

17. 2. 2020

Dear client,

Thank you for using our services. We would like to inform about amendments to the Product Conditions for Direct Banking Services (hereinafter referred to as the "Conditions") effective as of **20 April 2020**.

We are updating the Conditions in connection with new services available to you, particularly the opportunity to submit selected electronic documents to Raiffeisenbank via the internet banking service.

An overview of all the modifications is provided for your information in the attachments to this message. One attachment contains the original version of the Conditions with all tracked changes, including added or removed text or other modifications to the structure of the Conditions. Also, for easier orientation in the proposed update of the Conditions effective as of 20 April 2020, we attach a clean copy of the updated Conditions.

We would like to point your attention again to the update of the current Conditions originally announced in the course of October 2019. The update covered the launch of our Premium API service (paragraphs 1.8 and 2.5 and updated terms and definitions of the Conditions) as well as rules applicable to additional services available to you (new paragraph 5 and updated definition of the term "User").

We are required to inform you that you may reject the proposed changes in writing by 19 April 2020, after which date the changes become mutually binding upon us. If you decide to reject the changes, you can terminate the contract affected by such changes at our branch offices or by sending a written notice bearing your certified signature. In such case, termination of the contract is free of charge and becomes effective as of delivery of the notice to Raiffeisenbank a.s. However, please note that if you choose to terminate a contract for direct banking services, we will be unable to further provide certain related banking services (such as account maintenance). Thus, the provision of such services will be terminated as well.

We will be pleased to answer your questions and respond to your comments at our branch offices or on our NONSTOP infoline at 800 900 900.

We believe that you will continue inspiring us and that you will remain among our satisfied customers.

Yours Raiffeisenbank