Dear Client,

We are pleased to inform you that our internet banking (KDB NetBank) and the installed client program (KDB PC Kontakt) solutions have been renewed. Most important issues in regards to new services and changes in usage are summarized in the next pages.

☞ Your Group name, User name and password HAS NOT changed. **The method of NetBank login however changed, the details can be read <u>in point 1.</u>**

☞ **Please note, that the *PC Kontakt installed client program* will be updated automatically to the newest version 7.00, after the first online login with the v5 version of PC Kontakt. <u>Please make a full backup of your current V5.00 program, before you start the upgrade!</u> We are kindly asking our corporate clients using PC Kontakt please, read carefully tasks to be done <u>in point 3.</u>**

☞ Your saved partners and templates, and the regular functions is available as well.

☞ New services will be introduced as a result of system developments notwithstanding the new design and minor modification of usage. Changes in NetBank are detailed **<u>in point 2</u>** and amendments related to PC Kontakt **<u>in point 3.</u>**

☞ The login password (and in case of PC Kontakt, the signature password as well) can be still changed at any time, however the new password will be case sensitive, i.e. the system will distinguish between uppercase and lowercase letters. The password policy is stricter, it shall contain uppercase and lowercase letters, numbers and even symbols as well. The minimum requirements for passwords will be the follows: minimum 8 and maximum 32 characters, including at least one lowercase, at least one uppercase letter, and at least one number. Password cannot contain space or accented character. New password may comprise allowed special characters besides mandatory ones.

Please contact our Call Center, in case
- **you have any problem to login or using our services,**
- **you have any problem with the upgrade of V5.00 PC Kontakt client program to V7.00, or with the installation, if you need technical support, or**
- **should you have any further questions about the above.**

Our Call Center staff is at your service, please call +36 1 473 4440 or +36 1 374 9990, between 7 am and 8 pm on working days.

This system development will enable us to introduce new services, features in the future, which will provide quick and comfortable banking for our customers.

We hope that you will be satisfied with our renewed NetBank and PC Kontakt services, and you will continue to enjoy our services.

Budapest, 7 May 2018

Yours sincerely,
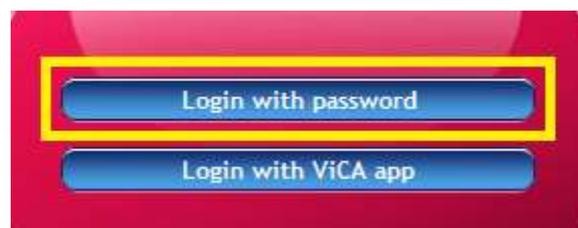KDB Bank Europe Ltd.

1. Change in login to KDB NetBank

Group and Username will not be modified, however the way of login shall differ from the current usage.

Changed LOGIN screen of KDB NetBank

Possible LOGIN methods:

- **Login with password** – *Please, choose this one!*

Your Group and User Name (Short name) should be typed in one cell separated by a colon (':') like **GROUP:USERNAME**. Please type your login password in cell 'Password' as usual.
(Example: in case your Group is 1234567, User name is GODOLLO, the User identifier will be: 1234567:GODOLLO)

NetBank – example for earlier login

NetBank – example for new type of login

- **Login with ViCA app** – *an authentication method can be contracted for separately. Currently not available; the Bank will advise the clients about availability in time.*

  ViCA (**Vi**rtual **C**hipcard **A**pplication) is a smartphone application available for iOS and Android phones and tablets. ViCA is a new personal authentication app, by which the user may identify himself/herself and authenticate (approve) or reject the transactions in KDB NetBank and PC Kontakt as a method of strong customer authentication. System requirements:
    - Android 2.3 or newer operation system
    - iPhone iOS 6.0 or newer operation system
    - Internet access on the phone or tablet

  The contracting for ViCA instead of using regular login/signature (SMS) password is possible any time, but needs personal appearance at any of our branches.
  Please note that the only authentication method acceptable for KDB NetBank and PC Kontakt services from 1st January 2019 is the strong customer authentication, so please, show up at any of our branches as soon as possible to contract for ViCA.

