

## SERVICES OFFERED BY THE K&H CORPORATE CUSTOMER SERVICE

EFFECTIVE FROM JANURAY 1, 2020

K&H Bank's Corporate Customer Service offers clients the following services:

### I. General banking services not requiring client identification:

- Provide medium-size and large corporate clients information on the products and services offered by the Bank
- Provide information on the branches and the availability of them
- Provide technical assistance for using the Electra systems
- Bloking of Cash withdrawal orders
- Complaint handling

### II. Services that may be requested by clients having disposal right

Services (operations that can be performed)		
<b>Financial</b>	<b>Payment</b>	<p><b>Services subject to fee*</b></p> <ul style="list-style-type: none"> <li>• Cancel items submitted electronically *</li> <li>• Modify or cancel items *</li> </ul>
<b>Non-financial</b>	<b>Administrator</b>	<ul style="list-style-type: none"> <li>• Comprehensive information on account balances and transactions</li> <li>• Modification of the postal address to be used for sending account statements**</li> <li>• Specifying or modifying the manner of providing the account statement: physical and/or electronic (K&amp;H e-statement)*</li> <li>• Notification on large-amount cash withdrawals in advance*</li> <li>• Grant/modify access right for new or existing bank account in Electra*</li> <li>• Reconcile order batches submitted via Electra; provide other information concerning the bank account</li> <li>• Applying for setting or modifying the right to K&amp;H e-post*</li> <li>• Problem handling and information reporting about card ordering and voucher replenishment of Széchenyi Pleasure Card.</li> <li>• Request/modify access right to Corporate Customer Service*</li> <li>• Request new VICA registration password for users with VICA identification</li> <li>• Change the device assigned to a channel for already registered authentication tools.</li> <li>• Modify account statement frequency</li> <li>• Modify order related to bank card top-up</li> <li>• Modification of daily cash withdrawal- and purchase-limits in case of bank- and credit cards*</li> <li>• Request replacement card after card stopping</li> <li>• Request reprinting of PIN for bank card *</li> <li>• Request, modify or block ePIN codes</li> <li>• Registration for the 3D Secure Code service and modify of the parameters of the service PAM message, change phone number **</li> <li>• Application for a business debit card **</li> <li>• Change account card **</li> <li>• Termination of bank card contract by the client **</li> <li>• Termination of bank card contract with deadline (no renewal required) **</li> </ul> <p><b>Services subject to fee*</b></p> <ul style="list-style-type: none"> <li>• Issue transaction certificates, report and confirmation in a separate letter</li> <li>• Issue audit reports**</li> <li>• Print additional bank statements</li> <li>• Issue banking information documents</li> <li>• Print business card transaction list **</li> </ul>

### Contact the K&H Corporate Customer Service at:

- If calling from Hungary and abroad: 00-36/1-468-7777
- Fax: 1/468-7758
- E-mail: [vallalatiugyfelszolgalat@kh.hu](mailto:vallalatiugyfelszolgalat@kh.hu), [info.customerservice@kh.hu](mailto:info.customerservice@kh.hu)

### Service hours:

- We offer our clients technical support concerning our Electra services on workdays between 8:00 a.m. and 5 p.m.
- To reach an administrator with requests for comprehensive bank account and transaction information or complaints, contact us between 8:00 a.m. and 5 p.m. on weekdays.

### Voicemail:

- Our voicemail service is at your disposal on a 24/7 basis. If you need to wait more than 2 minutes as all our administrators are busy, the system will automatically offer you the voicemail option. We guarantee that our administrators will call you back. Please do not forget to give your name and telephone number.

For details on services marked by \*, please call the Corporate Customer Service!

For details on services marked by \*\*, please contact your home branch or call the Corporate Customer Service!