

Customer information notice on the CIB Malacpersely (Piggy Bank) Account

Information about the Bank:

CIB Bank Zrt.
 H-1027 Budapest, Medve utca 4–14.
 H-1995 Budapest
 Telephone number: (06 1) 423 1000
 Fax: (06 1) 489 6500

Features and risks of the CIB Piggy Bank Account

Features of the CIB Piggy Bank Account

CIB PIGGY BANK ACCOUNT TIERED INTEREST		
Condition	Tier limits	Annual interest
If the amount saved in the given monthly interest period is at least HUF 10 thousand , and the account is not debited in the same period ^{1,2}	On the part between 0 and HUF 5 million	0.05%
	On the part in excess of HUF 5 million	0.01%
If the amount saved in the given monthly interest period is less than HUF 10 thousand, or is zero , and the account is not debited in the same period ^{1,2}	On the full amount	0.01%
If the account is debited during the given monthly interest period	On the full amount	0.01%

In the case of the Piggy Bank Account, the interest period is defined as the period from the last bank working day of the month preceding the given month to the penultimate bank working day of the given month; in other words, the last bank working day of the month is part of the following monthly interest period.

AER: 0.01% - 0.05%

Customers may not give orders for the fixing of deposits using funds in the CIB Piggy Bank Account.

Target group

A CIB Piggy Bank account may be opened by persons aged 18 or over. One customer may hold a maximum of 3 CIB Piggy Bank Accounts at the same time.

Additional services available for a fee

OPTIONAL SUPPLEMENTARY SERVICES	
Monthly premium for the HUF 1,000,000 insurance policy providing cover for accidental death ⁵	HUF 139
Monthly premium for the HUF 1,000,000 insurance policy providing coverage for death due to any cause ⁵	HUF 399 Not available after 08.08.2013.
Monthly premium for the HUF 8,000,000 accident insurance policy ⁵	HUF 999 Not available after 08.08.2013.
Monthly premium for the HUF 8,000,000 insurance policy providing coverage for death due to any cause ⁵	HUF 2,499 Not available after 08.08.2013.

Risks of the CIB Piggy Bank Account

If the Bank executed a debit Transaction in the settlement period with respect to the CIB Piggy Bank Account, the Bank, with respect to paying interest on the full balance of the CIB Piggy Bank Account in the course of interest settlement for the given month, shall apply the minimum interest rate specified in the effective List of Conditions of the Savings Program.

If the amount saved in the given monthly interest period is less than HUF 10 thousand, or is zero, and the account is not debited in the same period, then the Bank, with respect to paying interest on the full balance of the CIB Piggy Bank Account in the course of interest settlement for the given month, shall apply the minimum interest rate specified in the latest effective List of Conditions. If the CIB Piggy Bank Account is terminated, the Bank won't pay interest for the period from the last Banking Day of the calendar month preceding the month of the termination to the Banking Day before the day of the termination.

Business terms

Fixed and variable costs	Currency (HUF)
ACCOUNT MANAGEMENT	
Frequency and due date of interest payment	every calendar month, on the last bank working day
Monthly account management fee	HUF 0
Regular monthly account statement by post	HUF 0
Downloading of regular monthly statement through CIB Internet Bank, CIB Bank mobile application¹⁰, CIB Bank Online⁶	HUF 0
Separately requested statement, certificate³ for a period within the past 6 months for a period before the past 6 months	HUF 1,129 HUF 2,258
Fee for changing account signatory or joint account holder	HUF 565
Registration of a beneficiary in the event of death	HUF 1,694
Bank change fee¹¹	HUF 990 (for contracts concluded on or after 21.06.2017)
DEPOSITS	
Cash deposit at a bank branch – fee for coin handling if more than 50 coins are deposited	HUF 0 3.39%
Cash deposit with a postal cash transfer order	HUF 113 + 0.39%/transaction

DEBITS	
Bank-to-bank transfer via GIRO	
CIB Internet Bank, CIB Homebank, mobilCIB, CIB Bank mobile application, CIB Bank Online	0.61%, min. HUF 143, max. HUF 40,940
CIB24	0.64%, min. HUF 272, max. HUF 40,940
On paper	0.92%, min. HUF 565, max. HUF 40,940
Intrabank transfer	
CIB Internet Bank, CIB Homebank, mobilCIB, CIB Bank mobile application, CIB Bank Online	0.59%, min. HUF 138, max. HUF 39,940
CIB24	0.62%, min. HUF 265, max. HUF 39,940
On paper	0.75%, min. HUF 439, max. HUF 39,940
Transfer between the Client's own accounts kept at CIB Bank	
CIB Internet Bank, CIB Homebank, mobilCIB, CIB Bank mobile application , CIB Bank Online	HUF 0
CIB24	HUF 282
On paper	0.17%, min. HUF 226, max. HUF 7,904 (special offer: until 31.12.2020: HUF 0)
Fee for the procedure for cancelling (including recalling) orders, or for the modification of orders Intrabank order Bank-to-bank order	HUF 565/order HUF 1067/order
Cash withdrawal at the cash desk of a bank branch⁴ – fee for coin handling if more than 50 coins are withdrawn	1.07%, min. HUF 940, max. HUF 112,339 3.39%
Fee for failing to make a cash-desk withdrawal after giving advance notice, or for withdrawing more than HUF 1 million (or equivalent in foreign currency) without giving advance notice⁴	HUF 11 291 / occasion
Recording of an incoming collection order based on an authorization letter, official transfer order and transfer ruling or a collection order, formerly with the purpose code "2", on the grounds of foreclosure	HUF 1,470