  About the download, registration and usage of ViCA application, a separate information material will be published.

2. NEW NetBank and PC Kontakt functions, changes in usage and other information

- The function of **HUF payment order** was accomplished with many optional data cells in line with HCT (Hungarian Credit Transfer) scheme (e.g. additional data of payer/beneficiary, data of ultimate payer/beneficiary, unique end-to-end id used among partners etc.). The account number of payee can be provided in GIRO or IBAN form.
- VIBER transfer order became a separate function (it could be chosen within the HUF payment order formerly).
- **SEPA payment order** is to be introduced:
    - You can give exclusively a payment order complying with SEPA scheme in this function. NetBank itself checks the IBAN.
    - In case a payment order does not fit SEPA criteria then you will be informed and transferred to the 'International payment order' screen.
    - Many optional data cells in line with SCT (SEPA Credit Transfer) scheme (e.g. additional data of payer/beneficiary, data of ultimate payer/beneficiary, unique id used among partners etc.). However, currently besides the mandatory fields only the content of 'Remarks' is processed.
- Changes in **International Payment Order** function:
    - In line with the legislation that the cost bearing method can be exclusively shared (SHA) from January 13, 2018, the e-channels check the compliance and modifies it accordingly in case of necessity. This condition shall be checked based on SWIFT code.
    - If the given order complies with SEPA requirements, an information will be shown on this, and – after function forward – the data entry can be continued in the SEPA transfer function.
    - The given SWIFT code will be checked by the system, the related banking data (beneficiary bank) will be filled out automatically.

- **XML file import in ISO20022 standard (pain.001) format:** the XML file can contain multiple types of orders, the system will recognize the orders and will create the relevant types of order package.
- New account statement export format is available: **camt.053 (ISO20022 standard)**.
- Free format letter with **document upload function:** specified types and size of files can be uploaded and submitted for the Bank together with the letter.
- The text of SMS signature code has been expanded: besides the one time signature password, the SMS contains some additional information on the most important data of order (e.g. in case of one transfer: transfer amount and beneficiary account number, in case of more items: the number of items/total amount).
- **Introduction the naming of package:** the default package name is the user name who created the package and the creating date and time. The package name can be renamed by the user anytime.
- **Formation of order package:** in case of package creation the automatic sorting mechanism into packages will change. When finishing the data entry of a new item, the system will show a list on all available packages. Upon completion of creating a new order item, the interface offers the user the list of all packages in which the new item can be placed: where the package formation conditions are the same (e.g. the account to be debited is same).
- If the user logs in to the system with a password: **in case of forgotten login password** the new initial login password will be generated by the system and will be delivered by SMS to the phone number associated to the user (sending password not by SMS, manually generated password, password in an envelope are no longer available).
- **Additional changes in NetBank:**
  - Partners and templates are available in a common list: the partner or template can be selected by a drop-down list and can be loaded directly into the beneficiary name field, or can also be selected by the separate 'Find template/partner' function.
  - "Floating buttons" are available in the lower right corner of the screen, for example in case of a longer list, you do not have to scroll to the bottom of the list to find the back button.
  - For supporting the wider screens, the data input of orders became two-column, by which the data of two column can be displayed in one screen.
  - Time lock button: in the upper right corner of the screen, it shows that in case of user inactivity the user will be logged out automatically when the timer is over. By clicking on this or in case of any activity, the counter restarts.

