

List of Interest Rates and Charges for Citigold Customers

Effective: 23 April, 2012

This document contains the fees and additional general terms for the account management services and other related services provided to retail customers who are natural persons in the Citigold customer segment. These terms must be interpreted and applied together with part II. Retail Interest Rates.

Introduction

- a. The terms and conditions defined in this List of Consumer Interest Rates and Charges are applicable with respect to payment and other orders given to the Bank or initiated by private customers defined as “**Citigold**” customers by Citibank Europe plc Hungarian Branch Office (head office: 1051 Budapest, Szabadság tér 7., company reg. no.: Cg. 01-17-000560, court of registration: Metropolitan Court of Budapest as Company Court, operating license no. and date of issue: The operating license issued by the Central Bank of Ireland on May 1, 2001.) (hereinafter: “**Citibank**” or “**Bank**”) in accordance with pre-defined conditions (hereinafter: “**Customer**” or “**Accountholder**”), as well as to financial and supplementary financial services provided to these customers by the Bank. This List of Interest Rates and Charges constitutes an inseparable part of the contract entered into between the Bank and the Customer in respect of the provision and use of financial or supplementary financial services.
- b. In the event that sufficient funds are available for the fulfilment of an order, the Bank will still only accept and fulfil the order if it complies in full with the relevant statutory provisions and with the Bank’s own internal regulations and business policy, as well as with the General Business Conditions pertaining to Consumer Banking Services and with the general contractual conditions pertaining to the given service.
- c. The conditions defined below are valid with respect to standard orders, transactions and banking operations. With regard to operations that require a separate procedure, the Bank reserves the right to charge a separate fee. The Bank also reserves the right, in respect of particular Customers or services, to provide its services under terms and conditions that differ from the standard terms and conditions (in particular, maturity periods, interest rates and charges), either on a permanent or a temporary basis. Defining and changing these different conditions is the exclusive right of the Bank. The Customer may not request that the Bank provide a particular service at terms that differ from the standard conditions, or that the Bank refund to him the difference between the cost of the service provided to him at the standard terms and the cost of the same service provided under what may be a more favourable arrangement.
- d. Citibank expressly reserves the right to unilaterally amend the conditions defined in this List of Interest Rates and Charges in accordance with the provisions of the General Business Conditions Pertaining to Consumer Banking Services.
- e. The Bank shall settle the interest payable by it to the Customer on the account balance once a month. Any other fees, commissions and charges shall be debited by the Bank as set out in section 8, from the account of the Customer.
- f. The fees related to a foreign currency account are charged in the given currency, at the mid FX rate defined by the Bank and valid on the transaction day.
- g. The Bank determines, on each banking day, Monday to Friday, the cash (banknote) and FX rates of currencies that it quotes. With respect to these, it sets two exchange rates: FX rates for Customers and cash (banknote) rates for Customers. The official currency exchange rate sheet contains the quoting date, the officially quoted currencies, the quoted unit, and the official value of the quoted unit of the quoted currency expressed in Hungarian forint. The FX and cash rates quoted by the Bank for its Customers also include a buy (bid) and a sell (offer) rate. In the case of transactions involving cash, the Bank applies the cash rate, while in the case of transactions between foreign currency accounts or bank accounts, the Bank applies the FX rate, and for cheques, the cash rate. The Bank reserves the right to change the exchange rates on a daily basis, and more than once if necessary, in response to any major cross-rate movements that may occur on the money market. The Bank does not, in relation to cash-desk operations performed in a foreign (cash) currency, accept coins as payment.
- h. Citibank reserves the right to dispense with some of the fees which are defined in this List of Interest Rates and Charges, strictly considered by business decision.

The Bank quotes cash rates for a total of 12 currencies:

AUD (Australian dollar)	CAD (Canadian dollar)	CHF (Swiss frank)	CZK (Czech crown)	DKK (Danish crown)
EUR (euro)	GBP (English pound)	JPY (Japanese Yen)	NOK (Norwegian crown)	PLN (Polish zloty)
SEK (Swiss crown)	USD (American dollar)			

In addition to HUF (Hungarian Forint) accounts, the Bank provides customers with accounts in 5 currencies:

CAD (Canadian dollar)	CHF (Swiss frank)	EUR (euro)	GBP (English pound)	USD (American dollar)
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Further information about other terms and conditions related to the products and services offered and provided by Citibank but not regulated in this List of Interest Rates and Charges may be found in the General Business Conditions Pertaining to Consumer Banking Services that constitute a part of the contract entered into between the Bank and the Customer, and in the general contractual conditions and List of Consumer Interest Rates and Charges valid in respect of the given services, and Customers may obtain information regarding these documents in the Bank’s branches, at its sales centers, via CitiPhone Banking® (06-80-465-324), or from the Bank’s website at www.citigold.hu.

This List of Interest Rates and Charges has been prepared in Hungarian and in English. In the event of any difference between the two versions or of any problems of interpretation, the Hungarian version shall be regarded as definitive.

1. General provisions

- a. Citigold customer status does not in itself qualify as a financial, supplementary financial, investment or supplementary financial service activity, but rather, it enables the Customer to access these services at terms more favourable than the standard conditions, and secondly, enables him to use, in addition to these standard services, other, preferential services. Citigold customer status is not conferred automatically upon the Customer, but only in the event that his aggregate monthly average balance reaches the required minimum, of which he shall receive a written notification from the Bank, and if, based on this, the Customer appropriately completes and signs the written declaration required for Citigold status.
- b. New Citigold customers can only apply for the Gold MasterCard CHIP Debit Card, which enables them to fully experience the extensive advantages of Citigold services.
- c. For the Citigold accounts opened from 1 April, 2012 the Bank does not charge an account-management fee to Citigold status Customers. If a Customer that has recently earned his Citigold status does not reach, by the end of the second full month following the registration of his Citigold status, the required minimum monthly average balance or minimum incoming lump sum transaction, then the Bank may charge the monthly Citigold service fee specified in this List of Interest Rates and Charges, which provision is also applicable in the case of continuous – that is, already previously earned – Citigold customer status.
 - Citigold package: min. monthly 5 million HUF average balance or min. monthly 800 000 HUF incoming lump sum transaction
 - Citigold Premium package: min. monthly 20 million HUF average balance or min. monthly 1 200 000 HUF incoming lump sum transaction
 - Citigold Select package: min. monthly 75 million HUF average balance

The Citigold service fee shall be debited by the Bank by the 10th of each month with the value date of the first working day of the next month. If the Customer's charge-bearing account is managed by the Bank in foreign currency, the Citigold service fee shall be charged by the Bank in foreign currency, based on the applicable FX mid rate valid on the day the fee is charged. In case the Customer's aggregate monthly average balance falls only temporarily below the required amount, the Bank has the right to waive the monthly fee for Citigold services for a defined period of time.
- d. For the Citigold accounts opened until 1 April, 2012 the Bank does not charge an account-management fee to Citigold-status Customers. If a Customer that has recently earned his Citigold status does not reach, by the end of the second full month following the registration of his Citigold status, the required HUF 5,000,000 aggregate monthly average balance then the Bank may charge the monthly Citigold service fee specified in this List of Interest Rates and Charges. This provision is also applicable in the case of continuous – that is, already previously earned – Citigold-customer status, if the average balance of the Customer for a given month does not reach the amount of HUF 15,000,000. The Citigold service fee shall be debited by the Bank by the 10th of each month with the value date of the first working day of the next month. If the Customer's charge-bearing account is managed by the Bank in foreign currency, the Citigold service fee shall be charged by the Bank in foreign currency, based on the applicable FX mid rate valid on the day the fee is charged.
- e. In case of Citigold MEGA fee package, if a Customer does not reach, by the end of month of application for fee package, the required aggregate monthly average balance, then the Bank may charge the monthly Citigold service fee specified in this List of Interest Rates and Charges. This provision is also applicable in the case of continuous, if the average balance of the Customer for a given month does not reach the amount of HUF 15,000,000.
- f. In view of the fact that a basic condition for Citigold-customer status is the maintenance of the aggregate monthly balance or the minimum incoming transaction, in the event of failure to do so, Citigold customer status cannot be automatically and unrestrictedly retained by paying the monthly Citigold service fee. The Bank expressly reserves the right to withdraw Citigold-customer status, at its own discretion, from any Customer that does not meet the required aggregate monthly balance or the minimum incoming lump sum transaction, even if the Customer has been paying the monthly Citigold service fee, and shall continue to have this right until such time as the Customer fulfils the requirements. This provision shall also be applicable in the event that the Customer who does not fulfil the requirements himself requests that his Citigold status be terminated. In such a case, the Citigold status of the Customer concerned shall terminate, of which the Bank shall notify the Customer in an appropriate manner. The Customer's Citigold customer status shall also automatically terminate if any contract concluded between the Bank and the Customer in relation to a banking and/or investment service should terminate, although the termination of one or more such contracts shall not in itself automatically result in termination of the Customer's Citigold status, provided that the Customer's aggregate monthly average balance continues to reach or exceed the appropriate amount.
- g. The average total balance required for Citigold membership is calculated by the Bank once a month, in forint, based on the mathematical average of the daily closing balances of the given month, during which process it shall take the balance of the following accounts – managed by the Bank on behalf of the Customer as accountholder, whether in forint or in foreign currency – into consideration: current accounts, savings accounts, money market indexed accounts, time deposits, market linked deposits, and security accounts. If a particular account is managed by the Bank in foreign currency, then the Bank shall, with respect to the calculation of its closing balance, take the FX mid rate determined by the Bank itself into account. With respect to items registered on a securities account, in the case of (i) OECD and structured (capital-protected) bonds as well as Hungarian government bonds, it is the nominal value of the given securities, and (ii) in the case of mutual fund units, it is the number of investment units at end-of-day multiplied by the net asset value per investment unit as of the same day that shall constitute a part of the daily aggregate closing balance. On national holidays, non-working days and bank holidays, the Bank shall, with respect to the calculation of the monthly average balance, take into account the closing balance of the working day immediately preceding these, and shall apply the same balance to each day up until the next working day thereafter.
- h. When calculating the monthly aggregate average balance, the Bank shall only take into consideration the balances of the accounts registered in the name of the given Customer, as accountholder. The co-holders of the accounts, as well as any persons authorised to dispose over the accounts shall automatically acquire Citigold customer status together with the main holder of the account, until such time as they wish to open an independent account and be the main holder of such account. In such event, the co-holder and authorised person of the originally opened account(s) shall be obliged to issue a declaration to the Bank in respect of their customer status (Citibank/Citigold) related to the account newly opened by them, with the proviso that they may only acquire Citigold customer status if they meet the conditions set out in this List of Interest Rates and Charges.
- i. The principal services available to those with Citigold customer status are as follows:
 - A professionally qualified Citigold personal banker

- Individually tailored investment opportunities compiled on the basis of prudent analysis
- Citigold card, which enables the Customer to withdraw cash free of charge anywhere in Hungary and the world
- Free travel insurance in the travel pack related to Citigold MasterCard bankcard¹
- Entitlement on the part of the Citigold-status accountholder to redeem, free of charge, a cheque of less than USD 5,000 provided he or she has had Citigold status continuously for the 6 months preceding the said redemption
- Gold credit card, which may be used on preferential terms (Visa, or MasterCard) and with a higher-than-usual credit limit, as well as free travel insurance related to the card
- Preferential Citigold exchange rates
- Citigold Club and Citigold Club Culinaria Program
- Use of banking services in 26 Citibank branches around the country
- 24-hour Citigold customer service hotline that can be called free of charge in Hungary and from certain countries (06-80-465-324)
- Free account management as set out in the tables below
- The Citibank Alert Service is available free of charge
- A Secured Credit, Authorized and Balance Based Overdraft may be applied for free of charge
- Provision of emergency cash assistance of up to USD 10,000 abroad
- MasterCard Lounge usage at Ferenc Liszt International Airport
- Free safe rental opportunity, in accordance with point 10.9

The Bank shall provide further information regarding the services listed in this point via CitiPhone Banking, or in its branches.

