

**Annex No. 2 to the General Business Conditions**

**OUTSOURCE LIST**

(as of 18 May 2020)

**Outsourced Activities Connected to Financial and  
Supplementary Financial Services**

| Activity   | Entity executing outsourced activity                               |  | Term                                |
|--|--|--|-------------------------------------|
|  | Name   | Registered office  |                                     |
| Personification of bankcards   | ANY Biztonsági Nyomda Nyrt.  | 1102 Budapest, Halom u. 5.                               | From 15/11/2013 for indefinite term |
| SWIFT service<br>Global Pay Plus service<br>Monitoring of transactions | Centralised Raiffeisen International Services & Payments S.R.L.    | B-dul Dimitrie Pompei, nr 5-7, Bucharest                 | From 13/07/2017 to 13/07/2027       |
| Fraud transactions Monitoring<br>Support Services                      |  |  | From 01/07/2019 for indefinite term |
| Document storage   | Iron Mountain Magyarország Kft.                                    | 1093 Budapest, Czuczor u. 10.                            | From 25/07/2011 to 31/12/2021       |
| Generation of customer letters, notices, and DM material               | Drescher Magyarországi Direct Mailing Informatikai és Nyomdai Kft. | 1097 Budapest, Gyáli út 31.                              | From 17/09/2009 for indefinite term |
| Communication services connected to CRM activity                       | LEAD Generation Kft.   | 1036 Budapest, Lajos u. 48-66.                           | From 10/05/2010 for indefinite term |
| Processing and digitisation of documents issued by authorities         | DoqSys Szolgáltató Kft.  | 2113 Erdőkertes, Csíz utca 18.                           | From 12/06/2013 for indefinite term |
| Market research  | Scale Research Piackutató és Tanácsadó Kft.                        | 1074 Budapest, Dohány utca 12-14.                        | From 17/04/2015 to 31/01/2020       |
| User satisfaction survey and data analysis                             | Scale Research Piackutató és Tanácsadó Kft.                        | 1075 Budapest, Rumbach Sebestyén u. 12. A. ép. I. em. 2. | From 10/01/2020 to 31/01/2020       |
| User satisfaction survey and data analysis                             | NRC Marketingkutató és Tanácsadó Kft.                              | 1034 Budapest, Kenyeres u. 28.                           | From 01/01/2020 to 31/01/2020       |
| Software development activities related to IT system developments      | BCS Business Consulting Services Kft.                              | 1118 Budapest, Rétköz u. 5.                              | From 21/07/2016 for indefinite term |
| Digital asset management tasks   | BSCE Tanácsadó és Informatikai Kft.                                | 1134 Budapest, Róbert Károly krt. 82-84.                 | From 17/07/2016 for indefinite term |
| Digital asset management, development and system operation tasks       | Schönherz Iskolaszövetkezet  | 2131 Göd, Jávorka Sándor u. 18.                          | From 16/02/2017 for indefinite term |
| System support   | Guidance Informatikai Szolgáltató és Tanácsadó Zrt.                | 1161 Budapest, Rákosi út 93.                             | From 09/11/2017 for indefinite term |
| Development, system operation  | Enrol Consulting Kft.  | 1134 Budapest, Tüzér u. 30.                              | From 04/08/2016 for indefinite term |
| Digital asset management tasks   | Advocate Business Consulting Kft.                                  | 1122 Budapest, Hajnóczy József u. 3. fsz/1.              | From 01/10/2014 for indefinite term |
| Digital asset management tasks   | IDBC Creative Solutions Kft.                                       | 1071 Budapest, Rákóczi út 70-72.                         | From 18/11/2016 for indefinite term |

