

Annex No. 2 to the General Business Conditions

OUTSOURCE LIST

(as of 15 December 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 Global Pay Plus service 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 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 Group Zrt.	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 31/12/2020
System support	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.	From 01/02/2018 to 31/21/2020
Software development	T-Systems Magyarország Zrt.	1117 Budapest, Budafoki út 56.	From 05/04/2018 to 05/04/2021
Document management	XEROX Magyarország Kft.	1138 Budapest, Madarász Viktor u. 47-49. 2.ép.B/2.	From 12/06/2018 to 01/07/2023
Cloud services	ORACLE Hungary Kft.	1095 Budapest, Lechner Ödön fasor 7.	From 2018.06.28 for indefinite term
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, 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
Information security solution, monitoring system, which helps to detect and discover security issues			From 01/01/2020 for indefinite term
Operation of the cloud based platform and data analytical methods, called DataLake			From 01/07/2020 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
The operation of the Bank's electronic channel, called VideoBank	TEACHTEAMER Kft	1015 Budapest, Szabó Ilonka u. 9.	From 28/05/2020 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
Operation of the cloud based platform and data analytical methods, called DataLake			From 01/07/2020 for indefinite term
Document storage	Iron Mountain Magyarország Kft.	1093 Budapest, Czuczor u. 10.	From 25/07/2011 to 31/12/2021
SWIFT service Global Pay Plus service 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
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
Development and system operation tasks	Enrol Consulting Kft.	1134 Budapest, Tüzér u. 30.	From 04/08/2016 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
System support	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.	From 2018.01.01 to 2020.12.31.
Software development	SmartX Solutions Kft.	1117 Budapest, Budafoki út 209.	From 2018.02.01 to 2020kö.12.31.
System support	T-Systems Magyarország Zrt.	1117 Budapest, Budafoki út 56.	From 2018.04.05 to 05/04/2021
Cloud services	ORACLE Hungary Kft.	1095 Budapest, Lechner Ödön fasor 7.	From 2018.06.28 for indefinite term

Activity	Entity executing outsourced activity		Term
	Name	Registered office	
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
The operation of the Bank's electronic channel, called VideoBank	TEACHTEAMER Kft	1015 Budapest, Szabó Ilonka u. 9.	From 28/05/2020 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