

**Complaint form**

Dear Customer,

Thank you for sending comments to UniCredit Bank Hungary Zrt. (headquarters: 1054 Budapest, Szabadság tér 5-6.; mailing address: 1242 Budapest, Pf. 386; henceforth: „Bank”) and we are really sorry that you have complaint. We will send you our answer about the result of the investigation within the legal deadlines, but we strive to be as short as possible. We send our answer based on your order via post, or via Internet Banking or via Mobile Application. If you would like to inquiry through phone, please call the Complaint Handling (+ 36-1-325-3205) or our Telephonebank (+36-1-325-3200).

Thank you for your cooperation and for your patience

<b>Name:</b>			
<input type="checkbox"/> <b>Customer number:</b>		<input type="checkbox"/> <b>Bankcard number</b>	
<input type="checkbox"/> <b>Account number</b>		<input type="checkbox"/> <b>Contract number</b>	
<b>Address</b>			
<b>Phone number:</b>			
<b>Type of notification:</b>	<input type="checkbox"/> <b>Postal letter</b>	<input type="checkbox"/> <b>Internet Banking</b> ..... (Internet Banking user ID)	<input type="checkbox"/> <b>Mobile Application</b> ..... (Mobile Application user ID)
<b>Product related to the complaint</b>			
<input type="checkbox"/> ATM	<input type="checkbox"/> Account overdraft	<input type="checkbox"/> SME loans	
<input type="checkbox"/> Debit card	<input type="checkbox"/> Credit card	<input type="checkbox"/> Electronic service	
<input type="checkbox"/> Securities	<input type="checkbox"/> Personal loan	<input type="checkbox"/> Account handling	
<input type="checkbox"/> Data protection/Bank secret	<input type="checkbox"/> Mortgage Loan Any-Purpose	<input type="checkbox"/> Customer Service	
<input type="checkbox"/> Fraud	<input type="checkbox"/> Housing loans	<input type="checkbox"/> Other	

**Detailed description of the complaint****Attached documents** (*e.g.*  
*account contract, authorization etc.*)**Place, Date: Budapest;****Signature of the customer:****Mode of lodging  
the complaint:** **phone** **E-mail** **Fax**