mainAccount

\*If you do not disclose your e-mail address to the Bank you will not be able to use certain investment services as set out in the relevant annex to the BCIS, since in the absence of the option to send e-mail messages the Bank will be unable to meet its statutory obligation of notification towards its customers.

CUSTOMER DATA	
Surname and first name:	Customer Service small-scale agricultural producer
Address:	Customer Service
Tax identification number:	Customer Service
Mailing address:	Customer Service
E-mail address (if having regard to Sections IV.4.1 and 4.2 the Customer discloses it to the Bank for the purposes of this agreement):*	Customer Service
Number of securities (custody) account:	dealid
Number of Client Account:	mainAccount

\*If you do not disclose your e-mail address to the Bank you will not be able to use certain investment services as set out in the relevant annex to the BCIS, since in the absence of the option to send e-mail messages the Bank will be unable to meet its statutory obligation of notification towards its customers.

CUSTOMER DATA	
Surname and first name:	full name
Mother's maiden name:	Customer Service
Country of birth:	Customer Service
Place of birth:	Customer Service
Citizenship:	Customer Service
Address:	Customer Service
Place of residence:	Customer Service
Mailing address:	Customer Service
E-mail address (if having regard to Sections IV.4.1 and 4.2 the Customer discloses it to the Bank for the purposes of this agreement):*	Customer Service
Tax identification number:	Customer Service

Foreign exchange status:	Customer Service
Number of securities account:	dealid
Number of Client Account:	mainAccount

\*If you do not disclose your e-mail address to the Bank you will not be able to use certain investment services as set out in the relevant annex to the BCIS, since in the absence of the option to send e-mail messages the Bank will be unable to meet its statutory obligation of notification towards its customers.

as a principal (the "**Customer**")

and

### **Raiffeisen Bank Zrt.**

1133 Budapest, Váci út 116-118.,

Court-registration number: 01-10-041042 Tax number: 10198014-2-44

as a broker (the "**Bank**"),

collectively called the "**Parties**", on the date below written, subject to the following terms & conditions:

## **Introduction**

Considering that the Customer wishes to entrust the Bank with the provision of certain investment services and ancillary services (collectively the "**investment services**"), the Parties agree that the Bank shall provide investment services and ancillary services to the Customer subject to the terms and conditions set out in this framework agreement (the "**Framework Agreement**"). By signing this Framework Agreement, the Customer requests the Bank to provide the following investment services and ancillary services to the Customer:

- (i) Keeping of a Client Account as described in Chapter I of the Framework Agreement in connection with the services specified in subparagraph (ii) below;
- (ii) Custodianship and keeping record of the financial instruments detailed in Chapter II of the Framework Agreement, keeping of securities account and provision of the related services (securities account keeping service).

Parties confirm, this agreement – with continuous keep of the legal relationship – between the Bank and Account Owner - replaces the Agreement on the provision of financial services for key account private customers (henceforth: Agreement), they change the name of the Agreement, apply modifications in unified structure and it shall be determined as follows. Account owner takes cognizance, that products and services available by the Agreement, from date of signing this contract cannot be used, except that products and services which are available in Retail/Premium Banking product and service offer.

The Parties agree that framework agreement for the provision of investment services and ancillary services (hereafter: Framework agreement) concluded between them shall be amended under mutual consent, with the continuity of the legal relationship expressly maintained, and its integral text including all amendments in a consolidated wording shall be as follows. The Customer expressly acknowledges that from the date of signing this agreement the Customer shall not be entitled to products and services regulated in the Framework agreement notwithstanding those products and services provided by the Private Banking.

## I Client Account Keeping, Settlement in Payment Account

1. In order to administer the Customer's cash turnover relating to investment services rendered by the Bank, the Bank shall upon the Customer's order open and keep a client account (the "**Client Account**").
2. The Client Account is a restricted access account kept for the Customer only and exclusively to serves the administration of the balance of transactions relating to the investment services, ancillary services and commodity exchange services.
3. The Bank shall make sure that the Customer may dispose of his/her monies recorded in the Client Account in the manner specified in this Framework Agreement as well as in the Bank's Business Conditions for Investment Services (the "**BCIS**"), with having regard to the fact that unless legal enactment of governmental decree does not prescribes to the contrary, in respect of Client Account solely simple money transfer or payment in cash shall be applicable.

In lack of such legal enactment money transfer debiting the Client Account may be initiated in favour of another client account or payment account registered under the Customer's name and as Customer's property.

4. Upon the express specific order of the Customer, the Bank shall administer the cash turnover connected to investment services and ancillary services in the Customer's payment account kept at the Bank.

### ***Right of Disposal***

5. The Customer shall notify the Bank of the names and signatures of the persons authorised to dispose of the Client Account in the signature registration card provided by the Bank. . The Customer hereby acknowledges that any person the Bank employs under contract of employment or any other work-related contractual relationship shall not be able to exercise the right of disposal over any Client Account as the Customer's representative, with the exception of power of representation invoked on the basis of law, court or regulatory decision, or under instrument of constitution. The Customer also acknowledges that if any time under the effective period of this Frame Agreement in respect of the Customer's representative it is stated that such representative is in collision with the above legal requirements, the Bank shall have the right to cancel the right of disposal of such effected representative with immediate effect without sending any prior notice for the Customer.

6. Upon registration, the Bank checks (i) in the case of a business association or other legal entity whether the person authorised to sign as per Section I/5 is at the same time a person authorised to sign for or represent the entity, or whether the authorisation to sign as per Section I/5 or the empowerment to give such authorisation has been received from a person who is authorised to represent the Customer in accordance with the Customer's effective companies register extract or deed of foundation, (ii) in the case of a private individual the identity card of the Customer (who is present in-person), or in the case of a proxy the identity card of the person acting as proxy under a power of attorney included in a notarised deed or a private document of full of evidentiary value. The Customer takes note that the Bank shall identify the Customer in accordance with effective laws concerning the prevention and impeding of money laundering, and capture his/her data.