2. Services Charges and Fees for the Citigold accounts opened from 1 April, 2012

Fees and commissions related to account management and ATM cash withdrawals

	Citigold	Citigold Premium	Citigold Select
Opening of first account (regardless of the currency)	Free of charge	Free of charge	Free of charge
Opening of first account (HUF, EUR)	Free of charge	Free of charge	Free of charge
Opening of additional HUF account	HUF 250	HUF 250	Free of charge
Opening of additional FCY account	HUF 250	HUF 250	Free of charge
Citigold services, monthly fee (regardless of number of accounts)			
Fulfilling the criteria	Free of charge	Free of charge	Free of charge
Not fulfilling the criteria (pursuant to point 1.c)	HUF 8 000	HUF 13 000	HUF 18 000
Citigold relationship, monthly fee	HUF 2 000 ²	HUF 2 000 ²	Free of charge ²
Cash withdrawal at a branch³			
	Below 2 000 000 HUF: Free of charge	Below 5 000 000 HUF: Free of charge	Below 7 000 000 HUF: Free of charge
	Above 2 000 000 HUF: 0.3%	Above 5 000 000 HUF: 0.3%	Above 7 000 000 HUF: 0.3%
ATM cash-withdrawal fee in Hungary	Free of charge	Free of charge	Free of charge
ATM cash-withdrawal fee abroad			
First two transactions, per transaction	Free of charge	Free of charge	Free of charge
Additional transactions, per transaction	1% min HUF 2 500	1% min HUF 2 500	Free of charge
Balance inquiry at a Euronet ATM (per inquiry)	Free of charge	Free of charge	Free of charge

¹ The travel insurance in the Travel Pack is provided by Chartis Europe S. A. Hungarian Branch (1088 Bp. Rákóczi út 1-3.) with the cooperation of Citibank. Please read carefully the "Citibank – Travel Insurance Conditions" for the insurance details, which is also available in our branches and on our website.

² For Citigold and Citigold Premium customers if the payments with debit card and supplementary debit card – including direct debits set up for current account or credit card – reaches the monthly min. HUF 150 000 Ft the customer is waived from the monthly Citigold relationship fee.

³ If the Customer wishes to make the withdrawal from a branch in Budapest and the amount is at least HUF 2,000,000 or the equivalent in a foreign currency, he must indicate his intention to withdraw the money at least 1 working day prior to the planned withdrawal, by 3 p.m. on Mondays to Thursdays, and by 1 p.m. on Fridays, and if the amount he would like to withdraw is more than HUF 10,000,000 or the equivalent in another currency, he must indicate his intention to make the withdrawal at least 2 working days in advance, by these same times of day at the latest. If he wishes to make a withdrawal from a branch outside of Budapest, then if the amount exceeds HUF 2,000,000 or the equivalent in another currency, he must indicate his intention at least 2 working days in advance, by 3 p.m. on Mondays to Thursdays and by 1 p.m. on Fridays. If the Customer then decides not to make the announced withdrawal after all, he may cancel the withdrawal free of charge provided he does so on the working day prior to the scheduled withdrawal, by 3 p.m. on Mondays to Thursdays, and by 1 p.m. on Fridays. If a pre-announced withdrawal is subsequently not made, or only part of the amount is withdrawn, a fee of HUF 2,000 will be charged on each HUF 1,000,000 or fraction thereof that is not withdrawn. Without informing us of your intention to withdraw cash greater than HUF 2,000,000 you will be charged a fee of 0.2 % for the amount above HUF 2 million or equivalent foreign currency.

Fees and commissions for one-off transfers and deposit operations⁴

	Citigold	Citigold Premium	Citigold Select
One-off HUF transfer to another account within the Bank			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge	Free of charge
At a branch	Free of charge	Free of charge	Free of charge
One-off HUF transfer to an account at another bank			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge	Free of charge
At a branch	Free of charge	Free of charge	Free of charge
Fulfilment of one-off HUF transfer between the Customer's own accounts	Free of charge	Free of charge	Free of charge
VIBER transfer			
Citibank Online	Not available	Not available	Not available
CitiPhone	0.5% min. HUF 10,000	0.5% min. HUF 10,000	0.5% min. HUF 10,000
At a branch	0.5% min. HUF 10,000	0.5% min. HUF 10,000	0.5% min. HUF 10,000
Cancellation/modification of HUF transfer order, if it is the Bank that executes the cancellation/modification and if the order is given via CitiPhone, Citibank Online or at a branch of the Bank	Free of charge	Free of charge	Free of charge
Request for return of HUF transfer (regardless of whether the return has been successful), via CitiPhone, Citibank Online or at a branch of the Bank	HUF 5 000	HUF 5 000	Free of charge
FCY transfer to an account at another bank⁵ (non-SEPA transfer)			
Citibank Online	0.2% min. HUF 2 500, max HUF 120 000	0.2% min. HUF 2 500, max HUF 120 000	0.2% min. HUF 2 500, max HUF 120 000
CitiPhone	0.3% min. HUF 3 000, max HUF 150 000	0.3% min. HUF 3 000, max HUF 150 000	0.3% min. HUF 3 000, max HUF 150 000
At a branch	0.4% min. HUF 4 000, max HUF 200 000	0.35% min. HUF 3 500, max HUF 200 000	0.35% min. HUF 3500, max HUF 200 000
SEPA transfer - FCY transfer to an account at another bank⁴			
Citibank Online	Not available	Not available	Not available
CitiPhone	0.3% min. HUF 3 000, max HUF 150 000	0.3% min. HUF 3 000, max HUF 150 000	0.3% min. HUF 3 000, max HUF 150 000
At a branch	0.4% min. HUF 4 000, max HUF 200 000	0.35% min. HUF 3 500, max HUF 200 000	0.35% min. HUF 3 500, max HUF 200 000

⁴ Transfer orders for HUF 30,000,000 or the equivalent thereof in another currency may only be submitted at a branch of the Bank.

⁵ In certain cases, the fulfilment or investigation of foreign currency transfer orders (non-SEPA), or forint (HUF) transfer orders abroad, may, due to the participation of the correspondent bank, involve an additional fee. The manner in which the fee is settled, as well as the amount of the fee, will depend entirely on the correspondent bank involved. When giving the order, the Customer will have the opportunity to specify whether he, or the beneficiary of the payment, will bear the fees and charges entailed in the fulfilment of the order. The correspondent banks and the beneficiary's bank shall execute the FX standing orders with fully and properly filed exact and correct data through their systems without manual intervention. In order to file the proper FX standing order the following data shall be indicated on the order: IBAN (international) bank account number of the beneficiary or BBAN (inner bank account number in proper form), the SWIFT address and/or name, address code of the beneficiary's bank (hereinafter together: the data). In case the data are not fully and correctly provided to the Bank by the client and the Bank shall pay charge fees arising from the manual process to the banks mentioned above, the Bank is entitled to charge this types of costs which are not foreign bank costs and not transfer costs, on the client in case it is not the error of the Bank. The Bank shall not be obliged to verify the correctness and accuracy of any data provided by the client and shall not be liable for the late execution of the order caused by the incorrect or incomplete data provided by the client. Regarding to SEPA credit transfer further conditions are provided under point 11.2.7. Transfer orders initiated in an EEA country to an EEA country denominated in an EEA currency are not subject to the abovementioned. In such cases only the fees, costs or liabilities defined by the payer's or the beneficiary's own payment service provider can be debited, if foreign currency exchange is not involved in the transfer process.

	Citigold	Citigold Premium	Citigold Select
FCY transfer to another account within the Bank			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge	Free of charge
At a branch	Free of charge	Free of charge	Free of charge
Fulfilment of FCY transfer between the Customer's own accounts	Free of charge	Free of charge	Free of charge
HUF transfer abroad⁴			
Citibank Online	0.2% min. HUF 2 500, max HUF 120 000	0.2% min. HUF 2 500, max HUF 120 000	0.2% min. HUF 2 500, max HUF 120 000
CitiPhone	0.3% min. HUF 3 000, max HUF 150 000	0.3% min. HUF 3 000, max HUF 150 000	0.3% min. HUF 3 000, max HUF 150 000
At a branch	0.4% min. HUF 4 000, max HUF 200 000	0.35% min. HUF 3 500, max HUF 200 000	0.35% min. HUF 3500, max HUF 200 000
Cancellation/modification of an FCY transfer order prior to fulfilment⁶	Free of charge	Free of charge	Free of charge
Cancellation/modification of an FCY transfer order after fulfilment⁷	USD 30 / transaction + financial loss	USD 30 / transaction + financial loss	Free of charge
Opening a time deposit (except for time deposits opened at a branch at the time the customer relationship was entered into, and deposits related to promotions or to Market Linked Deposits)			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge	Free of charge
At a branch	Free of charge	Free of charge	Free of charge
Modifying or releasing a time deposit⁸			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	HUF 300	HUF 300	Free of charge
At a branch	HUF 500	HUF 500	Free of charge
Long Term Investment (Deposit)			
Monthly fee below HUF 500 000 average balance on the Long Term Investment (Deposit) ⁹	HUF 400	HUF 400	Free of charge
Monthly fee above HUF 500 000 average balance on the Long Term Investment (Deposit) ⁹	Free of charge	Free of charge	Free of charge
Cancellation fee of the Long Term Investment (Deposit) within 5 years from the last day of the collection period	HUF 1 500	HUF 1 500	Free of charge
Cancellation fee of the Long Term Investment (Deposit) after 5 years from the last day of the collection period	Free of charge	Free of charge	Free of charge

Fees and commissions related to standing orders and direct debits

	Citigold	Citigold Premium	Citigold Select
Submission of HUF standing order			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge	Free of charge
At a branch	Free of charge	Free of charge	Free of charge

⁶ Fee charged in the case of an order that is not fulfilled due to a request to this effect by the Customer or due to a lack of sufficient funds.

