

**2025**

# **SUSTAINABILITY REPORT**

**2025 Sustainability Report of CIG Pannónia  
Életbiztosító Nyrt. and CIG Pannónia Első Magyar  
Általános Biztosító Zrt.**

**CIG**  
PANNÓNIA BIZTOSÍTÓK

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## MESSAGE FROM THE CEO

Dear Reader,

The CIG Pannonia Group is an outstanding Hungarian success story whose development was contributed to by our founders, owners, and all our employees. Being aware of our responsibility, we strive to provide unique and value-creating services in the domestic insurance market that represent real value to our clients - whether it is individual or institutional well-being, security or long-term vision.

For the Insurer, the past year was a period of change and dynamic growth. It focused on resolving hindering factors (such as the so-called 'Italian cases') and establishing the conditions for further expansion. This also involved refining our Growth Strategy—originally announced in 2021—and rethinking the toolkit used to achieve our objectives.

For the Insurer, the past year was about resolving the hindering factors of growth (see the so-called Italian cases) and creating the further conditions for growth, which also meant reconsidering the toolkit applied to reach our goals within the Growth Strategy, announced and consistently built since 2021. All these required significant internal resources as well. Also hereby, I would like to thank all our staff for their dedicated professional work and positive attitude.

Our core business is closely linked to sustainability, as we ensure predictability and stability to our customers through our insurance services. In addition to our existing risk management practices, we are increasingly focusing on measuring and integrating climate risks into our strategy and operations, and on reflecting the principles of environmental and social sustainability in our products

CIG Pannónia Életbiztosító Nyrt. [CIG Pannónia Life Insurance Company] (**Company**) and CIG Pannónia Első Magyar Általános Biztosító [CIG Pannónia First Hungarian General Insurance Company], its consolidated subsidiary, publish their Sustainability Report for the fourth time, for the third time in accordance with the policy of the international Global Reporting Initiative (GRI) Standards, in a way, that, in addition it is also preparing its internal processes to ensure compliance with further requirements arising from the ESG regulatory framework. Over the past year, we have made significant progress in developing, structuring and integrating our ESG strategy, which is presented in this publication. We identified important themes from the sustainability aspect, that will shape our operations in the long term.

As a leader, I understand that the effectiveness of sustainability efforts is ensured by appropriate measurement systems, KPIs and continuous monitoring. This is why, in 2025 – similarly to 2024 –, we strengthened our internal organisation in line with the ESG criteria, internal communication with the relevant departments, selecting performance indicators that we regularly assess and along which we monitor our sustainability activities at the top management and board level as well.

Ensuring ESG compliance and continuous improvement is an integral part of our daily operations. In recent years, a number of EU and national regulations have entered into force to promote sustainability in the insurance sector. As we have done so far, our Company aims to comply with these standards - not only out of obligation but also considering this as an opportunity to integrate the ESG-approach, together with strategic elements of financial growth, more deeply into our business model and thus demonstrate our sustainability ambitions in a complex way.

Our commitment to the ESG principles is reflected not only in our corporate governance, but also in our active contribution to the professional development of the insurance and intermediary sector, in cooperation with several Hungarian universities. Our goal is to achieve real and lasting sustainability results in Hungary.

I wish you good reading. Yours faithfully,



István Fedák dr.,

Chief Executive Officer

CIG Pannónia Életbiztosító Nyrt., Board Member

CIG Pannónia Első Magyar Általános Biztosító Zrt., Chairman of the Board

## ABOUT OUR COMPANY'S<sup>1</sup> ESG REPORT<sup>2</sup>

This report presents the operation of CIG Pannónia Életbiztosító Nyrt.<sup>3</sup> (hereinafter referred to as “CIG Life Insurance Company” or “**CIG Life Insurer**”) and of CIG Pannónia Első Magyar Általános Biztosító Zrt.<sup>4</sup> (hereinafter referred to as “**CIG EMABIT**”), one of its subsidiaries, from the perspective of environmental, social and corporate governance (hereinafter referred to as “**ESG**”) in 2025. CIG Life Insurance Company is the sole owner of CIG EMABIT. The two companies are completely intertwined in terms of day-to-day operations, decision-making and product offering, and therefore this report assesses sustainability of CIG Life Insurance Company and CIG EMABIT together (CIG Life Insurance Company and CIG EMABIT are hereinafter collectively referred to as “**CIG Pannónia Group**” or “**Companies**”).

In 2023 we created CIG Pannónia Group's sustainability vision and strategy, which we broke down into specific actions, assigned responsible persons to them and defined their implementation deadlines. We have further deepened this work in the forthcoming years, aligned our sustainability goals with our corporate principles and added additional ESG objectives to our business strategy and product offering. In addition, we have not only set targets but also developed, implemented and operated a comprehensive measurement and reporting system to ensure the monitoring and evaluation of our sustainability performance.

While in our 2023 Sustainability Report<sup>5</sup> we placed a stronger focus on our metrics and their monitoring, in the years since we have further refined the methodology, broadened the range of indicators covered and place a larger emphasis on the evaluation of data. In our current report, we continue to follow this structure and system while also preparing to meet the deferred requirements of the Corporate Sustainability Reporting Directive (CSRD). Alignment with GRI standards – which is a step in this process – has become an integral part of our reporting process, as it became an indispensable tool for communicating our sustainability goals in a credible and comparable way.

The report, similar to the previous years, presents in detail our sustainability results, the important themes by pillar and focus areas. The sustainability principles and commitments of CIG Life Insurer and CIG EMABIT remain unchanged, but in 2025 – similarly to what has been presented in 2024 – we have taken a structured approach and worked on the implementation of our ESG strategy with focused actions. Our ESG vision for 2030 remains the foundation of our long-term goals, and the results presented in this year's report demonstrate that we are increasingly conscious and measurable in our sustainability ambitions:

*“The CIG Pannónia Group is committed to the green transition. Our goal is to provide solutions to the new needs of our customers arising from the changed environmental and economic conditions and to support them in the green transition. Our employees are our main asset, and thus we have created systems and an atmosphere that helps us develop and retain them, and as part of our community involvement, we also support those who need help.*”

*The fulfilment of our ESG commitments is guided by business rationality. We have a stable and secure ownership structure, and we want to pay special attention to the creation of an ESG Strategy. As an insurer and at the same time a Hungarian listed company, we want to focus not only on our customers but also on our investors by showing in our reports how our ESG affairs can affect the Company's financial performance. We believe that we can tap into new opportunities and resources in this way, thereby further increasing the value of the Company for our customers and shareholders.*”

<sup>1</sup> The terms “our Company”, “our Companies”, “Companies”, “Insurance Companies”, “our Insurance Company”, “our Insurance Companies” shall mean collectively the CIG Pannónia Group, i.e. CIG Pannónia Életbiztosító Nyrt. and CIG Pannónia Első Magyar Általános Biztosító Zrt. If a specific piece of information or reference in this report applies only to one or the other company, it will be specifically mentioned and attention will be drawn to it.

<sup>2</sup> Our ESG report was, similarly to the ESG report of 2023, not certified by an external partner

<sup>3</sup> The registered office of CIG Pannónia Életbiztosító Nyrt. is 1097 Budapest, Könyves Kálmán körút 11. Building B.

<sup>4</sup> The registered office of CIG Pannónia Első Magyar Általános Biztosító Zrt. is also 1097 Budapest, Könyves Kálmán körút 11. Building B.

<sup>5</sup> The 2023 ESG Report is available at <https://www.cigpannonia.hu/befektetok/beszamolok>

***Our 2030 objective is to reduce the carbon footprint of our own operations by 55%.”***

Similarly to as it was stated in our first report, it remains important to us to contribute to the global sustainability goals as well in addition to sustainability at the corporate level. In line with our strategy, we have continued to focus on the Sustainable Development Goals<sup>6</sup> in 2024 and in 2025, building on the key themes reviewed in 2023, to ensure that our sustainability efforts are even more aligned with global policies and corporate objectives. By incorporating and raising awareness of these goals, we make it transparent how our sustainability efforts are linked to long-term global development. The direct and indirect impacts of the Insurance Company's activities, as well as the decisions made and the actions implemented, are presented by significant topics in the chapters of the Report.

The reporting period for our Sustainability Report - in line with our annual business report - covers the 2025 calendar year. The report, which is for the third time prepared in accordance with the GRI International Standards, represents another step in the evolution of our sustainability reporting and the traceability of our progress. Although our report has not been certified by an external party, the credibility and accuracy of the presented data is assured by a multi-stage internal control process.

For more information on our sustainability report, please contact: [esg@cig.eu](mailto:esg@cig.eu).

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<sup>6</sup> In 2015, under Agenda 2030 world leaders adopted the Sustainable Development Goals (SDGs) at the 70th United Nations General Assembly. These comprise 17 goals and 169 sub-goals for a more efficient economic, social and environmental development and development cooperation.



# OPERATION OF THE INSURANCE COMPANY IN 2025

## STRUCTURE AND FUNCTIONING

CIG Life Insurance Company was founded on 26 October 2007. Since 2010, it has been carrying out its principal activity under the name CIG Pannónia Életbiztosító Nyrt with its principal activity not changing in 2025 either: we continue to provide life and personal insurance services to our customers.

The subsidiaries of CIG Life Insurance Company are CIG EMABIT and CIG Pannónia Expert Kft. (previously: Pannónia PI-ETA Kegyeleti Szolgáltató Kft., hereinafter referred to as “**CIG Pannónia Expert**”). These businesses are solely owned by CIG Life Insurance Company. While CIG EMABIT and CIG Life Insurance Company are strongly intertwined, CIG Pannónia Expert provides services, not exclusively to the CIG Pannónia Group. In the Sustainability Report of the CIG Pannónia Group, the impacts and sustainability of CIG Life Insurance CIG Life Insurance Company and CIG EMABIT are presented in a consolidated manner.

CIG Life Insurer’s 94,428,260 shares are overwhelmingly owned by Hungarian businesses and private individuals. Based on the indirect and direct shareholding, Hungarikum Biztosítási Alkusz Zrt. has a 58.73%<sup>7</sup> shareholding. The number of additional shareholders remained between 5,000 and 6,000 in 2025, just as in previous years. CIG Life Insurer considers it of special importance and its responsibility towards its shareholders to comply with the recommendations on responsible corporate governance<sup>8</sup> to the utmost, through which it ensures balanced information for its shareholders.

CIG EMABIT is a subsidiary wholly owned by CIG Life Insurer, whose principal activity in 2025 remained the development and sales of non-life insurance products on the Hungarian market. In the daily operations of the CIG Pannónia Group, the two insurance companies operate as a group along a unified strategy, taking advantage of the synergies of joint operations, which strengthen each other. The vision on sustainability is also inseparable, as the two companies set their ESG goals jointly and work together on achieving them jointly, both in the short and long terms<sup>9</sup>.

CIG Life Insurance offers a variety of individual and group personal insurance products (life, accident, and health insurance) to its retail and corporate partners.

CIG EMABIT offers liability insurance, property insurance and fleet CASCO (Casualty and Collision) insurance products to business sector players, large corporations and SMEs. We launched our home insurance product in early 2026, replacing our previous white label<sup>10</sup> product. In addition, we are present in the market with group accident, health, and credit coverage products.

CIG Pannónia Group currently has three main sales channels. The Independent sales channel incorporates more than 200 independent brokers and multiple agents. The Alternative sales channel serves a smaller number of significant large corporate customers; we currently have such relationships with a few prominent large companies providing services on the residential market.

In 2025, the CIG Pannónia Group focused on strengthening its sales areas, fulfilling its plans, addressing the underlying causes of any shortfalls and addressing those causes, and to create future and further opportunities for dynamic growth (a task that will pose additional challenges for the entire organization in 2026), while also continuing to fine-tune the operational model tailored and optimized to the organization.

<sup>7</sup> Our related communication at the website of the Budapest Stock Exchange (BÉT): [https://www.bet.hu/site/newkib/hu/2023.08/EGYEB\\_TAJEKOZTATAS\\_a\\_szavazati\\_jogot\\_biztosito\\_reszvenyek\\_bejelentes\\_sze-rinti\\_hatarerteket\\_el\\_nem\\_ero\\_valtozasarol\\_128941574](https://www.bet.hu/site/newkib/hu/2023.08/EGYEB_TAJEKOZTATAS_a_szavazati_jogot_biztosito_reszvenyek_bejelentes_sze-rinti_hatarerteket_el_nem_ero_valtozasarol_128941574)

<sup>8</sup> The Annual Responsible Corporate Governance Reports available at <https://www.cigpannonia.hu/befektetok/tarsasagira-nyitas>

<sup>9</sup> We have summarised our ESG goals in a separate chapter.

<sup>10</sup> “White label” is a collective term for services that allow companies to sell products and services produced by other suppliers under their own brand.

Among the tasks involved to leverage the synergies of achieving our goals, our strategic partnership with Euroleasing Pénzügyi Szolgáltató Zrt., established in 2022, stands out and plays a key role in the life and the strategy implementation of the CIG Pannónia Group, as well as – and perhaps most importantly – the 20-year framework agreement concluded in 2023, under which MBH Bank Nyrt. will exclusively distribute CIG Pannónia Group products across all its sales channels for products in the life and non-life insurance sectors. In 2024, our Company entered into a further strategic agreement with MBH Bank's subsidiary, MBH Duna Bank Zrt. (Duna Bank) as well. Under this agreement, Duna Bank will also exclusively distribute and sell products from the CIG Pannónia Group across all its sales channels in the life and non-life insurance sectors, thereby further strengthening our market presence and supporting our long-term growth objectives. During the reporting period, the CIG Pannónia Group continuously expanded its sales operations in order to fully leverage the synergies inherent in the framework agreements and the bank-insurance partnership, thereby facilitating the exclusive insurance sales activities of MBH Bank Nyrt. and its member banks. Among our other long-term strategic partners, in addition to the MVM Group, we would like to highlight our successful collaboration with VISTA Travel Agencies Ltd. and Magyar Telekom Plc.

The CIG Pannónia Group is dedicated to ensuring that its partners provide customers with services of the highest possible quality. Our goal is to bring our services to as many satisfied customers as possible through our sales partners.

In 2025, similarly to the previous year, in order to maintain the maximum financial stability, CIG Pannónia Group worked together exclusively with professional reinsurance partners, who have at least an "A" AM Best or Standard & Poor's rating, or – where the rating is not available – have a capital adequacy ratio of at least 150%. These partners not only provide the coverage, but also contribute to our transparent and successful operations through professional support and innovative solutions.

It is a priority for our companies that our customers can easily reach us through various channels. In addition to personal customer service, we operate an e-mail customer service as well. Our sales partner network is supported by a dedicated telephone sales support team, through which our sales partners can reach our colleagues by e-mail. We further support our partners' work with automated emails and partner portals and web services with non-stop availability. We launched the redesign of our partner portal in 2025, through which our new home insurance product is the first to be available to our partners.

Our Insurance Companies are among the most dynamically developing companies on the insurance market and – by reviewing our Growth Strategy and further capitalizing on the opportunities inherent in our internal operations and our collaboration with external partners – we want to continue this momentum in 2026 as well. In order to finance the operations of CIG EMABIT, to maintain a safe level of reserves for the so-called Italian cases<sup>11</sup>, to ensure a satisfactory settlement of these inherited exposures and to maintain the essential, required and safe solvency capital adequacy, it was necessary to increase the share capital of CIG EMABIT in 2024. In accordance with the decision of the Board of Directors, the share capital increased by HUF 15 million in nominal value and by HUF 3 billion in issue value.

The year 2025 in this regard proved, that we were right with our decision, as, following the resolution of the so-called Italian cases, we can state that through a comprehensive review of the Board of Directors and our actions in accordance with rules for financial reserves, we achieved particularly important results in 2025 in managing the Italian cases, thereby contributing to the stable operation and ensuring the development of the CIG Pannónia Group.

The objective of our growth strategy remains to increase our insurance portfolio, reaching a size that strengthens the profitability of our products. Despite the market challenges we successfully achieved our goals set for 2025 – namely to provide composite insurance services, strengthen our market presence, and broaden our product portfolio. However, to continue developing, we need to consider the changed market environment and develop solutions which meet the new challenges. To this end, we developed and presented the components of our revised Growth Strategy in 2025. We emphasize that the revision of our Growth Strategy was not a single event or moment in the life of the CIG Pannónia Group, but

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<sup>11</sup> Italian cases: a collective name for the risks and their management that EMABIT has and is facing in its Italian claims cases, covering primarily the management of these cases and the strategy for the management of pending litigation, the status and review of existing claims reserves and regress reserves.

rather shaped our 2025 fiscal year in its process; with the end of which and the beginning of 2026, we entered the second phase of implementation.

The future steps of our operation do not overlook the insurance market's efforts toward digitalization; in fact, they place a strong emphasis on them. In this respect, achieving our strategic goals – in order to enhance competitiveness – is about focusing on new technologies, exploiting the opportunities inherent in digital transformation, a certain IT integration and renewal, which our group intends to implement primarily and explicitly using its own internal resources during the second phase of the Growth Strategy, considering the full implementation of all sustainability aspects that apply to us.

Our goal is to serve our existing and future customers and partners of our Insurer with 21st-century technical standards, continuously improving customer experience. We believe that insurance is a long-term service, therefore when using it, it is particularly important that our customers feel that they are truly at the center of attention. The closure of the 2025 fiscal year marks an important milestone also given that—with funding from the National Research, Development and Innovation Office in 2021 and the Company's own resources as well – the Company achieved promising results in its project “Developing personalized insurance products using artificial intelligence.” It has integrated (went live with) the results of the IT and process improvements—which were designed and implemented specifically for this purpose—that support operations and enhance customer experience. With this we have laid the foundation stone of an ecosystem, which provides our partners and customers with a modern service platform that also utilizes the possibilities of artificial intelligence. It ensures improving our efficiency in addition to a high technical standard, which ultimately serves the increase in profit, and thus the increase in shareholder value.

The steps we took between 2022 and 2025, which can be followed up on, show that we have put the CIG Pannónia Group on a growth path. For the latest information on our progress, you can consult our recently published consolidated stock market flash report for Q4 2025<sup>12</sup>.

Our consolidated technical result increased by HUF 4,709 million compared to 2024. Excluding the HUF 4,519 million increase in reserves recognized aside for the Italian surety cases—an extraordinary item from last year—the annual growth was HUF 190 million (8%) in 2025. Our consolidated profit after tax was HUF 3,958 million. The HUF 1,195 million decrease in result after adjusting for the impact of Italian surety cases is primarily attributable to the changing yield environment.