7. In the case of a business association or other legal entity, the joint signature of two persons invested by the Customer with the right of representation shall be required to give right of disposal over the Client

Account, or to cancel the same, even if in accordance with the companies register from time to time in effect any of the signatories holds single procuration right. The only exception from this is if in accordance with the companies register from time to time in effect the Customer has authorised only one specific person with a single right of representation.

8. Any communication by the Customer concerning the transfer of the right of disposal shall be made in the form of a duly signed written statement, signed in the way registered at the Bank in respect of disposal over the Client Account, and may be cancelled in the same manner. The Bank shall not be held liable for any loss that might originate from the non-reporting and/or late reporting of changes concerning the right of disposal.

9. The Bank shall examine the authenticity of the signatures registered in accordance with Section I/5 only if in comparison with the signature specimens held by the Bank it is obvious at first sight that the signatures do not match. The Bank shall not be held liable for losses of any kind if the instruction was given properly in formal terms, but the signatures were in fact fake.

10. The Parties agree that as regards the right of disposal concerning the securities accounts (subaccounts) opened and maintained by the Bank on the Customer's behalf to keep record of securities, the provisions set out in Sections I/5-9 of this Framework Agreement shall be governing.

### **Order Execution**

11. In the case of cash withdrawals from the Client Account, above the limit from time to time specified in the List of Terms & Conditions relevant to the Customer\* the Bank shall execute the Customer's order only if the Customer has given prior notice in writing, unless an individual agreement or this Framework Agreement provides otherwise.

12. If the balance necessary for the execution of a payment order given by the Customer is unavailable in the Client Account, the Bank shall not execute the order, and shall have the right to return the entire documentation concerning the order to the Customer.

13. The Bank shall notify the Customer of debits and credits in the Client Account as well as of unexecuted payment orders by means of written statements of account sent by mail or delivered in another durable medium in accordance with the List of Terms & Conditions relevant to the Customer that is from time to time in force, but at least on a quarterly basis. For notices, the fee disclosed in the List of Terms & Conditions relevant to the Customer shall be charged.

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\* Depending on the category of the Customer: Consumer List of Conditions, Premium Banking List of Conditions, List of Conditions for Preferred Private Customers, List of Conditions for Corporate Customers Concerning Investment Services, List of Conditions for Municipality Customers.

## **II**

### **Keeping of Securities Account**

1. Upon the Customer's order, the Bank shall open a securities account for the Customer for the purpose of keeping record of securities, and the custodianship of printed securities. Subaccounts may also be linked to the securities account. In respect of securities accounts, the statutory prohibition concerning the identity of representatives as set out in Section I/5 shall also be governing and applicable.

The Parties agree that in respect of the securities registered in the securities accounts opened under this Framework Agreement the Bank shall only and exclusively provide the basic services identified in Sections 2 to 6 below to the Customer.

2. The Bank shall keep record of the securities obtained by the Customer in the securities account, collect the yields of the securities on a mandatory basis in the case of dematerialised securities, and under a special agreement to this effect between the Parties in the case of printed securities, and inform the Customer of any corporate events announced by the issuer. The Bank keeps the securities in individual or collective custody in accordance with the provisions of the BCIS. The Bank further undertakes to manage the securities separately from its own assets, and to fulfil any formally appropriate orders concerning the securities from time to time held by the Customer.

3. In respect of his/her shares recorded by the Bank, the Customer requests to be recorded as a shareholder in the share register in the following cases:

- dividend payment, interim dividend payment;
- share replacement;
- share register updating upon the issuer's demand.

Should the Customer wish to be recorded as a shareholder in respect of any event other than those specified in this paragraph, it should give written notice to the Bank to this effect, leaving enough time for the Bank to arrange the Customer's entry in the share register.

4. The Customer has the right to give written notice of 8 days to the Bank if the securities deposited in the securities account or a part of the same are encumbered for the benefit of a third party, or if the Customer wishes to have the securities blocked for any other reason. The Bank shall transfer the securities so identified to a so-called blocked securities account (sub-account), identifying the reason for the blockage and the person or institution for whose benefit the securities are blocked. The Bank shall issue a certificate on the blocked sub-account, and send it to the Customer. The same procedure shall be taken upon the cancellation of the third party's right. The Bank shall cancel the right only and exclusively upon the written statement of the beneficiary of the blockage.

5. If the Customer has the right to alienate the securities during the lifetime of the blockage, the Bank shall make sure that the securities are transferred to the new securities account with the fact of and reason for the blockage identified.

6. The Bank shall notify the Customer of any credit and debit effected in the securities account by statements of account, with the frequency specified in the BCIS, but at least quarterly, in writing, by mail or in another durable medium. Notification costs shall be borne by the Customer, in accordance with the List of Terms & Conditions relevant to the Customer. Upon the Customer's request, the Bank shall immediately issue a statement of account concerning the transaction history and balance of the securities account.

7. If the Customer terminates the securities account keeping service, the termination notice shall be effective—save upon the exhaustion of the securities custody account—only if the Customer simultaneously names another account-keeping institution. Exhaustion of the account in itself shall not terminate the account.

8. If the Customer fails to make arrangements within the period of notice for the transfer of the securities available in his/her account to another institution, after the entry in force of the termination notice the

Bank shall continue safekeeping the securities subject to the rules of a quasi-contract. For such custody, the Bank shall charge a fee equalling the amount of the account-keeping fee specified in the List of Terms & Conditions relevant to the Customer.

