



## **Complaint Handling Policy**

Effective as of July 1, 2011

## **References are made to the following legislative provisions:**

- Act CXII of 1996 on Credit Institutions and Financial Enterprises
- Act CLVIII of 2010 on the Hungarian Financial Supervisory Authority

### **I. General principles:**

When dealing with customer complaints, MagNet Hungarian Community Bank (hereinafter: the Bank) acts in accordance with the effective legislative provisions and the requirements set forth therein. The Bank takes a consumer friendly approach when dealing with customer complaints.

The principles of the Complaint Handling Policy are as follows:

- the complaints arising carry important information to the Bank and
- the Bank deals with each complaint and the person raising such complaint on a non-discriminatory, equal basis and within the framework of the same procedure by complying with the relevant legislative provisions.

### **II. The complaint**

1. A complaint may be any individual request or comment with regard to the behaviour or any of the activities or omissions of the Bank where the person filing the complaint raises his objections concerning the procedure employed by the Bank and clearly expresses his specific needs.
2. Requesting general information or the Bank's opinion or position does not qualify as a complaint.

### **III. The Complainant**

1. may be a natural person, a legal entity, a business association without legal personality or any other organization that makes use of the Bank's services or is the addressee of any information or offer (hereinafter referred to as the Customer).
2. If the complaint is submitted by a representative or an authorized representative, the Bank examines – by inspecting the Letter of Authorization – whether the person filing such complaint is authorized to act on behalf of the Customer. When the complaint is filed by filling out the "Customer Complaint Form", the name of the natural person acting on behalf of such Customer as legal or other representative shall also be indicated (e.g. the representative of a company, natural person etc.) in addition to the name of the Customer. In the absence of an authorization, the Bank turns directly to the Customer to speed up the procedure.

### **IV. Registering the complaint**

The Bank makes sure that Customers can voice their complaints in the form of a verbal complaint (in person or by telephone) or in written form (in person or in the form of a document submitted by another person, by post, fax or e-mail).

1. Customers can raise their complaints

- **in the form of a verbal complaint**

- **in person** in any of the branches listed in Section 4 below and at the Customer Service operating on the second floor of the Bank's head office at H-1062 Budapest, Andrásy út 98. between 8:00-17:00 and
- **by calling** us (06 40) 204-060 on Monday between 8:00-20:00 and Tuesday to Friday between 8:00-17:00

- **in the form of a written complaint**

- **in person or by submitting a document via a representative** at the Customer Service operating in the Bank's head office on Monday between 8:00-20:00 and Tuesday to Friday between 8:00-17:00 and in any of the branches Monday to Friday between 8:00-17:00
- **by sending a mail to our mailing address**  
MagNet Magyar Közösségi Bank  
Ügyfélszolgálat  
H-1388 Budapest, 62., Pf. 86
- **by fax** on (06 1) 428-8889 or
- **by electronic means** between 0:00-24:00 on the Bank's website in the Contact us/complaint menu.

2. If the complaint is submitted by phone, the Bank makes sure that the call is answered and the complaint is managed within a reasonable period of time.

3. Complaints may be filed by filling out the "Customer Complaint Form", which can be accessed on the Bank's official premises and can be downloaded from the Bank's website ([www.magnetbank.hu](http://www.magnetbank.hu)). In the case of a bank card related complaint, in addition to filling in the "Customer Complaint Form", the "Bank Card Complaint Form", which can be accessed on the Bank's official premises and can be downloaded from the Bank's website ([www.magnetbank.hu](http://www.magnetbank.hu)), shall also be filled in.

4. Branches

Central branch	H-1062 Budapest, Andrásy út 98.
City centre branch	H-1055 Budapest, Balassi Bálint u. 9-11.
Újlipótváros branch	H-1132 Budapest, Victor Hugo u. 41.
Zugló branch	H-1149 Budapest, Nagy Lajos király útja 214.
Lőrinc branch	H-1181 Budapest, Üllői út 439.
Újbuda branch	H-1111 Budapest, Bartók Béla út 34.
Békásmegyér branch	H-1038 Budapest, Csobánka tér 1.
Kőbánya branch	H-1102 Budapest, Kőrösi Csoma sétány 7.
Erzsébet branch	H-1203 Budapest, Kossuth Lajos u. 21-29.