Our consolidated premium income increased by 4% year-over-year, exceeding HUF 59.8 billion (premiums at the Life Insurance Company decreased by 1%, while EMABIT's premium income grew by 18% over the course of one year). The individual sales channels contributed to the 4% increase in premium income to varying degrees: the banking channel increased premium income from its portfolio of sold policies by 3%, the independent channel by 4%, and the alternative channel by 12%.

The drivers of our premium income growth in 2025 continued to be credit coverage, corporate property insurance, and retail property insurance, while we saw a decline in premium income from UL insurance. The rise in CIG EMABIT's premium income is driven by continuous sales growth; this growth rate exceeds the average growth typical of the insurance sector.

Our insurance company's capital position is stable, with a consolidated capital adequacy ratio of 221% at the end of 2025.

The following events were of great importance to the operations of the CIG Pannónia Group in 2025:

- ▶ On 17 September 2025, our Company announced that, as part of its Growth Strategy, in order to strengthen its alternative (affinity) sales channel, it had concluded portfolio transfer agreements with certain insurance companies, concerning portfolios of group insurance contracts in accordance with the provisions of Section 118 of Act LXXXVIII of 2014 on Insurance

<sup>12</sup> [https://www.bse.hu/site/newkib/en/2026.02./CIG\\_Pannonia\\_Life\\_Insurance\\_Plc.\\_-\\_Quarterly\\_Report\\_Q4\\_2025\\_129407285](https://www.bse.hu/site/newkib/en/2026.02./CIG_Pannonia_Life_Insurance_Plc._-_Quarterly_Report_Q4_2025_129407285)

Activities (Bit.) and the market standards, the acquisition of which portfolios is subject to the decision/approval of the Hungarian Competition Authority in accordance with competition law, as well as the approval of the Hungarian National Bank (and, in the case of the transferor listed under number 5 below, the French insurance supervisory authority, the “Autorité de Contrôle Prudentiel et de Résolution”).

	Name of the transferring insurer	Name of the receiving CIG Pannónia Insurer	type of group insurance included in the contract
1.	<b>BNP Paribas Cardif Insurance cPlc</b>	CIG Pannónia Life Insurance Plc and CIG Pannónia First Hungarian General Insurance cPlc	Group account protection insurance contract
2.	<b>UNION Vienna Insurance Group Insurance cPlc</b>	CIG Pannónia Life Insurance Plc	Group health insurance contract
3.	<b>ALFA Vienna Insurance Group Insurance cPlc</b>	CIG Pannónia Life Insurance Plc.	Group accident insurance contract
4.	<b>ALFA Vienna Insurance Group Insurance cPlc</b>	CIG Pannónia First Hungarian General Insurance cPlc	Group assistance insurance contract
5.	<b>Europ Assistance S.A. Irish Branch</b>	CIG Pannónia First Hungarian General Insurance cPlc	Group assistance insurance contract

As a result of this notification, on 1 December 2025, the Company announced – with respect to the certain portfolio transfer agreements consisting of group insurance contracts that have been concluded – that the Hungarian Competition Authority had found no grounds for ordering an investigation and that the Hungarian National Bank had granted permission for all entities included in the requests to transfer the portfolios noted in its announcement to the Company and/or EMABIT with effect from 1 January 2026, in accordance with the conditions specified in the requests<sup>13</sup>. The approval process of the French insurance supervisory authority, the Autorité de Contrôle Prudentiel et de Résolution in the case of the portfolio transfer agreement on the transfer of assistance insurances between Europ Assistance S.A. Irish Branch as the transferring insurer and CIG Pannónia First Hungarian General Insurance cPlc. is still ongoing.

- ▶ On 26 September 2025 our company disclosed that our group and the Funds, including MBH Gondoskodás Health and Mutual Aid Fund<sup>14</sup> (registered office: 1134 Budapest, Váci út 23-27.; registration number: 01-04-0000198; tax number: 18232761-1-41) (MBH EP) and the MBH Gondoskodás Pension Fund<sup>15</sup> (registered office: 1134 Budapest, Váci út 23-27.; registration number: 01-04-0000109; tax number: 18079409-2-41) (MBH NYP) have entered into a long-term, fixed-term (10-year) **strategic cooperation framework agreement in order to make full use of the synergies in the cooperation between funds and insurers**. Through the cooperation under the framework agreement, which also aligns with the process of the Growth Strategy announced in July 2021, CIG Pannónia Group will be able to potentially reach more than 67,000 additional customers on top of its current customer base of nearly 200,000 through joint synergies and potential linked product developments, new product and service packages, while the Funds gained the opportunity to offer personalized insurance products.
- ▶ The Board of Directors of CIG Pannónia Life Insurance Plc. convened an **Extraordinary General Meeting** on 3 September 2025 for 6 October 2025, starting at 9:00 a.m. (General Meeting), the agenda of which was published in accordance with Chapter VIII, Section 8 of the Company's Articles of Association in the notice of the General Meeting. The only item on the agenda of the duly convened General Meeting was the election of Dr. Dávid Kozma as a new member of the Board of Directors and the determination of his remuneration, the detailed justification for which was published in full by our company at the same time as the announcement of the General Meeting on all official publication sites. At the duly convened and successfully held

<sup>13</sup> [https://bse.hu/site/newkib/en/2025.12./Information\\_on\\_the\\_authorization\\_of\\_the\\_transfer\\_of\\_insurance\\_portfolios\\_formed\\_from\\_group\\_insurance\\_contracts\\_129360741](https://bse.hu/site/newkib/en/2025.12./Information_on_the_authorization_of_the_transfer_of_insurance_portfolios_formed_from_group_insurance_contracts_129360741)

<sup>14</sup> with which entity our Company has had a long-term business relationship since the end of 2022, following a name change: Gondoskodás Health Fund (Gondoskodás Egészségpénztár)

<sup>15</sup> Following a name change: Gondoskodás Pension Fund (Gondoskodás Nyugdíjpénztár)

General Meeting, 58.78% of shareholders (55,504,162 shares) participated, and with the support of 100% of the shareholders present, the proposal concerning the number and composition of the Board of Directors was accepted, and, subject to the approval of the Hungarian National Bank, Dr. Dávid Kozma, our company's Deputy Chief Executive Officer for Business Support and Legal Affairs, was elected<sup>16</sup>. On 28 November 2025 the Hungarian National Bank authorized the employment of Dr. Dávid Kozma as a senior executive – and member of the Board of Directors – in relation to both the Company and EMABIT.

- ▶ On 30 November 2025 Issuer published a notification, that Dr. Péter Bogdánffy, member and chairman of the Company's Board of Directors and member of CIG Pannónia First Hungarian General Insurer cPlc.'s Board of Directors, will resign from his positions on the Board of Directors of the aforementioned companies<sup>17</sup>. The Boards of Directors of the Companies acknowledged the above decision with regret, but understood the reasons beyond the control of the Companies, and thanked Dr. Péter Bogdánffy for his outstanding contribution to the CIG Pannonia Group's recent achievements, with particular regard to his personal contribution to the various phases of the conclusion of the so-called Italian cases, which was also reflected in our results discussed in our Report<sup>18</sup>.

The Issuer presented the specific steps of the implementation of the Growth Strategy - implemented in the year under review - in the periodic report in accordance with the methodology required under the IFRS 17 regime, but also providing investors with a sufficient basis for comparison and interpretation.

The experience of the past years is, that global changes increasingly require flexibility. There are growing expectations also from employees for workplaces to adapt to the constantly changing environment. For CIG Pannónia Group, the demand to manage rapid inflation also received greater focus: expectations for career development opportunities and a secure future have risen, alongside salary raise, flexible working hours and opportunities to work from home. The mapping of these dual needs and our responses to them were part also of our year 2025, which the Companies managed in alignment with their business strategy and available resources. We present detailed developments and actions in the chapters of "People-Centred Workplace Culture pillar".

CIG Life Insurance Company (and thus also CIG EMABIT which is an undertaking included in its consolidation) reports quarterly to shareholders and the public in accordance with the relevant legislation on the capital market and the rules of the Budapest Stock Exchange (hereinafter referred to as "BÉT")<sup>19</sup>. Every year, we fulfil our reporting obligation both on a consolidated and company level by means of financial statements audited by an auditor and approved by the General Meeting, in accordance with the relevant IFRS 17 standard and using the format required by the National Bank of Hungary (hereinafter referred to as "MNB").

<sup>16</sup> [https://www.bse.hu/site/newkib/en/2025.10./Resolutions\\_of\\_the\\_General\\_Meeting\\_on\\_items\\_on\\_the\\_Agenda\\_of\\_the\\_Extraordinary\\_General\\_Meeting\\_129330848](https://www.bse.hu/site/newkib/en/2025.10./Resolutions_of_the_General_Meeting_on_items_on_the_Agenda_of_the_Extraordinary_General_Meeting_129330848)

<sup>17</sup> [https://bse.hu/site/newkib/en/2025.11./Extraordinary\\_Information\\_on\\_the\\_resignation\\_of\\_a\\_senior\\_person\\_129358702](https://bse.hu/site/newkib/en/2025.11./Extraordinary_Information_on_the_resignation_of_a_senior_person_129358702)

<sup>18</sup> See: Assessment of the situation arising from cross-border activities

<sup>19</sup> A quarterly consolidated flash report is available at <https://www.cigpannonia.hu/en/investor-relations/reports>

## CORPORATE GOVERNANCE

The supreme governing body of CIG Life Insurance Company is the General Meeting, which is a gathering of all shareholders. In the 2025 business year, the Annual General Meeting continued to be convened by the Board of Directors<sup>20</sup>, in compliance with all provisions of the relevant legislation and the Articles of Association, by sending a General Meeting Invitation, publishing it in the places of mandatory publication. The Board of Directors also notified the representatives of the BÉT and the MNB separately about the venue, time and proposals intended to be submitted to the Annual General Meeting. In 2025, CIG Life Insurance Company held its Annual General Meeting<sup>21</sup> on 17 April starting at 10 a.m. and the (consolidated) annual financial statements of CIG Life Insurance Company were accepted at that meeting. The management of CIG EMABIT is decided by its founder, CIG Life Insurance Company. In 2021, 2022, 2023 and 2024, none of the Insurance Companies convened an Extraordinary General Meeting, however, in 2025, due to the expansion of business support tasks—and, consequently, legal responsibilities—resulting from the Growth Strategy and its review, the increased regularity and operational nature of the Board's work, as well as in light of compliance with the Board's selection guidelines (e.g., factors to be considered when determining the size of the Board), the Board deemed it necessary to further enhance its efficiency. For this reason, the Company proposed the election of Dr. Dávid Kozma, serving as Deputy CEO for Legal and Business Support, to become a Board Member, a proposal that was approved by 100% of the shareholders present at the extraordinary General Meeting.

The Board of Directors is the executive body of the Company, whose task is to establish and manage the organisation of the Company. The powers of the Board of Directors are determined by the applicable legislation, the Company's Articles of Association ("Alapszabály") and CIG EMABIT's Deed of Incorporation ("Alapító okirat"), the resolutions of the Company's General Meeting and for CIG EMABIT, the Founder's resolutions, and the rules of procedure of the Board of Directors. The Board of Directors adopts its own rules of procedure by a simple majority of the Board Members casting an affirmative vote. The rules of procedure contain, among other things, matters concerning the functioning of the Board of Directors, the exact duties and powers of members, the structure of the Board of Directors, the mandatory content of each meeting and of the minutes to be drawn up.

### Board members<sup>22</sup> in 2025 and as at 31.12.2025

NAME	POSITION HELD	START DATE OF THE POSITION HELD	OTHER SIGNIFICANT POSITIONS AND RESPONSIBILITIES HELD BY MEMBERS
Dr. István FEDÁK	Board Member of CIG Life Insurance Company <sup>23</sup> Chairman of the Board of Directors of CIG EMABIT	19.04.2022	CEO
Dr. Péter BOGDÁNYFY <sup>24</sup>	Chairman of the Board of Directors of CIG Life Insurance Company Board Member of CIG EMABIT	16.01.2023 -until 30.11.2025	-
Dr. Gábor Miklós DAKÓ	Board Member in both Insurance Companies	19.04.2022	Deputy CEO
Dr. Dávid KOZMA	Board Member in both Insurance Companies	28.11.2025	Deputy CEO

<sup>20</sup> In accordance with the rules set out in Section 3:272(1) of the Hungarian Civil Code, CIG Life Insurance Company published the invitation to the General Meeting at least thirty (30) days before the start date of the General Meeting in the official places of publication (Budapest Stock Exchange, National Bank of Hungary, website)

<sup>21</sup> In accordance with Section 3:272(3) of the Civil Code, prior to the General Meeting CIG Life Insurance Company disclosed the relevant data of the draft consolidated financial statements and the reports of the Board of Directors and the Supervisory Board, the summaries of the number of shares and voting rights existing at the time of convening the meeting, as well as a summary of the proposals related to the matters on the agenda and the draft resolutions on its website, on the website operated by the MNB and on the website of Budapest Stock Exchange Private Limited Company.

<sup>22</sup> The Company shall have a Board of Directors consisting of minimum three and maximum seven members, whose are elected or recalled by the General Meeting. The provisions of Act LXXXVIII of 2014 on the Business of Insurance (hereafter referred to as "Insurance Act") on senior officers shall apply to themembers of the Board of Directors. <https://www.mnb.hu/letoltes/3-1-5-1-1-vezeto-allasu-szemely-foglalkoz-tatasanak-engedelyezese.pdf>

<sup>23</sup> as of January 21, 2026, its chairperson

<sup>24</sup> Dr. Péter Bogdánffy resigned from his positions as a member of the Board of Directors at CIG Pannonia Life Insurance Plc. and CIG Pannónia First Hungarian General Insurance Ltd., with effect as of November 30, 2025.

The Deputy CEO for Corporate Governance and Prudential Compliance is the Board member dedicated to tasks related to ESG compliance, who supervises the enforcement of the ESG criteria and the definition of related tasks within the Insurance Companies. The ESG Competence Centre, which he coordinates and his Board membership together ensure that the Board is kept to the utmost up to date on sustainability issues of the CIG Pannónia Group. This priority is reflected in the inclusion and discussion of ESG-related agendas in the Board's Meeting and Work Plan.

The decisions falling within the competence of the Board of Directors mainly concern strategic issues (including ESG compliance), their referral, and ongoing operational tasks in the field of risk management, as well as tasks that require control and significant resources. At the level of day-to-day operations, the management of the Insurance Companies adopts operative decision independently, in the manner and within the scope of competence set out in the internal regulations.

The Board of Directors evaluates its own work and performance annually, as well as during the Annual General Meetings, the shareholders through a proposal submitted by the General Meeting (or, in the case of CIG EMABIT, by the founders). In order to be elected or re-elected, members are required to have numerous competencies, to be assessed by the Remuneration and Nomination Committee. The members' performance assessment is carried out at two levels with the coordination of the Corporate Governance department: self-assessment and assessment by a body, which are carried out in writing. CIG Pannónia Group presents the documentation of the assessment as part of the comprehensive assessment to the MNB. Members of the Board and persons holding positions defined under the Insurance Act<sup>25</sup> may hold such positions with the authorisation of MNB.

The consistency of our corporate strategy and business conduct is ensured by the harmony of our internal regulations. The Board of Directors is responsible for creating and continuously maintaining this harmony, as well as for verifying its implementation in a dynamic way and in accordance with the given year's priorities, based on the annual meeting and its work plan, but with sufficient flexibility.

The Supervisory Boards of the two Companies<sup>26</sup> manage the Internal Audit function and formulate recommendations and suggestions based on the findings of the investigations by the Internal Audit.

In 2025, the primary goal of the Supervisory Boards<sup>27</sup> was to ensure that a comprehensive and effective system of controls is in place at our Companies in the performance of the tasks laid down in the legislation. The Supervisory Boards<sup>28</sup> met eight times in 2025<sup>29</sup> and on one additional occasion, they reached their decision through a proposal and vote in writing, passing a total of 59 resolutions. At their meetings, Supervisory Board members discussed the reports prepared by the management on the financial situation and business policy of the Companies as well as their financial statements and the relevant audit opinions. Moreover, as part of the tasks related to the management of the Internal Audit, they formulated recommendations regarding product development processes and the assessment of potential applications for artificial intelligence for the CIG Pannónia Group.

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<sup>25</sup> Act LXXXVIII of 2014 on Insurance Activities

<sup>26</sup> In accordance with the Articles of Association of CIG Life Insurance Company and the Deed of Incorporation of CIG EMABIT, the Insurance Companies shall have a Supervisory Board consisting of minimum three and maximum ten members and the Chairman and members of the Supervisory Board shall be elected for a period of five years or recalled by the General Meeting of CIG Life Insurance Company (and for CIG EMABIT, the founder, i.e. CIG Life Insurance Company). The Supervisory Board adopts its own rules of procedure, which are to be approved by the General Meeting of CIG Life Insurance Company (and for CIG EMABIT, by the founder, i.e. CIG Life Insurance Company).

<sup>27</sup> The Supervisory Board operates in accordance with the provisions of Section 85(4) of the Insurance Act.

<sup>28</sup> On its website, the CIG Pannónia Group also published the rules of procedure of the Supervisory Board and the CVs of the members also including their competencies and describing independence: <https://www.cigpannonia.hu/befektetok/tar-sasagiranyitas> and <https://www.cigpannonia.hu/rolunk/vezetoseg/eletbiztosito>.

<sup>29</sup> The Supervisory Board meets at least five times a year, or as often as the business interests of the Insurance Companies so require.

### Members of the Supervisory Board of both Companies as at 31.12.2025

NAME	AS AT 31 DECEMBER 2023	START DATE OF THE POSITION HELD
Erika VADA	Member of the Supervisory Board in both Insurance Companies	14.08.2020 /re-elected 19.04.2023/
János TIMA	Chairman of the Supervisory Board in both Insurance Companies	19.04.2022
Ildikó GINZER	Member of the Supervisory Board in both Insurance Companies	19.04.2022

The Audit Committee of CIG Life Insurer (which also performs the functions of the Audit Committee of the subsidiary CIG EMABIT) is a body supporting the work of the Insurance Companies' Supervisory Boards. It comments on the financial statements prepared according to the Accounting Act, monitors the audit, and assists the work of the Board of Directors and the Supervisory Board in order to properly control the financial reporting system. To this end, the chairman of the Audit Committee personally liaises with the companies and their relevant departments as the designated person. The members of the Audit Committee are elected by the General Meeting from among the independent members of the Supervisory Board.