⁷ Fulfilled and then cancelled items are credited at the prevailing FX buy rate. It follows from this that the cancellation/modification request may result in financial losses for the client and, if the other bank(s) participating in the transfer charge(s) a fee in connection with the cancellation, the Bank will pass this fee onto the customer. Cancellation may not be requested via Citibank Online.

⁸ Free of charge modification: cancellation of time deposit, reduction of deposit amount and supplementing of deposit on the maturity date. Other changes (change of interest-related instructions, change of principal-related instructions, change of deposit tenor and cancellation of time deposit, reduction of deposit amount prior to maturity) have fees in every case

⁹ Mathematical average of the daily closing balances of the given month, during which process it shall take the balance of the following accounts – managed by the Bank on behalf of the Customer as accountholder in forint – into consideration: LTI current accounts, LTI savings accounts, LTI time deposits.

Fulfilment of HUF standing order to another account within the Bank	Free of charge	Free of charge	Free of charge
Fulfilment of HUF standing order to an account at another bank	Free of charge	Free of charge	Free of charge
Authorisation for multiple direct debit order			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge	Free of charge
At a branch	Free of charge	Free of charge	Free of charge
Fulfilment of multiple direct debit order	Free of charge	Free of charge	Free of charge
Submission of regular transfer order (between the Customer's own accounts) with individual limit			
Citibank Online	Not available	Not available	Not available
CitiPhone	HUF 500	HUF 500	Free of charge
At a branch	HUF 500	HUF 500	Free of charge
Fulfilment of regular transfer (between the Customer's own accounts) with individual limit	Free of charge	Free of charge	Free of charge
Other fees and commissions			
	Citigold	Citigold Premium	Citigold Select
Monthly statement fee			
Paper-based statement, mailed to the customer's notification address	Free of charge	Free of charge	Free of charge
Paper-based statement, with pick-up at a branch	Free of charge	Free of charge	Free of charge
Electronic statement	Free of charge	Free of charge	Free of charge
Request for bank certificate			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	HUF 500	HUF 500	Free of charge
At a branch	HUF 500	HUF 500	Free of charge
Request for non-regular (additional) paper-based account statement/ month¹⁰			
Citibank Online	Free of charge	Free of charge	Free of charge
CitiPhone	HUF 500	HUF 500	Free of charge
At a branch	HUF 500	HUF 500	Free of charge
Urgency fee (production of certificate within 4 hours / Account statement replacement within 1 working day), all channels¹¹	Free of charge	Free of charge	Free of charge
Complete termination of customer relationship at the Customer's request within 6 months, counted from the start of the relationship¹²			
Citibank Online	Not available	Not available	Not available
CitiPhone	Not available	Not available	Not available
At a branch	HUF 5 000	HUF 5 000	HUF 5 000

¹⁰ The deadline for preparation of an account statement for the month prior to the current month is 5 working days, while the preparation of an account statement dating back more than one month will take up to 20 working days. Customers may obtain information regarding Conditions of Electronic statement from the Bank's website at www.citibank.hu.

¹¹ Week days from 8 a.m. to 4 p.m. Usual fulfilment deadline: 2 working days. Printing of certificates is possible within 4 hours, replacement of account statements is possible within 1 working day for an urgency fee, or else within the usual fulfilment deadline; there are no fulfilment deadlines other than these.

¹² In the case of a notice of cancellation sent by post, the CitiPhone fee is applied. The Bank does not accept cancellations submitted at the Citibank Credit Center.

3. Services Charges and Fees for the Citigold accounts opened until 1 April, 2012

Fees and commissions related to account management and ATM cash withdrawals

	Above HUF 75 million balance	Below HUF 75 million balance
Account-opening fee		
Opening of first account (regardless of the currency)	Free of charge	Free of charge
Opening of first account (HUF, EUR)	Free of charge	Free of charge
Opening of additional HUF account	Free of charge	HUF 250
Opening of additional FCY account	Free of charge	HUF 250
Citigold services, monthly fee (regardless of number of accounts)		
Above a balance of HUF 15,000,000	Free of charge	Free of charge
Below a balance of HUF 15,000,000 (pursuant to point 1.d)	HUF 10,000	HUF 10,000
Cash withdrawal at a branch¹³		
up to HUF 5,000,000	Free of charge	Free of charge
from HUF 5,000,000	0.3%	0.3%
ATM cash-withdrawal fee in Hungary		
	Free of charge	Free of charge
ATM cash-withdrawal fee abroad		
First two transactions, per transaction	Free of charge	Free of charge
Additional transactions, per transaction	Free of charge	1% min HUF 2,500
Balance inquiry at a Euronet ATM (per inquiry)		
	Free of charge	Free of charge

Fees and commissions for one-off transfers and deposit operations¹⁴

	Above HUF 75 million balance	Below HUF 75 million balance
One-off HUF transfer to another account within the Bank		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge
At a branch	Free of charge	Free of charge
One-off HUF transfer to an account at another bank		
Citibank Online	Free of charge	Free of charge
CitiPhone	0,1% min HUF 150	0,1% min HUF 150
At a branch	0.1% min HUF 150	0.1% min HUF 150
Fulfilment of one-off HUF transfer between the Customer's own accounts		
	Free of charge	Free of charge
VIBER transfer		
Citibank Online	Not available	Not available
CitiPhone	0.5% min. HUF 10,000	0.5% min. HUF 10,000
At a branch	0.5% min. HUF 10,000	0.5% min. HUF 10,000
Cancellation/modification of HUF transfer order , if it is the Bank that executes the cancellation/modification and if the order is given via CitiPhone, Citibank Online or at a branch of the Bank		
	Free of charge	Free of charge
Request for return of HUF transfer (regardless of whether the return has been successful), via CitiPhone, Citibank Online or at a branch of the Bank		
	Free of charge	HUF 5,000

¹³ If the Customer wishes to make the withdrawal from a branch in Budapest and the amount is at least HUF 2,000,000 or the equivalent in a foreign currency, he must indicate his intention to withdraw the money at least 1 working day prior to the planned withdrawal, by 3 p.m. on Mondays to Thursdays, and by 1 p.m. on Fridays, and if the amount he would like to withdraw is more than HUF 10,000,000 or the equivalent in another currency, he must indicate his intention to make the withdrawal at least 2 working days in advance, by these same times of day at the latest. If he wishes to make a withdrawal from a branch outside of Budapest, then if the amount exceeds HUF 2,000,000 or the equivalent in another currency, he must indicate his intention at least 2 working days in advance, by 3 p.m. on Mondays to Thursdays and by 1 p.m. on Fridays. If the Customer then decides not to make the announced withdrawal after all, he may cancel the withdrawal free of charge provided he does so on the working day prior to the scheduled withdrawal, by 3 p.m. on Mondays to Thursdays, and by 1 p.m. on Fridays. If a pre-announced withdrawal is subsequently not made, or only part of the amount is withdrawn, a fee of HUF 2,000 will be charged on each HUF 1,000,000 or fraction thereof that is not withdrawn. Without informing us of your intention to withdraw cash greater than HUF 2,000,000 you will be charged a fee of 0.2 % for the amount above HUF 2 million or equivalent foreign currency.

¹⁴ Transfer orders for HUF 30,000,000 or the equivalent thereof in another currency may only be submitted at a branch of the Bank.

FCY transfer to an account at another bank¹⁵ (non-SEPA transfer)	Above HUF 75 million balance	Below HUF 75 million balance
Citibank Online	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
CitiPhone	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
At a branch	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
SEPA transfer - FCY transfer to an account at another bank¹⁴		
Citibank Online	Not available	Not available
CitiPhone	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
At a branch	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
FCY transfer to another account within the Bank		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge
At a branch	Free of charge	Free of charge
Fulfilment of FCY transfer between the Customer's own accounts	Free of charge	Free of charge
HUF transfer abroad¹⁴		
Citibank Online	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
CitiPhone	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
At a branch	0.3% min. HUF 2,500, max HUF 120 000	0.3% min. HUF 2,500, max HUF 120 000
Cancellation/modification of an FCY transfer order prior to fulfilment¹⁶	Free of charge	Free of charge
Cancellation/modification of an FCY transfer order after fulfilment¹⁷	Free of charge	USD 30 / transaction + financial loss
Opening a time deposit (except for time deposits opened at a branch at the time the customer relationship was entered into, and deposits related to promotions or to Market Linked Deposits)		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge
At a branch	Free of charge	Free of charge
Modifying or releasing a time deposit¹⁸		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	HUF 300
At a branch	Free of charge	HUF 500
Long Term Investment (Deposit)		
Monthly fee below HUF 500 000 average balance on the Long Term Investment (Deposit) ¹⁹	Free of charge	HUF 400

¹⁵ In certain cases, the fulfilment or investigation of foreign currency transfer orders (non-SEPA), or forint (HUF) transfer orders abroad, may, due to the participation of the correspondent bank, involve an additional fee. The manner in which the fee is settled, as well as the amount of the fee, will depend entirely on the correspondent bank involved. When giving the order, the Customer will have the opportunity to specify whether he, or the beneficiary of the payment, will bear the fees and charges entailed in the fulfilment of the order. The correspondent banks and the beneficiary's bank shall execute the FX standing orders with fully and properly filed exact and correct data through their systems without manual intervention. In order to file the proper FX standing order the following data shall be indicated on the order: IBAN (international) bank account number of the beneficiary or BBAN (inner bank account number in proper form), the SWIFT address and/or name, address code of the beneficiary's bank (hereinafter together: the data). In case the data are not fully and correctly provided to the Bank by the client and the Bank shall pay charge fees arising from the manual process to the banks mentioned above, the Bank is entitled to charge this types of costs which are not foreign bank costs and not transfer costs, on the client in case it is not the error of the Bank. The Bank shall not be obliged to verify the correctness and accuracy of any data provided by the client and shall not be liable for the late execution of the order caused by the incorrect or incomplete data provided by the client. Regarding to SEPA credit transfer further conditions are provided under point 11.2.7.

