

Dear clients,

At our customer service points, the basic order of service is determined by the queue numbers issued by the queuing system; however, **customers arriving with a pre-arranged or online-booked appointment are given priority.**

Service is primarily available for customers arriving with an appointment; therefore, **customers with a booked appointment are given priority**, with the exception of the following cases:

- account closure
- ATM-related complaints
- complaint handling
- blocked bank card
- paper-based transaction
- fraud-related transactions

For smooth and efficient administration, **we kindly ask you to make use of the appointment booking option**, so that we can receive you at the appropriate time without waiting.

You can easily book an appointment online at **idopontfoglalas.kh.hu** or in person at the customer service point.

Kind regards,

K&H Bank