

Erste Platinum Credit Card Programme

Terms of Participation

Entry in force: as of 26th January 2024

I. Definitions

Terms of Participation

The terms of participation, as in force, of purchase refunds in the form of Erste Forints and the redemption of Erste Forints for a refund associated with Erste Platinum Credit Cards issued by ERSTE BANK HUNGARY ZRT. (head office: H-1138 Budapest, Népfürdő utca 24-26., Hungary, 'Erste Bank').

Account Holder

A natural person fully authorised to give instructions regarding the Credit Account, who enters into a Credit Card Contract with Erste Bank.

Main Card

A Credit Card issued by the Bank to the Account Holder.

Supplementary Card

A Credit Card(s) issued to the natural person(s) designated by the Account Holder.

Card Holder

A natural person to whom Erste Bank issues an Erste Platinum Credit Card, i.e. the Main Card Holder and the Supplementary Card Holder(s).

Purchase Transaction

The following transactions made with the Erste Platinum Credit Card qualify as a purchase transaction:

- payment for goods and services at merchants by means of POS terminals (card accepting device) or in another way;
- payment for goods and services via the Internet;
- topping up a mobile phone account at ATMs providing this service.

Only transactions specified as Purchase Transactions by the bank accepting the Erste Platinum Credit Card qualify as being of purchase type. Consequently, betting/gambling transactions executed at merchant POSs or via the Internet, cash withdrawal(-type) transactions, and debited interest and fees do not qualify as Purchase Transactions.

Shop Type

The commercial activity of a merchant where a purchase with an Erste Platinum Credit Card took place (e.g. clothing shop). Erste Bank always determines the shop type on the basis of the merchant category code (MMC code) specified in the transaction by the accepting bank of the merchant accepting the credit card. Erste Bank does not assume liability for the correctness of the merchant category code of the bank accepting the credit card (examples for merchant category code: merchant category code and shop category can be different, in case the merchant was listed under a different MCC code than its main profile or was listed under more MCC

codes by the acquirer bank. This difference can occur in case of large department stores and supermarkets offering wide product range, or in case when the card payment is made at the delivering company or at a pickup point).

Shop Category

All Shop Types included by Erste Bank in groups specified in advance.

Erste Forint Refund

A valid purchase refund on the amount of Purchase Transactions made with an Erste Platinum Credit Card, which the Bank credits to the Erste Forint collection account associated with the Erste Platinum Credit Card in the form of Erste Forints. The Bank does not credit Erste Forints on transactions made by the Card Holder with an Erste Platinum Credit Card, which are detailed in Section III/1.

Basis of Erste Forint Collection:

The amount of Purchase Transactions recorded in the settlement period in question, on which the Bank calculates the amount of the Erste Forint Refund. The Basis of Erste Forint Collection also includes those Purchase Transactions recorded in the settlement period for which the Bank does not give Erste Forints in accordance with section III. 1. of this document. The Erste Forint Refund is based on maximum one times the amount of the credit line associated with the Main Card Holder's Erste Platinum Credit Card. If the amount of the Main Card Holder's credit line exceeds HUF 300,000, the Basis of Erste Forint Collection will be HUF 300,000. The Main Card Holder may receive a refund on purchases with this maximum total amount from the Bank in the form of Erste Forints in a particular settlement period. If the amount of Purchase Transactions debited to the credit account in the settlement period in question exceeds the amount of the credit line or HUF 300,000, the Bank will take into account the Purchase Transactions debited earlier in time in when calculating Erste Forints. The Basis of Erste Forint Collection is understood at account level, i.e. together for the Main Card and the Supplementary Card.

MCC code:

The four-digit merchant category code associated with the individual categories in the classification system corresponding to the merchant categories determined by the card company on the basis of the activities of the Bank and/or Merchants accepting credit cards. The accepting bank includes the Merchant in question in a particular merchant category and sets the code belonging to the category in the Merchant's system. The Card Holder does not see the MCC code on the purchase receipt or the monthly account statement, via internetbanking/mobile application service. Erste Bank sees the MCC code in the transaction data received and accounts for the Erste Forint Refund on the basis of it, taking into account the Basis of Erste Forint Collection.

Erste Forint:

It means the settlement units collected on the amount of Purchase Transactions made with an Erste Platinum Credit Card issued by the Bank, which the Bank keeps

a record of in its own system under these terms and which the Main Card Holder redeems and uses in accordance with these Terms of Participation.