Mészáros utca branch	H-1016 Budapest, Mészáros utca 6. fsz. 4.
Óbuda branch	H-1032 Budapest, Bécsi út 195.
József körút branch	H-1085 Budapest, József krt. 72.
Solymár branch	H-2083 Solymár, Mátyás Király út 36.

## V. Recording complaints

1. Complaints are, in any case, recorded. Special attention is paid to the data requested for identification so that they do not breach any data protection provisions and do not serve purposes other than the recording of complaints.
2. Customers who wish to submit their complaints in person can do so by filling out the “Customer Complaint Form” and, where applicable, the “Bank Card Complaint Form” available on our premises, and the Bank will supply the Customer with a copy of the submitted form accompanied with a certificate of receipt.
3. If the Customer raises his concerns by telephone, a member of the staff will make both a paper-based and a voice recording of the complaint. The Bank safeguards such recordings for a period of one year in a traceable manner, provides the opportunity to listen to the recording and, upon the Customer’s request, makes available the official minutes of such recording free of charge.
4. If the complaint is not submitted in person (via the Internet, by fax or mail or through a representative), the Bank may request that such complaint be confirmed in writing.

## VI. Investigating the complaint

The Bank does not charge any fee for the investigation of the complaint.

The Bank investigates the complaint and makes a decision within the 30-day statutory deadline period. If such deadline needs to be extended, the Bank notifies the Customer thereof by giving the exact reason for the delay.

The Bank investigates **verbal complaints, including the complaints lodged in person or by phone**, without delay and resolves them if necessary.

If the Customer is dissatisfied with the Bank’s response, the Bank takes minutes of the complaint and the resolution and provides the Customer, in the case of a verbal complaint, with a copy of such minutes, or when the complaint is made over the telephone, sends such minutes to the Customer. In other cases the Bank acts according to the provisions on written complaints.

If the complaint cannot be investigated immediately, the Bank takes minutes of the complaint and provides the Customer, in the case of a verbal complaint, with a copy of such minutes, or when the complaint is made over the telephone, sends such minutes – accompanied by the Bank’s response – to the Customer. In other cases the Bank acts according to the respective provisions on written complaints.

In the case of **written complaints**, the Bank sends its resolution and explanation as well as information on legal remedy to the Customer within 30 days from receipt of the complaint.

The language of the complaint handling procedure is Hungarian.

The complaint handling procedure is laid down so that it is in harmony with the Regulation on Decision Making Rights.

The Bank sends its answer (letter) to the Customer in a registered form by post, or if requested, by e-mail.

The Bank supplies its decision with an exact, understandable and clear explanation and forwards it to the Customer in written form.

## **VII. Legal remedy**

If the Customer qualifying as a consumer – hereinafter: Consumer – does not agree with the Bank's response, the Consumer may turn to the following bodies and authorities by taking into account the subject of the complaint and the competence of such organizations:

**1.1. If the complaint is dismissed and if such complaint is based on the breach of the following consumer protection provisions of the Act on the HFSA, the Consumer may initiate a consumer protection procedure at the Hungarian Financial Supervisory Authority by reference to Section 64 (3) of the act referred to above.**

The Consumer may initiate a consumer protection procedure if any of the provisions of the following legislative provisions has been breached:

- Act CXII of 1996 on Credit Institutions and Financial Enterprises (hereinafter: Credit Institutions Act)
- Act CXX of 2001 on the Capital Market (hereinafter: Capital Market Act)
- Act CXXXVI of 2007 on the Prevention and Combating of Money Laundering and the Financing of Terrorism
- Act LXXXV of 2009 on the Provision of Payment Services
- Act CLXII of 2009 on the Provision of Consumer Loans
- Act XLVII of 2008 on the Prohibition of Unfair Trading Practices
- Act XLVIII of 2008 on the Basic Requirements and Certain Restrictions of Commercial Advertising Activities
- Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Information Society Services

**Consumer:** for the purposes of this regulation, Consumer – with regard to Section 64 (2) of the Act on the HFSA – shall mean a natural person who is acting for purposes which are not related to his independent trade or business activity.