### III Other Investment Services

1. The Parties agree that if the Customer wishes to use an investment service provided by the Bank, the Parties shall conclude a separate agreement concerning the given investment service, in which they shall agree on the terms & conditions and other details of the Bank's rendering of the given service. The Customer takes note that any agreement concluded this way shall qualify as a contract falling under the effect of this Framework Agreement.

2. A non-natural person Customer acknowledges that following the date of 3 January 2018 in the absence of a LEI code the Bank shall have the right to conclude only such transactions with the Customer under this Framework Agreement as are permitted by the governing laws in the absence of a LEI code as well.

3. The Bank shall record orders given over the phone and any communication over electronic channels, as well as record conversations with the Customer that do not result in orders given (whether the conversation takes place in person, on the phone, or via electronic channels) via voice recording / minutes. Upon the Customer's request, the Bank shall ensure an opportunity for the Customer to hear or read the audio recordings, minutes and electronic communication in the Bank's premises, in a room provided by the Bank, or to ask for a copy of the content of the telephone or electronic communication or minutes.

4. The Customer declares that he/she knows the Bank's Execution Policy currently in effect, and acknowledges those set out therein as binding for himself/herself. The Customer takes note and accepts that the Bank has the right to change the content of the Execution Policy in its sole discretion, therefore the Customer shall get informed about the text of the Execution Policy that is from time to time in effect in the Bank's website [www.raiffeisen.hu](http://www.raiffeisen.hu).

5. By signing this Framework Agreement, the Customer expressly consents that the Bank may execute the orders given by the Customer outside trading venues (exchanges, regulated markets, MTF, OTF), in the scope of dealing on own account as well, subject to the terms set out in the Execution Policy.

6. If the Bank makes it possible for the Customer in accordance with the Customer's business line mapping to use investment or ancillary services—in addition to Raiffeisen Direkt—through tape recorded phone as well via an account manager or advisor, the Bank shall accept and fulfil the following orders, instructions and information requests of the Customer given on recorded phone:

- the Customer may give orders for the transactions specified in this Framework Agreement,
- the Customer may request information or account statements concerning any transaction, order or contract falling within the scope of this Framework Agreement,
- request information concerning the investment and ancillary services provided by the Bank and the terms and conditions of these,
- report changes in any of his/her data recorded in this Framework Agreement,

- inform the Bank of his/her intention to conclude a contract for any investment or ancillary service offered by the Bank,
- report any complaints or objections.

7. It is agreed that the Bank shall have the right to identify the Customer in the case of the telephone service specified in Section 6 above as well on the basis of the Customer's name, customer number and optional personal data.

8. The Customer exempts the Bank from any liability for losses or damages that might arise from the interruption, repetition, illegitimacy, deliberate or accidental distortion, or disruption for any reason, of any telephone conversation. The Customer furthermore takes note and at the same time consents that the Bank shall record any incoming telephone calls, as well as those initiated by the Bank, and use such recordings as evidence concerning the given financial transaction.

9. The Bank shall not be liable for losses arising from any failure in the telephone lines or in the Customer's telephone set, and shall not be liable for losses arising when the Bank's IT system attached to the above telephone services or any supplementary or supporting system of such system breaks down, and until the elimination of the error the Customer is unable to use the services specified in Section 1. The Bank furthermore shall not be held liable for losses caused by the use of information obtained by unauthorised parties tapping the telephone lines.

#### **IV General Provisions**

Unless agreed or stipulated otherwise, the provisions set out in this chapter are to be applied in respect of all investment services.

##### ***Commissions, Fees and Charges***

1. The Bank shall disclose the measure of the fees, commissions and charges connected to the investment services used by the Customer in the List of Terms & Conditions from time to time in force and effect. The currently effective List of Terms & Conditions relevant to the Customer is handed to the Customer on the date of execution of the Framework Agreement, and the List of Terms & Conditions relevant to the Customer that is from time to time in effect shall be displayed and available to the customers any time in the customer areas of the Bank's branches as well as in its website ([www.raiffeisen.hu](http://www.raiffeisen.hu)). The List of Terms & Conditions may as well set forth fees and commissions unmentioned in the Framework Agreement or in the agreements concluded in respect of the different investment services governed by the Framework Agreement.

2. The fees, commissions and charges connected to the investment services specified in the Framework Agreement, as well as to those provided by the Bank on the basis of the agreement(s) mentioned in Chapter III hereof, shall be settled against the Client Account or another account kept by the Bank on behalf of the Customer.

3. The Customer takes note that upon the late payment of the fees, commissions and charges due to the Bank under the Framework Agreement the Bank shall charge the penalty specified in the List of Terms & Conditions relevant to the Customer for the period of the default, starting from the due date of payment.

### **Notices**

4. Unless provided otherwise in Sections 4.1 and 4.2 of this Framework Agreement or the Parties agree otherwise, all notices and communication from the Bank to the Customer shall be sent in writing, in one of the following ways: by mail, or delivery to the Customer's mailbox maintained at the Bank; only and exclusively private individuals may also choose to receive notifications through the Raiffeisen DirektNet system, which method of notification is included in **Annex No. 1** to this Framework Agreement.

4.1 In case an order to buy or sell a financial instrument is given by the Customer **using a telecommunications device**, by signing this Framework Agreement the Customer expressly consents that—irrespective of the method of notification specified in Annex No. 1 to this Framework Agreement—the **information on preliminary cost calculation** to be provided to the Customer on a mandatory basis in the case of the use of investment services **shall be provided by the Bank to the Customer in e-mail** (unless such information constitutes part of the product guide available in the Bank's website). The Customer gives his/her express consent to the use of this method, and furthermore in view for the provision of the information concerning the preliminary cost calculation **shall provide an e-mail address to the Bank**, and takes note that the Bank shall have the right to save such e-mail address and use the same for this purpose.

