



## EXTRAORDINARY INFORMATION

on the completion of the ex-officio target and ex-post inspections carried out by the MNB **CIG Pannónia Life Insurance Plc.** (headquarters: H-1097 Budapest, Könyves Kálmán körút 11.B, company registration nr.: 01 10 045857 - hereinafter referred to as Company - hereby informs the Esteemed Investors and other members of the public of the announcement by the Magyar Nemzeti Bank (registered office: 1013 Budapest, Krisztina krt. 55., 1122 Budapest, Krisztina krt. 6., Budapest Central Bank, Budapest, Hungary, dated 21 December 2022 and received by the Company on the same date, of the contents of the operative part of its Resolution No. H-JÉ-II-B-114/2022. On the basis of the findings of the ex-officio investigation and the ex-post investigation, the MNB:

In the management of its life insurance portfolio, the MNB shall, with regard to the fulfilment of the duty to provide information, oblige the Insurance to

"... 2.b) to send to the policyholder, in all cases within the statutory time limits, the annual information letter required by law in connection with life insurance contracts linked to unit-linked policies and the information letter relating to the termination of the contract.

...

4. In relation to the Insurer's complaints handling procedures and practices, the Insurer shall.

- a) comply at all times with the legal provisions on the timely response to complaints;
- b) comply at all times with the legal provisions on the recording of complaints made by telephone;
- c) comply at all times with the legal provisions on the recording of minutes when dealing with complaints made in person;
- (d) comply at all times with the legal requirements for the taking of minutes when dealing with complaints made by telephone;
- (e) comply at all times with the legal provisions prohibiting unfair commercial practices;
- (f) in the event of a consumer complaint being rejected, comply fully at all times with the legal provisions on the content of the information to be provided on the remedy.

...

Orders the Insurer to pay a consumer protection fine of HUF 2.500.000,-, i.e. two million five hundred thousand forints, for the infringements indicated in point 4 of the operative part of this Decision and set out in points IV.1-IV.6 of the grounds of the Decision."

The present disclosure of the Company is based on Annex 4, subsection 1.28. of PM Decree 24/2008 (VIII. 15.) on the detailed rules of the information obligation in relation to publicly offered securities. The Company publishes the operative part of the decision which is the subject of this extraordinary information in full on its website.

### **CIG Pannónia Life Insurance Plc.**

Board of Directors

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