| Activity  | Entity executing outsourced activity           |  | Term                                |
|---|--|--|-------------------------------------|
|   | Name   | Registered office  |                                     |
| Ensuring the use of account switching process supporting IT application | GIRO Elszámolásforgalmi Zrt.                   | 1054 Budapest, Vadász u. 31.                                   | From 27/10/2016 for indefinite term |
| Digital asset management, development                                   | Inovivo Kft.                                   | 1115 Budapest, Bartók Béla u. 105-113.                         | From 13/10/2017 for indefinite term |
| System support  | Trasset Systems Kft.                           | 1051 Budapest, Vörösmarty tér 4. 5.em.                         | From 01/01/2011 for indefinite term |
| System support  | SmartX Solutions Kft.                          | 1117 Budapest, Budafoki út 209.                                | From 01/01/2018 to 31/12/2019       |
| System support  | SmartX Solutions Kft.                          | 1117 Budapest, Budafoki út 209.                                | From 01/02/2018 to 31/21/2019       |
| Software development  | T-Systems Magyarország Zrt.                    | 1117 Budapest, Budafoki út 56.                                 | From 05/04/2018 to 05/04/2020       |
| Document management   | XEROX Magyarország Kft.                        | 1138 Budapest, Madarász Viktor u. 47-49. 2.ép.B/2.             | From 12/06/2018 to 01/07/2021       |
| Cloud services  | ORACLE Hungary Kft.                            | 1095 Budapest, Lechner Ödön fasor 7.                           | From 2018.06.28 for indefinite term |
| Development, system operation, customer identification tasks            | NETLOCK Informatikai és Hálózatbiztonsági Kft. | 1101 Budapest, Expo tér 5-7.                                   | From 21/12/2018 to 30/06/2020       |
| Checking the physical existence, quantity and quality of the assets     | Korona Közraktár Zrt.                          | 1054 Budapest, Vértanúk tere 1. 1/1.                           | From 25/03/2019 for indefinite term |
| Checking the physical existence, quantity and quality of the assets     | Deep Water Kft.                                | 8600 Siófok, Hunyadi u. 21.                                    | From 27/03/2019 for indefinite term |
| Checking the physical existence, quantity and quality of the assets     | EX-ID Zrt.                                     | 1133 Budapest, Árboc u. 6. 1.em.                               | 29/03/2019 for indefinite term      |
| System support, software development                                    | Xdroid Informatikai és Szolgáltató Kft.        | 1031 Budapest, Záhony u. 7. C ép. 2.em.                        | From 28/05/2019 for indefinite term |
| System support, cloud services  | Raiffeisen Bank International                  | 1030 Vienna, Am Stadtpark 9.                                   | From 29/05/2019 for indefinite term |
| Fraud transaction monitoring services                                   |  |  | From 14/09/2019 to 31/12/2020       |
| Platform as a Service (PaaS)  |  |  | From 01/04/2020 for indefinite term |
| FrontEnd Analytics service—cloud-based analysis software solution       |  |  | From 18/05/2020 for indefinite term |
| SMEOn online cloud-based account opening solution for small businesses  |  |  | From 18/05/2020 for indefinite term |
| VIS service package to implement remote customer due diligence solution |  |  | From 18/05/2020 for indefinite term |
| Software development  | Business Process Consulting Zrt.               | 1134 Budapest, Dévai u. 26/28.                                 | From 02/07/2019 for indefinite term |
| 3D Secure Access Services   | PrJSC Ukrainian Processing Center              | 9 Stepana Bandery Ave., bldg. 5A, POB 65, 04073, Kyiv, Ukraine | From 01/10/2019 for indefinite term |
| Processing of bankcard data   |  |  | From 01/09/2012 for indefinite term |
| Operation of chat app available in the Bank's website                   | Photel Kommunikációs Zrt.                      | 7100 Szekszárd, Alkotmány u. 17.                               | From 02/03/2020 for indefinite term |

| Activity   | Entity executing outsourced activity |   | Term                                |
|--|--------------------------------------|---|-------------------------------------|
|  | Name                                 | Registered office                           |                                     |
| Operation of Microsoft Office O365 collaboration tools | Raiffeisen Informatik GmbH & Co KG   | Lilienbrunnngasse 7-9, 1020 Vienna, Austria | From 02/04/2020 for indefinite term |