By signing this Framework Agreement, the Customer further expressly consents that the Bank may **deliver the suitability statement** to be provided to the Customer on a mandatory basis in the case of the provision of investment advice—as well as the **cost-benefit analysis in the case of a switch between investments—in a durable medium without undue delay following the conclusion of the Deal**, provided that the transaction or contract concerned by the investment advice has been concluded. Such consent of the Customer concerns the case where the order for the purchase or sale of a financial instrument is **given using a telecommunication device** that does not make the prior delivery of the suitability statement possible. By signing this Framework Agreement, the Customer expressly waives the option to postpone the given Deal in order to receive the suitability statement in advance.

4.2 **If the Customer has provided his/her e-mail address to the Bank**—irrespective of the method of notification determined in Annex No. 1 to this Framework Agreement—the **Bank will (may) give information intended for the Customer**—which information in the case of investment or ancillary services used by the Customer, either (i) is to be provided on a mandatory basis in accordance with the laws from time to time in effect, or (ii) does not qualify as mandatory in respect of either of the Parties (in accordance with a law, a contract or any provision or rule concerning either of the Parties), i.e. is non-mandatory—as well as **notifications to be forwarded to the Customer, and information requests, in e-mail to the Customer, will (may) initiate the relevant communication or information exchange with the Customer via e-mail, and will (may) expect or receive the Customer's messages and information, and responses given by the Customer, via e-mail.**

In particular, but without limitation, the notifications

- (i) to be provided by the Bank to the Customer in accordance with the laws concerning the exercise of different shareholder rights in exchange-listed companies, the identification of shareholders, the forwarding of information, and the facilitation of the exercise of shareholder's rights (the "**SRD rules**") in respect of the Customer's exchange-listed equities, as well as the notification duties as per



- (ii) Directive 2014/65/EU on markets in financial instruments ("**MiFID II**"),
- (iii) Act CXXXVIII of 2007 on Investment Firms and Commodity Dealers, and on the Regulations Governing Their Activities ("**Bszt.**"),
- (iv) Regulation (EU) No 1286/2014 on key information documents for packaged retail and insurance-based investment products ("**PRIIPS**"), and
- (v) Commission Delegated Regulation (EU) 2017/565 supplementing Directive 2014/65/EU (among others) as regards organisational requirements and operating conditions for investment firms,

shall fall within the scope of Section 4.2 paragraph (i) above, with the proviso that the list of the types of information, notifications and information requests falling within the scope of Section 4.2 paragraph (i) — which are to be sent by the Bank to the Customer's e-mail address—is included in the relevant annex of the BCIS as amended from time to time, along with the list of **investment and ancillary services that the Customer may not use if the Customer fails to provide his/her e-mail address to the Bank.**

If the Customer fails to provide his/her e-mail address to the Bank, he/she expressly waives the right to the information to be provided by the Bank under the SRD Rules, and all legal consequences of such waiver shall be borne by the Customer.

Marketing communication does not fall within the scope of this Section 4.2.

5. Any registered mail sent to the Customer shall be regarded as delivered on the fifth day from certified posting. Any notice deposited in the Customer's mailbox maintained at the Bank shall be regarded as delivered on the business day following the date of deposition.

6. Any communication concerning the amendment or termination of this Framework Agreement may be delivered only and exclusively in the form of a written notice sent by mail.

7. The statements of account mentioned in this Framework Agreement shall be provided to the Customer in the way specified by the Customer in Annex No. 1 hereof, either in writing or in a durable medium (via the Raiffeisen DirektNet system).

8. Via the Raiffeisen DirektNet system, the Bank shall not accept from or send notices or instructions of any kind to the Customer that would result in the amendment or termination of any individual or framework agreement between the Customer and the Bank, or cause any change in the identity of persons authorised to act on behalf of the Parties.

In case the Raiffeisen DirektNet system is chosen for communication, the Customer hereby expressly and firmly declares that this method of notification is adequate for it for the delivery of statements of account to be sent to the Customer. The Customer furthermore declares that it has regular Internet access.

9. The Bank shall not be liable if the Customer fails for any reason to receive any notice sent by mail to the Customer's registered office or mailing address identified in this Framework Agreement or subsequently notified to the Bank in writing, or if it fails to collect notices from the mailbox maintained at the Bank and identified as the place of delivery, or if the Customer fails to periodically check notices sent via the Raiffeisen DirektNet system, or to open the same. In consideration for the obligation of delivery, the Customer hereby affirms and covenants to continuously provide for an authorised person (representative) to receive postal matters at the address identified in the annex to this Framework Agreement for postal deliveries throughout the lifetime of this Framework Agreement. Failing this

obligation, the Customer may not plead the absence of a person (representative) authorised to take delivery of notices to obtain advantages.

### ***Order Execution, Collateral***

10. The Bank shall not be obligated to start executing the orders given by the Customer until the Customer has made the monies or securities necessary for the fulfilment of the deal as well as the costs of the deal and the fee to be charged by the Bank available to the Bank. By signing this Framework Agreement, the Customer orders and authorises the Bank to block the monies or securities necessary for the execution of the deal in any bank account or securities account of the Customer kept at the Bank until the date of settlement as monies or securities allocated for a specific purpose that have been withdrawn from the Customer's free disposal.

