

Annex No. 2 to the General Business Conditions

OUTSOURCE LIST
(as of 10 February 2023)

*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 for indefinite term
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
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 31/01/2023
User satisfaction survey and data analysis	NRC Marketingkutató és Tanácsadó Kft.	1034 Budapest, Kenyeres u. 28.	From 01/01/2020 to 31/01/2023
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
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
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
	Mindspire Consulting Zrt.	1027 Budapest, Ganz u. 16. V.em.	
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

Activity	Entity executing outsourced activity		Term
	Name	Registered office	
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
System support, cloud services	Raiffeisen Bank International	1030 Vienna, Am Stadtpark 9.	From 29/05/2019 for indefinite term
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
Group Risk Controlling			From 01/02/2021 for indefinite term
Cloud Enablement Service (account, KYC, credit application)			From 01/01/2021 for indefinite term
IT service			From 28/07/2022 for indefinite term
IT services, credit limit management			From 06/02/2023 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 Online Solution Kft.	7100 Szekszárd, Széchenyi u. 40.	From 01/04/2021 for indefinite term
Operation of Microsoft Office 365 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
Provision of the e-Cégkapu service in connection with IT system developments	e-Jogsegéd Szolgáltató Kft.	1135 Budapest, Kisgömb utca 6. fszt. 1	From 03/09/2021 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
Group Risk Controlling			From 01/02/2021 for indefinite term
Document storage	Iron Mountain Magyarország Kft.	1093 Budapest, Czuczor u. 10.	From 25/07/2011 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 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 2018.01.01to 2020.12.31.
Cloud services	ORACLE Hungary Kft.	1095 Budapest, Lechner Ödön fasor 7.	From 2018.06.28 for indefinite term
Operation of chat app available in the Bank's website	Photel Online Solution Kft.	7100 Szekszárd, Széchenyi u. 40.	From 01/04/2021 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

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Digital asset management, development	Inovivo Group Zrt.	1115 Budapest, Bartók Béla u. 105-113.	From 13/10/2017 for indefinite term
	Mindspire Consulting Zrt.	1027 Budapest, Ganz u. 16. V.em.	
Provision of the e-Cégkapu service in connection with IT system developments	e-Jogsegéd Szolgáltató Kft.	1135 Budapest, Kisgömb utca 6. fszt. 1	From 03/09/2021 for indefinite term
Investment advisory services	Aegon Magyarország Befektetési Alapkezelő Zrt.	1091 Budapest, Üllői u. 1.	From 10/08/2020 for indefinite term