Redemption of Erste Forints:

The Main Card Holder may redeem his or her Erste Forints in the manner and under the conditions set out in Section IV.

Erste Forint balance:

The difference between Erste Forints recorded and credited by the Bank to the Erste Forint collection account and the redeemed Erste Forints.

Erste internetbanking service:

George Web service

Erste mobilbanking service:

George App service

II. General rules for Erste Forint Refunds

1. These Terms of Participation are valid from their entry into force until revoked.
2. During the term of these Terms of Participation, purchase refunds may be requested in the form of Erste Forints in connection with MasterCard Erste Credit Cards issued and to be issued by the Bank. Erste Credit Cards which an Erste Forint Refund under these Terms of Participation is associated with qualify as **Erste Platinum Credit Cards** during the term of these Terms of Participation.
3. The Main Card Applicant/Main Card Holder may indicate his or her intent to receive Erste Forint Refunds in writing, on the Credit Card Application Form, at any branch of Erste Bank when applying for a new Erste Platinum Credit Card and, at the same time, accepts these Terms of Participation as binding upon him or herself.
4. The Bank reserves the right to refuse a request for joining the Erste Platinum Programme at the level of the individual Credit Accounts.

III. Detailed rules for Erste Forint Refunds

1. The Account Holder receives purchase refunds in the form of Erste Forints on Purchase Transactions made with an Erste Platinum Credit Card as follows:
 - The rate of refund on purchases made in HUF in Hungary is **1% of the amount of the Purchase Transaction made with an Erste Platinum Credit Card in the form of Erste Forints.**

- The rate of refund on purchases made in currencies other than HUF abroad is **2% of the amount of the Purchase Transaction made with an Erste Platinum Credit Card, taking its recorded value expressed in HUF as a basis, in the form of Erste Forints.**

The Bank does not credit Erste Forints on transactions made by the Card Holder with an Erste Platinum Credit Card in the following cases:

- in the case of Purchase Transactions for buying financial instruments traded on the stock exchange and off-board, such as securities, stock market indices, commodity market products (e.g. gold, oil, etc.) and foreign exchange;
- fees and interest charged by the Bank;
- cash withdrawal-type transactions;
- betting/gaming-type transactions via merchant POSs or on the Internet;
- purchase Transactions over the amount of the credit line;
- wire transfer transactions made with an Erste Platinum Credit Card through the Erste MobilePay service;
- direct debits or on one-time HUF transfers **from an Erste Platinum Credit Card settlement account**;
- on any type of postal or other service or merchandise transaction offered by another financial institution (eg. Revolut transaction).

2. Within a given settlement period, the Main Card Holder is entitled to purchase refunds up to one times the amount of the credit line, but on Purchase Transactions to the maximum total value of HUF 300,000, in the form of Erste Forints. If the amount of Purchase Transactions debited to the credit account in the settlement period in question exceeds the amount of the credit line or HUF 300,000, the Bank will take into account the Purchase Transactions debited earlier in time in when calculating Erste Forints.
3. **The Erste Forint Refund also applies to Purchase Transactions made with Supplementary Cards.** Purchase Transactions made with a Supplementary Card are also included in the Main Card Holder's Basis of Erste Forint Collection, considering that no independent Basis of Erste Forint Collection is associated with the Supplementary Card.
4. The Bank keeps a record of the Erste Forints on the Main Card Holder's Erste Forint Account Balance even if the purchase is associated with the Supplementary Card. Only the Main Card Holder, and not the Supplementary Card Holder, may initiate the redemption of credited Erste Forints for a refund.
5. **The Erste Forint Refund is due only in the case of Purchase Transactions made against the Credit Line**, thus the Account Holder is not entitled to Erste Forint Refund in the case of Purchase Transactions accounted for to the debit of an Overpaid Credit Account. When accounted a purchase transaction, it checks for overpayment.