11. By signing this Framework Agreement, the Customer expressly, firmly and irrevocably pledges for the Bank as financial collateral securing its payment obligations arising from this Framework Agreement the current disposable balance of its securities and client accounts, i.e. the securities and monies which are from time to time under the free disposal of the Customer. A natural person Customer shall fulfil his obligations generating under this Framework Agreement towards the Bank—with the collateral provided in accordance with this Framework Agreement—up to the amount specified in Annex No. 2 to this Framework Agreement (the "**Limit Amount**") and its charges, with the proviso that the Bank shall have the right to demand the Customer to pay his total debt in excess of the Limit Amount from time to time prevailing (i.e. including any amount that is uncovered by collateral). Apart from its right to determine the above Limit Amount the Bank also reserves the right that in the event it should incur any claim on the Customer that is in excess of the Limit Amount, it may obligate the Customer to provide additional collateral in accordance with the provisions of this Framework Agreement, simultaneously changing (raising) the Limit Amount. The Parties agree that the Bank shall have the right to settle any of the Customer's debts owed to the Bank under any legal relationship (including in particular, but not limited to legal relationships connected to investment services and ancillary services, and financial services and ancillary financial services) from the financial collateral without any special notice to the Customer, subject to an obligation to settle accounts. As regards the satisfaction of the Bank's claims from the securities pledged as collateral, the detailed provisions from time to time set out in the BCIS shall be accepted and regarded as governing by the Parties.

12. For the sake of clarity it is agreed that in the case of prompt purchase deals concluded under this Framework Agreement the amount provided by the Customer to the Bank in accordance with Section IV/10 of this Framework Agreement as monies necessary for the fulfilment of the deal shall qualify as the counter-value of the given payment obligation (and not as collateral), which is to be blocked by the Bank in accordance with Section IV/10 of this Framework Agreement until the date of settlement.

13. Exercise of the rights specified in Sections IV/10, IV/11 and IV/12 shall not be to the prejudice of the Bank's other rights specified in the Framework Agreement and/or in the BCIS.

### ***Implementing and Closing Provisions***

14. This Framework Agreement is concluded for an unspecified period of time, and may be terminated at a notice of 30 days by either Party. The investment services described in the different chapters in detail may as well be terminated independently; however, with the termination of the Client Account service the entire Framework Agreement shall be terminated. By the date of effectiveness of the termination notice the Customer shall have paid all its outstanding debts owed to the Bank, or have made arrangements for their payment in a way acceptable for the Bank.

15. If upon the termination of the Client Account the Customer fails to name a payment account kept at a credit institution, the Bank shall pay the monies available in the account to the Customer on the working day following termination at the latest, based on the Customer's instruction by transferring the monies to the payment account identified in such instruction, subject to the provisions set out in Section 1/3.

16. Upon termination by the Customer, the Bank shall have the right to enforce all debts of the Customer payable to the Bank by way of set-off primarily against the Client Account, or against any account of the Customer kept at the Bank. The right of set-off shall also concern any amount incoming to the Bank after the termination of this Framework Agreement.

17. The Customer expressly exempts the Bank from its obligation of confidentiality regulated in the relevant laws in so far as the Bank may without the Customer's specific instructions disclose data related to this Framework Agreement to the RZB Group—consisting of Raiffeisen Zentralbank Österreich AG and its domestic and foreign branches and subsidiaries—for the purposes of risk management, including risk analysis, risk mitigation and assessment as well, and make available data necessary for the activities of the given Group member.

18. The Bank calls the attention of the Customer to the fact that in order to satisfy its obligations set out in this Framework Agreement the Bank as a credit institution is obligated to use the sub-custody services of Keler Zrt. (or the relevant foreign clearing house) for securities account keeping, and the current account keeping services of the National Bank of Hungary ("MNB") or other foreign financial institutions for client account keeping. The Customer takes note that Keler Zrt. and foreign clearing houses record and manage the financial instruments deposited by the Bank in pool accounts.

19. As regards any issues unregulated in this Framework Agreement, the individual and/or framework agreements from time to time in force between the Bank and the Customer—including in particular the agreement for the provision of financial services—the BCIS from time to time in effect, the Bank's General Business Conditions from time to time in effect, the List of Terms & Conditions governing for the Customer that is from time to time in effect, Act CXXXVIII of 2007 on Investment Firms and Commodity Exchange Service Providers, and Rules for the Activities They Are Authorised to Pursue (the "Investment Firms Act"), Act CXX of 2001 on the Capital Market, as well as other laws which are from time to time governing for investment services and ancillary services, and the relevant provisions of the Civil Code shall be governing. The Customer expressly accepts that the order set out above at the same time means an order for interpretation as well. By signing this Framework Agreement, the Parties testify that they have each received a copy of the Bank's General Business Conditions, the BCIS, and the List of Terms & Conditions governing for the Customer, are aware of the provisions set out in the aforementioned documents, and acknowledge the same as binding for themselves. The Customer also declares that it has received from the Bank all pieces of information—as set out in the BCIS, the General Business Conditions, the Investment Firms Act and the Capital Market Act—that are necessary for the conclusion of this Framework Agreement.

### **Data Processing Provisions**

For the processing of the Customer's data, the provisions of the Bank's General Business Conditions and its Data Processing Prospectus, both available in the Bank's website, shall be governing as applicable. By signing this Framework Agreement, the Customer declares that he or she knows and has studied these documents, and acknowledges those set out therein as binding for himself or herself. The Customer declares that he or she has provided his or her data included in this Framework Agreement voluntarily to the Bank. Under penalties of perjury, the Customer declares that his/her data included in this Framework

Agreement are true and accurate, and that the documents presented to the Bank for the purpose of confirming such data are genuine, valid and authentic.

The Customer is aware that the Bank shall use the data provided in this Framework Agreement for the purposes of conducting a customer identification and due diligence and preliminary risk management procedure connected to the Framework Agreement, as well as for the preparation of the individual Deals to be concluded, contractual contact maintenance, and the provision of appropriate information related to the Framework Agreement. With a view for the implementation of the above goals, the Bank shall have the right to verify the data provided by the Customer. In the course of such verification, the Bank shall have the right to compare the data and documents with the data included in certified public records, to request information on the same, and to transmit or transfer data to the organisations managing such records, subject to the requirements concerning the protection of personal data and bank secrecy (such organisations or records may be for example the personal and road traffic records supervised by the Ministry of Interior, the Hungarian Chamber of Civil Law Notaries, real estate and company registers, different court, administrative and tax records, and the GRIInfo and KHR systems) in the course or for the purposes of the preparation of the requested Deal, upon the establishment and during the life of the relevant legal relationship, and as long as the Customer has any outstanding debts owed to the Bank under this Framework Agreement.