***Outsourced Activities Connected to Investment and Supplementary Investment Services***

| Activity   | Entity executing outsourced activity                               |   | Term                                |
|--|--|---|-------------------------------------|
|  | Name   | Registered office                           |                                     |
| Operation of GTS (Global Treasury System), WSS (Wall Street System), Bloomberg and Reuters systems | Raiffeisen Bank International                                      | 1030 Vienna, Am Stadtpark 9.                | From 05/12/2008 for indefinite term |
| Document storage   | Iron Mountain Magyarország Kft.                                    | 1093 Budapest, Czuczor u. 10.               | From 25/07/2011 to 31/12/2021       |
| SWIFT service<br>Global Pay Plus service<br>Monitoring of transactions                             | Centralised Raiffeisen International Services & Payments S.R.L.    | B-dul Dimitrie Pompei, nr 9-9A, Bucharest   | From 13/07/2017 to 13/07/2027       |
| Generation of customer letters, notices, and DM material   | Drescher Magyarországi Direct Mailing Informatikai és Nyomdai Kft. | 1097 Budapest, Gyáli út 31.                 | From 17/09/2009 for indefinite term |
| Processing and digitisation of documents issued by authorities                                     | DoqSys Szolgáltató Kft.  | 2113 Erdőkertes, Csíz utca 18.              | From 12/06/2013 for indefinite term |
| Market research  | Scale Research Piackutató és Tanácsadó Kft.                        | 1074 Budapest, Dohány utca 12-14.           | From 17/04/2015 to 31/01/2020       |
| Provision of Monolith system support services  | Monolith Systemhouse International s.r.o.                          | 94301 Sturovo, Hlavná 11.                   | From 19/07/2016 for indefinite term |
| Software development activities related to IT system developments                                  | BCS Business Consulting Services Kft.                              | 1118 Budapest, Rétköz u. 5.                 | From 21/07/2016 for indefinite term |
| Digital asset management tasks   | BSCE Tanácsadó és Informatikai Kft.                                | 1134 Budapest, Róbert Károly krt. 82-84.    | From 17/07/2016 for indefinite term |
| Digital asset management, development and system operation tasks                                   | Schönherz Iskolaszövetkezet  | 2131 Göd, Jávorka Sándor u. 18.             | From 16/02/2017 for indefinite term |
| Development and system operation tasks   | Enrol Consulting Kft.  | 1134 Budapest, Tüzér u. 30.                 | From 04/08/2016 for indefinite term |
| Digital asset management tasks   | Advocate Business Consulting Kft.                                  | 1122 Budapest, Hajnóczy József u. 3. fsz/1. | From 01/10/2014 for indefinite term |
| Digital asset management tasks   | IDBC Creative Solutions Kft.                                       | 1071 Budapest, Rákóczi út 70-72.            | From 18/11/2016 for indefinite term |
| Digital asset management, development  | Inovivo Kft.   | 1115 Budapest, Bartók Béla u. 105-113.      | From 13/10/2017 for indefinite term |
| System support   | Guidance Informatikai Szolgáltató és Tanácsadó Zrt.                | 1161 Budapest, Rákosi út 93.                | From 09/11/2017 for indefinite term |
| System support   | Trasset Systems Kft.   | 1051 Budapest, Vörösmarty tér 4. 5.em.      | From 01-01/2011 for indefinite term |

| Activity   | Entity executing outsourced activity           |  | Term                                |
|--|--|--|-------------------------------------|
|  | Name   | Registered office                                  |                                     |
| System support   | SmartX Solutions Kft.                          | 1117 Budapest, Budafoki út 209.                    | From 2018.01.01 to 2019.12.31.      |
| Software development   | SmartX Solutions Kft.                          | 1117 Budapest, Budafoki út 209.                    | From 2018.02.01 to 2019.12.31.      |
| System support   | T-Systems Magyarország Zrt.                    | 1117 Budapest, Budafoki út 56.                     | From 2018.04.05 to 05/04/2020       |
| Document management  | XEROX Magyarország Kft.                        | 1138 Budapest, Madarász Viktor u. 47-49. 2.ép.B/2. | From 12/06/2018 to 01/07/2021       |
| Cloud services   | ORACLE Hungary Kft.                            | 1095 Budapest, Lechner Ödön fasor 7.               | From 2018.06.28 for indefinite term |
| Development, system operation, customer identification tasks | NETLOCK Informatikai és Hálózatbiztonsági Kft. | 1101 Budapest, Expo tér 5-7.                       | From 21/12/2018 to 30/06/2020       |
| System support, software development                         | Xdroid Informatikai és Szolgáltató Kft.        | 1031 Budapest, Záhony u. 7. C ép. 2.em.            | From 2019.05.28 for indefinite term |
| Software development, data processing                        | Business Process Consulting Zrt.               | 1134 Budapest, Dévai u. 26/28.                     | From 02/07/2019 for indefinite term |
| Operation of chat app available in the Bank's website        | Photel Kommunikációs Zrt.                      | 7100 Szekszárd, Alkotmány u. 17.                   | From 02/03/2020 for indefinite term |
| Operation of Microsoft Office O365 collaboration tools       | Raiffeisen Informatik GmbH & Co KG             | Lilienbrunnngasse 7-9, 1020 Vienna, Austria        | From 02/04/2020 for indefinite term |

#### **Other Outsourced Activities**

| Activity   | Entity executing outsourced activity                  |                                  | Term                                |
|--|---|----------------------------------|-------------------------------------|
|  | Name  | Registered office                |                                     |
| Social security related and payroll accounting tasks | RB Szolgáltató Központ Korlátolt Felelősségű Társaság | 4400 Nyíregyháza, Sóstói út 31/b | From 04/02/2014 for indefinite term |