The Consumer may only initiate a consumer protection procedure if he has submitted his complaint, either orally or in writing as required and published by the Bank (in person, by phone, mail or fax, via the client gate or in e-mail) and with a content that makes it possible to confirm identity, in respect of the service provided or the procedure applied by the Bank, but

- a) no answer has been provided to such complaint,
- b) the investigation of the complaint did not comply with the relevant legislation or
- c) on the basis of the Bank's answer the Consumer suspects that his right to consumer rights has been breached.

The consumer protection procedure may only be initiated if no more than three years have passed since the infringement took place. As long as the action is continuous, the date when such action ceases shall be taken into account. If infringement means in this case that a situation persists or a status is maintained, the period ending with the above deadline shall not begin until the situation persists or the status is maintained.

The consumer protection procedure may be initiated at the HFSA as below:

- in writing by sending a letter to the mailing address of the HFSA (H-1534 Budapest BKKP Postafiók: 777.) by filling in the "Consumer Form" which can be downloaded from the website of the HFSA,
- by sending a fax to 489-9102,
- through the electronic Client Gate ([www.magyarorszag.hu](http://www.magyarorszag.hu)) by filling in the "Consumer Form" or
- in person by visiting the Customer Service of the Hungarian Financial Supervisory Authority (H-1013 Budapest, Krisztina krt. 39.) during office hours (Monday: 8:00-18:00, Tuesday and Thursday: 8:00-16.30, Wednesday: 8:00-17:00, Friday: 8:00-12:00).

**1.2. If the complaint is dismissed and if such complaint is based on the conclusion, the validity, the legal effects and the termination of the contract or if the complaint is based on the breach of the contract and its legal effects, the Consumer may turn to**

- the Financial Conciliation Board (mailing address: H-1525 Budapest BKKP Pf.:172) or to
- court.

With a view to settling consumer disputes out of court, the Consumer, pursuant to Section 85 of the Act on the HFSA, may initiate a procedure at the Financial Conciliation Board. The precondition of the initiation of such procedure is that the Consumer takes up his concern with the Bank first in order to resolve the problem.

The application may be submitted in writing to the Financial Conciliation Board, by electronic means through the Client Gate, in person at the Customer Service at H-1013 Budapest, Krisztina krt. 39. or sent to the following mailing address: H-1525 Budapest BKKP Pf.: 172.

The "Consumer Form" can be downloaded from the website of the HFSA ([http://www.pszaf.hu/pbt/bal\\_menu/letoltheto\\_dok](http://www.pszaf.hu/pbt/bal_menu/letoltheto_dok)).

**The Bank has signed a written declaration in which it undertakes to undergo the procedure of the Financial Conciliation Board and, in the absence of an agreement, to be bound by the resolution brought within the framework of such procedure.**

Further information can be found on the limitations of the declaration on the Bank's website ([www.magnetbank.hu](http://www.magnetbank.hu)) as well as on <http://www.pszaf.hu/pbt>.

## **2. Customers who do not qualify as consumers may turn to court if their complaint is dismissed.**

In respect of the services, the detailed rules of procedures and the costs and fees of the boards, authorities and courts, information can be requested from such boards, authorities and courts.