### **Direct Marketing Statement**

With his/her statement given in this Framework Agreement, the Customer may expressly consent that the Bank and the members of the Hungarian Raiffeisen Banking Group may transmit the Customer's identification data, mailing address, telephone number and e-mail address to one another, and use the same to send advertisements concerning their own and the group members' services, products and special offers, communicate the same to the Customer, and contact the Customer for such purposes. At the same time the Customer may consent to the group members transmitting to one another such declaration of the Customer and his/her personal data (identification data and contact details) necessary for the fulfilment of those set out in the declaration.

With his/her statement given in this Framework Agreement, the Customer may expressly consent that the Bank or members of the Hungarian Raiffeisen Banking Group or person(s) mandated by them may contact the Customer for the purposes of market and public opinion research using the contact details provided by the Customer or using his/her electronic contact details (telephone, e-mail) provided to members of the Banking Group in connection with other services.

The Customer may withdraw his/her consent in writing, specifying his/her data suitable for identification, by a letter sent to Raiffeisen Bank Zrt.'s address Budapest 1700, or by an e-mail message sent to the address [info@raiffeisen.hu](mailto:info@raiffeisen.hu), or in-person at any Raiffeisen branch, any time free of charge, without any restrictions and without any obligation to specify his/her reasons, and initiate the deletion of his/her aforementioned data registered by the Bank and/or the enterprise(s) belonging to the Raiffeisen Group. The detailed rules of this process are also included in the Bank's Data Processing Prospectus concerning advertisement and marketing activities.

The Customer's Direct Marketing Statement constitutes an annex to this Framework Agreement.

20. By signing this Framework Agreement, the Customer accepts that the preliminary information required under the law, the terms and conditions of the investment services and ancillary services provided to the Customer, relevant information concerning the financial instruments concerned, preliminary product information and any public information connected to the Deals concluded under this Framework

Agreement, as well as preliminary information on the risk of the Deal, shall be made available to the Customer in the Bank's website ([www.raiffeisen.hu](http://www.raiffeisen.hu)), provided that the Customer has provided his/her e-mail address to the Bank. The Bank shall notify the Customer of the URL of the website and the location of the information within the website electronically. The Customer expressly consents to receiving information via the Bank's website, and at the same time declares that he/she does not require the Bank to provide information on paper, and that he/she has regular access to the Internet.

21. Before the execution of this Framework Agreement, the Bank has informed the Customer that it is obliged to pay the fees and commissions set out in the List of Terms & Conditions applying to the Customer, at the terms therein specified. The Customer declares that he/she expressly accepts the terms set out in the List of Terms & Conditions applying to the Customer.

22. The Bank informs the Customer and by signing this Framework Agreement the Customer accepts that the BCIS and the Bank's General Business Conditions contain contractual terms that the Bank has the right to amend at its discretion, and that the Bank shall have the right to unilaterally modify the List of Terms & Conditions relevant to the Customer that is from time to time in effect as well as the individual items of the same or the measure of such items.

23. Should any provision set forth in this Framework Agreement prove void, invalid or unenforceable either in whole or in part, that shall not affect any of the other terms or provisions of this Framework Agreement. In such case, the Parties shall use their best endeavours to replace the offending term with another effective or enforceable provision that complies as fully as possible with the intent and the economic objective of the invalid or unenforceable provision.

24. **Deviation from usual contractual practice**

The Parties agree that the provisions included in this Framework Agreement and in the BCIS that deviate from the usual contractual practice are underlined, and that the Bank has informed the Customer of the content of such provisions, and after the notice and the information given by the Bank the Customer expressly accepts such provisions as binding for itself.

25. **General terms of contract.** As this Framework Agreement constitutes general terms of contract in the meaning of Act V of 2013 on the Civil Code in the legal relationship between the Parties, the Parties agree that before the execution of this Framework Agreement the Bank has made it possible for the Customer to get acquainted with its content, in consideration for which by signing this Framework Agreement the Customer expressly accepts the content of the same.

26. This Framework Agreement shall enter in force on the day when it is executed by the Parties with the same content.

The content of this Framework Agreement qualifies as business secret; hence no copy or excerpt may be made hereof save under the Bank's prior consent.

This agreement has been concluded in English upon the specific request of the Customer, who hereby confirms that his/her knowledge of the English language enables him/her to conclude this agreement and understand the provisions hereof.

IN WITNESS WHEREOF, the undersigned—who are lawfully authorised to sign this agreement—have caused this agreement to be duly executed as one entirely conforming to their will.

Signed: Helységnev , dátum

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**Bank**

Raiffeisen Bank Zrt.

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**Customer**

VALUE

<b>Name:</b>		<b>Sales code:</b>	
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This annex constitutes an integral part of the agreement called Framework Agreement for the Provision of Investment Services and Ancillary Services (the "Framework Agreement"). The content of this annex is to be understood only together with the Framework Agreement and the provisions of the BCIS concerning notices that are from time to time in effect.

#### ANNEX NO. 1

The Customer declares that in accordance with Section IV.4 of the Framework Agreement it wishes to receive notices in the following manner:

*(please select only one of the options below)*

- ☐ all notices are to be sent by mail to the mailing address provided in this Framework Agreement;
- ☐ all notices are to be delivered to the mailbox maintained at the Bank for the Customer under a separate agreement, to the mailbox number specified in this Framework Agreement;
- ☐ all notices are to be received with a notice via the Raiffeisen DirektNet system\*.

Signed: helységnev , dátum

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**Bank**

Raiffeisen Bank Zrt.