Transfer orders initiated in an EEA country to an EEA country denominated in an EEA currency are not subject to the abovementioned. In such cases only the fees, costs or liabilities defined by the payer's or the beneficiary's own payment service provider can be debited, if foreign currency exchange is not involved in the transfer process.

¹⁶ Fee charged in the case of an order that is not fulfilled due to a request to this effect by the Customer or due to a lack of sufficient funds.

¹⁷ Fulfilled and then cancelled items are credited at the prevailing FX buy rate. It follows from this that the cancellation/modification request may result in financial losses for the client and, if the other bank(s) participating in the transfer charge(s) a fee in connection with the cancellation, the Bank will pass this fee onto the customer. Cancellation may not be requested via Citibank Online.

¹⁸ Free of charge modification: cancellation of time deposit, reduction of deposit amount and supplementing of deposit on the maturity date. Other changes (change of interest-related instructions, change of principal-related instructions, change of deposit tenor and cancellation of time deposit, reduction of deposit amount prior to maturity) have fees in every case.

Monthly fee above HUF 500 000 average balance on the Long Term Investment (Deposit) ¹⁹	Free of charge	Free of charge
Cancellation fee of the Long Term Investment (Deposit) within 5 years from the last day of the collection period	Free of charge	HUF 1 500
Cancellation fee of the Long Term Investment (Deposit) after 5 years from the last day of the collection period	Free of charge	Free of charge

Fees and commissions related to standing orders and direct debits

	Above HUF 75 million balance	Below HUF 75 million balance
Submission of HUF standing order		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge
At a branch	Free of charge	Free of charge
Fulfilment of HUF standing order to another account within the Bank	Free of charge	Free of charge
Fulfilment of HUF standing order to an account at another bank	Free of charge	Free of charge
Authorisation for multiple direct debit order		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	Free of charge
At a branch	Free of charge	Free of charge
Fulfilment of multiple direct debit order	Free of charge	Free of charge
Submission of regular transfer order (between the Customer's own accounts) with individual limit		
Citibank Online	Not available	Not available
CitiPhone	Free of charge	HUF 500
At a branch	Free of charge	HUF 500
Fulfilment of regular transfer (between the Customer's own accounts) with individual limit	Free of charge	Free of charge

Other fees and commissions

	Above HUF 75 million balance	Below HUF 75 million balance
Monthly statement fee		
Paper-based statement, mailed to the customer's notification address	Free of charge	Free of charge
Paper-based statement, with pick-up at a branch	Free of charge	Free of charge
Electronic statement	Free of charge	Free of charge
Request for bank certificate		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	HUF 500
At a branch	Free of charge	HUF 500
Request for non-regular (additional) paper-based account statement/month²⁰		
Citibank Online	Free of charge	Free of charge
CitiPhone	Free of charge	HUF 500
At a branch	Free of charge	HUF 500
Urgency fee (production of certificate within 4 hours / Account statement replacement within 1 working day), all channels ²¹	Free of charge	Free of charge

¹⁹ Mathematical average of the daily closing balances of the given month, during which process it shall take the balance of the following accounts – managed by the Bank on behalf of the Customer as accountholder in forint – into consideration: LTI current accounts, LTI savings accounts, LTI time deposits.

²⁰ The deadline for preparation of an account statement for the month prior to the current month is 5 working days, while the preparation of an account statement dating back more than one month will take up to 20 working days. Customers may obtain information regarding Conditions of Electronic statement from the Bank's website at www.citibank.hu.

²¹ Week days from 8 a.m. to 4 p.m. Usual fulfilment deadline: 2 working days. Printing of certificates is possible within 4 hours, replacement of account statements is possible within 1 working day for an urgency fee, or else within the usual fulfilment deadline; there are no fulfilment deadlines other than these.

Changing fee package²² (in case of Citigold-customer status cancellation within 1 year, counted from the obtaining of Citigold-customer status)		
Citibank Online	Not available	Not available
CitiPhone	Not available	Not available
At a branch	HUF 3,500	HUF 3,500
Complete termination of customer relationship at the Customer's request within 6 months, counted from the start of the relationship²³		
Citibank Online	Not available	Not available
CitiPhone	Not available	Not available
At a branch	HUF 5,000	HUF 5,000

4. CITIGOLD MEGA fee package²⁴

Fees and commissions related to account management and ATM cash withdrawals

Citigold services, monthly fee (regardless of number of accounts)	
Above a balance of HUF 15,000,000	Free of charge
Below a balance of HUF 15,000,000 (pursuant to point 1.d)	HUF 10,000
Cash withdrawal at a branch	0.7%, min. HUF 500
ATM cash-withdrawal fee in Hungary, per transaction	0.7%, min. HUF 350
ATM cash-withdrawal fee abroad, per transaction	1%, min. HUF 2 500

Fees and commissions related to one-off transfers²

One-off HUF transfer to another account within the Bank	
Citibank Online	0.7%, min. HUF 150
CitiPhone	0.7%, min. HUF 150
At a branch	0.7%, min. HUF 150
One-off HUF transfer to an account at another bank	
Citibank Online	0.7%, min. HUF 150
CitiPhone	0.7%, min. HUF 150
At a branch	0.7%, min. HUF 150
Fulfilment of one-off HUF transfer between the Customer's own accounts	
Free of charge	
VIBER transfer	
Citibank Online	Not available
CitiPhone	0.7% min. HUF 10 000
At a branch	0.7% min. HUF 10 000
FCY transfer to an account at another bank³ (non-SEPA transfer)	
Citibank Online	0.5% min. HUF 2 500
CitiPhone	0.5% min. HUF 2 500
At a branch	0.5% min. HUF 2 500
SEPA transfer- FCY transfer to an account at another bank³ (non-SEPA transfer)	
Citibank Online	Not available
CitiPhone	0.5% min. HUF 2 500
At a branch	0.5% min. HUF 2 500
FCY transfer to another account within the Bank	
Citibank Online	Free of charge
CitiPhone	HUF 100
At a branch	HUF 500
Fulfilment of FCY transfer between the Customer's own	
Free of charge	

²² In order to change the MEGA fee package to another fee package, before 30th September 2010 – or in case of time deposits opened within the MEGA fee package offer after 5th May 2010, or before 29th of February 2012 in case of time deposits opened within the MEGA fee package offer after the 8th of March 2011 – the customer shall buy any kind of Mutual Fund units, Multifund single premium unit-linked insurance, or Structured Notes (changing the fee package is possible only after the issuance of the structured notes) distributed by Citibank, - following the maturity date of every single time deposit combined with MEGA fee package -, at least in the value of 50 per cent of the balance of the undermentioned accounts of the customer, but maximum in the value of 50 per cent of the deposited amount in any TD offer combined with MEGA fee package:

- HUF, EUR, USD current accounts
- HUF savings accounts
- Citibank MMIA Account
- HUF, EUR, USD time deposits and Market linked Deposits

The above detailed conditions of fee package change is not respected to those customers who applied for the MEGA package before 02. Sempember 2009.

The above detailed minimal conditions shall not preclude the purchase of investment or insurance products over and above that.

²³ In the case of a notice of cancellation sent by post, the CitiPhone fee is applied. The Bank does not accept cancellations submitted at the Citibank Credit Center.

²⁴ The Citigold MEGA fee package is not available for new account opening from December 19th, 2011.

accounts	
HUF transfer abroad³	
Citibank Online	0.5% min. HUF 2 500
CitiPhone	0.5% min. HUF 2 500
At a branch	0.5% min. HUF 2 500
Fulfilment of HUF standing order to another account within the Bank	0.7%, min. HUF 150
Fulfilment of HUF standing order to an account at another bank	0.7%, min. HUF 150
Changing fee package (keeping the Citigold customer status)	Free of charge
Other account-management related fees and charges	In respect of all other terms and conditions not provided in section 4., the terms and conditions specified in section 3. shall govern.

5. CITIGOLD CORPORATE VIP fee package

	Above HUF 75 million balance	Below HUF 75 million balance
Citigold services, monthly fee (regardless of number of accounts)		
Above a balance of HUF 15,000,000	Free of charge	Free of charge
Below a balance of HUF 15,000,000 (pursuant to point 1.d)	Free of charge	Free of charge

Changing fee package Free of charge

Other account-management related fees and charges In respect of all other terms and conditions not provided in section 5., the terms and conditions specified in section 3. shall govern

6. Gold Citicard for the Citigold accounts opened from 1 April, 2012

6.1 Fees related to debit card for main account holders

	Gold MasterCard CHIP Debit Card
Card application	Free of charge
Card fee in first year	Free of charge
Card fee after first year	Free of charge
Card renewal at expiry	Free of charge
Card replacement due the fault of the Customer (lost Citicard)	Free of charge
Card blocking	Free of charge
ATM cash-withdrawal	As indicated in the account fee packages
Purchase using card	
At Merchants	Free of charge
On Internet	Free of charge
Other service charge: personal card pick-up at post office	Free of charge
Other service charge: postage, courier charges	As they occur

6.2 Fees related to debit card for joint or co-account holders

The fees detailed here are only available for those joint or co-account holders who's main account holder has active debit card. If this condition is not fulfilled the fees for main account holders detailed in point 6.1 will be charged after the joint or co-account holder's debit card.

	Gold MasterCard CHIP Debit Card
Card application	Free of charge
Annual card fee in first year	Free of charge
Annual card fee after first year	Free of charge
Card renewal at expiry	Free of charge
Card replacement due the fault of the Customer (lost Citicard)	Free of charge
Card blocking	Free of charge
ATM cash-withdrawal	As indicated in the account fee packages
Purchase using card	

At Merchants	Free of charge
On Internet	Free of charge
Other service charge: personal card pick-up at post office	Free of charge
Other service charge: postage, courier charges	As they occur

From the 17th of August 2011 only the Gold MasterCard CHIP Debit Card is applicable in case of new contracts.

