

## EXTRAORDINARY INFORMATION

On the decision made in the consumer protection procedure conducted by the  
Central Bank of Hungary

**CIG Pannonia Life Insurance Plc.** (registered office: H-1097 Budapest, Könyves Kálmán körút 11.B, company registration nr.: 01 10 045857, hereinafter referred to as **Company** or **Insurer**) in compliance with its relevant legal obligations, hereby informs the Esteemed Shareholders and other members of the public about the provisions contained in the operative part of the decision no H-FK-II-B-5/2023 of the Central Bank of Hungary (MNB, Supervisory Authority) dated February 8, 2023 received by the Company on February 9, 2023, according to which based on the findings of the consumer protection procedure initiated upon request, the MNB called on the Insurer to always comply with the legal provision regarding the timely response to the complaint, and imposed a consumer protection fine of HUF 200,000, i.e. two hundred thousand forints on the Insurer for violating the legal provision regarding the timely response to the complaint.

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 Pannonia Life Insurance Plc.**

*Managing Board*

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