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**Customer**

VALUE

\* Only for private individuals!

<b>Name:</b>	shop	<b>Sales code:</b>	shop
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## ANNEX No. 2

<< Full name, állandó lakcím >> (the "Customer") and the Bank by signing this annex agree that the Limit Amount shall be established in accordance with Section IV/11 of the Framework Agreement as HUF 100,000 (or its foreign currency equivalent from time to time applying) plus charges.

Signed: \_\_\_\_\_ ,

\_\_\_\_\_  
**Bank**\_\_\_\_\_  
**Customer**  
VALUE

<b>Name:</b>	shop	<b>Sales code:</b>	shop
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## ANNEX No. 2/3

<<Full name, permanent address>> (the "Customer") and the Bank by signing this annex agree that the regular payouts connected to the corporate events of the securities recorded in the Customer's securities accounts are to be credited to the <<Client Account No. VALUE / account No. VALUE>>.

This supplement is an integral part of the contract entitled "Framework Agreement for the Provision of Investment Services and Ancillary Services" (the "Framework Agreement").

Signed: \_\_\_\_\_ ,

\_\_\_\_\_  
**Bank**

\_\_\_\_\_  
**Customer**  
VALUE

<b>Name:</b>	shop	<b>Sales code:</b>	shop
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## ANNEX NO. 3/4

## DIRECT MARKETING STATEMENT

The undersigned Customer, as the recipient of advertisements, I hereby make the following statement for Raiffeisen Bank Zrt. (the "Bank") and its affiliates (the "Hungarian Raiffeisen Banking Group") in the subject-matter of the sending of marketing and promotional materials, and requests directed at market and public opinion research, and the data processing and transmission activities connected to all this:

I consent that / do not consent that / do not make any declaration about whether the Bank and the members of the Hungarian Raiffeisen Banking Group may send me advertisements for PR purposes concerning their own and the group members' services, products and special offers, communicate the same to me, and contact me for such purposes using the contact details identified above or using the electronic contact details provided by me to any member of the Banking Group in connection with other services. I furthermore consent that / do not consent that / do not make any declaration about whether the group members may transmit to one another this statement of mine and my personal data (identification data and contact details) necessary for the fulfilment of those set out in this statement.

The Bank or members of the Hungarian Raiffeisen Banking Group may contact me for the above purposes in the following ways:

By direct mail   On the phone   In e-mail   In SMS   Through other electronic channels (e.g. DirektNet, mobile app, etc.)

I consent that / do not consent that / do not make any declaration about whether the Bank or members of the Hungarian Raiffeisen Banking Group or person(s) mandated by them may contact me for the purposes of market and public opinion research using my contact details provided above or using my electronic contact details (telephone, e-mail) provided to members of the Banking Group in connection with other services.

I hereby authorise the Bank and/or members of the Hungarian Raiffeisen Banking Group that I have a contractual relationship with to transmit to one another the information concerning myself and/or my agreement with any group member and provided in the scope of the contact and qualifying as personal data, or bank, securities, insurance and/or fund secret, for the purposes of the fulfilment of those included in this statement, the facilitation of a high quality and efficient customer service, and risk management—including risk analysis, risk mitigation and assessment, as well as Customer and Deal rating—and to keep record of and process such data.

I give the above authorisations and consents on condition that the Bank or members of the Hungarian Raiffeisen Banking Group shall treat my data they become aware of confidentially, as secrets, in accordance with the rules governing for their activities and the provisions of the Data Processing Prospectus established on the basis of such rules. I take note that I can change the content of this statement any time, without restrictions and without any obligation to provide my reasons, or I can withdraw my consent in any of the ways included in the data processing prospectus of the Bank or the Banking Group member concerning advertising.

I hereby declare that those included in this statement of mine are to be deemed as a consent on my part given voluntarily, and I acknowledge that I have received appropriately and all-inclusively the preliminary information concerning the data processing and transmission related to the fulfilment of those included in

my statement (including the provisions of the Bank's or the Banking Group member's Data Processing Prospectus and their data processing prospectus concerning advertising, which are available in the website of the Bank or the Banking Group member as well).

Signed in Helységnev, on this ....th of ..... 201....

\_\_\_\_\_  
Signature / Customer

Witnessed by:

\_\_\_\_\_  
1.  
Family name and \_\_\_\_\_  
Address: \_\_\_\_\_

\_\_\_\_\_  
2.  
Family name and \_\_\_\_\_  
Address: \_\_\_\_\_

## DECLARATION CONCERNING CRS\* TAX RESIDENCE\*\* – FOR PRIVATE INDIVIDUAL CUSTOMERS

Accountholder's Surname and first name:			
Surname and first name (birth name):			
Date of birth:		Place of birth:	
Address:			

Please be informed that in accordance with the Act CXCV of 2015 on the Promulgation of the Multilateral Competent Authority Agreement on Automatic Exchange of Financial Account Information and the Act of CXCVII of 2015 on the Amendment of Act XXXVII of 2013 on the Rules of International Public Administration Cooperation Related to Taxes and Other Public Duties, and of Certain Acts (the "CRS Regulation"), **Raiffeisen Bank is under the obligation to examine the tax residence of its Customers.**

In the scope of the examination all Customers of the Bank that open accounts at the Bank—as well as those that already have accounts at the Bank and wish to modify their personal data—**must make a declaration in respect of their tax residence.**

The Bank must on the basis of the data recorded in the system and available documents examine the correctness of the declaration made by the customer; for this purpose, the Bank may use publicly available data as well.

**Please be further informed that the Bank must provide data to the tax authority on all states participating in the CRS Regulation that are identified as a result of the tax residence examination** and that either feature in the customer's declaration or are recorded in the Bank's registries or are identified through the examination of publicly available data.

