

Dear Client,

We are pleased to inform you that our internet banking service (KDB NetBank) for clients of KDB Bank Europe Ltd. Slovak Branch (Obchodná 2, 811 06 Bratislava, Slovakia) is going to be renewed. The current internet banking service will be replaced by Electra7 internet bank application used by Hungarian clients of the Bank. Due to the development, the service better adapted to user needs from the aspects of functionality and appearance, and moreover, this system development will enable us to introduce new services, features in the future, which will provide quick and comfortable banking for our customers.

About the exact date and time of the launch of renewed services (henceforth: cutover) and its process, the start and end time of possible outages another message will be sent before launching. Please give special attention to your mailbox in NetBank and our homepage (<http://sk.kdbbank.eu>)!

Most important information:

- At the launching of the new NetBank we try to minimize our clients' inconvenience of the daily routine comes by recognition and usage of the new system. That is why, after the launching both the previous and the new system will run parallel at least for a month, with some limitation in the previous system (hereinafter: transitional period).
- During the transitional period the new NetBank will be available on <https://netbank.kdb.hu>, while the old site on <https://netbank.kdbbank.eu> – like before. In the end of the transitional period old platform will be terminated, which date will be announced. After that, the new NetBank service will be available on <https://netbank.kdbbank.eu>.
- **IMPORTANT: for login to the new NetBank you will need to use your current username, but all the characters in the username must be lowercase! The user will get initial login password at cutover via SMS to the phone number recorded in the system.** Method of order signing has not changed, one-time passwords will be sent via SMS by the Bank.
- During the transitional period both NetBank can be used. At the same time retrieved account balance and account history shows the same during the transitional period, however there is no other interlink between the two systems, e.g. orders sent from one of the NetBank after booking can be checked on the other NetBank's account history only. Status of already sent orders can be checked only in that NetBank, from where it has been sent.
- The usual functions will be still available, however the new NetBank get a new design, so the interface and some menu name will be changed. Moreover, new functions will also be available in the new NetBank, which did not exist in the old one.
- Most important data of saved templates will be available in the new NetBank too. There are some data which will not be migrated (prepared packages, sent orders, certain data of templates).
- If you have internetbank access to Hungarian KDB account, usage of the NetBank will be familiar for you, but please pay attention, because there are country-specific and functional differences between the two NetBank.

Details of the above mentioned is summarized on the next pages, please read carefully.

If you have any further questions, please contact our Call Center or your relationship manager. Our Call Center's Hungarian- and English-speaking colleagues are available at +36 1 473 4440 between 7 am and 8 pm on working days. Slovak Branch's colleagues are available at branch opening hours at +421 23211 6880 in Slovakian, English and Hungarian languages.

We hope that the changes in NetBank service will cause as least inconvenience as possible and you will be satisfied with our renewing service, and you will continue to enjoy our services.

Budapest, February 20, 2019

KDB Bank Europe Ltd.

Changes in detail

I. General information

- **Access to the new NetBank:**
 - Introduction of the new NetBank going to be as follows. Both the previous and the new system will run parallel at least for a month, while both systems can be used (henceforth: transitional period).
 - During the transitional period the new NetBank will be available on <https://netbank.kdb.hu>, while the previous site on <https://netbank.kdbbank.eu> – like before. If you are going to use both sites in the transitional period, please read Point II.
 - After the termination of the old NetBank, new NetBank service will be available on <https://netbank.kdbbank.eu>.
 - **Login to the new NetBank:**
 - Choose the **'Login with password'** button on the login page of new NetBank.
 - Enter your username you use in the old NetBank in the 'User identifier' field **in lowercase characters**. (E.g.: If your username is Lukrecia1, the right username for login to the new NetBank is lukrecia1.)
 - The user will get initial login password at cutover via SMS to the phone number recorded in the system. This password has to be changed at the first login. The changed password is case sensitive, must be used exactly as it was entered.
 - **Signing of orders in the new NetBank:**
 - It works like in the old site: one-time password has been sent on the given phone number via SMS by the Bank.
 - If the user signs the order with fixed signature password in the old NetBank, the user must set the new password before sending the first order in the new system. This signature method is no longer available.
 - The user must have an up-to-date phone number registered in the Bank's system, which is able to receive SMS messages sent by the Bank, because order signature passwords and in case of forgotten login password the new initial password will be sent to this number by SMS.
 - Users will be migrated to the new NetBank with same access rights as they have in the old NetBank at the moment of cutover.
 - According to the default configuration in the new NetBank the user does not have transactional and/or daily limit settings, so user can send transactions up to the available account balance (if user has the right to do that). Limit settings can be requested personally at the Branch.
 - **Please note that, the followings will NOT be migrated to the new NetBank:**
 - **already prepared/imported, but has not been sent order packages (it can be found under 'Package Management'): if there are some, they could be sent from the old site until the termination of the old NetBank,**
 - **data of already sent orders (it can be found under 'Sent orders'),**
 - **letters in the Mailbox.**
 - **Migration of saved templates:** from the existing templates at least the beneficiary's data and the beneficiary's account number will be migrated to the new NetBank. Saved templates in the old NetBank will be classified into one of the new order types according to their data. Templates saved in 'Payment order in EUR' function are classified as follows:
 - Templates with a valid beneficiary IBAN and without urgency mark will be added to templates of SEPA payment order.
 - Everything else is added to International payment order template.
- Please note that the following data of saved templates will NOT be migrated:**
- account to be debited
 - amount of transaction, and its currency
 - urgency mark (in case of international payment)
 - Slovak-specific data fields (variable/specific/constant symbol)
 - fees charging options (in case of international payment)
 - End-to-end identification field (templates of HUF transfer to Hungary)
 - message to the Bank field