### Members of the Audit Committee of CIG Pannónia Life Insurer<sup>30</sup> as at 31.12.2025

NAME	AS AT 31 DECEMBER 2023	START DATE OF THE POSITION HELD
Erika VADA	Chairman of the Committee in both Insurance Companies	14.08.2020 /re-elected 19.04.2023/
János TIMA	Committee Member in both Insurance Companies	19.04.2022
Ildikó GINZER	Committee Member in both Insurance Companies	19.04.2022

The Board of Directors of the Insurance Companies established for each Company, but under joint coordination the Remuneration and Nomination Committee (**RNC**), to prepare remuneration proposals, assess board members and prepare the election of officers. The RNC makes proposals on the new officers, the determination of the honorariums, and comments on the system of interests of the management and of the Company's employees. The annual assessments also carried out in 2025 contribute to the activity of Board members and, through this, to the effectiveness of the Insurance Companies. According to its proposal dated 17 December 2025, the Board of Directors—following the termination of Péter Bogdánffy's membership in the Remuneration and Nomination Committee (RNC) due to his resignation from his Board membership, which took effect on 30 November 2025—elected Dr. Dávid Kozma as a member and Erika Vada as an independent member.

The RNC meets as necessary, but at least three times a year, with its members elected by the Boards of Directors based on the proposals from the Supervisory Boards. Acting in its own capacity, the Committee may elect non-voting member(s) in order to enable it to carry out its functions to the fullest extent possible by the advice of the persons elected this way.

The management of CIG Pannónia Group's ESG impacts is linked to remuneration, as defined in the rules of procedure of the Remuneration and Nomination Committee. Some elements and levels of remuneration<sup>31</sup> were created with the involvement of an external consultant<sup>32</sup>, which was preceded by preliminary market and internal surveys.

<sup>30</sup> The CIG Pannónia Group shall have a Board of Directors consisting of minimum three and maximum seven members, whose are elected or recalled by the General Meeting. The provisions of Act LXXXVIII of 014 on the Business of Insurance (hereafter referred to as "Insurance Act") on senior officers shall apply to the members of the Board of Directors of CIG Pannónia Group.

<sup>31</sup> For more information about the Insurance Company's remuneration system, see the section explaining the sustainability pillar named "People-Centered Workplace".

<sup>32</sup> Remuneration Consultants are independent from our Company's supreme governing body and senior managers.

The remuneration rules are subject to the provisions of Directive (EU) 2017/828 of the European Parliament and of the Council amending Directive 2007/36/EC as regards the encouragement of long-term shareholder engagement, and are also in line with the expectations as set out in the document “Board Selection Guidelines”, which is applied by the Company and published publicly. In accordance with the requirements of the Regulation on sustainability-related disclosures (Regulation (EU) 2019/2088, hereinafter referred to as “SFDR”), an assessment in accordance with the ESG criteria – by defining so-called ESG indicators – was integrated into the remuneration elements by our Company already in 2024.

The remuneration system of the CIG Pannónia Group and the Remuneration Report submitted to the General Meeting for publication and for an opinion vote is checked by the auditor on an annual basis.

The CIG Pannónia Group did not receive any State aid in 2023, 2024 or 2025.

### State aid granted to CIG EMABIT and CIG Life Insurance Company in HUF

	2023	2024	2025
State aid <sup>33</sup>	-	-	-
Financial assistance from the EU	-	-	-
R&D support	-	-	-
Tax advantage	-	-	-

The Operational Management Meeting (hereinafter referred to as “**OMM**”) is held weekly. These meetings are convened by the CEO. The OMM is responsible for operative management, ensuring the continuous flow of information, as well as preparing, scheduling and determining decisions in matters falling within the competence of the Board of Directors. The OMM is also responsible for discussing decisions in matters not falling within the competence of the Board of Directors, if they represent a major expense that increases the annual budget. Furthermore, the OMM is responsible for launching and ending projects, setting directions, as well as defining and controlling the strategic directions of the risk management system. The CEO and the Deputy CEOs – hereinafter collectively referred to as “**Management**” – are present at OMMs.

At weekly OMMs, the managers in charge also report on ESG actions related to the implementation of the ESG strategy, ensuring the channeling of relevant information in this respect.

At the Annual General Meeting held on 20 April 2025, the shareholders adopted a decision and approved the 2024 consolidated financial statements of the CIG Pannónia Group. In making the decision, the General Meeting was assisted by the proposal of CIG Life Insurance Company’s Board of Directors, the opinions of the Company’s Audit Committee and of the Supervisory Board, as well as the statement of the Auditor. CIG Life Insurer has also adopted the current Sustainability Report for 2025 at the same time as the proposals for the agenda items of the Annual General Meeting were defined and adopted, which is published – by the decision of the Board of Directors – at the same time as, directly after the General Meeting adopts its resolutions that fall within the scope of the Annual Report and other agenda items. The Company published the report in accordance with the relevant rules and the decision timetable as described above for the year 2024 and the preceding years as well<sup>34</sup>.

<sup>33</sup> In 2021, the National Research, Development and Innovation Office (the Granting Authority) issued a positive expert opinion, on the basis of which the Company received a grant of HUF 799,977,189 in the subject of “Development of personalized insurance products using artificial intelligence,” which project the Company implemented by supplementing the grant with its own internal resources; this project also serves as the foundation for the implementation of the renewed strategic objectives

<sup>34</sup> <https://www.cigpannonia.hu/en/investor-relations/reports>

## ESG MANAGEMENT

In line with our plans of 2024, during 2025, CIG Pannónia Group reinforced within its internal operations the elements of its operations in accordance with ESG guidelines, which had been incorporated into its strategy and internal operations, based on the MNB Green Recommendations<sup>35</sup> (hereinafter: “**MNB Green Recommendations**”). As part of this, it placed emphasis on operational activities in accordance with the revised policies and assessed the necessary vertical and horizontal linkages from an ESG perspective, ensuring that they are integrated into its decision-making and operational processes, providing regular feedback to decision-making and supervisory bodies.

In 2025, we have reinforced the ESG areas to ensure that our Company's day-to-day decisions are guided by transparent and effective ESG governance. To this end, the three key focus areas - ESG governance, ESG reporting and ESG communication - have also been expanded, aligned with the pillar “ESG approach to decisions”. Building and expanding the ESG governance ensures the transparency and effectiveness of strategic decisions in support of sustainability.

### ESG governance

In 2024, significant progress was made in the ESG level operations of the CIG Pannónia Group, which was ensured by the updating of the Board agendas, internal rules (including the Organisational and Operational Rules) and policies, as well as the new organisational structure and the appropriate allocation of responsibilities. Within the Corporate Governance department, an **ESG unit** has been created, whose coordination and responsibilities are set out in the Organisational and Operational Rules. In line with our 2024 plans, environmental and social aspects have been integrated into the tasks and responsibilities of most of the core functions: accordingly, the ESG-related tasks of the bodies and certain areas have been defined in the Organisational and Operational Rules, which help the CIG Pannónia Group to integrate environmental and social aspects into its day-to-day operations and ensure that these aspects are reflected in the company's governance and decision-making processes. These measures aim to ensure that the company's operations are in line with sustainability objectives and the challenges of climate change. All of this laid the foundation for the company's ESG-focused operations in 2025.

We have clearly defined the responsibilities of the Boards in the Board agendas and review them annually, ensuring by obligatory reporting of relevant areas, that the Boards are well informed about the insurer's climate change and environmental risks and any changes to them. In reviewing the Board Selection Policy and the Fit & Proper Policy, the Board has paid particular attention to ensuring that the composition of the Boards is in line with the Green Recommendations and that members have appropriate ESG competences and are sufficiently prepared about climate change and related risks affecting the insurer.

The risk management system<sup>36</sup> has been successfully extended to cover short, medium and long-term climate change risks. In our 2024 ORSA report, we have already underpinned and in 2025 we kept considering ESG aspects when determining our risk tolerance level and integrated climate risk assessment and management into our risk management processes.

<sup>35</sup> Recommendation No. 12/2023. (XI.27.) of the National Bank of Hungary on climate change-related and environmental risks, and on mainstreaming environmental sustainability in the activities of insurance companies, which is available at <https://www.mnb.hu/letoltes/12-20123-biztositoi-zold-ajanlas.pdf>

<sup>36</sup> The system covers tasks of Risk Management Directorates, Compliance and Internal Audit as well.

## ESG reporting

ESG reporting means the preparation of a standardised (non-financial) sustainability report as well as the structure of the data collection required for this. The Company prepared and publishes its Sustainability Report for 2025. In accordance with the legal requirements, our Company discloses the data required by law, as well as the corporate commitments related to the SFRD, the level of compliance and the related data. CIG Pannónia Group, as a company on a regulated market, is committed to disclosing its ESG performance together with its business performance every year, thus providing a more complete picture by publishing ESG and financial data together and providing comprehensive information for investors covering all operating segments.

## ESG communication

Within ESG communication, we further strengthened the communication of our sustainability efforts to both internal and external stakeholders. Since 2024, we embedded the ESG approach not only in the company's operations and strategy, but also in its corporate image. The publication of ESG results and objectives is also supported by the BSE's single issuer model.

Starting 2024, we embedded the ESG approach more deeply into our corporate culture through information/education, ensuring that all our employees are aware of the role of the manager and department responsible for ESG, the company's ESG strategy and the ESG-related processes. This work continued in 2025.

In line with the Supervisory Board's recommendation, we have organised ESG training sessions to help employees understand their own role and responsibility in sustainability efforts. Thus the ESG principles are not only applied in strategic decision-making, but also in day-to-day operations, helping to achieve the long-term sustainability objectives.

In internal communication, we have made it a regular feature of our sustainability initiatives in HR newsletters and on the company's digital communication channels. We have also participated actively in CSR programmes, including a charity bake sale, supporting animal shelters, planting saplings and organising school supply, durable food- and shoebox collection campaigns. We supported the work of the Clown Doctors by collecting chocolate. As part of our ongoing CSR activities, we operate a clothing drop-off point and a community bookshelf, and we use the proceeds from Re-pont redemptions to support nonprofit organizations. These actions have further strengthened our communication of sustainability values inside and outside the company and our commitment to social responsibility.

Our further ESG actions that are closely related to the material topic of Corporate Governance, and our decisions made specifically for sustainability are detailed in the chapter explaining the material topics.

**Continuing this work, deepening the relevant knowledge and “greening” our product range as a process will define our upcoming years as well, the biggest challenge of which will be to integrate the content of our sustainability presentation into the process of closing our financial and business year, and thus to implement the uniform reporting obligation as a result of this work.**

## RISKS POSED AND OPPORTUNITIES CREATED BY CLIMATE CHANGE<sup>37</sup>

The 2015 Paris Agreement on climate change<sup>38</sup>, the UN's Sustainable Development Goals, and the 2023 Synthesis Report of the Intergovernmental Panel on Climate Change<sup>39</sup> all call for the reduction of greenhouse gas emissions and the creation of an economy with lower impact on the environment and lower pollutant emissions. The European Union has set targets to be achieved by 2030 regarding the reduction of greenhouse gas emissions, renewable energy, and energy efficiency. Years ago, the European Commission published its strategy for the realization of a climate-neutral economy by 2050. Hungary is also taking steps<sup>40</sup> to reduce the impact of climate change and to better adapt to the consequences of climate change. It is enshrined in the legislation that Hungary will achieve climate neutrality by 2050<sup>41</sup>. These goals bring systemic changes in the society and the economy. The year 2024 can be considered a watershed year for ESG, since, according to the available information, it was the first year when the Earth's average temperature exceeded the +1.5°C threshold compared to pre-industrial levels, as scientists have long advocated<sup>42</sup>.

In 2025, the European Union adopted the so-called Omnibus Package of ESG regulations<sup>43</sup>, which involves both regulatory simplification and a postponement of the introduction of more complex reporting requirements. Our Company has taken advantage of the option to defer compliance; it is important to note that this relief does not affect our commitments under the ESG framework or our commitment to sustainable operations, but relates exclusively to postponing the administrative and reporting compliance with the requirements. We did all of this as part of a deliberate strategy to ensure the optimal development of our internal capacities and resources and to align them with our growth plans. For this reason, we have again compiled our Sustainability Report in a separate document this year.

The insurance sector is of great importance in improving the resilience of Hungarian economy<sup>44</sup>, but it is also seriously affected by the potential risks and losses. In line with the relevant legal background<sup>45</sup> and the MNB's recommendation<sup>46</sup>, the Insurer took a further step in 2024 to implement organisational and process changes for sustainability, and then published in 2025 its updated strategy<sup>47</sup>, in which we defined sustainability considerations as a core element. Details can be found in the following chapter.

<sup>37</sup> In response to Recommendation No. 12/2023. (XI.27.) of the National Bank of Hungary ("Recommendation on climate change-related and environmental risks, and on mainstreaming environmental sustainability in the activities of insurance companies").

<sup>38</sup> Council Decision (EU) 2016/1841 of 5 October 2016 on the conclusion, on behalf of the European Union, of the Paris Agreement adopted under the United Nations Framework Convention on Climate Change, available at <https://eur-lex.europa.eu/legal-content/HU/TXT/?uri=OJ:L:2016:282:TOC>.

<sup>39</sup> AR6 Synthesis Report – Climate Change 2023: <https://www.ipcc.ch/report/ar6/syr/>.

<sup>40</sup> Act XLIV of 2020

<sup>41</sup> The remaining GHG emissions and removals will be balanced in Hungary by 2050.

<sup>42</sup> See e.g. <https://telex.hu/techtud/2025/01/10/eloszor-lepte-at-a-celkent-kituzott-1-5-celsius-fokos-felmelegedesi-kuszobot-az-atlaghomerseklet>

<sup>43</sup> <https://commission.europa.eu/publications/omnibus-i-en>

<sup>44</sup> Resilience against the negative impacts of climate change

<sup>45</sup> Regulation (EU) 2019/2088 of the European Parliament and of the Council of 27 November 2019 on sustainability-related disclosures in the financial services sector, Directive (EU) 2022/2464 of the European Parliament and of the Council of 14 December 2022 amending Regulation (EU) No 537/2014, Directive 2004/109/EC, Directive 2006/43/EC and Directive 2013/34/EU, as regards corporate sustainability reporting, Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088

<sup>46</sup> Recommendation No. 12/2023. (XI.27.) of the National Bank of Hungary

<sup>47</sup> [https://bse.hu/newkibdata/129332505/CIG%20Pannónia%20Group%20holds%20professional%20investor%20day%20to%20mark%2015%20years%20on%20the%20stock%20exchange\\_20251107\\_EN.pdf](https://bse.hu/newkibdata/129332505/CIG%20Pannónia%20Group%20holds%20professional%20investor%20day%20to%20mark%2015%20years%20on%20the%20stock%20exchange_20251107_EN.pdf)

In addition, a team of experts has been formed to assess how climate risks impact the CIG Pannonia Group’s risk management processes and capital adequacy position. In this work, we have followed the elements of the relevant EIOPA recommendation<sup>48</sup> and identified the main points of reference that affect the ESG’s fundamental insurance processes

- ▶ **the global warming scenario** (i.e. how many degrees Celsius the Earth’s average temperature will rise compared to pre-industrial times (1750 AD): the Insurer considers the +1.5 °C and +2 °C scenarios to be relevant for its own operations. The Insurer is confident that the collective efforts of humankind will lead to a maximum average temperature rise of one and a half to two degrees Celsius by 2100.
- ▶ **socio-economic scenarios (SSP’s<sup>49</sup>)** (i.e. how humanity’s social and economic response to global warming will take shape): Without going into a deeper understanding of the concept (as it is contained in the EIOPA Recommendation referred to), we see the alternatives SSP1 and SSP2 as feasible. SSP1 links the sustainable development alternative to our vision that humanity can collectively address the risk of global warming, while SSP2 is formulated to incorporate the risk that there will be successful actions and, with them, less successful actions.

▶ **time horizons of our ESG strategy:**

2024-	-2027	-2030	-2050	-2100
<b>Business strategy time horizon</b>	short-term	mid-term	long-term	
<b>Global warming horizon</b>	short term		mid-term	long-term

▶ **with respect to climate change:**

- ▶ **physical risks:** the insurer is mainly affected by storms, heavy rainfall, floods, and in the long term by drought
- ▶ **transition risks:** we consider the risks from regulatory, reputational and consumer behaviour changes to be significant
- ▶ we see late adaptation as the most feasible of the **economic and social transition parameters** - given the current challenges we all face in relation to sustainability.

It is apparent that, based on the strategic time horizon, our fundamental insurance processes will undergo significant changes. These changes will not only guarantee regulatory compliance but will also guarantee customer service and the change and renewal of the product range and insurance services. These may include the development of new products and new customer and partner support processes as well. The Company’s efforts in this regard are discussed in a separate chapter.

<sup>48</sup> [https://www.eiopa.europa.eu/system/files/2022-08/application\\_guidance\\_on\\_running\\_climate\\_change\\_materiality\\_assessment\\_and\\_using\\_climate\\_change\\_scenarios\\_in\\_the\\_orsa\\_0.pdf](https://www.eiopa.europa.eu/system/files/2022-08/application_guidance_on_running_climate_change_materiality_assessment_and_using_climate_change_scenarios_in_the_orsa_0.pdf)

<sup>49</sup> Shared Socioeconomic Pathways

# ESG STRATEGY

## STEPS TAKEN BEFORE COMPILING THE REPORT

This Sustainability Report – in addition to ensuring the transparency expected by the public due to our presence on a regulated market – is primarily addressed to the investors, customers and partners of our Companies. In our report, the umbrella term “stakeholders” is used to indicate this group of interested parties. This group is made up of the entities that directly or indirectly influence our operations, or whose operations are influenced by us. As the first step for preparing our sustainability report, these stakeholders were identified, and it was considered how our stakeholder groups changed during the reporting period.

