

ANNEX 1.

OUTSOURCED ACTIVITIES (16 MAY 2025)

Within the framework of outsourced activities:

1. the personalisation, printing, enveloping and mailing of bank account statements, credit card account statements and securities card statements (hereinafter referred to as „account statements”) and customer notification letters; the production of the raw materials for their production, the preparation of the design programs and the program modifications necessary for layout changes and other changes to the account statement (except for credit card account statements) by EPDB Nyomtatási Központ Zrt. (registered seat: H-1117 Budapest, Budafoki út. 107–109.);
2. storage and management of documents as well as other related services are provided by Iron Mountain Kft. (registered seat: H-1093 Budapest, Czuczor utca 10.);
3. production and personalization of blank cards and pin envelopes, personalization of bank cards, and pin envelopes, packing and posting of cards, pin envelopes and different items sent in envelopes are carried out by THALES DIS Deutschland GmbH (Werinherstrasse 81, 81541 München, Germany);
4. all IT development and operation services necessary for the performance of the activities of UniCredit Bank Hungary Zrt. are provided by UniCredit S.p.A. (Olaszország, 20154 Milánó, Piazza Gae Aulenti 3 - Tower A) through its Hungarian Branch „UniCredit S.p.A. Magyarországi Fióktelepe” (1134 Budapest, Róbert Károly krt. 61–65.);
5. under the CSA (Credit Support Annex) agreements concluded with the clients of the Bank, collateral management based on the current market value of live derivative transactions is carried out by UniCredit Bank Austria AG (Schottengasse 6–8., A-1010 Vienna, Austria);
6. activities relating to dispute resolution and portfolio reconciliation as set out by Regulation (EU) No 648/2012 of the European Parliament and of the Council of 4 July 2012 on OTC derivatives, central counterparties and trade repositories are provided by UniCredit Bank Austria AG (Schottengasse 6–8., 1010 Vienna, Austria);
7. activities relating collection, transportation of documents supposed to be destructed are provided by MOHU MOL Hulladékgazdálkodási Zrt. (1117 Budapest, Galvani utca 44.);
8. communication services supporting CRM activities are provided by NeoSoft Informatikai Szolgáltató Kft. (8000 Székesfehérvár, Távírda utca 2/A.);
9. IT application services for Payment Account Switch are provided by GIRO Elszámolásforgalmi Zártkörűen Működő Részvénytársaság (1054 Budapest, Vadász u. 31.);
10. cash and valuables transfer service, money processing service, security of the outsourced security depository, “Intelligent Trezor” service, ATM operation service are provided by Criterion Készpénzlogisztikai Korlátolt Felelősségű Társaság (1139 Budapest, Rozsnyai u. 21–25.);
11. card issuing, POS and ATM acquiring services are provided by Nexi Central Europe a.s. Magyarországi Fióktelepe (1117 Budapest, Alíz utca 3.);
12. customer experience/customer satisfaction survey services are provided by InMoment GmbH (22765 Hamburg, Borselstrasse 18., Germany);
13. IT services in relation to direct and indirect customer due diligence are provided by FaceKom Kft. (1054 Budapest, Szabadság tér 7. 4. emelet);
14. software support and server infrastructure for electronic registry of subcontractors used for the construction trustee service (e-Trustee service software) are provided by Turing Project Zrt. (1126 Budapest, Németség utca 18. 2. emelet 7.);
15. support services of MIFID II reporting service activity are provided by UniCredit Bank GmbH (Arabellastrasse 12., 81925 München, Germany);
16. services used to forward shipments from authorities via e-Cégkapu are provided by e-Postoffice Szolgáltató Kft. (1135 Budapest, Kisgömb utca 6/1. fszt.);
17. the operation and maintenance of IT systems and transaction screening systems related to risk classification, the development and maintenance of transaction monitoring and sanction systems, and at the same time the development of related methodologies are performed by UniCredit S.p.A. (Piazza Gae Aulenti 3 – Tower A – 20154 Milano);
18. services regarding first-level processing of sanction hits and negative news regarding customers are performed by Romanian Branch of UniCredit S.p. A./ (Ing. George Constantinescu Street no. 4B and George Constantinescu Street no. 2–4, Building C, floor 7 – space 1, floor 8 and floor 9, district 2, Bucharest, Romania).