- The new NetBank has a new image, its interface and usage changes, and names of the menu items could be different from the usual. Ordinary functions are still available. In addition the new NetBank provides new opportunities and options which were not available previously. You can read about the most important changes in Point III.
- Ordinary **export/import functions** remain in the new NetBank too. About supported formats see Point IV.
- If you have internetbank access to Hungarian KDB account, usage of the NetBank will be familiar for you, but please pay attention, because there are country-specific and functional differences between the two NetBanks. In addition, given user can only access Hungarian accounts or only Slovak accounts, so at the same time managing both accounts are not possible. Different usernames are needed to Slovak and Hungarian internetbank access.
- **Termination of the old NetBank:**
 - At the end of transitional period, old NetBank service will be stopped, and our clients will be notified about the exact date of termination. This information will also be seen on the login page of old NetBank.
 - After the termination, the new NetBank service will be available on <https://netbank.kdbbank.eu>.
 - **Already prepared/imported, but has not been sent order packages in the old NetBank will be lost at the time of termination. We recommend you to send these packages (which ones intended for submission) to the Bank as soon as possible (even if it concerns for a later date).**
- The new NetBank supports the **strong customer authentication**. **In accordance with law provisions, from 14th September 2019 – instead of regular login/signature password and one-time SMS signature password - the KDB NetBank service can be used only with strong customer authentication procedure (for both login to the service and signing orders).** At our Bank the strong customer authentication process is implemented by using ViCA smartphone application. About the application (technical requirements, how to apply, how to use) you can find more in its user's guide: http://www.kdbbank.eu/docs/35/KDB_ViCA_users_guide_20180924.pdf
Using the ViCA application is not yet available, Bank will notify its clients when it is available for apply. After you get this notification, we recommend you to switch to ViCA as soon as possible.

II. Usage of the old and new NetBank during transitional period

During transitional period both NetBank can be used. Please, take into consideration the following information to avoid possible anomaly.

- a) **Login to the old NetBank:** during transitional period entering the old NetBank is just the same as before. Username is the same (case sensitive!) and password has not changed too.
- b) **Password change:** password changing in given NetBank does not affect the password of other NetBank. Login password can be changed separately on the old and the new NetBank.
- c) **Prepared, but has not sent package managing:** prepared and have not sent packages in one of the NetBank cannot be found in the other one. Prepared packages can be signed and sent only on that NetBank where it was prepared. For example, prepared packages on the old NetBank (available under 'Package management' function) will not be seen in the package management of the new NetBank, and vice versa.
- d) **Inquiry of sent orders:** orders have been sent from one of the NetBank will not be included in the sent orders of the other NetBank, but this does not mean that submitted orders will not be fulfilled, see point e). In given NetBank's 'Sent orders' function, only orders sent from the same NetBank will be seen as sent orders. For example, transfers sent from the old NetBank (and their status) cannot be seen under the new NetBank's 'Sent orders' menu item, and vice versa.
- e) Submitted transfer from one of the NetBank – after the account was debited with it – will appear in the account history both in the old and new NetBank. However it will only appear as sent order from where it has been sent. For example, details of the transfer sent from the old NetBank will be seen in both NetBank's account history after booking, but it will be seen only under the old NetBank's 'Sent orders' function.
- f) **Templates managing: please note that after the cutover it is unable to create/modify/delete templates through the old NetBank. New templates can be created or existing templates data can be managed through only the new NetBank.**

- g) **Equally operating inquiries:** at the same time account balance, account history, term deposit inquiry, and account statement for the same period show the same result in the old and the new NetBank too.
- h) **Banking letters and notifications in the mailbox:** after cutover the Bank - except the notifications related to the termination of old NetBank – sends letters, notifications only to the new NetBank, which letters are stored in the Mailbox function.
- i) In case of requesting, modification or revocation of user’s access right until the termination of old NetBank the Bank will act as follows:
- o new (not existing before cutover) user’s access right will be set only in the new NetBank;
 - o in case of existing (already exists before cutover) user’s access right modification - including modification of SMS phone number - the given user’s access right will be deleted in the old NetBank, and requested modification will be set only in the new NetBank;
 - o in case of deletion request, given user’s access right will be deleted in both NetBank.
- j) During the transition period it will be possible to unblock and ask new initial login password for an existing user. We kindly ask you to indicate whether the request concerns to the old or the new NetBank.