In recent years, we have taken steps to deepen our understanding of how to manage the risks of global warming, and we have reported this to our stakeholders in a transparent way:

- ▶ Our ESG Report 2022 was the first to report on our company’s operations from an Environmental-Social-Corporate Governance perspective.
- ▶ At the beginning of 2023, our Company considered the new expectations that it needs to meet in terms of sustainability as an insurance company. From 2023, our Company will promote sustainability and related corporate actions at the corporate level. In 2023, we amended our strategy with sustainability goals - we call the set of goals the ESG strategy. Our 2023 report was already lead by defining this ESG strategy, the actions to be taken and compliance with a global ESG reporting standard - the GRI, to which our current report is also prepared. Indicators, metrics and responsible persons were assigned to individual tasks in order to implement them in a controlled manner.
- ▶ 2024 was an active year in several respects, as we focused on the implementation of the actions defined in the previous year - which we will report on in detail in the following pages - and on the revision of the business strategy as mentioned above, in which “ESG” as a comprehensive set of aspects will be incorporated as a new strategic element in all segments relevant to the CIG Pannónia Group. As part of our ESG goals, we have set out to reduce our carbon footprint, and with the help of consultants and experts, we have developed a methodology for calculating our carbon footprint - which we report on in a separate section of this report. We have also prepared the reporting tasks related to the so-called Taxonomy Regulation<sup>50</sup> under the CSRD<sup>51</sup> - which is also reported in a separate chapter.
- ▶ During the review of our Growth Strategy in 2025, we identified the following goals. Sustainability touches upon and influences each of the five core values, and we pay special attention to this aspect when implementing individual initiatives.

<sup>50</sup> Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088

<sup>51</sup> Directive (EU) 2022/2464 of the European Parliament and of the Council of 14 December 2022 amending Regulation (EU) No 537/2014, Directive 2004/109/EC, Directive 2006/43/EC and Directive 2013/34/EU, as regards corporate sustainability reporting

To realize its strategic vision, CIG Pannonia must focus on seven key areas of action

		Sustainable and “future-proof” solutions (2025-2027)		Expansion and optimization (2028-2030)	
ESG	<b>Innováció</b>	Olyan megoldások kialakítása vagy meglévők upgrad-je, amelyekre alapozva a Biztosító a következő 10-15 évben technológiailag, szervezet és hatékonyság szempontjából a piac élvonalában tud kerülni és ott maradni.		Üzlet konszolidációjára, növekedésre irányuló fókusz, annak érdekében, hogy minél hamarabb képes legyen reagálni a változó környezetben.	
	<b>Prudencia</b>				
	<b>Brandépítés</b>				
	<b>Rugalmas belső működés</b>	Stratégiai és kiemelt partnerségek fejlesztése	Digitális képességek fejlesztése, különös tekintettel az ügyfélszolgálatra	Kiszervezése és VB együttműködés revíziója, alapteékenység kiterjesztése	Lakossági termékportfólió kiterjesztése, ajánlás ügyféljellemzők alapján
	<b>Növekvő profit, stabil osztalék</b>	IT ökoszisztéma megújítása	Termékmix megújítása és profitabilitásának megőrzése	Egységes alaprendszerre történő teljes átállás	

From the point of view of corporate governance, transparent pillars and topics provide a framework for specific ESG actions and bring together the environmental, social and corporate governance impacts of our operations.



## PILLARS OF SUSTAINABILITY

Our general corporate ESG approach brings together the sustainability focus areas defined in the previous year and aligns them with the pillars of our sustainability strategy:

- A.** Prudence and transparent corporate governance
- B.** Green products and customer-oriented service
- C.** People-centred workplace culture
- D.** Sustainable operation of offices

### THE STRUCTURE OF OUR COMPANY'S ESG STRATEGY



- The ESG management system
- ESG reporting
- ESG communication

S

#### People-centred workplace culture

- Workforce composition
- Diversity and equal opportunities
- Employee retention and career development
- Education and training of employees, awareness-raising
- Workplace culture
- Community involvement

G

#### Prudence and transparent corporate governance

- Reporting and data provision
- Data protection and security
- Transparency
- Ethical business practices and legal compliance

E

#### Sustainable operation of offices

- Waste management
- Energy and water consumption
- Employee mobility
- Carbon and ecological footprint
- ESG compliance by suppliers

E

S

G

#### EGreen products and customer-oriented service

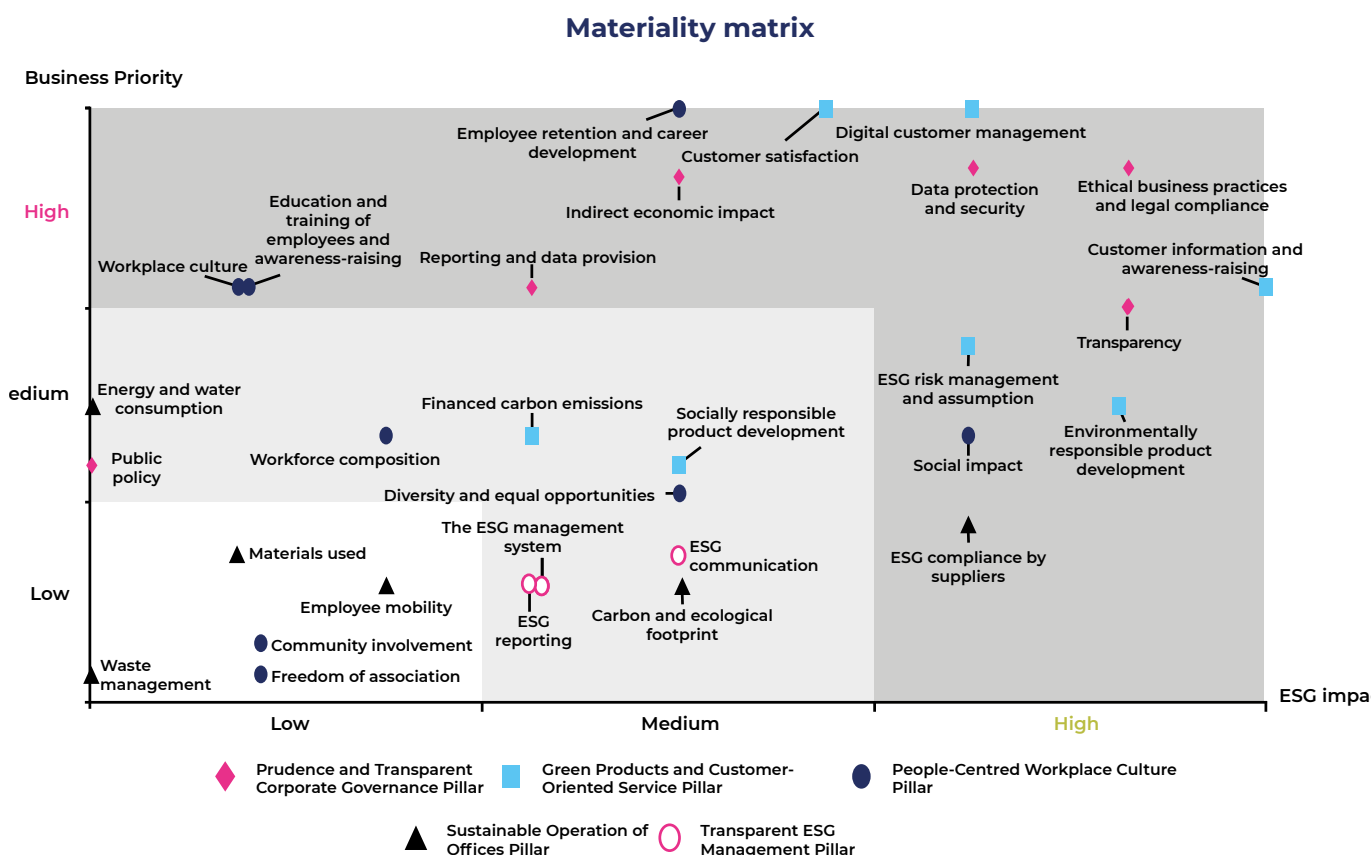
- Product development
- ESG risk management and assumption
- Customer information and awareness-raising
- Customer satisfaction
- Digital customer management

The review of our previous Sustainability reports as well as feedback from the CIG Pannónia Group's stakeholders determined the ranking of our material topics.

# MATERIALITY

During the annual review of the Insurance Companies' sustainability and in preparing for the report, each sustainability pillar was associated with material impacts. During consideration by the management and the assessment of the ESG and business impacts of sustainability topics, a matrix of impacts was created in 2023 which shows the priority of each material topic in terms of our business and ESG. This matrix has not been changed for the years 2024 and 2025 due to its timeliness and relevance during the year.

GRI 3-1, GRI 3-2



After these decisions were made and we asked for feedback from internal and external stakeholders in 2024 - as their contribution is an important element in the preparation and structure of the report -, so we can finalise the list of material topics.

The defined 15 material topics are related to the Insurance Companies' sustainability pillars, each marked with a letter as follows:

**A.** Prudence and transparent corporate governance

1. Data protection and security
2. Reporting and data provision
3. Transparency
4. Ethical business practices and legal compliance
5. Indirect economic impact
6. Social impact

**B.** Green products and customer-oriented service

- 7. Product development
- 8. Customer Information and Awareness-Raising
- 9. Customer satisfaction
- 10. Digital customer management
- 11. ESG risk management and commitment

**C.** People-centred workplace culture

- 12. Employee retention and career development
- 13. Education of Employees and Awareness-Raising
- 14. Workplace culture

**D.** Sustainable operation of offices

- 15. ESG compliance by suppliers



## INVOLVEMENT OF EXTERNAL STAKEHOLDERS

The relevant groups and organisational units gave feedback on the material topics defined by senior managers by filling out a questionnaire. Among the stakeholders, we have selected organisations and people with an insight into our work and operations. We received valuable feedback from our employees, suppliers, sales partners, customers, and NGOs. Based on the stakeholders' responses, we reached the following conclusions:

- ▶ the respondents validated the most key material topics and impacts determined by the Management of the CIG Pannónia Group;
- ▶ no topic was listed that was not included in the list of material topics during the Insurance Companies' preliminary analysis;
- ▶ the topics of "Employee retention and career development" and "Indirect economic impact", as well as customer-related topics and "Data Protection and Security" are considered to be material topics with the greatest impact. The social impact of our Companies, product development that takes environmental aspects into account and supplier ESG compliance were classified as less material.

The opinions we received prove that it is important to further strengthen our communications related to sustainability and our social responsibility. We believe that transparency is decisive also in this context.



## ESG STRATEGY, ESG ACTIONS

Based on the previously explained corporate ESG approach, the ESG Strategy of our Companies rests on four pillars related to our operations. Within these pillars, a number of ESG goals were assigned to several focus areas as well as a path towards such goals and target dates. In doing so, we kept in mind smooth compliance with the MNB's Green Recommendation, BÉT's guidance and in general, the high expectations of regulators and the steps of the introduce its implementation.

Our ESG Strategy is in line with our Business Strategy and is a defining part of our revised Growth Strategy. The ESG Strategy supports the realisation of the Business Strategy and the set goal of market growth. Our ESG Vision for 2030 is a longer-term, more general and permanent objective, in which we formulate our longer-term ambitions, and which covers several strategic periods.

FOCUS AREA	TARGET STATE (2026-2028)
Strategic goals of the corporate ESG approach and their status in 2025	
<b>The ESG management system</b>	All employees of the Companies know the manager in charge of ESG and are aware of the Company's ESG processes and activities, as well as their own responsibilities in relation to the ESG criteria. We essentially achieved this goal in 2025. The issue of accountability has been clarified in the relevant ESG-related work processes.
<b>ESG Reporting</b>	The Companies annually publish their ESG performance together with their business performance in an integrated report. Due to the aforementioned omnibus bill, the implementation of the integrated report was postponed to 2028 (with the publication of the report for 2027).
<b>ESG Communication</b>	ESG is reflected in the corporate identity of the CIG Pannónia Group, in the communications directed at customers, investors and employees alike, demonstrating that sustainability is an important value for the CIG Pannónia Group. We began working toward this goal with the release of our new strategy in 2025, and we will continue to do so in the coming years.
Strategic goals related to material topics	
<b>Data protection and security</b>	Data security that is compliant with the regulatory requirements (DORA, GDPR). The Companies have an effective procedure for handling security incidents.
<b>Reporting and data provision</b>	Continually ensuring maximum and timely compliance with data provision and reporting requirements (data, indicators, related definitions, and methodology). Operating an efficient and reliable data provision and communication system that enables the above.
<b>Transparency</b>	Continuously ensuring the comprehensibility and availability of data.
<b>Ethical business practices and legal compliance</b>	Maintaining full legal compliance and operation in accordance with internal regulations. In addition, the Insurance Companies also expect and monitor business partners' compliance with the standards of ethical business practices.
<b>Community involvement</b>	The CIG Pannónia Group has a conscious CSR strategy, where it designates the social and environmental issues that are important to it. Employees are also involved in the implementation. It ensures employee engagement and participation through both ongoing and ad hoc CSR activities.
<b>Product development</b>	The Insurance Companies' product range specifically includes products that support the green transition (e.g. UL SFDR 8 funds), discount (corporate insurances) and for all business units, we assess solutions that can contribute to the green transition during product development with special regards.
<b>Customer information and Awareness Raising</b>	The CIG Pannónia Group fully complies with the information requirements of the IDD (Insurance Distribution Directive) and PRIIPs (Packaged retail investment and insurance-based products) Regulation (it has clear insurance product information documents (IPIDs) and key information documents (KIDs)). Customers receive detailed information on ESG-related matters, so that they can make a well-considered decision about the products. During the sales process, they receive professional support in relation to ESG.
<b>Customer satisfaction</b>	Regular customer satisfaction surveys are conducted in both the residential and corporate segments. This also encompasses the quality of the entire range of products and services (sales, claim settlement, customer service).
<b>Digital customer management</b>	Internal operations, document handling and dispatches are completely paperless. 75 percent of customer contracts and administration are done without printing. Through our IT developments, we strive to create new digital solutions to further reduce our use of paper.

<b>ESG risk management and risk bearing</b>	In addition to the insurance risk, the Insurers also identify and record climate risks based on the customer's activities. Such risks are taken into account in the premiums in the form of an activity-based discount system independent of the insurance risk and integrated into their risk strategy.
<b>Employee retention and career development</b>	The employees are satisfied with their current situation and are aware of their possibilities for the future. The CIG Pannónia Group takes care of the employees' health, mental and social well-being.
<b>Education of Employees and Awareness-Raising</b>	The CIG Pannónia Group ensures that its employees have competitive knowledge through awareness-raising and training that go beyond the mandatory minimum. Employees have the opportunity to participate in organised training sessions/courses annually.
<b>Workplace culture</b>	A single corporate culture based on common values, which is reinforced by corporate events and a unified management approach from the moment one enters the Company. Managers are developed in line with the company values.
<b>ESG compliance by suppliers</b>	Centralised procurement and supplier evaluation process, in which decisions on suppliers are made taking into account the ESG aspects included in the Procurement Policy (selection of new ones and vetting of current ones).
<i>Strategic goals independent of material topics</i>	
<b>Waste management</b>	The CIG Pannónia Group has implemented separate waste collection in its offices: there are bins for paper, plastic, municipal and hazardous waste (batteries). In addition, it reduced municipal waste by 40 percent.
<b>Energy and water consumption</b>	The CIG Pannónia Group regularly measures and monitors energy and water consumption and is constantly looking for ways to reduce it (e.g. economical lighting, conscious use of air conditioning).
<b>Employee Mobility</b>	Reduction of emissions from traffic and commuting by 30-35 percent. 80 percent of employees commutes to work using sustainable means of transport, which is supported by the Company.
<b>Carbon and ecological footprint</b>	Accurate measurement and reduction of carbon and ecological footprints (Scope 1, 2, and 3) by 20 percent. (In line with Hungary's commitment our carbon footprint is found under Chapter 17).



## PILLARS OF SUSTAINABILITY AND MATERIAL TOPICS

In the previous year's ESG Report, the products and operations of the CIG Pannónia Group, as well as the impacts of its operations in terms of environmental, social and corporate governance were analysed. The report also provided an overview of our office operations and product portfolio. Our 2023 and 2024 Sustainability Reports were divided into sections according to the 15 material topics, which structure we followed in 2025 as well. We report on each topic by examining its impact on sustainability. For each topic, we list the relevant rules, as well as the internal operating frameworks, people in charge, and responsible departments that ensure regulation. Bearing measurability in mind, we assigned metrics in line with the GRI Standards and our own company indicators to the goals set and the results achieved. We also indicate how each topic is linked to the Sustainable Development Goals<sup>52</sup>, and its alignment with the Company's strategy and vision.

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<sup>52</sup> <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## A. PRUDENCE AND TRANSPARENT CORPORATE GOVERNANCE

In accordance with the relevant legislation on the capital market and the rules of the Budapest Stock Exchange, the CIG Pannónia Group reports to shareholders and the public on a quarterly basis, in a consolidated manner<sup>53</sup>. Annually, the Group fulfils its reporting obligation on a consolidated and company level by publishing its financial statements audited by an auditor and approved by the General Meeting, in accordance with the relevant IFRS 17 standard and using the format required by the National Bank of Hungary. The supervisory and management bodies of the CIG Pannónia Group<sup>54</sup> carry out their duties in a coordinated manner, in accordance with their publicly available rules in force of procedure and time schedule, with a sufficient degree of flexibility, such as the possibility of written decision-making, adding new agenda items. In addition to the internal regulatory framework, operations are based on the preparation and adoption of annual plans for the meetings of corporate bodies and work plans to be adopted before the business year, as well as ensuring operations according to those plans and coordinated at the level of the appropriate body.

The following material topics are classified under the Prudent and Transparent Corporate Governance pillar: data protection and security, reporting and data provision, transparency, ethical business practices, indirect economic and social impacts.

The Organisational and Operational Regulations of CIG Life Insurance Company and of CIG EMABIT are the keystones within the Companies for ensuring transparent functioning; these regulations uniformly designate the Deputy CEO for Corporate Governance and Prudential Compliance and thus indirectly the Corporate Governance Department managed by the latter as functions under the direct control of the CEO.

The overall responsibilities of this organisational unit are closely related to all material topics of the sustainability pillar “Prudence and Transparent Corporate Governance”. The department prepares the regulations directly assigned to it and any amendments thereof and coordinates the Insurance Companies’ regulatory framework. This department contributes to the preparation of our Company’s financial statements, especially to the preparation of textual materials necessary due to presence on a regulated market; the creation of prudence in corporate governance, the underlying framework, and adaptation of the same to the operative processes; administration related to decision-making by supervisory and management bodies; coordination of the execution of task; and ensuring the performance and compliance of duties and obligations imposed by authorities. This department is specifically responsible for the management of the Capital Market, Corporate Governance, Compliance, and Anti-Money Laundering and Fraud Prevention areas, facilitating training courses at these departments, active participation in the mainstreaming of ESG, as well as liaising.

As a body, the Corporate Governance department is responsible for coordination, expressing an opinion on matters and ensuring compliance, especially in the establishment of internal lines of defence (ILD).