6.3 Fees related to debit card for management members of Small and Middle Enterprises²⁵

	Gold MasterCard CHIP Debit Card
Card application	Free of charge
Annual card fee in first year	Free of charge
Annual card fee after first year	Free of charge
Card renewal at expiry	Free of charge
Card blocking	Free of charge
ATM cash-withdrawal	As indicated in the TOP account fee packages
Purchase using card	
At Merchants	Free of charge
On Internet	Free of charge

6.4 Limits related debit card²⁶

	Gold MasterCard CHIP Debit card
Cash-withdrawal limit at ATM within Hungary	HUF 600 000 / day
Cash-withdrawal limit at ATM abroad ²⁷	HUF 300 000 / day
Purchase limit within Hungary	HUF 1 040 000/ day
Purchase limit abroad	HUF 1 140 000 / day

7. Gold Citicard for the Citigold accounts opened until 1 April, 2012

7.1 Fees related to debit card for main account holders²⁸

	Gold MasterCard CHIP Debit Card
Card application	Free of charge
Annual card fee in first year	HUF 14,900
Annual card fee after first year	HUF 14,900
Card renewal at expiry	HUF 500
Card replacement due the fault of the Customer (lost Citicard)	Free of charge
Card blocking	Free of charge
ATM cash-withdrawal	As indicated in the account fee packages
Purchase using card	
At Merchants	Free of charge
On Internet	Free of charge
Other service charge: personal card pick-up at post office	Free of charge
Other service charge: postage, courier charges	As they occur

²⁵ The offer is available only for those customers who were contacted by Citibank or it's mandatory directly

²⁶ Depending on the risk category of the transaction, the limit that is actually applied may differ in certain cases. The company that operates the given ATM may have set cash-withdrawal limits on the machine that are lower than those determined by Citibank, and these ATM settings are something Citibank cannot influence. It is possible, therefore, that - despite there being sufficient funds on the account - the cardholder will be unable to withdraw the entire cash amount that corresponds to the limit set by Citibank.

²⁷ If the currency of the given account and that of the given Citicard transaction differ, the Bank will perform the conversion between the currency of the transaction and the currency of the account by converting the amount expressed in the currency of the transaction at the cross-rate specified by the given international card company or other settlement agent with whom the Bank has a relationship, and then it will convert the transaction amount expressed in the currency of the international card company or other settlement agent at the daily FX rate determined for the Bank with respect to the given transaction. (for cash transactions at the daily currency rate, for purchase transactions at the daily exchange rate)

The value date of the Order and the accounting date are the same. In the case of an ATM cash withdrawal transaction the accounting date is identical with the Order date on banking days, while the accounting date of an Order not placed on a banking day is the first banking days following the Order. For any purchase involving a MasterCard the Bank blocks the amount of the purchase on the account on the purchase date (if the currency of the account and the currency of the purchase executed with the Master Card attached to it are different, the block is made at the exchange rate effective on the purchase date, and then books it on the date of settlement between the Card Company and Citibank. If the currency account and the transaction is different, then the purchase transaction is booked at the exchange rate prevailing on the booking date.

²⁸ Below HUF 75 million average balance. Above HUF 75 million average balance the above services are free of charge.

7.2 Fees related to debit card for joint or co-account holders²⁸

The fees detailed here are only available for those joint or co-account holders who's main account holder has active debit card. If this condition is not fulfilled the fees for main account holders detailed in point 7.1 will be charged after the joint or co-account holder's debit card.

	Gold MasterCard CHIP Debit Card
Card application	Free of charge
Annual card fee in first year	Free of charge
Annual card fee after first year	HUF 4 500
Card renewal at expiry	HUF 500
Card replacement due the fault of the Customer (lost Citicard)	Free of charge
Card blocking	Free of charge
ATM cash-withdrawal	As indicated in the account fee packages
Purchase using card	
At Merchants	Free of charge
On Internet	Free of charge
Other service charge: personal card pick-up at post office	Free of charge
Other service charge: postage, courier charges	As they occur

From the 17th of August 2011 only the Gold MasterCard CHIP Debit Card is applicable in case of new contracts.

7.3 Fees related to debit card for management members of Small and Middle Enterprises²⁹

	Gold MasterCard CHIP Debit Card
Card application	Free of charge
Annual card fee in first year	Free of charge
Annual card fee after first year	HUF 14 900
Card renewal at expiry	Free of charge
Card blocking	Free of charge
ATM cash-withdrawal	As indicated in the TOP account fee packages
Purchase using card	
At Merchants	Free of charge
On Internet	Free of charge

7.4 Limits related debit card³⁰

	Gold MasterCard CHIP Debit card
Cash-withdrawal limit at ATM within Hungary	HUF 600 000 / day
Cash-withdrawal limit at ATM abroad ³¹	HUF 300 000 / day
Purchase limit within Hungary	HUF 1 040 000/ day
Purchase limit abroad	HUF 1 140 000 / day

²⁹ The offer is available only for those customers who were contacted by Citibank or it's mandatory directly

³⁰ Depending on the risk category of the transaction, the limit that is actually applied may differ in certain cases. The company that operates the given ATM may have set cash-withdrawal limits on the machine that are lower than those determined by Citibank, and these ATM settings are something Citibank cannot influence. It is possible, therefore, that - despite there being sufficient funds on the account – the cardholder will be unable to withdraw the entire cash amount that corresponds to the limit set by Citibank.

³¹ If the currency of the given account and that of the given Citicard transaction differ, the Bank will perform the conversion between the currency of the transaction and the currency of the account by converting the amount expressed in the currency of the transaction at the cross-rate specified by the given international card company or other settlement agent with whom the Bank has a relationship, and then it will convert the transaction amount expressed in the currency of the international card company or other settlement agent at the daily FX rate determined for the Bank with respect to the given transaction. (for cash transactions at the daily currency rate, for purchase transactions at the daily exchange rate)

The value date of the Order and the accounting date are the same. In the case of an ATM cash withdrawal transaction the accounting date is identical with the Order date on banking days, while the accounting date of an Order not placed on a banking days is the first banking days following the Order. For any purchase involving a MasterCard the Bank blocks the amount of the purchase on the account on the purchase date (if the currency of the account and the currency of the purchase executed with the Master Card attached to it are different, the block is made at the exchange rate effective on the purchase date, and then books it on the date of settlement between the Card Company and Citibank. If the currency account and the transaction is different, then the purchase transaction is booked at the exchange rate prevailing on the booking date.

8. Cash-desk operations and cheque transactions

8.1 Cash transactions

8.1.1	Cash deposit at a branch	Free of charge
8.1.2	Cash withdrawal at a branch	As indicated in the account fee packages
8.1.3	Cash conversion at a branch	Free of charge

8.2 Cheques

8.2.1	Issuing a bank cheque	1% min. USD 30 max. USD 100/cheque
8.2.2	Cashing a bank cheque ³²	0.5% min. USD 30/cheque + fee of the foreign bank on a case-by-case basis ³³
8.2.3	Commission on unpaid cheques	0.3% min. USD 50/cheque

9. Loans associated with current accounts³⁴

9.1 Citibank Secured Credit³⁵

9.1.1	Application fee	Free of charge
9.1.2	Increasing of credit limit	Free of charge
9.1.3	Annual credit interest	15% (APR ³⁶ : 16.1%-20.8%)

9.2 Citibank Authorized Overdraft

The current account overdraft limit must be at least HUF 300,000, and may be as much as twice the Customer's net monthly salary, but not more than HUF 1 000,000.

9.2.1	Application fee	Free of charge
9.2.2	Annual credit interest	15% (APR ³⁷ : 16.1%-20.8%)
9.2.3	Facility commitment fee	0%

The conditions for providing an overdraft credit line, approved by the Bank through the credit review process, are:

- i) regular incoming salary for three months credited to the named existing Citibank current account before the submission of the application, or
- ii) certified statements for two month records from another bank, and first incoming salary to the named existing Citibank current account.

Condition of continuous commitment of the salary based overdraft line is: i) Customer's regular salary incomes have to be credited to the same Citibank bank account from the employer, which was named on the application.

9.3 Citibank Balance Based Overdraft

The current account overdraft limit must be at least HUF 300,000, and at most HUF 1,000,000 depending on the customer's average total relationship balance³⁷ of the last three months before application.

³² Main holder of Citigold account relationship is entitled, once a month, to a free of charge redemption (cashing) of a cheque of less than USD 5,000, provided he or she has been of Citigold status continuously for the 6 months prior to the redemption. The above waiving of fees applies to fee(s) charged by Citibank Europe plc Hungarian Branch Office. The waiving of fees does not extend to the charge(s) of any foreign banks that may be incurred in relation to the redemption of the cheque. Such costs shall be charged onto the Customer.

³³ The fee specified by the foreign bank on a case-by-case basis is not known in advance, and the Bank charges it to the customer's account after the cheque has been cashed. The fee is usually between USD 5 and USD 150, but significant variations from this are also possible. On the basis of an international contract the bank is currently purchasing, for cash, World Link compensation checks issued by the Claims Conference and the International Organization for Migration.

³⁴ The Bank charges credit interest on the daily balance of the used amount of the overdraft limit. Method of interest calculation: Interest amount = (Capital x Interest rate x No. of days)/365 days.

³⁵ The maximum possible credit limit is 95% of the capital amount of an auto-renewal HUF deposit, 90% of foreign currency deposit, or 80% of that of a Market Linked Deposit. The smallest possible credit limit is HUF 200,000. The Bank blocks the amount of the deposit, as collateral, during the tenor of the Deposit Loan or until the Bank's claim arising on the basis of the loan has been repaid in full, and as a result of this blocking, the Customer is no longer able to dispose over the amount of the deposit. If the Customer does not fulfil any of his payment obligations arising from the Secured Credit agreement, or if he otherwise breaches the provisions of the Deposit Loan Agreement, the Bank is entitled to satisfy its claim under the Secured Credit Agreement directly from the deposit that has been blocked as collateral. In case of contracts opened after 8th of March, 2011 the 85% of the foreign currency deposit could contain 80% of local currency market linked deposit or 70% of foreign currency market linked deposit.

³⁶ The amount of APR calculated according to Article 4 (2) of the Government Decree 83/2010 is 16.1%-20.8% for a loan amount of HUF 375,000 at a term of 3 months. The definition of the APR (annual percentage rate) has been done with regard to current terms and conditions, the compliance with conditions of the given account and valid laws and regulations, and its rate is subject to change if the terms and conditions change. The value of the APR depends on the overdraft facility interest rate and the full fee of the loan.

³⁷ Citibank Europe plc Hungarian Branch Office calculates the balance once a month, in forint, based on the mathematical average of the daily closing balances of the given month, during which process it shall take the balance of the following accounts – managed by the Bank on behalf of the Customer as accountholder, whether in forint or in foreign currency – into consideration: current accounts, savings accounts, money market indexed accounts, time deposits, market linked

9.3.1	Application fee	HUF 0 in all fee packages
9.3.2	Annual credit interest	15% (APR ³⁷ : 16.1%-20.8%)
9.3.3	Facility commitment fee	0% in all fee packages

9.4 Citibank Investment Secured Overdraft³⁸

The securities acceptable as collateral can be Hungarian Government Securities, Foreign Government and Corporate Bonds, Structured Notes, On-shore and Off-shore Mutual Funds distributed by Citibank. Securities are valued one by one and – in case of more securities are to be collateralized – summarized as well according to the bank’s own specific terms. Considering that group of acceptable securities and the value of the securities are changing continuously, information on acceptable securities at a specific point of time is available at the personal bankers prior to the application.