III. Major functional changes compared to the old NetBank

Comparison of transfer functions in old and new NetBank:

Type of transfer order	Function name in old NetBank	Function name in new NetBank
SEPA transfer	Payment order in EUR	SEPA Transfer
Urgent EUR transfer (EEA + Switzerland + Monaco)	Payment order in EUR	International Payment Order
Other EUR transfer, FX transfer, Urgent FX transfer	Foreign Currency Transfer	International Payment Order
HUF transfer to Hungary (GIRO)	HUF payment order, Hungary chosen as destination country	HUF transfer to Hungary
Cross-border internal transfer – HUF ¹	HUF payment order, Hungary chosen as destination country	<ul style="list-style-type: none"> • HUF transfer to Hungary, if beneficiary account belongs to KDBE Hungary or • Cross-border internal transfer¹
Cross-border internal transfer – EUR and other currencies ¹	Cross-border internal transfer	Cross-border internal transfer ¹
HUF transfer to other Slovakian bank, or other country	HUF payment order to given country	International Payment Order
Internal transfer between own accounts with or without conversion	Internal transfer between own accounts	Transfer between own accounts
Internal transfer (between KDBE Slovak Branch accounts)	Internal transfer	Internal transfer
Group HUF transfer to Hungary (UGIRO) ²	- (can only sent only via file import)	<ul style="list-style-type: none"> • Group HUF transfer to Hungary (manual creation) • Can be sent also via file import

¹ The Bank fulfills only cross-border transfers without conversion (neither debited nor beneficiary side conversion is allowed).

² Group transfer can be sent by only corporate client who has related contract.

Additional changes:

- The customer’s account number appears everywhere in IBAN format.
- SEPA transfer and HUF transfer to Hungary functions have much more optional data fields than before.

- SMS containing the one-time signature code has additional information related to the order(s) to be signed (e.g. in case of single transfer order the amount and beneficiary account number, in case of more orders the number of items/total amount).
- In case of orders requiring conversion, if the debited account and the currency of transfer amount are different, than the surface displays the transfer amount in the currency of the debited account too. Please note that the displayed amount here is indicative, the actually debited amount may be different depending on exchange rate changes.
- Changes in package management:
 - **Introduction the naming of package:** User can name the prepared order packages in order to recognize them easier. In case of new order package, user can name its package or can choose the default name, which name contains the username and the creation time. The name can be any text with maximum length of 60 characters. After that this text appears everywhere on the surface. It is not important that the package has a unique name, because identification does not depend on the name. Package name can be changed by the user at package modification.
 - **Formation of order package:** when finishing the data entry of an order, the NetBank lists with all available packages, in which the new item can be placed: where the package formation conditions are the same (e.g. transfer type and debited account are the same). User can choose from the existing packages or can choose the 'New package creation', when the order creates a new package.
 - **Package modification:** All data of orders in packages that are created manually or via file import can be modified before signature, furthermore items can be deleted or added to the package. After signing the package cannot be modified, but there is an option to delete the signature.
- The new NetBank makes difference between partners and templates. It is possible to modify any data of templates or partners. 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.
- 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.
- Messages arriving from the Bank in the mailbox could be containing attached files too.
- 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.

IV. Export/import formats supported by the new NetBank

File import will be available only for corporate clients. File export/import functions existing in the old NetBank will be available also in the new one.

SUPPORTED EXPORT FORMATS		
List of exportable data	Format	File extension
Account history	Excel	.xml file, can be opened with excel
	Text	.HIS
Account statement	ISO20022 CAMT	xml file without extension
	SAP	.AUS, .UMS
	TEXT	.STM
	SWIFT MT940 (two types of format)	.TXT
	Special1 text	.TXT

SUPPORTED IMPORT FORMATS		
Import format	File extension	For what type or order(s)
Group transfer to Hungary (UGIRO)	.CAT	<ul style="list-style-type: none"> ○ HUF transfer to Hungary ○ Cross-border internal transfer (HUF)
EDIFACT	.HUF	<ul style="list-style-type: none"> ○ HUF transfer to Hungary ○ Cross-border internal transfer (HUF)
	.DEV	<ul style="list-style-type: none"> ○ SEPA transfer ○ International payment order ○ Internal transfer
ISO20022 pain.001	.XML	<ul style="list-style-type: none"> ○ SEPA transfer ○ International payment order ○ Internal transfer
Special format 1	.TXT	<ul style="list-style-type: none"> ○ HUF transfer to Hungary ○ Cross-border internal transfer (HUF)
Special format 2	.CSV	<ul style="list-style-type: none"> ○ HUF transfer to Hungary ○ Cross-border internal transfer (HUF)

Additional information to import formats:

- Group transfer (UGIRO): It gives the opportunity to transfer HUF to Hungarian beneficiary account. It will be only fulfilled if each of the contained items in the file has cover on debit account. Fulfilled group transfer will be booked in lump sum rather than by items. So, items in the same file will be shown in the account statement as one booked item. In order to use UGIRO format, it is required to conclude a supplementary contract with the Bank, if the client does not have a related valid contract.
- In case of any other kind of import formats, all items will be processed one by one and in order. Each fulfilled item will appear one by one booked item in the account statement.

Detailed format descriptions consist of all structure of each file format, which the Bank make available upon the client's request.