In order to ensure the flow of information between the responsible functions, the CIG Pannónia Group holds monthly meetings for the areas involved in operating the internal lines of defence at the operational level<sup>55</sup>. In line with operational practices, the members of the ILD reviewed their experiences with the functioning of the meetings to date in 2025; as a result, the members agreed that, in addition to the monthly ILD meetings specified in the Rules of Procedure, the body will hold informal weekly consultations on matters concerning the BVV to ensure operational safety and an appropriate flow of information (all of which is recorded in a table format (a table filled in an ongoing manner throughout the process) broken down by corporate governance area (topic/task/responsible party/deadline, etc.), in addition to the minutes of the monthly meetings). The purpose of these meetings is to ensure their reliable and efficient operation in accordance with the legislation and internal regulations, including those preventing conflicts of interest. These scheduled meetings are intended to contribute to ensuring

<sup>53</sup> Quarterly consolidated flash reports: <https://www.cigpannonia.hu/en/investor-relations/reports>

<sup>54</sup> Audit Committee, Supervisory Board and Board of Directors

<sup>55</sup> ILD has moved to weekly meetings from 2025

prudence, in order to maintain smooth and effective operation and trust in the institution. The goal is to identify and deal with any problems and deficiencies that may arise during operation at the earliest possible stage. Meetings are convened and coordinated by the Deputy CEO for Corporate Governance and Prudential Compliance. Permanent and invited members include, in addition to members of the Management, the employees performing supervisory and control functions (e.g. Senior Internal Auditor, Senior Risk Manager, Head of Compliance).

**The responsibilities of the ILD include supporting the company's operations in taking environmental factors into account, facilitating an even more complete transition to sustainable operations and preparing the CIG Group to deal with legislative changes. In addition, it has been given a prominent role in the context of effectively addressing both ESG risks and the challenges of climate change and environmental risks.**

The system of internal controls<sup>56</sup> is one of the cornerstones of transparent insurance processes. At our Company, this system continued to operate in accordance with the relevant legislation<sup>57</sup> in 2025.

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<sup>56</sup> Recommendation No. 12/2022. (VIII.11.) of the National Bank of Hungary on the establishment and operation of internal lines of defence and on the management and control functions of financial organisations.

<sup>57</sup> The relevant recommendations that need to be taken into account are: 1. Directive 2009/138/EC of the European Parliament and of the Council of 25 November 2009 on the taking-up and pursuit of the business of Insurance and Reinsurance (Solvency II); Commission Delegated Regulation (EU) 2015/35 (supplement to Solvency II) and 2. Recommendation No. 27/2018. (XII.10.) the National Bank of Hungary on the establishment and operation of internal lines of defence and on the management and control functions of financial organisations as well as Recommendation No. 17/2019. (IX.20.) on the management system of insurance and re-insurance undertakings.



## 1. DATA PROTECTION AND SECURITY

By “data protection”, the CIG Pannónia Group means that we give top priority to the protection of personal data and sensitive information in our operations, including the collection, storage and sharing of data, as well as the regulation of these processes. By “data security” we mean securing the safety of digital systems and data, i.e. our goal is to prevent any unauthorised access and data phishing. It is extremely important in this area that our employees exercise caution: ESG related topics and individual decisions may have a much stronger impact in terms of corporate governance (reputation, liability) and society (advocacy groups of customers, partners).

In addition, in accordance with the legislation and case-law, we have created separate Privacy Notices for each data subject category, several of which were updated in line with the relevant legislative environment in 2025. These documents are continuously available to data subjects on our website and at the Insurance Companies’ Customer Service points. Requirements and steps aimed at ensuring the protection of the personal data of natural persons are also set out in the contracts concluded with our partners.

At the CIG Pannónia Group, data protection is coordinated by a common Data Protection Officer appointed for both Insurance Companies. Their task is to monitor and check data protection processes in place and incidents occurring at the Insurance Companies, and to provide assistance, if necessary.

In addition to the referenced Privacy Policy and documents, the most important guarantee of data protection and security in the operation of our Company is the regular annual training of employees and the onboarding training of newcomers, as well as the occasional continuing training of employees and partners, where necessary. The fact that the Data Protection Officer is constantly available to the employees and that the data subjects can contact them contributes to prudence. It is the responsibility of the data owners to involve in their activities the most suitable experts for each process and area.

In addition to the Data Protection Officer, the IT Security Officer and data owners, data protection and data security are also influenced by the departments under the management of the Deputy CEO for Legal and Business Support and the IT Directorate. By conveying the needs of the customers, data owners, the Compliance Department, and the Internal Audit Department continuously contribute to ensuring data security and data protection.

The work of the Data Classification Committee is closely related to this material topic. This ad hoc committee consists of the Investor Relations Officer, the General Counsel, the CEO and the Deputy CEO for Corporate Governance and Prudential Compliance. The Data Classification Committee is responsible for determining whether a given piece of information/data, given its content, should be classified as regulated information and within this, as insider information. Depending on the nature of the given piece of information or data, the Data Classification Committee shall classify it without delay, but within the shortest possible time (paying special attention to and observing the time limits and frameworks for publication determined by the relevant sectorial legislation), and shall immediately inform those concerned of the results of the classification, and initiate the publication of that information, where required by law.

In 2025 one personal data breach<sup>58</sup> occurred at the Company that needed to be reported to the Hungarian National Authority for Data Protection and Freedom of Information (NAIH).

Personal data breaches are recorded. These records allow data to be filtered, thereby the root causes of typical incidents can be identified, and thus existing processes can be modified, or new ones can be put in place to prevent such incidents. In these records, the departments most involved in data protection as well as any necessary training and the frequency thereof can be monitored and flagged. Our goal is to keep the number of incidents at the current level despite a growing customer base.

<sup>58</sup> “Personal data breach” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed.

### Number of data protection and security incidents

	2023	2024	2025
Personal data breaches notified to the authority	-	-	1
Resolved security incidents	-	-	-

The Data Protection Officer is involved in the resolution and management of personal data breaches; employees report any suspected personal data breaches to them, and they are entitled to decide whether or not a personal data breach has occurred. In the event of a personal data breach, the Data Protection Officer shall assess the risks, decide on the notification thereof to the data protection supervisory authority, as well as on information to be provided to the data subjects. In order to terminate a personal data breach and mitigate its consequences, this officer shall call on the data owners and employees to take appropriate measures and to inform the data subjects.

### Number of non-compliances with internal and external data protection and security rules (regulatory non-compliances)<sup>59</sup>

	2023	2024	2025
Total regulatory non-compliances	72	77	49
Non-compliance with regulatory requirements on data protection	29	21	28
Non-compliance with regulatory requirements on safety	43	56	21

In all cases, data transfers to and between suppliers, partners and Insurance Companies are recorded and regulated in detail in the contracts between the suppliers/partners and the Insurance Companies so that personal data as well as insurance and business secrets are treated in accordance with the law and our internal regulations. These safeguards also contribute to avoiding incidents. In order to ensure appropriate expertise, the Data Protection Officer and the IT Security Officer shall also participate in the formulation and review of data protection and data security provisions, which shall be an inseparable part of contracts.

No supplier was involved in data protection processes in 2025 either. An IT security annex is part of the contracts to be concluded with the service providers engaged by the Insurance Companies. The set of requirements laid down in this annex is intended to ensure compliance with our data security requirements. Data flow and communication takes place through a secure VPN connection<sup>60</sup>, in a data room, or on an SFTP server. Providing an encrypted channel is a mandatory requirement for both parties – the insurer and its contracted partners.

The CIG Pannónia Group strives to communicate with both customers and contracted partners through secure channels. A significant part of communications with customers who are natural persons is carried out through the customer portal<sup>61</sup>. When corresponding with customers electronically, our employees send personal data, insurance and business secrets through encrypted channels. Customers can access the e-mails through these encrypted channels by entering a password of an appropriate security level, which consists of their own data and prevents unauthorised access. Communication with contracted partners about their tasks is done through a ticketing system. They cannot access customer data in the production environment; thus, data breaches are prevented.

However, any system storing data can be affected by a data breach.

<sup>59</sup> Internal or external supervisory regulatory non-compliance, broken down by type (data protection or data security related).

<sup>60</sup> Via encrypted private line

<sup>61</sup> A portal allowing unique identification of the customers, which is only accessible to customers.

### Cases of data breach and data theft

	2023	2024	2025
Number of customer data breaches	2	-	-
Theft of customer data	-	-	-
Loss of customer data	-	-	-

In order to prevent data breaches, our employees regularly participate in data protection and IT security training. Completion of this training is also mandatory for all new hires. After the training, colleagues shall demonstrate their knowledge in an online test. This element of the data security process was kept in 2025 as well.

If any employee or sales partner becomes aware of any data breach, they shall immediately notify the IT Security Officer, and if personal data are involved, also the Data Protection Officer. It is important that the whistleblower provides all known circumstances of the data breach.

Although our data protection and data security processes largely depend on the implementation of IT security measures and the security of IT systems, employee awareness is also essential in this field. Raising awareness plays a prominent role in our corporate culture.

An important achievement showing the high quality of our data security is that we have received zero complaints from external parties that have been found to be substantiated by the organisation and zero complaints from regulatory bodies over the years.

In 2026, our data protection goal is to maintain and further increase the data protection awareness of employees, salespeople, and service partners, and to review and, if necessary, make more efficient the data protection processes of the Insurance Companies. We plan to enhance the automation of internal records and to speed up measures related to data protection.

The data security processes required by the DORA Regulation (EU 2022/2554) were implemented in early 2025. Based on practical experience, we will review the established processes as needed and simplify them as possible.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Data protection and IT security training</li> <li>- Updated Privacy Policy and data protection processes</li> <li>- DORA compliance</li> </ul>
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Raising data protection awareness</li> <li>✓ Enhanced automation of internal records</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Raising data protection awareness</li> <li>▶ Further enhanced automation of internal records</li> <li>▶ Simplification and review of control activities under the DORA regulations based on practical experience</li> </ul>

One element of CIG Pannónia Group's ESG approach is that its sustainability focus areas should contribute to achieving the UN Sustainable Development Goals<sup>62</sup>. We have also assigned an impact measurement to the topic of Data Protection and Security, thereby increasing broader financial and technological awareness. This step indirectly strengthens the joint action against climate change and its effects, as it follows up and measures the results of our decisions at the organisational level (SDG 17). With our data security efforts, we set a good example for the full implementation of fair institutional and financial procedures (SDG 16).

<sup>62</sup> Source: <https://www.naih.hu/tudnivalok-az-adatvedelmi-incidensek-kezeleserol>

## 2. REPORTING AND DATA PROVISION

The material topic of Reporting and Data Provision includes the strict reporting mandatory for listed companies and for the sector, as well as other required information/data provision to external and internal stakeholders. This shall also include the responsible departments and the relevant processes through which we can ensure regularity and accuracy in our operations.

CIG Life Insurance Company publishes any legally required information concerning investors (regular/extraordinary information) in all official publication places with the content and in a timely manner in accordance with the applicable legislation, in a form compliant with the rules and in due time. This also applies to ESG topics, where the level and weight of information justifies or allows this according to the legislation in force.

The Compliance Manager shall perform the monitoring tasks necessary to comply with legal requirements and to adopt good practices and recommendations of the MNB. The relevant department will then be informed of the associated changes, new or modified responsibilities. In case of more complex changes affecting several areas and/or the Organisational and Operational Regulations, the Deputy CEO for Corporate Governance and Prudential Compliance shall perform the coordination tasks necessary for implementation of the changes.

### Number of disclosures, mandatory reports and data transmissions to the supervisory authorities

	2023	2024	2025
All mandatory reports	449	447	447
Mandatory reports by deadline	449	437	442
All disclosures	43	38	48
Cases of incompleteness/inaccuracy in connection with the published data	-	-	-

In order for the CIG Pannónia Group to comply with its data provision and reporting obligations (data, indicators, related definitions and methodology), the key is to operate an efficient and reliable data provision and communication system.

Starting from 2023, CIG Pannónia Group publishes documents produced in connection with the disclosure of company-level policies, the pre-contractual disclosure of currently sold products in accordance with the SFDR (Sustainable Finance Disclosure Regulation), and the disclosure for tied insurance intermediaries<sup>63</sup> in accordance with the SFDR on a page specially created on its website for communicating the transparent steps taken in the field of ESG.

Our company manages uniformly, at a project level, the steps taken to make progress in line with the Budapest Stock Exchange's ESG guidelines, in compliance with other rules applicable to insurance companies. These steps are embodied in a separate, non-standardised annual Sustainability Report for the 2023 business year – having the same date and covering the same period as the financial statements – and the setting of long-term objectives. Thus, on 17 April 2024, a Sustainability Report is published in coordination and simultaneously with the annual General Meeting and its decisions.

In 2025, our Company continued preparing for the new disclosure requirements, collecting the criteria and obligations. The Sustainable Finance Disclosure Regulation (SFDR), the Corporate Sustainability Reporting Directive (CSRD) and the Taxonomy Regulation largely define our reporting-related objectives for the coming years. Our medium-term commitment is to give an account of the way risks are integrated, the exposures according to the industry classification of the insured activities,

<sup>63</sup> 42 An intermediary is a natural or legal person who performs insurance intermediary activities for remuneration. They can be (1) a tied intermediary (an agent who intermediates the insurance products of one insurance company or the non-competing insurance products of several insurance companies or a multiple agent who simultaneously intermediates the competing insurance products of several insurance companies) and (2) an independent insurance intermediary who acts on behalf of the client.

and their sustainability from an environmental point of view. Taking into account the MNB's Green Recommendation, an assessment of the materiality of environmental risks related to climate change has been incorporated into our disclosure policy. We report on short, medium, and long-term climate-related risks and opportunities, as well as their impacts on our activities and strategy. We also meet the requirements by disclosing, in the medium term, the way asset classes more exposed to natural disasters are managed and how they are incorporated into the investment framework, as well as how climate-related risks are considered in investment portfolio decisions.

In addition, the CIG Pannónia Group – as an insurer and as a listed Company – is committed to preparing a Sustainability Report at least on an annual basis, and from 2024, to publish climate change related environmental risks relevant to operations in an easily understandable form, based on reliable data.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Mandatory reports and reports published on time on the website</li> <li>- Transparency of several mandatory reports</li> </ul>
<b>Planned for 2025</b>	<ul style="list-style-type: none"> <li>✓ Publication of an integrated sustainability report – included in the annual financial report – was not completed due to changes in the regulations (Omnibus Regulation)</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Preparation for the publication of an integrated sustainability report – within the annual financial report – in line with the corresponding requirements</li> </ul>

Our aim is to improve sustainability awareness by linking impact measurement to reporting and data. Indirectly, we are strengthening the toolbox for collective action against climate change and its impacts, tracking and measuring the results of our decisions at the organisational level (SDG 16, SDG 17, SDG 13). Through the data provision efforts of our activities, we are leading by example in the full implementation of fair institutional and financial procedures to reduce inequalities (SDG 10<sup>64</sup>).

<sup>64</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



### 3. TRANSPARENCY

The clarity of data and processes, the availability of disclosures and documents, as well as the tasks necessary for their continuity and security are classified under the material topic of Transparency. This includes the departments responsible for the transparency of reporting obligations and other information required to be provided to stakeholders as well as the relevant processes. In the course of our work, we aim to ensure accuracy and compliance with the rules in such a way that our reports and statements remain understandable, transparent and easy to find. The department overseeing the transparency of our reports and disclosures differs depending on which stakeholder group they are addressed to. As a result of our legal form, we publish all information defined in the legislation for the notification and information of shareholders and partners, as well as employees and customers.

Regarding the issue of transparency, it is important to highlight that it falls within the competence of the Board of Directors of CIG Life Insurance Company to approve strategic commitments. These commitments are required to be published in official places of publication<sup>65</sup>. Both our quarterly and yearly reports and statements promote clarity and transparency, among several other things, by referring back to the same period of the previous year and are uploaded to our web pages accessible to external parties. Our goal is to provide information in a structure that is easily searchable and understandable, to which end in 2025 we further improve the publication of ESG-relevant content on the website and the structuring of this information.

On the one hand, we inform our shareholders, regulators, service partners, and intermediaries in line with the principle of full disclosure. On the other hand, we also present the most important events in the internal weekly HR Newsletter for employees, which contains information regarding strategic steps, decisions, and major changes.

In the HR Newsletter, our Company publishes on a weekly basis all issues concerning all employees or specific groups of employees, together with the relevant responses. The newsletter also serves general educational purposes on ESG topics, as general information reaches in this way and from all employees. In addition, all Deputy CEOs and other managers in accordance with the Insurance Act<sup>66</sup> are regularly provided with possibilities to present the key projects in their fields. These projects may affect some groups of employees or all of them. We consider it necessary to monitor the relevant rules, their changes, and any new rules and practices. These management meetings give our employees an opportunity to ask questions regardless of the topics discussed. In these fora, employees were informed about the definition of our ESG strategy, as well as the related ESG actions.

In all cases, employees' questions and requests will be answered – if several employees have the same or similar questions, collectively – in one of the above fora, promoting the transparency of the rules and corporate changes for our employees and the management.

The smooth operation of the communication channels with sales partners (portals, newsletters, etc.) is extremely important in order to ensure that the quality guidelines are complied with, and the goals set in the business plan continue to be met, even with an increased number of partners. It is very important for us that the materials and portals available to our partners continue to be clear and specific, and that the responsible department reacts quickly when improvement needs arise.

An important indicator of the quality of transparency at our Company is that there have been no complaints regarding the disclosed data during the last years (not including customer complaints received by our Companies).

<sup>65</sup> The website of the Budapest Stock Exchange, the official publication site of the Hungarian National Bank and the website of CIG Pannónia Life Insurer Plc.

<sup>66</sup> According to the Insurance Act (Act LXXXVIII of 2014 on the Business of Insurance): Chief Actuary, General Counsel, Chief Accounting Officer, Internal Audit Manager, Chief Risk Management Officer and Compliance Officer.

Management of the interfaces between processes and areas and of the transparency of the same is an ongoing task, during the completion of which we strive for completeness.

It is essential for our stakeholders that the Company's operations and activities are open. This includes the availability and easy accessibility of information, including financial data, corporate strategy, operational processes and governance structure. Due to our presence on the stock exchange, the Company shall remain completely transparent, and information (communication of the operating results, strategy, organisational changes) is also extremely important from the point of view of shareholders.

Our transition to IFRS 17 (the data provision standard applicable to insurance companies) has been completed. The introduction of IFRS was preceded by several years of preparatory and development work. Depending on the characteristics of the product, several valuation methodologies are used. We use these valuation methodologies for products offered both in the life insurance and the non-life insurance segments.