3. Main changes in PC Kontakt client program

Please forward this information letter to your company's financial and IT experts!

a) **Version upgrade:** the PC Kontakt V5.00 software will be upgraded automatically into the newest V7.00 during the first online login. **This upgrade is forced, as only the PC Kontakt V7.00 software can be used.**
b) **IMPORTANT: make a full backup of the old program before you start the upgrade!**
c) **The prerequisite of the upgrade is that the user who logged on to the computer must have full access to the content of PC Kontakt program directories. Write-protection problem can cause not upgraded, or incorrectly upgraded program.**
d) In case you logged in to the PC Kontakt online at least once until 5th May 2018 (Saturday) 00:00 am, some software components were automatically downloaded from the Bank's server to your PC Kontakt program directory, which can check the prerequisites for the seamless software

upgrade, when the upgrade process starts (two files, upgrade.exe and STRING.HUN were downloaded to the program's bin32 directory).

e) **Minimum software requirement:** Windows XP SP3 (not recommended due to lack of updates) or newer Windows operating system required. We recommend always using the client software on a supported, regularly updated operating system.

f) **For the PC Kontakt upgrade, please follow the below steps:**

1. Please log in <u>online</u> to the Bank's server with the PC Kontakt software. In the program you will receive a notification that a new program version is available, the downloading will start automatically. Please always follow the program's instructions, after downloading the updates, exit the program.


2. After you exit the program, the upgrading process will be started automatically.
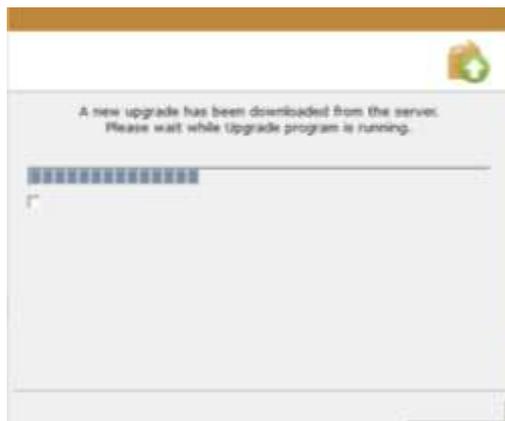
In case before the upgrading the software components mentioned in point d) above have been already downloaded to your computer, then as a first step the upgrading mechanism will check whether the upgrade will have obstacle or not (write-protection issue). If not, then the upgrading will proceed, if do have, then the upgrading will not start and list the problematic files.

If the components - mentioned in point d) above - which do this check are not available (or only old versions are available, i.e. the necessary files have not been downloaded) on your computer before the upgrade is started, then **in case of write-protection problem the program will be incorrectly upgraded, as a result of which the program becomes inoperable.** In this case the upgrade can be completed with the use of installation kit of PC Kontakt V7.00, which is downloadable from the Bank's website.
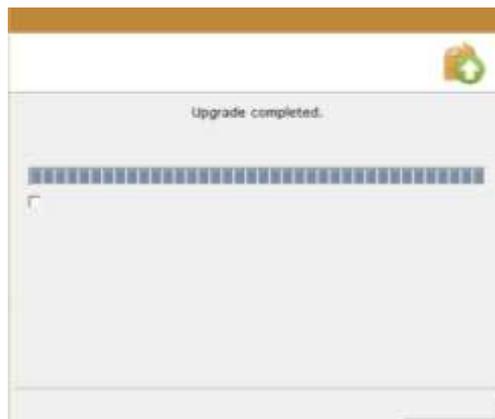
3. In case of successful upgrade, when you launch the program again, the V7.00 program will be open. The upper left corner of the program window shows the version 7.00 number, and next to that there can be seen the program's own serial number.

4. When the V7.00 program is launched for the first time, an internal data conversion of client data (partners, templates, prepared and sent orders) stored locally will be started automatically, which process may take several minutes depending on the volume of data (in case of large number of stored data, this time can be reduced by archiving before the program upgrade).

IMPORTANT! Please do not interrupt this data conversion, otherwise irreversible data loss will occur, as a result of which the whole upgrade process – with using a copy of the backup – must be restarted from the beginning!