6. **Erste Bank rounds down the amount of the Erste Forints due for purchases to an integer Erste Forint amount.** Therefore, e.g. in the event of a purchase worth HUF 3,999 in Hungary, the collected Erste Forints amount to 39 Erste Forints and not 40 Erste Forints.
7. If, in the case of particular goods or service paid for with an Erste Platinum Credit Card, the goods are returned or a correction amount is credited as a result of a double transaction after the transaction has been recorded, thus the amount of the Purchase Transaction is credited to the Credit Account, Erste Bank will not provide Erste Forint Refund for this transaction. If the Erste Forints due for purchases have already been credited to the account, the Bank is entitled to debit the credited Erste Forints to the Main Card Holder's Erste Forint account balance. If goods are returned or a correction amount is credited as a result of double transaction, the Card Holder will be responsible for notifying the Bank of the transaction. If the Card Holder fails to notify the Bank of the above-mentioned transaction(s), it will be deemed the Card Holder's intentional conduct in breach, on the basis of which the Bank will be entitled to terminate the Credit Card Contract.
8. Erste Bank does not credit Erste Forints on the days when the Main Card Holder Customer holding an Erste Platinum Credit Card owes an overdue debt to Erste Bank as a result of a credit card service relationship, irrespective of his or her specific contractual position in the legal relationship.
9. The Bank sends a notice of the Erste Forints collected and redeemed through the use of an Erste Platinum Credit Card to the Main Card Holder once a month as part of the Credit Card Account Statement.
10. The Erste Forints collected by the use of an Erste Platinum Credit Card can be viewed by purchase and in total via Erste internetbanking/mobile application service, after logging in as required by the Bank. As a result, **when an Erste Platinum Credit Card is applied for, the Bank recommends that the Main Card Holder apply for Erste internetbanking service if he or she does not have it yet.**
11. The Bank's customer service and branches cannot provide information about the Erste Forints collected.
12. Complaints about the Erste Forints credited are investigated within the Bank's competence and on the basis of its rules of procedure. When the well-foundedness of a complaint is determined, the Bank's systems prevail.
13. The Bank credits the Erste Forints collected through purchases to the Main Account Holder's Erste Forint Account Balance on the date when the Purchase Transaction is recorded (posted).
14. The Bank only credits Erste Forints on Purchase Transactions that have been paid with an Erste Platinum Credit Card. The Bank does not assume liability for the Card Holder not being able to pay for a particular purchase with an Erste Platinum Credit Card due to a technical problem arising at the accepting bank or the international card company or other technical reasons. If a

particular Purchase Transaction is not paid for with an Erste Platinum Credit Card for any reason, the Bank will not credit the Erste Forints due for it.

15. Under the promotion announced by the Bank, the Card Holder may obtain Promotional Erste Forints under the terms and to the extent other than those set out in these Terms of Participation. The Bank informs the Card Holders about such special offers from time to time.
16. In the case of an Erste Platinum Credit Card applied for by changing the type of the Card Holder's existing Credit Card issued by Erste Bank or by the consolidation of his or her two existing Credit Cards issued by Erste Bank, a balance transferred from the replaced/terminated Credit Card issued by Erste Bank to an Erste Platinum Credit Card does not qualify as a purchase, thus no Erste Forints will be credited for the transferred balance.

In the case of the Card Holder's Credit Card applied for by changing the type of his or her existing Erste Platinum Credit Card and issued by Erste Bank, he or she is entitled to redeem the Erste Forint balance until applying for the new type of Credit Card issued by Erste Bank.

17. In the event of the termination of the Card Holder's Erste Platinum Credit Card Contract for any reason, including changing the type of the Credit Card or the consolidation of his or her two existing Credit Cards issued by Erste Bank, the Card Holder may redeem the Erste Forint balance until the termination of the Credit Account. Simultaneously, the Erste Forint balance is deleted. If the Bank terminates the Erste Platinum Credit Card Contract, the collected Erste Forints will be automatically deleted.

IV. Redemption of Erste Forints for a refund

1. The Erste Forints may be used in the manner and under the terms stated in these Terms of Participation. The Erste Platinum Credit Card Programme has an indefinite term and may be terminated at any time. The terms of the Erste Platinum Credit Card Programme may change at the Bank's discretion, i.e. the Bank is entitled in such cases to unilaterally amend these Terms without the Card Holder's prior specific notification. The prevailing Terms of Participation of the Erste Platinum Credit Card Programme can be viewed on the Bank's website (www.erstebank.hu).
2. **The Main Card Holder may redeem the collected Erste Forints for a refund in the following three Shop Categories: Fashion, Travel and Entertainment.**
3. **Until 23 March 2024 minimum redeemable amount: 10,000 Erste Forint.** Based on this, the Main Card Holder may initiate the redemption for a refund of his or her collected Erste Forints if he or she has collected at least 10,000 Erste Forints. Erste Forints can only be redeemed with a valid credit card.