Contrary to IFRS 4, according to IFRS 17, our expectations for the future and their changes play a much greater role in determining our results. We are required to have forecasts, broken down by groups of insurance contracts (GICs), regarding service levels and the resulting cash flows. Another change is that since there is always uncertainty in assumptions, it is necessary to present and manage that risk. In other words, a measure showing the risk associated with non-financial assumptions is a new element. A separate valuation methodology is used for unit-linked and traditional savings insurances, and thus our results only show the financial information, income, and expenses of the Insurance Company associated with insurance services; the portions of premiums related to non-insurance services are not shown in the case of these insurances.

2025 did not bring any change with regard to transparency as set out in Solvency II either. The difference in the basic objectives of the accounting standard (IFRS 17) and the prudential regime (Solvency II) results in significant differences in terms of calculation, presentation, disclosure, and processes. While the main purpose of the accounting standard is to measure performance and inform investors appropriately, the purpose of the prudential regime is to protect policyholders at an appropriate level and provide them with transparent information.

<b>Keywords</b>	- Reports according to IFRS 17
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Increasing the transparency of IFRS 17 reports</li> <li>✓ Publishing an integrated sustainability, IFRS 17 financial report</li> </ul>
<b>Commitments for 2026</b>	▶ Preparation for the publication of an integrated sustainability report – within the annual financial report – in line with the corresponding requirements

Our efficient and transparent services help us align with the rules and processes that require public access to information, the protection of fundamental freedoms, and the full implementation of fair financial procedures, in accordance with the legislation and international conventions. Thus, we also contribute to the reduction of inequalities (SDG 10). We offer a predictable business model, a strong institutional example, accountability, balanced business relationships, and information that is easily accessible and transparent for various stakeholder groups (SDG 16, SDG 17<sup>67</sup>).

<sup>67</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

## 4. ETHICAL BUSINESS PRACTICES AND LEGAL COMPLIANCE

“Ethical business practices and legal compliance” means full legal compliance and operations in accordance with the internal regulations. The Insurance Companies’ employees are required to participate in Compliance, Consumer Protection, Data Protection, Anti-Money Laundering and Anti-Fraud e-learning courses every year, at the end of which they take an online exam. In addition, we have incorporated ESG compliance training both as a general annual requirement and into the training of newcomers, as required by both the MNB’s Green Recommendation and the relevant Supervisory Board recommendation<sup>68</sup> based on it.

The educational materials also touch on information on ethical rules and procedures:

- a. Part of our Onboarding training for new employees is the introduction of our company values;
- b. Our Insurance Basics training touches on ethical issues (the ethical insurance concept valid from 2017);
- c. The training material related to unit-linked insurances contains a description of the evolution of the transparency of these products (customer service and sales support staff participate in this training);
- d. An important part of the training organised for the bank and affinity network is the mandatory customer information.

During the sale of insurance products, the needs and requirements of our customers are assessed in accordance with the requirements of the Act on Insurance Activities. In the case of life insurance products, we also clarify the potential customers’ exact needs with regard to life insurance. In relation to insurance-based investment products, the Insurance Company carries out an Appropriateness and Suitability Test, on the basis of which it determines the risk profile of customers and issues a statement on the outcome.

We always sell our insurance-based investment products through face-to-face selling. If, based on the needs assessment and the Appropriateness and Suitability Test, there is no product that is suitable for the customer, CIG Life Insurance Company will not sell any product to the customer concerned. As regards insurance-based investment products, CIG Life Insurance Company designed its sales process in such a way that the information documents (insurance quote) are provided to customers at least 24 hours prior to the conclusion of the insurance contract, thereby ensuring the time necessary to understand and familiarise themselves with such documents.

At the CIG Pannónia Group, in the course of product development, the target market of the product concerned, and a relevant sales strategy are determined. These strategies are reviewed at least annually, and were justified, modified based on received customer feedback, sales agents’ reactions, and other information.

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<sup>68</sup> Supervisory Board LIFE RECOMMENDATION No. 1/2024 to the CIG Pannónia Group  
 In accordance with the guidelines issued by the Hungarian National Bank (MNB) to foster a healthy risk culture, which require the insurer to provide regular training to employees on climate-related and environmental risks affecting the insurer’s operations, strategy, and risk profile, and that all employees of the insurer are aware of the tasks assigned to them in connection with the management of the insurer’s climate change and environmental risks, the Supervisory Board calls upon the Company to establish by 1 January 2025, and to operate, effective as of that date, a system that is suitable for:

- providing periodic updates (at least semi-annually) to the executive (managing) and supervisory bodies during their meetings, which updates – accompanied by explanations – describe the environmental and climate change-related risks relevant to the Company (the information shall include the underlying legal and internal regulatory requirements of the notice, which requirements also constitute the transfer of the knowledge necessary for decision-making);
- regular training for the organization, which training’s specific formats should be conducted in the following breakdown, taking into account the principle of proportionality:
  - a) information dissemination—in the form of circulars, HR newsletters, and other communications—regarding the environmental, social, and corporate governance concepts affecting the entire CIG Pannónia Group, environmental risks (or the absence thereof), group-level management of the risks, and the related elements of the strategy, as well as b) working group-level training and project-level case management, task management, and targeted knowledge expansion, involving the relevant organizational units (in a format that is periodically repeated, includes methodology and task definition, and is implemented with the involvement of the relevant personnel/organizational unit(s)).

Operating in a regulated market involves compliance with strict regulations. In addition to compliance with those regulations, we are committed to engaging in ethical business practices throughout our value chain. One of the relevant metrics – the number of corruption cases due to which the Insurance Company dismissed an employee or terminated its contract with a supplier – is zero.

We consider it important that our employees also familiarise themselves with CIG Pannónia Group's Anti-Corruption Strategy. The Compliance Policy is an important tool in the fight against corruption and bribery, and it defines rules for all organisational units.

### Data related to the anti-corruption strategy

ANTI-CORRUPTION STRATEGY	2023	2024	2025
Those who have participated in anti-corruption training	188	207 <sup>69</sup>	212 <sup>70</sup>
Board of Directors and Supervisory Board (*)	5	6	6
Senior managers	6	6	6
Middle managers	38	13	22
Employees	144	188	184
Those who are familiar with the Anti-Corruption Strategy	193	207 <sup>71</sup>	212 <sup>72</sup>
Board of Directors and Supervisory Board (*)	7	7	6
Senior managers	6	6	6
Middle managers	38	13	22
Employees	144	188	184

(\*): The Boards of Directors and the Supervisory Boards have both external and internal members

Between 2021-2025, there was no case of corruption resulting in the dismissal of an employees of the Insurance Companies. There have been no cases of corruption involving CIG Pannónia Group and/or any its employees. No supplier's contract has been terminated or not renewed due to corruption in recent years.

Our employees are aware of our anti-corruption strategy since all our employees were informed about it as part of the compliance training. Fines imposed for mistakes during our operation are paid by their due dates. If it is necessary to improve our processes due to an error, the colleagues working in the competent department shall work out a solution. The number of non-compliances is also an important metric, an indicator of a culture of compliance. The success of our Company's efforts is demonstrated by the fact that the amount of fines imposed is very low compared to the size of the Insurance Companies, and that the number of violations in several categories has been zero for years.

<sup>69</sup> total number of trained at year-end  
<sup>70</sup> total number of trained at year-end  
<sup>71</sup> total number of trained at year-end  
<sup>72</sup> total number of trained at year-end

### Amount of fines and number of non-compliances

FINES, NON-COMPLIANCES	2023	2024	2025
Amount of fines imposed by the MNB or other bodies (in thousand HUF)	200	48 500	12 000
Number of cases of non-compliance and violations	1	9	4
of which: cases resulted in fines	1	7	4
other cases concluded with the imposition of a sanction	-	2	-
Fines paid (in thousand HUF)	200	48 500 <sup>73</sup>	12 000
Fines for cases occurred in the previous reporting period	-	-	-
Fines for cases of non-compliance (in thousand HUF)	200	48 500	12 000 <sup>74</sup>
Number of cases of non-compliance with the Code of Ethics	-	-	-
Number of legal non-compliances	-	28	4
Number of violations of tax rules	-	-	-
Number of pending legal proceedings related to violations of competition, antitrust and anti-monopoly provisions	-	-	-
Outcome of pending legal proceedings related to violations of competition, antitrust and anti-monopoly provisions	-	-	-
Number of non-compliances with marketing communication rules	1	-	-

The Company published immediately a notification on the content of the legal provisions of Decision No. H-JÉ-II-B-155/2025 – dated 12 May 2025, and received on 13 May 2025 – which concludes the thematic review conducted ex officio by the Hungarian National Bank, and of the legal provisions of Decision No. H-JÉ-II-B-157/2025 – dated 12 May 2025 and received on 13 May 2025 – which concludes the thematic review conducted ex officio by the MNB at the Company’s wholly-owned subsidiary EMABIT, according to which the supervisory body fined Company upon the closure of the thematic review launched on 3 January 2024 with a supervisory fine of HUF 7,000,000 and a consumer protection fine of HUF 1,000,000, and EMABIT upon the closure of the thematic review launched on 3 January 2024 with a supervisory fine of HUF 3,000,000 and a consumer protection fine of HUF 1,000,000. The Company and EMABIT immediately began fulfilling the obligations imposed by the MNB and addressing the deficiencies, conducted the necessary consultations in this regard, and presented to the MNB measures that fully comply with the applicable laws and regulatory requirements.

Our goal is to fully comply with the legal requirements and internal regulations. In addition, the Insurance Companies expect ethical business practices from their business partners and will monitor them. The CIG Pannónia Group will regularly display its values regarding ethical business practices, for example during communications with business partners<sup>75</sup>.

<b>Keywords</b>	Compliance, Consumer Protection, Data Protection and Anti-Money Laundering training is mandatory for all employees of our Company
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Number of corruption cases: 0</li> <li>✓ Preparation of the audit of ethical business practices expected also from the Insurance Companies' business partners</li> <li>✓ Communication of ethical business practices</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Continuing the audit processes of ethical business practices expected also from the Insurance Companies' business partners</li> <li>▶ Continuing the communication of ethical business practices</li> </ul>

<sup>73</sup> the change in the amount of fines paid compared to previous years is explained by the completion of the MNB's cyclical comprehensive investigation concluded every three years and it should be noted that, the fines imposed by sector are not significant or outstanding when comparing insurance companies

<sup>74</sup> [https://bse.hu/site/newkib/en/2025.05./On\\_the\\_decision\\_concluding\\_an\\_ex\\_officio\\_thematic\\_investigation\\_conducted\\_by\\_the\\_MNB\\_against\\_the\\_Company\\_and\\_the\\_consolidated\\_subsiary\\_129256545](https://bse.hu/site/newkib/en/2025.05./On_the_decision_concluding_an_ex_officio_thematic_investigation_conducted_by_the_MNB_against_the_Company_and_the_consolidated_subsiary_129256545)

<sup>75</sup> For example: at meetings with partners/brokers, and in the work of broker administrators and bank administrators

Several indicators have been assigned to the topic of Ethical Business Practices too, thereby greatly contributing to its measurability and raising awareness of the topic. Our meaningful policies help us conduct ethical practices and reduce the possibility of inequalities and conflicts of interest in any field (SDG 10<sup>76</sup>). We are reinforcing the toolkit for joint action for responsible consumption, adding our own organisational and business model. (SDG 12).

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<sup>76</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## 5. INDIRECT ECONOMIC IMPACT

The indirect impacts of our operations affect many people. According to the UN guidelines<sup>77</sup>, it is important how an insurance company integrates global challenges, such as climate protection and ESG risks, into its decisions during its operation<sup>78</sup>. However, our operations also have an indirect influence through the types of companies whose shares we invest in, what we do to maintain tax compliance, and what we do to reduce the environmental footprint of our operations.

Through the contracts concluded with the Insurance Companies, we help protect the financial stability of our customers, and the sustainability of their lifestyles or businesses. Our products provide a secure background for those who, in case of an adverse event, would otherwise lose their livelihoods, property, productive or earning capacity, or lives and thus the ability to provide for their loved ones materially. As an employer and a financial service provider, we have an impact on our stakeholders, in the broad sense of the term. We touch on these topics in the following chapters.

As regard taxation, the CIG Pannónia Group conducts its insurance activities in Hungary and is resident for tax purposes in Hungary. We did not violate any tax rules in 2025, similarly to the previous four years. By settling our tax liabilities, we promote the achievement of the broader objectives of society. We publish our annual financial statements<sup>79</sup> every year in accordance with the rules, including our taxation conduct. Within the CIG Pannónia Group, the Financial Directorate is the organisational unit responsible for operating taxation processes.

<b>Keywords</b>	Office programs and environmentally conscious choices
<b>Planned for 2025</b>	Completed: ✓ Continuous tax compliance
<b>Commitments for 2026</b>	▶ Continuous tax compliance

The products we provide contribute to economic stability (SDG 8). We do this indirectly by being committed to preventing money laundering and fraud and promoting sustainable economic growth. (SDG 8). Through our donations to foundations and associations, we indirectly support socially important causes. (SDG 1, SDG 10<sup>80</sup>).

<sup>77</sup> [https://www.unepfi.org/insurance/insurance/?fbclid=IwAR3BJSsK2C6sK10TwZ23ICCKJGyfZ-7Zb-3yjEYNETdpA04RaK-T\\_2bfFnx0](https://www.unepfi.org/insurance/insurance/?fbclid=IwAR3BJSsK2C6sK10TwZ23ICCKJGyfZ-7Zb-3yjEYNETdpA04RaK-T_2bfFnx0)

<sup>78</sup> For more information, see the chapter “ESG Risk Management and Assumption”

<sup>79</sup> <https://www.cigpannonia.hu/befektetok/tarsasagiranyitas>

<sup>80</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

## 6. SOCIAL IMPACTS

In the context of the material topic of Social Impact, by “social impacts” the CIG Pannónia Group means the social impacts of its operation as a sustainable company and of its responsible corporate attitude and actions. For the Insurance Companies, this means a business approach and commitment: our Companies and partners commit to care not only for their direct stakeholders, but also for the broader society around them, as well as the social impacts of their own corporate decisions.

GRI 3-3

In general, insurance has a significant social impact by providing a safety net and tangible assistance in the event of a crisis. The CIG Pannónia Group also offers insurance products for situations in which, in the absence of savings, the lives of many Hungarians would collapse. Long-term unemployment arising, a severe health problem, or the death, disability of the breadwinner are all situations where those concerned may feel that the world falls apart around them. Unfortunately, life insurance is still not a priority for many people in Hungary. According to an industry survey, only 15 percent of the working-age population has a risk life insurance<sup>81</sup>. The continuously increasing coverage provided by (corporate, or service provider) group life and accident insurance policies can only improve this situation to a limited extent; however, the coverage amounts typically provided by these policies are insufficient to fully cover the financial costs of unexpected situations. This lack of safety net and of financial awareness necessary to recognise uncertainties and risks underpins the social impact of the CIG Pannónia Group and embodies its social responsibility, which is directly reflected in its products. Our commitment to increasing financial awareness and, in general, to promoting conscious decisions by our customers is explained in more detail in the chapter “Customer Information and Awareness-Raising”.

GRI 2-28

In 2025 – following up on the work launched in previous years - we contributed greatly to raising the standard of the training system of the insurance profession. In September 2023, the Széchenyi István University in Győr was the first higher education institution to launch this programme, and in 2024, the University of Miskolc and the University of Dunaújváros joined this innovative initiative, on which universities courses launched in September 2025<sup>82</sup>.

The University of Dunaújváros, the Széchenyi István University of Győr and the University of Miskolc, as well as CIG Pannónia Group and Hungarikum Biztosítási Alkusz Zrt. ceremonially signed a cooperation agreement on 29 August 2023 in Budapest. In order to improve the quality of the insurance profession in Hungary, ensure specialised training and teach the next generation insurance and financial knowledge in an academic setting, we are participating in the introduction of high-quality professional education at these three universities. All this will give our Company serious tasks in the coming years as well. Starting from the academic year 2023/2024, our employees contributed greatly to completion of the education materials by the launch of the semester and to ensure education at a high level. Launched in 2023 at the University of Győr, students can take a two-semester correspondence course in Insurance and Financial Consulting, which is offered online. The prerequisite for application is at least a BSc, BA or equivalent college or university degree in any field of study.

We also have a social impact through the charitable donations by the Insurance Companies, the annual charity programs and with an one-off or regular volunteer programs<sup>83</sup>. The latter is organised to raise funds and support a social or charitable cause chosen by the employees. Informing customers about the possibilities to donate to charities through our products is also an example of corporate social responsibility and is closely linked to the communication of our products.

<sup>81</sup> Data: MABISZ (Association of Hungarian Insurance Companies)

<sup>82</sup> This educational cooperation was initiated by Hungarikum Biztosítási Alkusz Zrt.: <https://www.cigpannonia.hu/rolunk/hirek/2023/08/29/hi%C3%A1ny%C3%B3r%C3%B3-egyetemi-k%C3%A9sz%C3%A9s-indul-el-%C5%91sz%C5%91-a-hungarikum-biztos%C3%ADt%C3%A1si-alkusz-zrt.-kezdem%C3%A9nyez%C3%A9se-%C3%A1lta>

<sup>83</sup> Also in 2023, the Company organised a charity bake sale and a community run event.

In previous years we supported the Hungarian Interchurch Aid and helped several foundations with cash donations. We supported the work of the Food Bank with non-perishable food packages as part of the 'Tündérpakk' (Fairy Package) program, and we also helped underprivileged children by collecting and delivering donations in shoe boxes. The employees of the CIG Pannónia Group donated the amount collected during our Charity Bake Sale, which became a tradition, to charity organizations (e.g. the 'Szent Márton Gyermekmentő Szolgálat' (Saint Martin Children's Rescue Service)).

Our commitment to corporate social responsibility is also important; in recent years, we have been active in the health, social, and cultural sectors as part of our operations, and in 2026 we expanded these efforts to include support for sports<sup>84</sup>.

In practical terms, in 2025 we once again supported the work of the Food Bank by donating durable food packages, and through our school supply initiative, we helped ensure that disadvantaged students could start the school year off on the right foot via the 'Re-formáló' Association. In addition, in 2025, employees of the CIG Pannónia Group participated in planting saplings at the Visegrád Botanical Garden, volunteered at an animal shelter, and collected chocolate for children battling illness (Clown Doctors) in celebration of St. Nicholas Day. Based on a vote by our employees, we donated the proceeds from this year's annual bake sale to the Foundation for the Protection of Children with Heart Disease ('Szívbeteg Gyermek Védelmében Alapítvány') in 2025. As part of their ongoing efforts, CIG Pannónia employees continue to collect returnable cans and bottles which are placed in collection bins set up for this purpose in common areas, and the money collected from recycling is used on a case-by-case basis to support associations that aid children's health and those in need, or animal shelters. In addition to this, a regular initiative has been launched to collect used clothing in good condition and distribute it to disadvantaged individuals through partner organizations.

