



Resolution No. 150/2018 of the Chief Executive Officer of the Budapest Stock Exchange Ltd.

on the procedure for handling complaints

To ensure the widespread satisfaction of its customers using its services, the Budapest Stock Exchange Private Limited Company (hereinafter: the Exchange) receives and handles the complaints as defined below.

The employees of the Exchange shall act as set out in this Resolution.

1. The definition of the complaint

- 1.1. A complaint is any individual request or notification submitted by the complainant in connection with the conclusion, performance, termination or the pre-contractual communication of a contract for the paid exchange or ancillary services provided by the Exchange, in which the complainant objects to the Exchange's conduct, conduct or omission.
- 1.2. A request for general information, opinion or recommendation shall not be considered a complaint.

2. The definition of the complainant

- 2.1. A complainant may be any legal or natural person who, directly or in his own name, has or has had a contractual relationship with the Exchange in which he receives or has received exchange or ancillary services provided by the Exchange. The prospective contracting party may also complain after negotiations have started in any way to establish a contractual relationship between it and the Exchange.

3. Handling the complaint

- 3.1. The Exchange only accepts complaints in writing (submitted by e-mail, fax or letter). If any complainant wishes to make a complaint orally (in person or by telephone at the Exchange's headquarters), the relevant employee of the Exchange must invite him / her to submit his / her complaint in writing and inform the complainant that the Exchange will only examine the merits of the written complaint.
- 3.2. Upon receipt of a report received in the manner described in Section 3.1, the head of the department concerned by the complaint shall examine whether the report is to be considered a complaint in accordance with the provisions of this Resolution, for which, if necessary, seek the opinion of the Legal Office. In each case, the head of the department concerned is responsible for classifying the notification.
- 3.3. If the report is not received by the department concerned by the notification, the receiving department shall forward it to the department concerned without delay.
- 3.4. If the report is classified as a complaint by the head of the department, it will be forwarded to the Legal Office and the Deputy Chief Executive Officer for the area, failing which to the Chief Executive Officer, and will be handled and investigated in the Andoc system.
- 3.5. If the notification is not classified as a complaint, the provisions of this Resolution shall not apply to the settlement of the given case, but the notifying party shall be given an appropriate response in this case as well, for which the head of the relevant department is responsible.

- 3.6. The head of the department concerned by the complaint is obliged to collect the information necessary for the investigation of the complaint from his / her own or other relevant organizational unit and, if necessary, to request an opinion from the Legal Office.
- 3.7. The head of the department concerned by the complaint shall prepare a draft response within 15 days of receipt of the complaint, which shall be forwarded to the Legal Office immediately.
- 3.8. The Legal Office will review the response and return it or forward it to the CEO for approval. The Exchange's response may be sent to the complainant only with the approval of the Chief Executive Officer.
- 3.9. The head of the department concerned by the complaint shall ensure that a reasoned reply to the written complaint is sent to the complainant in such a way that the reply is sent to the complainant within 30 days of receipt of the complaint.
- 3.10. In particular, the Exchange may request the following information from the complainant during the handling of complaints:
 - name;
 - contract number;
 - home address, registered office, mailing address;
 - telephone number;
 - method of notification;
 - service affected by the complaint;
 - description of the complaint, reason;
 - the complainant's claim;
 - a copy of the documents in the complainant's possession necessary to support the complaint;
 - a power of attorney valid for a complainant acting through a proxy;
 - other data necessary for the investigation and response of the complaint.

The personal data of the complainant shall be handled in accordance with provisions of Act CXII of 2011 on the right to information self-determination and freedom of information, and of the other relevant legislation.

- 3.11. The Exchange does not charge a separate fee for investigating a complaint.

4. Classified complaint

- 4.1. A classified complaint is any complaint that contains information about a member of the Exchange's work organization and the operation of the Exchange that requires the complaint to be treated confidentially for the investigation to be effective.
- 4.2. The Law Office involved in the classification under point 3 will examine whether the application is a classified complaint. If the notification qualifies as a classified complaint, it shall act in accordance with the provisions of this point 4.
- 4.3. If, in accordance with point 3 – if the Law Office has not been included in the classification – the head of the department that classifies the report as a complaint assumes that the complaint is a classified complaint, he or she shall immediately forward it to the Law Office. The Law Office shall immediately determine whether the complaint is a classified complaint.
- 4.4. If the complaint does not qualify as a qualified complaint based on the investigation of the Law Office, it shall be returned to the head of the relevant organizational unit and the provisions of this point 4 shall no longer apply.
- 4.5. The Legal Office shall promptly notify the Chief Executive Officer of all classified complaints.
- 4.6. Only the Law Office, the Chief Executive Officer and the persons involved by them may participate in the investigation of a classified complaint, and only these persons shall have access to the complaint and the documents related to it. The members of the department receiving and learning about the complaint are bound by professional secrecy as to its content and fact.

- 4.7. Unless otherwise provided by the Chief Executive Officer, the Legal Office shall be responsible for carrying out the tasks assigned to the head of the department concerned by this Resolution in relation to a classified complaint.
- 4.8. The provisions of this Resolution shall apply mutatis mutandis to classified complaints.

5. Follow-up of complaint handling

- 5.1. The Exchange keeps a record of the complaints received with the minimum content listed below:
- name of the complainant
 - a description of the complaint, an indication of the event or fact which is the subject of the complaint,
 - the date on which the complaint was lodged, a description of the measure taken to settle or resolve the complaint and, in the event of rejection, the reasons for it,
 - deadline for completion of the measure and name of the person responsible for implementation,
 - the date on which the complaint was answered,
 - a description of the complainant's comments on the response to the complaint and the actions taken by the Exchange.

The above complaint shall be accompanied by the written complaint submitted to the Exchange by the complainant, and any annexes, amendments or additions thereto.

- 5.2. The register is kept in the Andoc system, the head of the organizational unit concerned by the complaint shall ensure that the complaints within his / her competence are recorded in the Andoc system together with the data specified in point 5.1.
- 5.3. The Exchange shall keep the above records of the complaints for 5 (five) years from the settlement.

6. Final provisions

- 6.1. The employees of the Exchange shall provide adequate information to the complaining party about the rules and requirements set out in this Resolution.
- 6.2. Detailed internal rules for handling a complaint in the Andoc system are set out in the relevant user manual.
- 6.3. Simultaneously with the entry into force of this Resolution, Resolution No. 61/2018 of the Chief Executive Officer is repealed.

Budapest, 23 May 2018

Richárd Végh
Chief Executive Officer