

## ANNEX 1.

### OUTSOURCED ACTIVITIES (2 MAY 2022)

#### Within the framework of outsourced activities:

1. the personalisation, printing, enveloping and mailing of bank account statements, credit card account statements and securities card statements (hereinafter referred to as „account statements”) and customer notification letters; the production of the raw materials for their production, the preparation of the design programs and the program modifications necessary for layout changes and other changes to the account statement (except for credit card account statements) by EPDB Nyomtatási Központ Zrt. (registered seat: H-1117 Budapest, Budafoki út. 107–109.);
2. storage and management of documents as well as other related services are provided by Iron Mountain Kft. (registered seat: H-1093 Budapest, Czuczor utca 10.);
3. production and personalization of blank cards and pin envelopes, personalization of bank cards, and pin envelopes, packing and posting of cards, pin envelopes and different items sent in envelopes are carried out by THALES DIS Deutschland GmbH (Werinherstrasse 81, 81541 München, Germany);
4. all IT development and operation services necessary for the performance of the activities of UniCredit Bank Hungary Zrt. are provided by UniCredit Services S.C.p.A (“US”) (Italy, I-20151 Milano, Via Livio Cambi 1.) through its Hungarian Branch „UniCredit Services S.C.p.A Magyarországi Fióktelepe” (1134 Budapest, Róbert Károly krt. 61–65.);
5. under the CSA (Credit Support Annex) agreements concluded with the clients of the Bank, collateral management based on the current market value of live derivative transactions is carried out by UniCredit Bank Austria AG (Schottengasse 6–8., A-1010 Vienna, Austria).
6. activities relating to dispute resolution and portfolio reconciliation as set out by Regulation (EU) No 648/2012 of the European Parliament and of the Council of 4 July 2012 on OTC derivatives, central counterparties and trade repositories are provided by UniCredit Bank Austria AG (Schottengasse 6–8., 1010 Vienna, Austria).
7. activities relating collection, transportation and destruction of documents supposed to be destructed are provided by Iron Mountain Kft. (registered seat: H-1093 Budapest, Czuczor utca 10.).
8. communication services supporting CRM activities are provided by NeoSoft Informatikai Szolgáltató Kft. (8000 Székesfehérvár, Távírda utca 2/A.).
9. IT software and interface development services, software customization and implementation services, project management, and IT consultancy services in connection with development services, necessary for the performance of the activities of UniCredit Bank Hungary Zrt. are provided by UniCredit Business Integrated Solutions Austria GmbH (1090 Vienna, Nordbergstrasse 13.).
10. IT application services for Payment Account Switch are provided by GIRO Elszámolásforgalmi Zártkörűen Működő Részvénytársaság (1054 Budapest, Vadász u. 31.)
11. cash and valuables transfer service, money processing service, security of the outsourced security depository, “Intelligent Trezor” service, ATM operation service are provided by Criterion Készpénzlogisztikai Korlátolt Felelősségű Társaság (1139 Budapest, Rozsnyai u. 21–25.).
12. e-firm gate service is provided by e-Jogsegéd Szolgáltató Korlátolt Felelősségű Társaság (1135 Budapest, Kísömb utca 6/1.)
13. Alipay acceptance service as part of the POS Bankcard acceptance service is provided by Ingenico Hungary Kft. (1134 Budapest, Váci út 19.).
14. card issuing, POS and ATM acquiring services are provided by SIA Central Europe a.s. Magyarországi Fióktelepe (1117 Budapest, Alíz utca 3.).
15. customer experience/customer satisfaction survey services are provided by MaritzCX GmbH (22765 Hamburg, Borselstrasse 18., Germany)
16. IT services in relation to direct and indirect customer due diligence are provided by TechTeamer Kft. (1015 Budapest, Szabó Ilonka utca 9.)
17. software support and server infrastructure for electronic registry of subcontractors used for the construction trustee service (e-Trustee service software) are provided by Turing Project Zrt. (1126 Budapest, Németvölgyi út 18. 2. emelet 7.).