To promote sustainability in employees' daily lives, a "community bookshelf" has been introduced, where employees can place books, take them, or exchange them. This also supports the protection of the environmental and sustainability by ensuring that each book passes from one person to another time and again, rather than being purchased by multiple people and then thrown away.

### Donations, sponsorships

in million HUF	2023		2024		2025
	Sponsorship	Donation	Sponsorship	Donation	Sponsorship
Healthcare and social	15	17	-	-	-
Sports	-	-	-	-	-
Culture	-	-	-	-	-
Sustainable development	-	-	-	-	-
Charity organisations	-	-	-	4.7	-
Education	-	-	-	-	-
Other	4	-	-	24.7	-
<b>Total</b>	<b>22</b>	<b>17</b>	<b>-</b>	<b>29.4</b>	<b>-</b>

Our more distant goal regarding social responsibility is for the CIG Pannónia Group to have a conscious CSR strategy where we designate the social and environmental topics that are important to us. According to our plans, we also involve our employees in the preparation of the CSR strategy, similar to the degree program in insurance. A good example of corporate-level and long-term responsibility is our many years of involvement in the Association of Hungarian Insurance Companies (MABISZ) and our participation in professional advocacy.

<sup>84</sup> [https://bse.hu/site/newkib/en/2026.02./Information\\_regarding\\_the\\_sponsorship\\_agreement\\_concluded\\_between\\_CIG\\_Pannonia\\_Group\\_and\\_Veszprem\\_Handball\\_Team\\_Zrt.\\_129403921](https://bse.hu/site/newkib/en/2026.02./Information_regarding_the_sponsorship_agreement_concluded_between_CIG_Pannonia_Group_and_Veszprem_Handball_Team_Zrt._129403921)

CIG EMABIT will distribute the support among the contracted foundations in proportion to the declarations of the contracting parties. Aware of our social impact on our employees, we considered that our people-centred, balanced attitude as an employer was such a crucial element of the CIG Pannónia Group that we would dedicate a separate sustainability pillar to this topic. For more information, see the chapters Employees and Career Development; Education of Employees and Awareness-Raising; and Workplace Culture.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Transparency of donations to foundations and sponsorships</li> <li>- Cooperation with universities</li> </ul>
<b>Planned for 2025</b>	<p>Completed:</p> <ul style="list-style-type: none"> <li>✓ Increasing financial awareness through university education</li> <li>✓ Cooperation with universities to develop educational opportunities</li> <li>✓ Charity actions with colleagues</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Cooperation with universities to develop educational opportunities</li> <li>▶ Charity actions with colleagues</li> <li>▶ Identifying additional sponsorship opportunities while capitalizing on mutual benefits</li> </ul>

A beneficial effect of our insurance products is that they make vulnerable people resilient and adaptable. Our educational cooperation helps reduce inequalities (SDG 1, SDG 11<sup>85</sup>). Indirectly, we strengthen the toolkit and models of organisations that have very different images, but are capable of acting together, and we levy our own organisational and business models to address socially important issues (SDG 8, SDG 17).

<sup>85</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## B. GREEN PRODUCTS AND CUSTOMER-ORIENTED SERVICE

Our corporate identity is determined most significantly by our insurance products and our sales partners who deliver them to customers. In this latter focus area, the three key sales channels of the CIG Pannónia Group are decisive: independent sales channel (brokers and multiple agents), alternative sales channel (partners with few but large own clientele), and the bancassurance channel, which is based on our strategic partnership with MBH Bank. The sales support tasks of our bancassurance network are grouped based on whether the customers to be reached are residential or large corporations or small and medium-sized enterprises. We differentiate our customer segments similarly: retail customers (within this, individual and group insurance products) and corporate customers.

The CIG Pannónia Group strives to ensure that its partners carry out their activities in proper quality, to which end all intermediaries are provided with the necessary training in full. Intermediaries are classified into different categories based on portfolio size and quality indicators and are supported and incentivised according to their classification. This does not only mean financial incentives, but also various extra training opportunities, or even more intense, dedicated forms of support, to ensure that we can provide our clients with the highest possible professional standards. We evaluate the performance of our partners, the quality and risks of the portfolio sold on a monthly basis and report back to our major partners.

The departments under the direction of the Deputy CEO for Sales – especially the department supporting sales – are responsible for the performance assessment of intermediaries, with effective support from the back-office areas, including the actuarial, controlling, reporting, risk management and compliance departments. Performance, quality and risk monitoring is continuous and is a determining factor in the activities of Key Account Managers working in the sales channels and in the intensity and direction of contacts in their everyday work.

The sales force is supported by a telephone support team, as well as automated e-mails, a partner portal and other online services. We continuously register and update data on the members of our sales network in the Supervisory Register System. In 2025, we did not observe any discrepancies between the data uploaded to the Register of Agents and our records.

Depending on the sales channel and the sales activity of the intermediary partners, educational materials are made available to our partners, and they are also provided with personal training upon request. In the bancassurance channel, the Key Account Managers who provide local support focus on providing primarily practical training to banking consultants in the branches: product, sales and customer service knowledge to the bank clerks.

Our bancassurance cooperation with MBH Bank has already overcome its initial difficulties. The sales support system has been developed, and in parallel, a system of quality and risk feedback adapted to the characteristics of Bank sales has also been developed and will soon be introduced. **In 2024, MBH Duna Bank, a member of the MBH Group, was included in the bancassurance in the framework of a strategic cooperation.** In the bancassurance channel, the sale of insurance coverage for banking products and life insurance for investment purposes plays an important role.

In addition to increasing the number of partners in the independent network, it remains an important goal to increase joint sales with each partner. In the past years, the CIG Pannónia Group has achieved a significant growth in the field of corporate property insurance and corporate personal insurance, thanks in large part to the independent sales channel. In the case of the latter products, coverage is still low, and thus we see a great potential for growth here.

Alternative sales channels (online and partner sales) are playing an increasingly important role in the life of the Insurer, where our key partners offer their clientele insurance coverages that complement and are closely related to their services. Strengthening and expanding alternative sales channels has been identified as an important goal.

Our Training and Education Department works closely together with the educational specialists of MBH Bank. Our colleagues hold a two-day basic insurance training for consultants newly hired by the Bank. Bancassurance training is an integral part of the banking-related training calendar. The materials compiled by the trainers focus specifically on bancassurance, and techniques and expectations of bank branch sales. In addition to conveying theoretical knowledge, we also provide practical guidance and tips to bank advisors during the training.

In addition to the standard training, all areas engaged in sales support or education & training also compile further, sales support training as needed. This option is also available for the network of independent intermediaries. The colleagues supporting independent insurance intermediaries are in continuously in contact with partners and assist them in their work, hold refresher courses and support them during campaigns. In 2024, the Insurance Company's goal is for its partners to have easier access to educational and sales support materials and training.

At MBH Bank, *key account managers* provide daily support to the branch sales staff, training them on the necessary product and insurance sales skills. In addition, group training sessions on the Insurer and its products are held regularly for the sales staff.

In accordance with the law, our customer service welcomes customer complaints in person, by mail or online as well. To increase the capacity of these areas, we also involve external partners, where necessary. The customer portal functions as a sort of personal electronic account, "NetBiztosítás" [Online Insurance] for our personal insurance products. An important goal of our Innovation project, launched in 2024, was to create this function for the non-life insurance product group as well. The new customer portal is now available for our home insurance product, launched following the completion of development by the end of 2025.

Below we describe material topics closely related to our services.



## 7. PRODUCT DEVELOPMENT

In the context of this topic, product development is understood as an activity aimed at the development of new insurance products and services, or the updating and modification of existing products and services and the integration of the ESG dimension into the product services.

**Our product range is reviewed, updated and continuously expanded every year** to adapt and align it to changing customer needs. Our products under sale are reviewed at least annually in accordance with our policies. In 2025, as part of the implementation of the 'Etikus 2.0' regulations, our unit-linked insurance policies were reviewed and amended as necessary. In addition, several of our group insurance policies were also amended. No new products were launched in the retail property insurance segment in 2025. In parallel with the system upgrades implemented as part of the Innovation Project, the Insurer developed a new home insurance product and a group pet insurance product, the sale of which began in 2026.

### Key indicators relating to our products

	2023	2024	2025
All products (pcs)	297	204	200
<b>Life insurance</b>			
Gross closing premiums written (total in thousand HUF)	36 480 108	47 317 396	49 974 195
Number of products (pcs)	99	101	92
Annual premiums from new contracts (total in thousand HUF)	4 386 674	7 392 707	4 036 562
Number of new contracts (pcs)	22 299	22 849	11 366
Closing portfolio (annual premiums) (total in thousand HUF)	25 548 797	31 685 035	30 796 712
Closing portfolio (pcs)	89 645	103 516	104 984
Gross premiums earned (total in thousand HUF)	31 464 881	43 270 989	42 447 462
<b>Non-life insurance</b>			
Number of products (pcs)	198	103	108
Annual premiums from new contracts (total in thousand HUF)	7 930 944	6 850 693	6 660 835
Number of new contracts (pcs)	22 899	19 038	19 112
Closing portfolio (annual premiums written – total in thousand HUF)	10 931 311	15 632 362	19 177 483
Closing portfolio (pcs)	22 823	27 885	36 260
Gross premiums earned (total in thousand HUF)	11 529 886	15 085 657	17 802 350

**The Insurer is committed to enforce aspects of sustainable development and is open to take steps which help promote sustainable investment objectives.** The Insurer shall take into account the EU criteria for environmentally sustainable economic activities and the adverse impact of these investment decisions on sustainability factors when selecting the underlying investment instruments of each asset fund available in its unit-linked life insurance products.

**Accordingly, the Insurer has introduced two asset funds (one in HUF and one in EUR) in 2025 which are in accordance with Article 8 of the SFDR Regulation.** For these asset funds, the main adverse impacts of investment decisions on sustainability factors are taken into account, based on the PAI (Principle Adverse Impacts) indicators. These asset funds promote environmental and social features. They do not have a sustainable investment objective, but at least 20% of their investments are in sustainable investments.

At the same time, for insurance-based investment products, CIG Life Insurance assesses customers' sustainability preferences in accordance with applicable legal requirements when they complete the suitability and appropriateness test used during the sales process. Thus, starting in 2025, after the questionnaire is completed, the Insurer is able to offer funds that meet the needs of customers who consider environmental objectives important.

In the case of several of our products (corporate property and liability insurance), environmental compliance is required, which we make dependent on the scope of our clients' activities. We check environmental compliance by means of questionnaire and, for cases that we inspect for risk purposes, we can check permits and environmental compliance during the inspection. This we have embedded into our risk assessment review, thus we are running this on an ongoing basis.

Based on their results we can give ESG discounts to customers based on the extent to which they have taken into account and adapted sustainability aspects in their operations.

In the corporate customer segment – vehicle, group personal, corporate property and liability insurance products – it is a practice already in place that we offer the possibility of joint sustainability actions with the insured partners.

In the area of product development, we will continue our intensive product development policy in 2026, partly by expanding existing partnerships through the alternative sales channel (launch of new services, insurances), partly by introducing new partners and in so doing partly by launching new products. In the corporate business, we plan to aim at the SME and micro-enterprise sectors with our new products. In the retail property business, our aim is to develop home and condominium insurance products, while within life insurance we are currently reviewing our products.

Product ideas or needs for renewal are incorporated into the products to be developed based on indications from our sales channels, product development staff and surveyed client needs. Feedback from customers and partners is an integral part of development, and it is also an essential requirement to monitor legislative, regulatory changes.

As a result of the innovation project, we will initially be able to renew and expand the products we offer in the retail property business division. We successfully completed the first phase of the project at the end of 2025 and went live with our new registration, customer, and partner portal system, with our home insurance product as the first offering. Thus, sales activities began in 2026. Based on the Board of Directors' decision in this regard, development efforts will continue, partly through the implementation of new retail property products and group insurance policies, and partly through the establishment of sales support systems and external relationships. The basis of the actual tasks is, that CIG Pannónia Group, building on the successful results of the Innovation Project as part of its strategic renewal, has a vision tailored to our group regarding the introduction and use of new technologies and, building on the IT developments already implemented and integrated into operations, will further rationalize and modernize its operations through an IT integration and renewal program financed from internal resources through – cost-saving – developments, further streamlining and modernizing its operations, which, according to our plans, will involve a strategic development initiative with a strict timeline extending through 2029.

In 2024, we transformed our product development processes, so that from last year on we have established and operated more regulated, transparent and risk-aware processes. Controls and milestones built into the product development process ensure that all relevant aspects and risks, including ESG aspects, are properly taken into account during product development. In 2025 we implemented the Supervising Authority's POG recommendation into our product development processes. In 2026, our Company will continuously monitor and review compliance with requirements and practices, and will take prompt action to make adjustments based on our experience as needed.

Accordingly, together with security functions, already in 2026 we intend to supplement and clarify

1. the product complexity assessment,
2. the criteria for determining the need to review the target market,
3. a standardized methodology for product testing, and
4. the development of a standardized product monitoring process and its KPIs

with more detailed rules that provide even greater assistance to product developers.

Part of the approval process is a feasibility plan and return calculation for the given product, and CIG Pannónia Group carries out back-testing using the available tools. In addition to calculations, the CIG Pannónia Group also assigns quantitative and qualitative indicators measuring the performance of each insurance product. The Insurance Companies review the products' terms and conditions and relevant calculations annually and, where necessary, initiate their modification. An important goal is to apply product life cycle management from 2024 onwards more consciously thereby enabling a quicker response to market changes. One of the first results of this was the withdrawal of products that had reached the end of their life cycle from the market in recent years, giving way to the Insurer's more modern products.

**In the coming years we will take continuous steps to meet the product and service-related requirements of the MNB Green Recommendation.** Compliance with ESG aspects and the Green Recommendation must be assessed when introducing any new product.

Of course, it is also necessary to check that the product in question meets customer expectations, the competitive environment in the market and the profit expectations of the Insurer. These expectations are often contradictory and have opposing effects, thus the Insurer needs to prioritise between certain aspects based on market opportunities and expectations.

In the summer of 2024, the Authority assessed the compliance of the individual Insurers with the Green Recommendation. In accordance with the Recommendation, the Management prepared a gap analysis in workshops with the involvement of middle managers, on the basis of which it formulated the way to go forward and drew up an action plan, which it is trying to implement step by step. CIG Life Insurer is continuously renewing and amending its entire unit-linked life insurance products in order to be able to offer products aimed at green compliance and to comply with the ethical product norms set by the Supervising Authority.

Our goal is that CIG Pannónia Group's product offering should include products that specifically support the green transition and recognise the decisions made by our customers for sustainability. In addition, we are planning to apply a set of discounts in all business lines that contributes to the green transition. These discounts were determined by asset group as follows:

- ▶ The UL asset fund range was extended starting March 2025 with two green, forint and euro asset funds (compliant with SFDR Article 8). Based on our analyses, we are currently not planning on launching an SFDR 9 asset fund but will keep continuously assessing the possibility of doing so.
- ▶ In the field of risk life insurance and personal insurance, our goal is to increase the awareness of and educate customers, which can contribute to their improved knowledge about an environmentally and health-conscious lifestyle being reflected in their product choices. As a concrete step, we are planning to build a database related to the environmentally and health-conscious lifestyle of our customers. In our communication we place great emphasis on educating our customers.

- ▶ For our corporate property and liability insurance products, we have introduced a standardised ESG questionnaire that we ask policyholders to fill in for each request for proposal. In the case of a site inspection, the inspector checks the ESG-related elements and permits, thus, starting in 2025, it will be possible to offer discounts based on these criteria. We are considering environmental aspects in case of companies and industries engaged in activities that pollute and damage the environment. These segments are currently subject to extra obligations (e.g. presentation of permits).

It is important to note here that the inclusion of climate change impacts in some property insurance products may significantly increase the insurance risk and therefore the premiums, and therefore the uptake of these product variants and add-ons is expected only in the medium to longer term

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Feasibility of green products</li> <li>- Dynamic changes, expanding product offering</li> </ul>
<b>Planned for 2025</b>	<p>Completed:</p> <ul style="list-style-type: none"> <li>✓ Launch of asset funds according to SFDR 8</li> <li>✓ Renewal of life insurance products along the Ethical 2 regulation</li> <li>✓ Incorporation of ESG-related discounts and incentives into corporate property and liability insurance products</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Continuous assessment of SFDR 9 asset funds, assessing opportunities</li> <li>▶ Expanding client education activities</li> <li>▶ All new products should be designed with the possibility of enforcing ESG aspects</li> </ul>

Also in the context of product development, our Insurers contribute to the UN Sustainable Development Goals through their decisions made with the MNB's Green Recommendation in mind<sup>86</sup>. Steps towards green products support decisions made to promote health and well-being, and by supporting the green transition, also promote action against climate change, in addition to maintaining economic security. (SDG 3, SDG 8, SDG 13).

<sup>86</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

## 8. CUSTOMER INFORMATION AND AWARENESS-RAISING

The CIG Pannónia Group classifies under the material topic of “Customer Information and Awareness-Raising” all activities in which the company communicates with customers in a targeted manner, draws their attention to the importance of the green transition, and directs their attention to the ESG values of its products. Clarity is important. It is also essential that customers get information related to sustainability and are able to make well-thought-out decisions about the products of CIG Pannónia Group.

Sectoral legislation imposes a number of information obligations on the Insurance Companies. The required form and timing of these information obligations varies: pre-contractual information, ad hoc information or regular during the term of the contract, information related to termination of the contract, and other disclosure obligations. The form and content of information provision depends on the type of product and the sales channel, as well as the customers’ preferences. Pursuant to the regulations governing the process and form of customer information, customer information shall primarily be provided on paper and may only be provided in electronic form if the customer has specifically chosen this means of information, and this is a suitable means of information and communication for them. The law on insurance activities sets out additional requirements regarding the provision of information via a website. Therefore, in general, the Insurance Companies are bound by legal provisions also regarding the form of information, and such provisions not necessarily facilitate digitalisation and online communication.

As electronic communication has a lower environmental impact, Insurers of the CIG Group are encouraging more customers to choose electronic communication for both ways of communication, thereby helping to reduce paper usage.