From 23 March 2024 the Main Card Holder can initiate the redemption for a refund of his or her collected Erste Forints any time (regardless of the amount limit). Erste Forints can only be redeemed with a valid credit card.

4. **Until 23 March 2024** the Main Card Holder may redeem the collected Erste Forints after dividing them between several Shop Categories, but each redemption of Erste Forints must reach 10,000 Erste Forints in every Shop Category. For example, if the Main Card Holder would like to receive a refund in a particular month in both the Petrol Station and Fashion category, he or she must have at least 10,000 Erste Forints for redemption in each of the Travel and Fashion category.
5. When redeemed, the collected Erste Forints correspond to the same HUF amount, i.e. 1 (one) Erste Forint = 1 (one) Hungarian forint.
6. The Erste Forints may be redeemed for a refund, but not in cash.
7. The validity of the previously collected Erste Forints on the Card Holder's Erste Forint account balance is 3 years from the credit/redemed of Erste Forint ~~as of~~ The Bank will cancel the expired Erste Forints on the first balance sheet date following the maturity date
8. **Until 23 March 2024** if the Main Card Holder would like to redeem the collected Erste Forints for a refund, he or she needs to initiate the redemption at least one business day before a planned purchase or after the Purchase but before the next Effective Date via Erste internetbanking/mobile application service. When indicating his or her intent of redemption, the Main Card Holder must enter the amount of the Erste Forints to be redeemed via Erste internetbanking/mobile application service and in which of the three Shop Categories he or she would like to use them.

From 23 March 2024 if the Main Card Holder would like to redeem the collected Erste Forints for a refund, he or she needs to initiate the redemption at least one business day before a planned purchase or after the purchase but before the next Effective Date via Erste internetbanking/mobile application service (under the menu item Bank Cards/Erste Forint Records). When indicating his or her intent of redemption, the Main Card Holder must enter the amount of the Erste Forints to be redeemed via Erste internetbanking/mobile application service.

9. After learning the Main Card Holder's intent of redeeming Erste Forints, the Bank earmarks the Erste Forints to be redeemed for a refund and debits them to the Erste Forint collection account. From 15/08/2022, the Bank will always cases prescribe the Erste Forints, the oldest in time, for a refund.
10. **Until 23 March 2024** if a purchase has been entered on a Credit Account associated with a Credit Card in the selected Shop Category (Categories), Erste Bank will automatically credit the amount of the redeemed Erste Forints due for the purchase in HUF to the Credit Account associated with the Credit Card on the next Effective Date. With this, money is refunded or, in other words, a purchase refund is given.
11. **Until 23 March 2024** the amount earmarked for a refund may be used for Purchase Transactions by both the Main Card Holder and a Supplementary

Card Holder in the selected Shop Category. When the refunded amount is used, the date of recording the Purchase Transaction made by the Card Holder(s) on the Credit Account prevails.

From 23 March 2024 if a purchase has been entered on a Credit Account associated with a Credit Card the IV./2. in any of the 3 business categories according to point, Erste Bank will automatically credit the amount of the redeemed Erste Forints due for the purchase in HUF to the Credit Account associated with the Credit Card on the next Effective Date. With this, money is refunded, or in other words, a purchase refund is given.

12. Until 23 March 2024 if the amount earmarked for a refund (to be redeemed) is less than the amount of the Purchase Transaction made in the selected Shop Category, the amount earmarked for a refund will be credited to the Credit Account. If the amount earmarked for a refund exceeds the amount of the Purchase Transaction in the selected Shop Category, the amount of the Purchase Transaction will be credited, and the remaining amount will be credited on the Effective Date following the recording of the next Purchase Transaction(s) made in the selected Shop Category.

From 23 March 2024 if a purchase has been entered on a Credit Account associated with a Credit Card the IV./2. in any of the 3 business categories according to point, Erste Bank will automatically credit the amount of the redeemed Erste Forints due for the purchase in HUF to the Credit Account associated with the Credit Card on the next Effective Date. With this, money is refunded, or in other words, a purchase refund is given.