9.4.1	Application fee	1% of approved overdraft amount but maximum of HUF 100 000, EUR 400, USD 600 depending of the currency of the overdraft in all fee packages
9.4.2	Annual credit interest HUF overdraft calculated on used overdraft amount for each interest-rate bracket	0- 9 999 999 HUF overdraft amount: Overnight Bubor+3,00% 10- 49 999 999 HUF overdraft amount: Overnight Bubor+2,50% 50 000 000 HUF or more overdraft amount: Overnight Bubor +2,00% (APR ³⁷ : 9,96-12,17%)
9.4.3	Annual credit interest EUR overdraft calculated on used overdraft amount for each interest-rate bracket	0- 39 999 EUR overdraft amount: Overnight EUR Libor+3,00% 40- 199 999 EUR overdraft amount: Overnight EUR Libor+2,50% 200 000 EUR or more overdraft amount: Overnight EUR Libor+2,00% (APR ³⁷ : 6,28-8,35%)
9.4.4	Annual credit interest USD overdraft calculated on used overdraft amount for each interest-rate bracket	0- 59 999 USD overdraft amount: Overnight USD Libor+3,00% 60- 299 999 USD overdraft amount: Overnight USD Libor+2,50% 300 000 USD or more overdraft amount: Overnight USD Libor+2,00% (APR ³⁷ : 6,56-8,64%)
9.4.5	Facility commitment fee	0% in all fee packages

9.5 General conditions pertaining to loans

If there are insufficient funds on the Customer’s account to fulfil orders as they become due for fulfilment, or if the Customer breaches his approved credit limit, he will be charged the default interest indicated below.³⁹

Currency	Interest rate
HUF	39.5%
EUR	10.0%
USD	15.0%
GBP	15.0%
CHF	5.0%
CAD	15.0%

With respect to the Citibank Authorized Overdraft and the Citibank Balance Based Overdraft, any due interests and charges occurring in relation to the utilized portion of the overdraft limit are displayed separately in the monthly account statement. The interests and charges shall fall due on the last working day of the month concerned.. Due interests and charges may only be settled from the positive balance available on the given account and/or, after they have fallen due, from incoming amounts credited to the account, If the settlement of the debt is not possible in this manner, the debt shall expire from the 15. day of the month following the month concerned, and the Customer will be charged the default interest indicated above.

10. Other banking services

10.1 Citibank Online⁴⁰

10.1.1	Installation	Not necessary
10.1.2	Fee for using the service	Free of charge

deposits, and security accounts. If a particular account is managed by the Bank in foreign currency, then the Bank shall, with respect to the calculation of its closing balance, take the FX mid rate determined by the Bank itself into account. With respect to items registered on a securities account, in the case of (i) OECD and structured (capital-protected) bonds as well as Hungarian government bonds, it is the nominal value of the given securities, and (ii) in the case of mutual fund units, it is the number of investment units at end-of-day multiplied by the net asset value per investment unit as of the same day that shall constitute a part of the daily aggregate closing balance. During the calculation process balances blocked as collateral are not taken into consideration.

³⁸ Citibank Investment Secured Overdraft Facility is temporarily unavailable for new contracts from 11 June 2010.

³⁹ Method of interest calculation: Interest amount = (Capital x Interest rate x No. of days)/365 days.

⁴⁰ Feel free to try out our Citibank Online service from our website www.citibank.hu using the Citibank Online Demo.

In order to ensure security for the its Customers, Citibank Europe plc Hungarian Branch Office operates a complex limit system in relation to the Citibank Online service. The limits associated with the security system are set out below.

Type of transfer	Max. HUF amount per transfer	Max. no. of transactions in any one day	Max. aggregate HUF amount transferable in any one day	Max. no. of transfers on 4 consecutive days	Max. aggregate HUF amount transferable on 4 consecutive days
Book transfer between own accounts	HUF 2,000,000	No limit	HUF 2,000,000	No limit	HUF 8,000,000
Book transfer between Citibank accounts	HUF 2,000,000	25 transactions	HUF 2,000,000	25 transactions	HUF 8,000,000
Transfer to an account at another bank (GIRO)	HUF 2,000,000	25 transactions	HUF 2,000,000	25 transactions	HUF 8,000,000

10.2 CitiPhone Banking® telephone-based customer service

10.2.1	One-off joining fee	Free of charge
10.2.2	Service fee	Free of charge

10.3 Citigold Global Access service

10.3.1	One-off joining fee	Free of charge
10.3.2	Service fee	Free of charge ⁴¹

10.4 Citi Global Transfers⁴²

10.4.1	Transfer fee	Free of charge (for the Citigold accounts opened from 1 April 2012) 0.2%, min. 2500 HUF, max. 120 000 HUF (for the Citigold accounts opened until 1 April, 2012)
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Country and Citi entity
Australia, Citibank Limited
Bahrain, Citibank, N.A.
Belgium, Citibank Belgium N.V./S.A.
China, Citibank, N.A.
Colombia, Citibank Colombia, S.A.
Czech Republic, Citibank, N.A.
Egypt, Citibank, N.A.
Germany, Citibank Privatkunden
Greece, Citibank, N.A.
Guam, Citibank, N.A.
Hong Kong, Citibank, N.A.
India - Ahmedabad, Citibank, N.A.
India - Aurangabad, Citibank, N.A.
India - Bangalore, Citibank, N.A.
India - Baroda, Citibank, N.A.
India - Bhopal, Citibank, N.A.
India - Bhub-Aneshwar, Citibank, N.A.
India - Calcutta, Citibank, N.A.
India - Chandigarh, Citibank, N.A.
India - Chennai, Citibank, N.A.
India - Cochin, Citibank, N.A.
India - Coimbatore, Citibank, N.A.
India - Faridabad, Citibank, N.A.
India - Gurgaon, Citibank, N.A.
India - Hyderabad, Citibank, N.A.
India - Indore, Citibank, N.A.
India - Jaipur, Citibank, N.A.

Country and Citi entity
India - New Delhi, Citibank, N.A.
India - Noida, Citibank, N.A.
India - Pune, Citibank, N.A.
India - Surat, Citibank, N.A.
India-Pondicherry, Citibank, N.A.
India-Vapi, Citibank, N.A.
Indonesia, Citibank, N.A.
Jersey, Citibank IPB/PBG
Korea, Citibank, N.A.
Mexico, Banamex
New York Metro, Citibank, N.A., Citibank FSB
Pakistan, Citibank, N.A.
Philippines, Citibank, N.A.
Poland, Citibank, S.A.
Romania, Citibank, N.A.
Russia, Citibank, N.A.
Singapore, Citibank, N.A.
Spain, Citibank España, S.A.
Taiwan, Citibank, N.A.
Turkey, Citibank, N.A.
United Arab Emirates, Citibank, N.A.
United Kingdom, Citibank International Plc.
United Kingdom, Citibank IPB/PBG
USA - California, Citibank (West), F.S.B.
USA - Florida, Citibank, F.S.B.
USA - Illinois, Citibank, F.S.B.
USA - Mid-Atlantic (D.C., MD, VA), Citibank, F.S.B.

⁴¹ The service is only free in case of calling within Hungary, as due to the individual fees of the different telecommunication companies, ie. roaming charges, calls will not be free from abroad.

⁴² Citi Global Transfers is only available through Citibank Online internet bank. With Citi Global Transfers you can transfer money to other Citi entities. Your Citi Global Transfer transaction will be processed same-day based on the cut-off times described in 9.1 and you may receive or send payments from/to the Citi entities in the below chart. If the transfer has been made to a foreign currency that is not available within Citibank Europe plc Hungarian Branch Office, the amount will be converted and will be debited to your account, which the sender indicated as a payee account. In case of a transaction which requires currency exchange, the exchange rate will be visible on Citibank Online during initiation of the transaction. Citi Global Transfers is an option among the other transferring methods available at Citibank. In case of the sender and the receiver accounts are in different currencies, the currency exchange is made on the online exchange rate provided by the international company involved in the transaction, using a direct conversion between currencies involved.

India - Jalandhar, Citibank, N.A.
India - Lucknow, Citibank, N.A.
India - Ludhiana, Citibank, N.A.
India - Mumbai, Citibank, N.A.
India - Nasik, Citibank, N.A.

USA - Nevada, Citibank (West), F.S.B.
USA - Texas, Citibank, N.A.
USA - Other, Citibank, N.A., Citibank, F.S.B.
Vietnam, Citibank, N.A.

10.5 Citibank Alerting Service (CitiAlert) monthly subscription fee⁴³

10.5.1	Citigold	HUF 400/month ⁴⁴
10.5.2	Citigold Premium	Free of charge
10.5.3	Citigold Select	Free of charge

10.6 Travel Pack⁴⁵

10.6.1	Annual fee in case of Gold MasterCard cardholders	Free of charge
10.6.2		
10.6.3	Annual fee in case of relatives of cardholders	HUF 4 990

10.7 Biztos hétköznapi group life-, accident- and health insurance⁴⁶

10.7.1	Monthly fee of Basic package	HUF 3 500
10.7.2	Monthly fee of Extra package	HUF 6 000

10.8 Fees related to collection orders, authority transfers, and transfer decrees

10.8.1	Acceptance of authorisation for collection order	HUF 2,000 / authorisation - In the case of electronic submission, HUF 300/(partial) fulfilment
10.8.2	Fulfilment of collection order authority transfer, and transfer decree	-In the case of paper-based orders, HUF 1,000/(partial) fulfilment - In the case of electronic submission, 0,7% min. HUF 300/(partial) fulfilment
10.8.3	Fulfilment of collection order, authority transfer, and transfer decree in case of Citigold Savings fee package	-In the case of paper-based orders, 0,7% min. HUF 1,000/(partial) fulfilment
10.8.4	Initiation of collection order	HUF 500/collection
10.8.5	Acceptance of collection order with authority documents attached	HUF 2,000/collection

10.9 Safe rental

10.9.1	Safe lock-changing fee ⁴⁷	HUF 15,000
10.9.2	Monthly rental fees ⁴⁸	

Safe dimensions at the Vörösmarty tér branch	Monthly fee
(1) 7.5 x 60 x 25 cm	HUF 1,000
(2) 12 x 31 x 40 cm	HUF 2,000
(3) 22.5 x 60 x 25 cm	HUF 3,000
(4) 46 x 60 x 25 cm	HUF 4,000
(5) 93,5 x 60 x 25 cm	HUF 5,000
Safe dimensions at other branches ⁴⁹	Monthly fee
(1) 8 x 31 x 40 cm	HUF 1,000
(2) 12 x 60 x 25 cm	HUF 1,000
(3) 24 x 31 x 40 cm	HUF 2,000
(4) 48 x 31 x 40 cm	HUF 2,000

⁴³ Free of charge for the Citigold accounts opened until 1 April, 2012.