During the successful program upgrade, the data stored in the program will remain available. Information on result of data conversion will be displayed, in case of error, pop-up message will be shown and the affected files will be found in the ERROR directory under the given client. Please note that **the data conversion process will delete the signatures on the prepared orders.**

Message in case of successful data conversion:

If the data conversion was not fully successful, the following message appears:

5. When the data conversion is completed, please log in into the Bank's server online. During the first online login to the V7.00 program, additional updates may be received on your computer. In case you receive such notification, then follow the program's instructions.
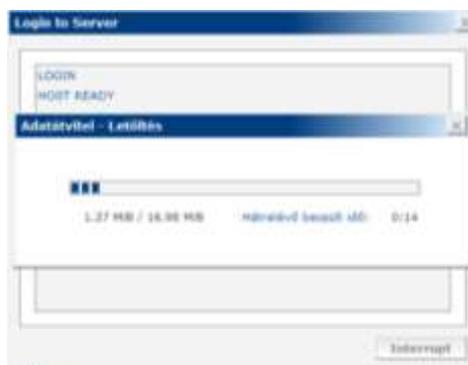
To apply the downloaded updates, you must exit the program, and then a last updating will start. After this, the program is ready to use.

6. Occasionally it can happen that you will receive a *"program is not yet registered"* message after the next online login, in this case please register your program in the usual way (creating registration order/signing/sending to the Bank). Until the program is not registered, it is not possible to sign orders.

g) **The self-extracting installer of PC Kontakt client program V7.00 can be downloadable from the Bank's website.** You can upgrade the V5.00 program also with this installer. Our colleagues can send the direct download link of the installer in email, upon your request. If you need to download the installation kit, please contact our Call Center.

h) **If possible, it is recommended to do the above mentioned tasks by an IT professional**, as an error may occur during the version upgrade (e.g. if the connection with the Bank is interrupted

while downloading the update), or in case of write-protection problems, after the upgrade the program may become inoperable, and in case of network installation the necessary tasks to be done may require IT knowledges.

i) KDB PC Kontakt Midi service with limited functionality and KDB PC Kontakt Max service with full functionality are merged into one service from January 13, 2018, and the Bank unifies the name of these services under the name of KDB PC Kontakt service. The Bank only provide the full functionality KDB PC Kontakt service from this day. Existing PC Kontakt Midi programs will be upgraded automatically into the full functionality PC Kontakt V7.00.

j) **Should you have any problem with the upgrade of V5.00 PC Kontakt client program, or with the installation, if you need technical support, please contact our Call Center:**

+36 1 473 4440 or +36 1 374 9990 (between 7 am and 8 pm on working days)

Functional and usage changes in PC Kontakt client program:

- **The new functions mentioned in <u>point 2 above</u> are also available in PC Kontakt.**
- **The ViCA authentication method (details on Page 3) will also be introduced into the PC Kontakt client program** (the Bank will advise the clients about availability in time). With this method the signing in to the client program or signing the order can be approved by the user registered in the ViCA application. When using ViCA authentication, to log in to the PC Kontakt is only possible online.
- Bank will send the unique product ID - which is needed for the program installation – to the client's phone number via SMS.
- The opening screen **design** and the **color scheme** of features have been **renewed**.

The opening screen of the renewed PC Kontakt client program

- The **user interface** of the V7.00 of the client program has been **significantly changed** compared to V5.00. The client program contains the same functionality used in the earlier version, but the usage of the program will change. The cumbersome and uncomfortable hierarchical menu system is replaced by an intuitive interface that ensures better clarity and easier and faster usage of the program.

- **Navigation:** you can navigate from anywhere to anywhere in the same window by using the navigation icons in the top menu bar.
- **Adjustable:** full screen windows can be resized, the width of columns in the lists can be adjusted, and font size used to display can also be changed.
- **Self-administration functions introduced**: the user authorized to access this feature has the following options:
    - Creating new user: with this function only 'create' right can be given to the new user (setting up inquiry and/or signature user right can be requested personally at one of our branches)
    - Delete user
    - Delete password failures
    - Generate initial login password