Starting from 1 January 2016, in the scope of an automatic information exchange the **tax authority** shall—in respect of tax statement periods lasting from 1 January until 31 December of the relevant year—by 30th September of the year following the relevant year **communicate the information** concerning the financial accounts concerned by the CRS Regulation **to the tax authorities of the states participating in the CRS Regulation.**

### CUSTOMER'S CRS TAX RESIDENCE

**The list of countries participating in the CRS Regulation is included in Annex No. 1.**

The undersigned, as a customer of Raiffeisen Bank, I declare that I have taken note of the above information, and further declare that from the **CRS aspect I have tax residence in the following state\*\*** participating in the CRS Regulation:

<b>CRS tax residence (#1)</b>	CRSData.TaxResidency1CountryCodeDescription
<b>Tax identification number:</b>	CRSData.TaxResidency1Tin
CRSData.NoSupportingDocument1 <input type="checkbox"/> no document is submitted by the customer to certify tax residence	

<b>CRS tax residence (# 2)</b>	CRSData.TaxResidency2CountryCodeDescription
<b>Tax identification number:</b>	CRSData.TaxResidency2Tin
CRSData.NoSupportingDocument2 <input type="checkbox"/> no document is submitted by the customer to certify tax residence	

<b>CRS tax residence (#3)</b>	CRSData.TaxResidency3CountryCodeDescription
<b>Tax identification number:</b>	CRSData.TaxResidency3Tin
CRSData.NoSupportingDocument3 <input type="checkbox"/> no document is submitted by the customer to certify tax residence	

<b>CRS tax residence (#4)</b>	CRSData.TaxResidency4CountryCodeDescription
<b>Tax identification number:</b>	CRSData.TaxResidency4Tin
CRSData.NoSupportingDocument4 <input type="checkbox"/> no document is submitted by the customer to certify tax residence	

The undersigned, as a customer of Raiffeisen Bank, I declare that I have taken note of the above information, and further declare that from the **CRS aspect I have no tax residence in any state\*\*** participating in the CRS Regulation:

Signed in:

\_\_\_\_\_  
 Customer's/Accountholder's signature

### **General Information**

*\*CRS: Common Reporting Standards*

*In view for promoting an efficient cooperation against cross-border tax fraud and tax evasion, with its Directive 2014/107/EU the Council of the European Union amended its Directive 2011/16/EU, extending the mandatory automatic exchange of information already introduced in the field of taxation to certain information concerning financial accounts that are subject to reporting obligation.*

*Due to Hungary's tax harmonisation obligation, the integration of the CRS Regulation in Hungarian law is implemented via the Act CX of 2015 on the Promulgation of the Multilateral Competent Authority Agreement on Automatic Exchange of Financial Account Information and the Act of CXII of 2015 on the Amendment of Act XXXVII of 2013 on the Rules of International Public Administration Cooperation Related to Taxes and Other Public Duties, and of Certain Acts. As a result of the regulation, **with the automatic forwarding of the account information provided by the financial institutions to the partner institutions that joined CRS rules within (and outside of) the European Union, the Hungarian tax authority participates efficiently in the international tax cooperation within and outside of the European Union**, and by receiving information from the partner authorities it may use more efficient tools in the combat against tax evasion and tax fraud.*

*\*\*For the purposes of the declaration, by "tax residence" the Customer's tax residence as per the CRS Regulation is meant in each case.*

*\*\*\*For a list of the states participating in the CRS Regulation, see Annex No. 1.*

***If you are a U.S. tax resident, you are required to make your related declaration in a special form (W9) assigned for this purpose.***

***This declaration does not substitute the tax residence certificate and the beneficial ownership statement.***

This annex constitutes an integral part of the

- Declaration for legal persons and entities without legal personality, and
- Declaration for private individuals

concerning the establishment of tax residence as per the CRS regulation.

### **List of CRS participating countries (as of 1 January 2018)**

1	Albania	35	French Guiana	69	Montserrat
2	Andorra	36	Greenland	70	Nauru
3	Anguilla	37	Germany	71	Netherlands
4	Antigua and Barbuda	38	Ghana	72	New Zealand
5	Argentina	39	Gibraltar	73	Nigeria
6	Aruba	40	Greece	74	Niue
7	Australia	41	Grenada	75	Norway
8	Austria	42	Guadeloupe	76	Pakistan
9	Azerbaijan	43	Guernsey	77	Poland
10	Bahrein	44	Hungary	78	Portugal
11	Barbados	45	Iceland	79	Reunion
12	Belgium	46	India	80	Romania
13	Belize	47	Indonesia	81	Russian Federation
14	Bermuda	48	Ireland	82	Saint Barthélemy
15	Bonaire, Sint Eustatius and Saba	49	Isle of Man	83	Saint Kitts and Nevis
16	Brazil	50	Israel	84	Saint Lucia
17	British Virgin Islands	51	Italy	85	Saint Vincent and the Grenadines
18	Bulgaria	52	Japan	86	Samoa
19	Canada	53	Jersey	87	San Marino
20	Cayman Islands	54	Korea	88	Saudi Arabia
21	China	55	Kuwait	89	Seychelles
22	Chile	56	Latvia	90	Singapore
23	Columbia	57	Lebanon	91	Sint Maarten
24	Cook Islands	58	Liechtenstein	92	Slovakia
25	Costa Rica	59	Lithuania	93	Slovenia
26	Croatia	60	Luxemburg	94	South Africa
27	Curacao	61	Malaysia	95	Spain
28	Cyprus	62	Malta	96	Sweden
29	Czech Republic	63	Marshall Islands	97	Switzerland
30	Denmark	64	Martinique	98	Turkey

31	Estonia	65	Mauritius	99	Turks and Caicos Islands
32	Faroe Islands	66	Mayotte	100	United Arab Emirates
33	Finland	67	Mexico	101	United Kingdom
34	France	68	Monaco		