⁴⁴ Free of charge in first year in case of electronic statement subscription and allowing the Bank to send marketing materials.

⁴⁵ The travel insurance in the Travel Pack is provided by Chartis Europe S. A. Hungarian Branch (1088 Bp. Rákóczi út 1-3.) with the cooperation of Citibank. Please read carefully the "Citibank – Travel Insurance Conditions" for the insurance details, which is also available in our branches and on our website.

⁴⁶ Biztos hétköznapi insurance cannot be purchased from 1 January, 2012. Biztos hétköznapi group life-, accident- and health insurance is provided by Cardif Biztosító Zrt. and Cardif Életbiztosító Zrt. (1033 Budapest, Kórház u. 6-12.) with the cooperation of Citibank. Please read carefully the General and Special Insurance Terms and Conditions for the insurance details, which is also available in our branches and on our website.

⁴⁷ If one or both safe keys are lost, the changing of the safe lock must be seen to at the branch.

⁴⁸ VAT is included.

⁴⁹ Available in the following branches: Budapest – Lajos street, Győr Eger, Miskolc, Nyíregyháza, Zalaegerszeg.

10.10	Safekeeping of banking correspondence	
10.10.1	Monthly fee	Free of charge
10.11	Post box service (In branches possessing post boxes)	
10.11.1	Monthly fee	Free of charge
10.11.2	Post-box key replacement fee	HUF 1,500
10.12	Emergency cash abroad⁵⁰	
10.12.1	Fee	Free of charge
10.13	Safe custody fee	
10.13.1	Monthly fee	HUF 1,000
10.14	Instruction upon death	
10.14.1	Fee	1500/statement ⁵¹
10.15	KHR⁵² data provision	
10.15.1	Fee	HUF 2625/request ⁵³
10.16	Market Index-Linked Time Deposit	
1.1.1	Market Index-Linked Time Deposit early termination fee	As per specific given offer

11. The final cut-off times for submission of orders for same-day processing and schedule for the debiting of accounts (all times indicated are in Central European time, CET)⁵⁴

11.1 General rules

	Via Citibank Online	Via CitiPhone	At a branch⁵⁵
HUF transfer to another bank via GIRO	16:00	18:00	13:00
HUF transfer to a corporate account held at Citibank	15:00	13:00	13:00
HUF transfer to a retail account held at Citibank	23:59	18:00	13:00
HUF transfer between the Customer's own HUF accounts	23:59	23:59	13:00
HUF transfer from an FCY account to another bank	10:00	10:00	9:00
HUF transfer abroad (via GIRO or VIBER)	not available	10:00	9:00
HUF transfer to a Citibank Credit Card account	15:00	21:00	During cash-desk opening hours ⁵⁶
Domestic HUF transfer to another bank via VIBER	not available	12:00	12:00
Cancellation/modification of a HUF transfer order prior to fulfilment ⁴⁰	12:30	12:30	12:30
Submission or cancellation of standing order	16:00	M-Th 16:00, F 15:00	13:00
Amendment of standing order	13:00	12:30	12:00

⁵⁰ Maximum USD 10,000 emergency cash assistance abroad, charged to foreign currency account (provided the Client holds a foreign currency account, if not to HUF account) and arranged at a Citibank branch.

⁵¹ The Customer shall notify the Bank without delay in writing of all changes in any data stated in the statement. In this case, a new statement is necessary to be filled out.

⁵² Central Debt and Credit Information System.

⁵³ One data provision is free per year.

⁵⁴ The final cut-off times for submission of orders apply for banking days (from Monday to Friday). Orders submitted during Saturday's opening hours will be processed on the following banking day. Transactions accepted within the cut off times are executed on the day of acceptance unless a future date is specified by the submitting customer or by a relevant Act applicable to the particular service... The General terms and conditions for submitting payment orders are regulated by NBH (National Bank of Hungary) Decree 18/2009 (VIII.6.) on the execution of payment transactions. The starting and closing time on working days of the services – defined by the Bank – listed above, are two hours further than the final cut-off times for submission.

⁵⁵ Cash-desk hours are the same as the branch opening hours (excl: Arena Plaza Branch and Mammut Branch, where the branch opening hours are from Monday to Friday 10.00-17.30)

⁵⁶ To cancel direct debit order the customer has to provide the following information: Name of the beneficiary, the amount of the payment, the account number to be debited and the value date of the debit. The cancellation of the direct debit will apply only for the given direct debit defined with the data listed above.

Setting of individual limit	not available	M-Th 16:00, F 15:00	13:00
Authorisation for multiple direct debit order	not available	M-Th 16:00, F 15:00	13:00
Cancellation of a multiple direct debit order prior to fulfilment ²⁶	not available	16:00 on working day prior to the booking day	not available
Initiation of prompt collection order	not available	not available	13:00
FCY transfer to an account at another bank /Interbank FCY transfer (including transfers towards Clients of Citibank Corporate and Investment Bank)	11:00	11:00	9:00
FCY transfer to another account within the Bank	23:59	16:30	9:00
Transfer with conversion between the Customer's own accounts	23:59	16:30 ⁵⁷	9:00
Cancellation/modification of an FCY transfer order prior to fulfilment	10:00	10:00	10:00
Opening of time deposit	18:00	No time limit ⁵⁸	During cash-desk opening hours
Citi Global Transfers	No time limit ⁵⁸	Not available	Not available
Cancellation of time deposit prior to maturity	18:00	No time limit ⁵⁸	During cash-desk opening hours
Supplementing of deposit on the maturity date	18:00	No time limit ⁵⁸	During cash-desk opening hours
Reduction of deposit amount on the maturity date	18:00	No time limit ⁵⁸	During cash-desk opening hours
Changing of deposit relationship	not available	M-Th 14:30, F 13:30	14:00
Changing of deposit tenor	18:00	Up until start of day-end closure on working day prior to maturity date	During cash-desk opening hours
Release of deposit on maturity date	18:00	No time limit	During cash-desk opening hours
Change of interest-related instructions	No time limit	Up until start of day-end closure on working day prior to maturity date	During cash-desk opening hours on working day prior to maturity date
Repayment of Citibank Personal Instalment Loan (PIL)	not available	14:00	13:00
Instructions related to Citibank Alerting Service	No time limit	16:00 ⁵⁹	not available
Changing fee package (fees and discounts of new fee package will apply from the first day of the next month)	16:00 on working day prior to last working day of the month	8:30 on last working day of the month	16:00 on working day prior to last working day of the month

11.2 Special rules related to the submission and handling of orders

- 11.2.1 The funds necessary for the order to be executed must be made available – either by releasing a time deposit, depositing money at the cash desk or making a book transfer from another account – on the day that the Bank processes the order, (i) in the case of orders accepted for same-day fulfilment, by the cut-off time for the submission of orders, and (ii) in the case of forward value-date orders, prior to the start of processing of the order on the given value date. If this is not done, the Bank cannot guarantee that it will be possible to use the funds for the purpose of transfer on the same day. The Bank accepts no liability for any damages arising from the fact that the funds required for a transaction are not made available in time. If the Customer is able to provide the necessary funds by the cut-off time for submission of orders for processing on the given day, the Bank will fulfil the submitted order, provided there are no obstacles of any other kind to fulfilment; if there are, the Bank will delete the order and inform the Customer in the monthly statement that it has done so. If the Customer makes available the funds for a foreign currency transfer after the cut-off time for order submission, the Bank cannot guarantee that the exchange rates set during the course of rate fixing that morning will be applied or cannot guarantee even the execution of the order. The Bank cannot guarantee to delay orders made correctly and with funds available.
- 11.2.2 If the Customer intends to provide the funds necessary for execution of the order by releasing a time deposit, making a cash deposit, or making a book transfer from another account, he must clearly indicate this on the order. If he does not, the Bank will not fulfil the order.
- 11.2.3 Orders submitted after the cut-off times for same-day processing will – unless the Customer has indicated a later deadline – be regarded by the Bank as having arrived on the following banking day, and will be processed accordingly.
- 11.2.4 The Bank (with the exception of prompt collection orders) does not undertake to queue transfer orders it receives.
- 11.2.5 The Bank may from time to time, in relation to day- or month-end closure, or for systems maintenance, security or other reasons, specify extraordinary, one-off order- submission deadlines that differ from the generally submission deadlines specified in point 6.1. It will inform the Customer of any such changes.
- 11.2.6 In case of orders made in paper or SWIFT message format, different order types should be submitted on separate forms or SWIFT messages (i.e. only HUF or only foreign currency transfer orders).
- 11.2.7 From the 28th of January, 2008 the Bank, as a new service, can receive and perform the SEPA Credit Transfer (SCT – SEPA Credit Transfer) type of foreign currency payments in euro. These payments performed on the basis of SEPA Credit Transfer Rulebook developed by the European Payment Council can be used between countries belonging to the European Union countries,

⁵⁷ From 9:00 until 16:30 no limit, otherwise maximum HUF 2 000 000 (two million) or equivalent per day.

⁵⁸ Instructions given after closing time are fulfilled on the next working day.

⁵⁹ During winter (after clocks have been set back an hour): 15:00.

Iceland, Lichtenstein, Norway and Switzerland. List of banks whose have been adhered to SEPA rules and are registered by EPC can be found on the website of EPC. The Bank will not undertake any obligation with respect to the authentication of the list. (http://epc.cbnet.info/content/adherence_database). From the 28th of January, 2008, the Bank has been adhered to SEPA rules and is registered by EPC, therefore the Bank perform outgoing and incoming SEPA transfers.

11.2.7.1 Basic conditions of a SEPA transfer:

11.2.7.2 SEPA payments can be sent only to those beneficiaries whose banks have been adhered to SEPA rules and are registered by the European Payments Council.

11.2.7.3 If the payment order is submitted on the standard foreign currency transfer form of the Bank, it should be indicated by ticking the “SEPA transfer” box in the header of the form.

11.2.7.4 SEPA transfer performed only between the above countries, in euro.

11.2.7.5 In the payment order the indication of IBAN account number and the SWIFT code of the beneficiary’s bank (BIC code) is obligatory.