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Termination, unilateral contract amendment, complaint management

Termination of the agreement

The Customer, at any time, and the Bank – upon occurrence of an Event of Termination with Immediate Effect– has the right to terminate the Framework Agreement with immediate effect by sending a written statement to the other Party (with an explanation if it's the Bank that terminates the agreement), or the parties may terminate the Framework Agreement with immediate effect by mutual consent.

The Customer shall be entitled to terminate the Framework Agreement in writing, with 1 month's notice, without giving reasons.

The Bank shall be entitled to terminate the Framework Agreement in writing, with 2 months' notice, without giving reasons.

Termination of the framework agreement will result in closure of the bank account, and all the contracts for services associated with the terminating framework agreement will also terminate on the day of termination of the framework agreement.

If the CIB Piggy Bank Account is terminated, the Bank won't pay interest for the period from the last Banking Day of the calendar month preceding the month of the termination to the Banking Day before the day of the termination.

Any costs of the services provided by the Bank to the Customer that are in excess of the usual costs – especially the costs of any authority proceedings, the costs of using a collaborator, the costs of legal and other advisors, postal costs, stamp duty – are borne by the Customer.

Unilateral amendment of contractual conditions

The Bank shall be entitled to unilaterally amend the provisions of the Agreements concluded with the customer. The Agreements made between the Bank and the customer may not be amended through the introduction of a new fee or cost. The method of calculation of each interest rate, fee or cost element may not be modified unilaterally in a manner unfavorable to the customer.

The Bank may unilaterally modify in the Agreement concluded with the customer the interest rate, the fee, the costs or any other contractual terms if conditions or circumstances specified in the Retail Banking Business Regulations emerge, in a manner either unfavorable or favorable to the Client.

In the event of an amendment of the Framework Agreement, the Bank shall notify the customer about the amendment on a Durable Data Carrier and publish information on the amendment on its website, at least 2 months prior to the effective date of such amendment.

In the case of a change affecting the interest, the fee or other conditions not falling within the scope of the payment framework agreement that is advantageous or neutral for the Client, the Bank shall, no later than by the Banking Day preceding the day of entry into force, publish the amended documents (GRBR, Specific Business Regulations, List of Conditions etc.) in the Branch and on its website.

Complaint management

The Customer may file an objection (hereinafter: complaint) relating to the Bank's conduct, actions or inaction:

verbally:

- a) in person (in the Branches, during Branch opening hours); or
- b) by telephone on (+36 1) 4 242 242 (CIB24, available at any time of day or night); or

in writing

- c) in person or in a notice delivered by another person, at the Branches during the opening hours of the Branches or in a letter addressed to the Voice of Customer Department at the Bank's head office (1537 Budapest, Medve u. 4-14. or 1537 Budapest, Pf. 394.); on the understanding that, in the case of an incorrect address, any unit of the Bank is obliged to forward the complaint to the Voice of Customer Department);
- d) by facsimile (on telephone number (06 1) 489 6957);
- e) by electronic mail (to the cib@cib.hu email address); or
- f) by completing the form, provided by the Bank, for the reporting of complaints on the website of the Bank or,
- g) if it has access to CIB Internet Bank, by sending a message using the "Contact us" function of the CIB Internet Bank).

Written complaints may also be filed using the form provided by the National Bank of Hungary and published on the website of the National Bank of Hungary, which is also accessible via the Bank's own website. The Client may also file complaints in formats other than the form prepared by the National Bank of Hungary.

In the case of electronic access, the Bank receives complaints continuously.

Verbal complaints made in person or over the telephone shall be investigated by the Bank immediately, and, if possible, the Bank shall take immediate measures to remedy the complaint. If the customer disagrees with an immediate measure, or if such immediate measure is not possible, the Bank shall draw up minutes of the complaint and communicate the data serving identification of the complaint.

The Bank will investigate the customer's written complaint, and shall, within 30 days following the receipt of the written complaint, send a letter containing its position with regard to the complaint, and the action it has taken, including a precise, comprehensible and clear explanation, to the address specified by the Client.

More detailed information about our company's complaint management procedure and the maintenance of complaint management records is available on our website (www.cib.hu) and in the complaint management policy available for viewing in our branches.

I have received a copy of the Information Notice:	
DATE:	
NAME:	
SIGNATURE:	