13. A refund is given on a current Effective Date only for Purchase Transactions that were recorded not later than by the current Credit Card Effective Date. Erste Bank will settle a refund on Purchase Transactions recorded after that date on the following Effective Date.
14. Erste Bank will automatically reduce the amount of debt existing on the Effective Date by the amount of refund, and will determine the Minimum Amount Payable afterwards. The payment of such amount is governed by the same applicable provisions of the Credit Card Contract. Consequently, the amount of the refund will not be set off against the Minimum Amount Payable, but will reduce the debt existing on the Effective Date.
15. The refund is given in one sum per Shop Category on the Effective Date on the basis of the Purchase Transactions recorded on the Credit Account in the settlement period in question, depending on the amount of the purchases completed.

Erste Bank notifies the Account Holder of the amount of the refund every month in the Account Statement.

16. The amount is credited on grounds of 'purchase refund', which qualifies, on the basis of the regulations in force under the Personal Income Tax Act, as a tax-free benefit in kind given for business policy purposes.
17. Erste Bank informs the Account Holder about the total value of the refund transactions made on a particular Effective Date also in an SMS if the Account Holder has the Effective Date SMS service. The information provided in an SMS is free of charge.
18. Erste Bank's systems prevail in establishing eligibility for refunds and their amounts.
19. In the case of transactions complained about by the Main Card Holder, Erste Bank reserves the right to individual deliberation. Based on the results of the investigation of a complaint, Erste Bank decides whether any correction is needed in connection with the above-mentioned transaction.
20. Erste Bank does not credit refunds to Main Card Holder Customers holding an Erste Platinum Credit Card, who owe any overdue debt to Erste Bank on the Credit Card Effective Date as a result of a credit card relationship, irrespective of their specific contractual position in the legal relationship.
21. Erste Bank does not credit any refund amount to Main Card Holder Customers holding an Erste Platinum Credit Card in the case of whom the Bank already terminated the Credit Card Contract on the Effective Date in question or the Main Card Holder has already initiated the termination of the Credit Account, irrespective of the date of termination or cessation of the contract within the settlement period in question.
22. The Terms of Participation, as in force, are available at the website www.erstebank.hu and at Erste Bank's branches.
23. These Terms of Participation are valid until revoked, i.e. Erste Bank is entitled to terminate the refund promotion and to repeal these Terms of Participation at any time. The Erste Forint refund promotion associated with Erste Platinum Credit Cards lasts for an indefinite period, but during its term the rules of Erste Forint Refunds associated with the Erste Platinum Credit Card specified in these Terms of Participation may be amended, i.e. Erste Bank is entitled to unilaterally amend these Terms of Participation without stating reasons and without specifically notifying the Credit Card Holder in advance. Erste Bank notifies the Customers of the amendment or revocation of the Terms of Participation in the manner specified in Section 22 above.
24. In case of discrepancy the Hungarian version of Erste Platinum Credit Card Programme Terms of Participation is the decisive one.

V. Data management and data protection

1. The Card Holder has the right to request information about the management of his or her personal data at any time at the address of Erste Bank Hungary Zrt., Budapest, Pf. 1933, Hungary, may request the correction or deletion of his or

her personal data, and may exclude that the Bank offers its services to him or her directly in the future.

ERSTE BANK HUNGARY ZRT.

Erste Platinum Credit Card Programme **Terms of Participation**

Annex 1

MERCHANT CATEGORY CODES ASSOCIATED WITH SHOP CATEGORIES

Shop category	Shop types	Merchant category codes (MMC code)
Fashion	Clothing shops Shoe shops Sport stores Lingerie and underwear shops Leather product shops	5651, 5691, 5641, 5621, 5699, 5611, 5199, 5137, 5131, 5561 5661, 5139 5655, 5941 5631 5948
Travel	Air tickets Hotels Travel agencies Car rental Train tickets, coaches Urban transport, taxis	4511, all merchant category codes starting with 3 7011, 7012, 7033 4722, 5962 7512, 7519 4011, 4112, 4131, 4411, 4457, 4789 4111, 4121
Entertainment	Bookstores Cinemas and theatres Restaurants, fast food restaurants and pubs Ticket offices and concert tickets	5192, 5942 7829, 7832 5441, 5811, 5812, 5813, 5814, 7933 7922, 7996, 7999

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