11.2.7.6 As the SEPA transfer can be initiated only with shared charges option, please indicate SHA in charges option field only. If otherwise indicated, the Bank will not take this into consideration while performing the payment

11.2.7.7 In case the currency of the account to be debited / credited kept by the Bank is not euro, execution of the payment transfer may be extended due to conversion.

11.2.7.8 The Bank applies a charge indicated as “SEPA”, and further SWIFT fees are not debited.

11.2.7.9 Only the payment instructions meeting all the above conditions will be handled as SEPA payments, otherwise the Bank performs the payment instructions based on the terms and conditions of a non-SEPA foreign currency payment.

11.3 Cancellation/amendment of orders

11.3.1 The Bank does not guarantee the fulfilment of deletion or modification requests that arrive after the deadline for the submission of orders.

11.3.2 In the case of transactions where “No time limit” is indicated in point 9. 1., it is not possible to cancel or amend the order after it has been submitted.

11.3.3 Amendment / cancellation of orders submitted at a branch / by fax / in the original: The accounting department will attempt to fulfil any amendment / cancellation requests that it receives, but the Bank will not undertake any obligation with respect to such fulfilment (because, for example, the cancellation / amendment order may have arrived after the original order has already been fulfilled).

11.3.4 The Bank will attempt to fulfil any cancellation / amendment requests made via CitiPhone Banking, but it will not undertake any obligation with respect to such fulfilment.

11.3.5 It is possible to cancel / amend orders given via Citibank Online provided that the orders have not yet been processed. In such cases, Customers may only initiate the amendment / cancellation of the order via Citibank Online. It is possible to check whether a given order has been processed via the “Account balance details and transactions” menu.

11.3.6 The Bank may from time to time, for systems-maintenance, security or other reasons, stipulate certain types of transactions, order-submission channels and/or specific times with respect to which, through, or when, amendment or cancellation is not possible, or is only possible in a restricted extent. The Bank shall inform the Customer of such changes.

11.4 Fulfilment of orders

11.4.1 The deadlines for fulfilment of transfer orders are set forth in Decree 21/2006. (XI.24.) of the National Bank of Hungary, and the Bank fulfils orders by the deadlines stipulated in the decree.

11.4.2 Provided the order has arrived at the Bank by the cut-off time for submission, and provided the funds as well as the information needed for the transfer are at the Bank’s disposal, and there is no other impediment to fulfilment, the time needed for the amount involved in the payment order to reach the beneficiary’s account may – depending on the type of transfer concerned, and assuming normal business conditions and transaction processing times – be expected to be as follows:

Type of order	Fulfilment
HUF transfer via GIRO	Next banking day
HUF book transfer within the Bank	Day of submission
HUF transfer abroad (via GIRO or VIBER)	At the earliest, next banking day
HUF transfer within Hungary via VIBER	Day of submission
FCY transfer/SEPA transfer with conversion	At the earliest, 2 nd banking day following the day of submission
FCY transfer/SEPA transfer without conversion	At the earliest, next banking day following the day of submission
FCY book transfer within the Bank, with conversion	
- Via Citibank Online	Day of submission
- Via CitiPhone	Day of submission
- Paper-based order	Day of submission
Citi Global Transfer	Online
FCY book transfer within the Bank, without conversion	Day of submission
Cash-desk HUF and FCY deposit	Day of deposit
Purchase (cashing) of traveller’s cheques:	
- up to USD 5,000	Immediately
- more than USD 5,000	Varies: the Bank accepts the cheque for the purpose of collection

- 11.4.3 The value day – that is, the day on which the Customer’s account is debited – is the same as the day on which the Bank processes the transaction.
- 11.4.4 In compliance with the NBH (National Bank of Hungary) Decree 18/2009 (VIII.6.) Section 37 (8): The beneficiary shall submit a direct debit order in the place, in the manner and with the frequency (submission deadline) determined in the frame contract entered into with its account keeping payment service provider at least five business days prior to the debit date stated in the direct debit order. The electronic notifications received from the Service Suppliers arrive to our Bank within a closed system and the relevant amounts are separated automatically on our Clients’ accounts until the day before of the collection. The separated (blocked) amount(s) is (are) not available at the account until their effective booking, therefore there may be difference between the account balance and the available balance.
- 11.4.5 The Bank has the right to proceed further control actions to verify the solidity of the order. In case the order generates any suspicion the Bank has the right to delay the order until further verification.

11.5 Processing of incoming items

The Bank processes items on the given banking day that arrive at the Bank by the times indicated in the table below, and that have all the information required for the incoming item to be credited. The closing time of the day and the starting time of the next day is the same time as the final cut-off times of submission in terms of the payment types listed in the below table.

Item	Arrival deadline	Crediting value day
HUF credit via GIRO to a HUF account	8:00	Day of arrival
HUF credit via GIRO to foreign currency account in EEA currency	8:00	Day of arrival
HUF credit via GIRO to an foreign currency account in not EEA currency	8:00	2nd banking day following the day of arrival
HUF credit via VIBER to a HUF account	16:00	Day of arrival
HUF credit via VIBER to an FCY account in EEA currency	16:00	On the day of crediting the Bank’s account
HUF credit via VIBER to an foreign currency account in not EEA currency	16:00	On the day of crediting the Bank’s account
HUF credit via intra-Bank book transfer	In the case of items arriving from a consumer or CitiBusiness Small Business account: any time ⁶⁰	Day of arrival
Crediting of HUF amount arriving from abroad to a HUF account	17:00	Day of arrival
Crediting of HUF amount arriving from abroad to an foreign currency account in EEA currency	17:00	On the day of crediting the Bank’s account
Crediting of HUF amount arriving from abroad to an foreign currency account in not EEA currency	17:00	2nd banking day after the fulfilment
Processing/crediting of collection order, authority transfers, and transfer decrees	In the case of a transaction from outside the Bank: 8:00	Day of arrival
	In the case of items arriving from a consumer or CitiBusiness Small Business account: any time M-Th: 8-16:30, F: 8-15:30	
Foreign currency credit item arriving from outside the Bank, without conversion in EEA currency	11:00	On the day of crediting the Bank’s account
Foreign currency credit item arriving from outside the Bank, without conversion in not EEA currency	11:00	If the original value day is the same as the day of processing, then the day of processing
		If the original value day is later than the day of processing, then the original value day
		If the original value day is before the day of processing, then the day of processing
Foreign currency credit item arriving from outside the Bank, with conversion (if the conversion does not involve a non EEA currency)	11:00	On the day of crediting the Bank’s account
Foreign currency credit item arriving from outside the Bank, with conversion (if the conversion involves a non EEA currency)	11:00	2nd banking day after the fulfilment

⁶⁰ If the order is submitted by the Customer by the arrival deadline for the given day.

FCY credit item arriving from within the Bank, without conversion	In the case of a book transfer via Citibank Online or CitiPhone: 10:00 In the case of paper-based book transfer order: 9:00	Day of arrival
Foreign currency credit item arriving from within the Bank, with conversion (if the conversion does not involve a non EEA currency)	In the case of a book transfer via Citibank Online or CitiPhone: 10:00 In the case of paper-based book transfer order: 9:00	Day of fulfilment
FCY credit item arriving from within the Bank, with conversion (if the conversion involves a non EEA currency)	In the case of a book transfer via Citibank Online or CitiPhone: 10:00	2nd banking day following the day of submission
	In the case of paper-based book transfer order: 9:00	
Countervalue of collected foreign currency cheque, without conversion or with conversion in an EEA currency	8:00	On the day of crediting the Bank's account
Countervalue of collected foreign currency cheque, with conversion in a non EEA currency	8:00	2nd banking day after the fulfilment
Cash-desk deposits	During cash-desk opening hours	Day of arrival
Crediting of countervalue of purchased traveller's cheques		
- up to USD 5,000	During cash-desk opening hours	Day of arrival
- more than USD 5,000	During cash-desk opening hours	Varies: the Bank accepts the cheque for the purpose of collection

11.5.1 When a traveller's cheque is redeemed (cashed), the Bank applies the cash buy (bid) rate, and when a traveller's cheque is issued, the cash sell (offer) rate is applied. If the Customer wishes to have the redeemed amount in foreign currency, the forint amount is reconverted at the cash offer rate.

11.5.2 Any items arriving at the Bank after the above deadlines will be regarded by the Bank as having arrived on the following working day, and processed on the following working day.

11.6 Conversion rates

If the fees, commissions or charges incurred are not specified in the currency of the given account, the Bank nonetheless charges the fees in the currency of the account. For the purpose of converting the fees, the Bank applies the exchange rates indicated below, valid on the day on which the account is charged:

Type of account	Fees, commissions, charges specified in...	Applied rate
HUF account	foreign currency	FX mid rate
FCY account	forint	FX mid rate
FCY account	a foreign currency other than the account currency	FX mid cross-rate

11.7 Fee-debiting procedure

The Bank charges to the customer's account the various fees, commissions and costs arising in connection with the orders mentioned earlier as follows:

Type of account	Fees, commissions, charges specified in...	Applied rate
On the day of the transaction	The account involved in the transaction	Opening of additional HUF- or FCY account; ATM cash-withdrawal; One-off HUF transfer to another account within the Bank or to an account at another bank; VIBER transfer; FCY transfer to another account within the Bank or to an account at another bank; Citi Global Transfer; HUF transfer abroad; Submission of HUF standing order; Fulfilment of HUF standing order to another account within the Bank or to an account at another bank; Authorisation for multiple direct debit order; Fulfilment of multiple direct debit order; Submission of regular transfer order with individual limit
	Charge bearing account	Modifying or releasing a time deposit; Request for bank certificate; Request for non-regular (additional) account statement; Urgency fee; Changing fee package; Complete termination of customer relationship at the Customer's request, within 6 months, counted from the start of the relationship; Other service charge; Balance inquiry at a Euronet ATM;
On the day following the transaction	The account involved in the transaction	Fulfilment of regular transfer with individual limit; Card replacement due the fault of the Customer
On the last working day of the month concerned	Charge bearing account	Monthly account management fee

On the first day of the month following the month concerned	Charge bearing account	Monthly fee for Citigold services; Monthly subscription fee for Citibank Alerting Service, Paper-based statement fee
On the second day of the month following the month concerned	The primary account of the CitiCard	CitiCard application; CitiCard annual fee; CitiCard renewal
Until the 15 th day of the month following the month concerned (with the value date to the day of the transaction)	The primary account of the CitiCard	Cash withdrawal at a branch;

12. Central contact details

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Central telephone number: (1) 374-5000

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