### VIII. Registration of complaints.

1. The administrative duties of complaint management are carried out by the Customer Service.
2. The Bank keeps a record of each complaint and the measures taken to resolve such complaint. Records of written or electronic documents (the complaint and the response of the Bank to such complaint) are retained for a period of three years and are presented upon the request of the HFSA.
3. The Bank continuously develops its complaint handling practices in light of its Customers' needs and the consumer protection elements of its business policy.
4. Complaints are filed by the staff of the Customer Service, who then record them in an excel chart (file number, name of the Customer, date of submission, subject, person in charge, deadline for answering and mailing such answer and the file number of the answer). The minutes of verbal complaints, the "Customer Complaint Form" and the "Bank Card Complaint Form" and the scanned version of the answer to such complaint are recorded in the Bank's computer system so that it will be suitable for preparing records, statistics and analyses.

### IX. Closing provisions

This Regulation was approved by Resolution 110627/1 of the Regulatory Committee and shall be valid and effective as of July 1, 2011.

Budapest, June 27, 2011

János Salamon  
Chairman of the Committee

*This Regulation has been executed in both Hungarian and English. The Hungarian version shall be deemed the original and the English version shall only be deemed a translation thereof. Therefore, the Hungarian version shall be the authentic one and shall thus prevail over the English one for all matters of interpretation and construction.*

**CUSTOMER COMPLAINT FORM**

**CUSTOMER DATA**

<b>NAME</b>	
<b>BANK ACCOUNT NUMBER</b>	
<b>BANK CARD NUMBER</b>	
<b>ADDRESS / SEAT</b>	
<b>MAILING ADDRESS</b>	
<b>TELEPHONE</b>	
<b>FAX</b>	
<b>EMAIL</b>	
<b>IDENTITY CARD NUMBER</b>	
<b>PASSPORT NUMBER (FOR FOREIGNERS)</b>	
<b>NAME OF AUTHORIZED REPRESENTATIVE</b>	

**SHORT DESCRIPTION OF THE COMPLAINT<sup>1</sup>**

**DOCUMENTS ATTACHED<sup>2</sup>**

1.

2.

3.

**OTHER NOTES:** In the case of a bank card related complaint, the “Bank Card Complaint Form” shall also need to be filled in and attached to this form.

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**DATE**

-----  
**SIGNATURE**

**We hereby inform you that, to the extent that all the information necessary to investigate your complaint is at our disposal, we will notify you in writing of the outcome of the investigation within 30 days from receipt of your complaint. Otherwise we will kindly ask you or the competent authority to supply any missing data, of which we will also notify you.**

<sup>1</sup> Please continue on another sheet if necessary.

<sup>2</sup> Please attach a copy of the documents that support your complaint and retain the original ones.

## BANK CARD COMPLAINT FORM

<b>Data of Account Holder</b>	
Account Holder	Bank account number
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="16200 -"/>
Client number	Condition group
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

<b>Card data</b>	
Name of Cardholder/Co-Cardholder	Card number (PAN)
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="4787 74"/>
Client number	Expiry date
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

<b>Transaction data</b>	
Date of transaction	Amount
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="HUF"/>
Date of booking	Amount on which the complaint is based
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="HUF"/>

<b>In the case of a bank card transaction</b>	
<input type="checkbox"/>	I did not receive the requested amount.
<input type="checkbox"/>	I received only part of the requested amount.
<input type="checkbox"/>	I do not acknowledge the transaction. I did not perform the transaction. I had the bank card with me.
<input type="checkbox"/>	I do not acknowledge the transaction. I did not perform the transaction. I had my bank card stolen. I arranged for the blocking on
	<input style="width: 200px;" type="text"/>
<input type="checkbox"/>	The transaction failed. I paid for the product/service in cash/by another bank card of mine.
<input type="checkbox"/>	The transaction referred to above is a pre-authorization. The actual amount to be debited is
<input type="checkbox"/>	Double debiting <span style="float: right;"><input style="width: 150px;" type="text" value="HUF"/></span>
<input type="checkbox"/>	Other
<b>Annex:</b>	<input style="width: 580px;" type="text"/>

In ..... , year ..... month ..... day .....

.....  
Account Holder/Cardholder/Co-cardholder

.....  
Bank