



ANNOUNCEMENT

on changing General Business Conditions for Electronic Banking Services

Dear Client,

Citibank Europe plc Hungarian Branch Office (following the “Bank”) acting on behalf of Citibank Europe plc informs you that as of 25th October 2021 effective date General Business Conditions for Electronic Banking Services will be modified according to the followings:

Based on Point 4 about Reporting obligation of the Customer and the User, the Bank cancels the 24-hour availability for the disablement requests regarding Safeword cards and/or MobilePass applications.

The amendment is justified on the one hand by the following changes defined in Part I., Point 2.2.1 of the General Business Conditions.

2.2.1 In case of a change to the following factors the Bank shall be entitled to exercise the right of unilateral modification of the Agreement:

- c) changes to the conditions of banking operations
- vii) introduction by the Bank of a Service relating to new financial products provided to the Customers, modification, expansion or development of Services relating to existing products, or the withdrawal, suspension or termination of a product or Service;

Amendment is also justified by the Point 1.c (ii) of the Country Addendum of Master Account and Service Terms (“MAST”) for Accounts held and Services provided in Hungary.

Notwithstanding Clause 7.2 and Clause 10.3 of the MAST, the Bank may unilaterally amend the Terms as well as interest, fees and other amounts that apply to the Accounts and Services under the following circumstances only:

- 1c) Change to the conditions of banking operations, including, but not limited to (i) increase in the operating costs of the Bank, arising for reasons beyond the control of the Bank and directly related to the provision of the Service concerned;*
- (ii) introduction by the Bank of a new Service, modification, expansion or development of an existing Service, or the withdrawal, suspension or termination of a Service.*

Considering the above,

from 25th October 2021, the disablement requests can be reported by dialing +36 1 374 5518 via phone on Monday-Friday between 8:30 – 17:00, on Saturdays business working days between 8:30 – 14:00 or in any other cases in written to DCS.Hungary@citi.com email address.



The reporting person via phone shall provide his/her personal identification details, the names of the Customer and the User and the place and time and the description of the event-giving rise to the reporting. In the case of a written application, the intention of blocking Safeword card and/or MobilePass must be indicated in the subject field.

Should you have any further questions about the changes do not hesitate to contact your usual Citi Representative or call our telephone Customer Service.

Budapest, August 25, 2021

Citibank Europe plc Hungarian Branch Office