Since the introduction of the “green” regulation, CIG Life Insurance Company has supplemented its pre-contractual information related to insurance-based investment products as well as its Investment Policy with the information required by law and has fulfilled its disclosure obligation related to its products. Furthermore, in the sale of its investment products CIG Life Insurance Company applies from 2023 its insurance-based appropriateness and suitability test complemented with questions about customers’ sustainability preferences. An important element is that, by introducing investment funds that comply with SFDR 8 requirements, the Insurer is already able to partially incorporate sustainability considerations; consequently, the training materials for sales representatives have also been expanded.

The activities of the Insurers can be divided into life and non-life insurance activities. Depending on the type of insurance product and sales channel, the information documents for each product also vary. Requirements regarding pre-contractual information are directly defined in the Act on Insurance Activities, the Act on Distance Selling, and SFDR. We publish on our website, among other things, the insurance terms and conditions, customer information, information on insurance products, taxation information, the terms of use of the customer portal, documents containing key information, as well as our investment policies. For life insurance products, we have also made available on our website under the name “Mindentudó” (Omniscient) simplified product summaries and total cost indicators (as part of the terms and conditions).

Moreover, we especially try to facilitate the reporting of complaints, whistleblowing, and the provision of information to people with disabilities<sup>87</sup>, for example through the documents entitled “Information on the require content and format of powers of attorney” and “Information on the whistleblowing system”<sup>88</sup>. Our website also contains information for beneficiaries and heirs, as well as a glossary. These documents and the content of the “Frequently Asked Questions and Answers” tab<sup>89</sup> on the Insurance

<sup>87</sup> [https://www.cigpannonia.hu/ugyfeleinknek/fogyatekkal\\_elok](https://www.cigpannonia.hu/ugyfeleinknek/fogyatekkal_elok)

<sup>88</sup> The Head of Compliance, as an impartial and independent person, was appointed to operate the internal whistleblowing system. A whistleblower (either an external or internal stakeholder) can make a whistleblowing report in writing or orally. Written reports may be sent to the e-mail address [bejelentem@cig.eu](mailto:bejelentem@cig.eu). Oral reports can be made by phone or in person.

<sup>89</sup> <https://www.cigpannonia.hu/hasznos/gyik>

Companies' website are updated upon changes in products and current laws. The document search function available on the Insurers' website makes it easier to find specific information and documents.

CIG Life Insurance Company launched the online sales of “Pannónia Bajtárs” Personal Accident Insurance from the beginning of 2024. PadTárs, a student insurance that can exclusively be purchased online, was rolled out at the beginning of 2024. CIG EMABIT's home and travel insurance products was available for purchase online already before 2024. Starting in 2026, a new home insurance product—the first offering based on the new core system developed as a result of the innovation project—was launched, and we are supporting its sales with a new, innovative, AI-based recommendation system. In the coming years, when developing our retail property products we will put a particular emphasis on making all new products available online. **The ongoing developments continuing our so-called Innovation project - which aims to develop modern, 21st century customer service - put special emphasis on online, digital service provision and the enhancement of related capabilities.** Of these, the expansion of sales support solutions is particularly noteworthy

The CIG Pannónia Group is committed to educating insurance intermediaries and customers, and increasing financial awareness. Our goal is to increase the prestige of the insurance profession. To this end, we published several social media posts during the year. We informed our followers on Facebook about our tree-planting program in the spirit of environmental sustainability, and we also dedicated several posts to charity, social responsibility (donations, school supply drives, foundation support), volunteering (animal shelter), health promotion and prevention (screenings, health days, safety tips), financial literacy, family and community-focused communication, and social education. In addition to the topics mentioned above, our content on LinkedIn also addressed issues related to corporate governance (compliance and transparency), and we participated in and actively engaged with various aspects of ESG-themed conferences.

The CIG Pannónia Group will continue on this path as set out above in 2026. In addition to home and travel insurance, bancassurance products (e.g. credit protection insurance) as well as accident and risk life insurances will also be included in the awareness campaign.

Our long-term plan is to develop a comprehensive ESG communication strategy that defines ESG-related communication opportunities throughout the entire customer journey. This strategy will also affect feature-benefit selling, customer service and customer communication work, as well as damage prevention and loss adjustment processes.

### Number of publications/appearances concerning ESG

	2023	2024	2025
Customer education programs, setting up a stand at outdoor events, materials published online, offline customer information materials, etc.	18	32	21

The listed customer information materials, including mandatory information materials provided in accordance with regulatory requirements, are being amended and supplemented with a view to sustainability. According to our plans, we will use the opportunities for personal contact with customers provided by MBH Bank Plc.'s branch network to implement actions designed to promote sustainability and social responsibility. We will examine the possibility of operating early warning systems. They would notify customers of threats to the insured assets. We also consider the latter important because this could directly increase the financial awareness of customers.

<b>Keywords</b>	- Our customer information materials meet the regulatory requirements
<b>Planned for 2025</b>	Completed: ✓ Supporting the use of damage prevention techniques among customers Not completed: ✓ Development of an early warning system for damage prevention
<b>Commitments for 2026</b>	▶ Developing an early warning system for damage prevention

The material topic of Customer Information and Awareness-Raising indirectly contributes to action against the effects of climate change and the revitalisation of the Global Partnership from among the UN's Sustainable Development Goals<sup>90</sup> (SDG 13, SDG 17). Within this topic, easy to understand and transparent customer information materials and our corporate commitment to increase financial awareness could have the most direct impacts, since this way, we also help to ensure responsible consumption (SDG 12).

<sup>90</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## 9. CUSTOMER SATISFACTION

The CIG Pannónia Group classifies under the material topic of “Customer Satisfaction” the collection of customer feedback, which allows us to get an idea of the consumers’ perception of the products and services of the Insurance Companies. Customer satisfaction is measured during incoming phone calls. The CIG Pannónia Group has developed a special process for providing feedback on any customer complaints so that the affected areas can modify their operations based on positive or negative feedback from customers in order to better meet their expectations. The Insurers continuously incorporate the operational risks and deficiencies identified from the feedback and complaints received into their risk management system.

In 2025, the CIG Pannónia Group introduced a structured method for measuring customer satisfaction, primarily through telephone channels (customer service, sales support, outbound call center) and in-person customer service. The goal of its introduction was to establish a way to measure customer experience and to support continuous improvement based on feedback.

The study is currently in the pilot and data collection phase. Data collection via telephone channels will begin in September 2025, allowing customers to provide feedback immediately after their interaction through an automated system using a button-based rating system. Two key questions are addressed during the assessment:

- ▶ Would you recommend CIG Pannónia Insurance to others?
- ▶ How satisfied were you with the service?

The assessment takes place on a scale of 1 to 5, where 1 represents the lowest level of satisfaction and 5 the highest. Based on the results of the first few months, 3,693 customers gave feedback, representing a response rate of 34%. The average willingness to recommend was 4.2, while the average satisfaction with customer service was 4.7. We follow up with customers who provide negative feedback and strive to resolve any issues that have arisen. With synthesizing all of these experiences we plan to establish a formalized internal operational structure in this area as well.

We are also assessing the development of a unified, company-wide customer satisfaction measurement and monitoring system, the purpose of which is

- ▶ to integrate data measured across various channels,
- ▶ to ensure consistent reporting and management information,
- ▶ as well as the structured processing of feedback and its incorporation into operational improvement processes.

The focus of the coming period will be on standardizing the measurement framework and formalizing the related processes (particularly the handling of negative feedback) and making them auditable.

### Number of registered complaint cases

	2023	2024	2025
Number of complaints	2 924	2 399	2 849 <sup>91</sup>

<sup>91</sup> of these closed in 2025: 2,479

The rise in the number of complaints in the past years can be attributed to the expanded sales channel and the increased number of contracts and customers. The number of our customers and policyholders increased significantly from 2021 to 2025. While this growth continued last year, the number of registered complaints essentially stagnated.

In 2025, one consumer complaint regarding EMABIT was received through the MNB. In 2025, 28 complaints were brought before the Financial Mediation Board (FMB) (22 life insurer; 6 EMABIT), most of which were settled with an agreement.

Insurer	Pcs (2023)	Pcs (2024)	Pcs (2025)	Settled with an agreement (2025)	Closed by the FMB (2025)	In progress on 31.12.2025
Life	10	15	22	5	11	6
EMABIT	2	6	6	-	3	3

With regard to proceedings pending as of 2025 before the FMB, it is worth noting that there has been a proportional increase in life insurance cases over the past two years; these cases largely stem from the rejection of claims or disputes over the amount of benefits or surrender values. For EMABIT cases, there has been no change compared to last year; here, too, our clients are disputing either the rejection or the level of benefit, typically without merit (4 proceedings were initiated regarding the 'Lakótárs' product, and 2 regarding credit coverage insurance).

In 2025, CIG Life Insurance investigated 1,946 complaints, while EMABIT investigated 533. Approximately 35% of the registered complaints (a significantly lower percentage than in previous years) were found to be valid or partially valid in 2025. With regard to the Life Insurer, 35% of complaints were partially or fully justified; in the case of EMABIT, this accounted for 37% of complaints.

We analyze the reports of the customer complaint department every year in their process and discuss them quarterly at the Board level, breaking them down by sector, department, and cause, with a particular focus on identifying any recurring or systemic issues, as well as potential legal and operational risks

We also gain valuable insights from processing complaints that lack legal merit, as a significant portion of these provide relevant feedback regarding the customer experience, particularly in terms of processing time and communication.

Complaints received are treated as a priority by the Insurers and are answered within an average of 11-18 days, significantly shorter than the legal deadline. In the case of EMABIT, there was one month when the average response time reached 30 days<sup>92</sup>

In the process of our ESG-related actions the customer satisfaction surveys conducted during customer service inquiries were expanded. When having contact with customers over telephone, we a question is asked from the customer before the end of the call, which gives an opportunity to measure customer satisfaction for each operator. In the case of personal customer relations, our goal is to be able to measure customer feedback with a digital tool. The method of measurement can be, for example, the subsequent automatic sending of e-mails. Our further goal is that on digital channels, a question measuring satisfaction should be displayed automatically after transactions.

<sup>92</sup> The reasons for the “spike” in July 2025 were the number of complaints related to credit coverage insurance, as well as a human error during the reporting period – specifically, a failure to respond to a complaint within the prescribed deadline – which’s control the department promptly resolved

**CIG Life Insurance Company has still not detected an increased market demand for green products** (products according to Articles 8 and 9 of the SFDR), nor that other insurers would suffer from a competitive disadvantage due to the lack of specifically green products. No sustainability-related feedback or complaints were received from our customers. At the same time, the Insurer is continuously exploring the possibility of incorporating ESG aspects into its products, complemented by customer education.

<b>Keywords</b>	- Partial data regarding the satisfaction and expectations of CIG customers
<b>Planned for 2025</b>	Partially completed: <ul style="list-style-type: none"> <li>✓ Questions about satisfaction after talking to a telephone operator</li> <li>✓ Possibilities for digital measurement in the case of personal relations with customers</li> <li>✓ Requesting feedback on satisfaction via digital channels</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Questions about satisfaction after talking to a telephone operator</li> <li>▶ Possibilities for digital measurement in the case of personal relations with customers</li> <li>▶ Requesting feedback on satisfaction via digital channels</li> </ul>

Measuring our customers' satisfaction and receiving feedback from them directly helps to ensure that access to financial services becomes more balanced, thereby encouraging innovation and contributing to the goal of fair economic growth (SDG 5<sup>93</sup>).

<sup>93</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## 10. DIGITAL CUSTOMER MANAGEMENT

By the material topic of “Digital Customer Management”, CIG Pannónia Group means a principle guiding the internal operation of the Insurance Companies and the management of customer processes as well as the decisions made along that principle, which aims to minimise the number of printed documents during data storage, sharing and processing.

We have designated as an ESG action the development, in the medium term, of identical processes for paper management in the retail and corporate customer segments. For the corporate customer segment, unified management is in place and operational.

We plan to set up and use a customer portal for all customer segments (this option is not yet available for corporate customers) and for all product ranges. As part of the Insurer’s innovation project, we have launched the development of a customer portal for non-life insurance, which was implemented by the end of 2025, together with the introduction of the retail property product’s register. The first phase of the developments have thus been completed; our new residential home product is now being recorded in the new system, the related enhancements to the residential customer portal have been finalized, and the new product is now available online. We plan to integrate the two customer portals in 2026, meaning that both areas will be accessible with a single login. Furthermore, we are continuously expanding the number of products managed in the new registration system, and for these products, transactions will also be available through the customer portal.

As part of the Innovation Project, we have launched the renewal of the partner portal to support our sales partners on a new, more modern platform. In 2026, we plan to integrate the new and old portals and introduce new retail property products into our new systems. The new partner portal uses an AI solution to support the sales process, ensuring that our customers receive products that better meet their needs. Insurance policies through the portal are now typically generated automatically, and customers receive their insurance documentation electronically as well.

We have started the process of moving to electronic signatures, whereby all insurance signatures are now electronic and all insurance policies are already created electronically. The introduction of electronic identification and authentication in all customer segments is an important step in achieving a high degree of digitisation of customer management processes. To this end, in 2025, the Insurer launched the implementation of customer identification using DAP (Digital Citizenship Program) for access to the customer portal.

The use of paper and the number of printed contracts were affected by the increased number of customers. The extent to which customers use the digital customer portal is an important indication of their digital propensity and availability.

In 2025, the proportion of retail customers using the customer portal remained essentially unchanged compared to 2024, while the corporate segment saw a slight decline.

## Digital contract conclusion and administration

	2023	2024	2025
Sheets of paper used for printing (pcs)	283 142	331 779	275 378
At the registered office of CIG Pannónia Group	106 323	115 059	77 893
In the printing house	85 315	87 881	108 258
By partners	91 504	128 839	89 227
Number of printed contracts (pcs)	91 504	128 839	89 227
Number of contracts not printed <sup>94</sup> (pcs)	-	-	-
Share of residential customers using a digital customer portal	31.5%	23.8%	23.9%
Share of corporate customers using a digital customer portal	31.1%	7.2%	6.2%

The CIG Pannónia Group continued in 2025 automated of its internal operating processes, which helped to increase operational efficiency. Owing to this, partners and customers could obtain information more quickly or access the information they needed and receive help more easily. Automated processes have also appeared in communication with partners, complaint handling and underwriting. In 2025 we have started to assess the potential of software robots and to map the processes where we can effectively exploit their benefits, as a result of which we launched our first robotized processes in 2025. In 2026, we plan to develop further robotized processes to improve efficiency.

**Customers with life insurance policies like to choose the digital administration through the customer portal.** For our customers who have chosen non-life insurance, our new customer portal solution was launched at the beginning of 2026, and we plan to integrate the two portals in the near future so that both sections are accessible with a single login. As we implement the registration of individual products in the new system, we are able to parallel expand the range of services offered by the customer portal. Upon concluding a contract, only the most necessary quote document and statement to be signed by the customer are printed, all other pages are uploaded online. In the case of our corporate property insurance products, we typically communicate with customers electronically, and most of the contracts are received in a scanned format, which we typically send electronically to the customers, with an electronic signature.

**In 2025 we took some key steps necessary for launching our online sales interfaces by making the entire insurance underwriting process available to customers electronically.** Work on the renewal of the partner portal, as part of the Innovation Project, has also begun. The online claims settlement platform for Insurers is not yet finished, its implementation is carried out within a project.

The IT Directorate is performing tests and simulations so that the Insurance Companies can respond in a prepared manner to potential loss events, claims, and to addressing these situations. The tests were successful, thus the Insurers are prepared for potential emergencies. No real emergency occurred in 2025, for which emergency scenarios would have been needed.

Thanks to the developments of recent years, we have communications are almost 100 percent electronic in the retail personal insurance segment. The customers of the CIG Pannónia Group receive notifications about their contracts through a portal or by e-mail. The goal that all individual retail and corporate products of the Insurers should have a dedicated interface by 2025-26. Our goal is to make the entire customer management process paperless, starting from the contract conclusion to all steps that arise during the life of the policy.

<sup>94</sup> The number contracts concluded using of SelfID has decreased. In 2023, there was no possibility to conclude a contract online.

The internal operations and dispatches are not yet completely paperless, documents are printed during contract conclusions with customers and the administration process, largely in order to comply with the legal regulations. Our goal is that 75 percent of customer contracts and administration are done without printing. These steps are all linked to the Insurers' above-mentioned innovation project.

Besides these goals, we plan to use artificial intelligence in our customer service processes and unify the portal system. On the one hand, this will enable us to satisfy partner and customer needs even better, and on the other hand, it will create an opportunity for CIG Pannónia Group to reduce the number of systems used in the medium and long terms and make its operations even more efficient.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- The customer portal is available to all customers</li> <li>- A large proportion of customer processes are supported electronically</li> <li>- Innovative solutions in the digitisation</li> </ul>
<b>Planned for 2025</b>	<p>Completed:</p> <ul style="list-style-type: none"> <li>✓ Renewed internal processes</li> <li>✓ Development of a new registration system for retail property products as part of the Innovation Project</li> <li>✓ Development of a partner portal supporting the home product has been completed</li> <li>✓ The customer portal for retail property products has been completed and is now handling home insurance</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Full preparation/implementation of the online claims settlement platform's roll-out</li> <li>▶ Expansion of the new registration system for property insurance products, inclusion of new product groups</li> <li>▶ Development of a unified partner portal</li> <li>▶ Integration of the new system with online aggregator and comparison sites</li> <li>▶ Development and further enhancement of a unified customer portal</li> </ul>

We promote equal access to financial services with our digitisation efforts and encourage easier monitoring, availability, and conscious financial decisions (SDG 8, SDG 10<sup>95</sup>).

<sup>95</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## II. ESG RISK MANAGEMENT AND ASSUMPTION

The material topic of “ESG Risk Management and Assumption” means that ESG risks are identified, assessed and, if necessary, taken into account in the Risk Management and Risk Assumption Policy. Such risks include, for example, the threats caused by climate change, which may affect the well-being of people, companies, communities, infrastructures and the environment. The Chief Risk Management Officer is responsible for operating the risk management system, supporting other persons performing key functions<sup>96</sup> in the field of risk management, advising the Supervisory Board, for example, on strategic matters, and cooperating with the persons performing actuarial tasks. It is important for the Board of Directors to determine the “risk appetite”. Performance of this task is monitored by the Risk Management Committee<sup>97</sup>.

“ESG risks”<sup>98</sup> shall mean the risk of losses resulting from the current or expected impacts of environmental, social and governance factors on the entity’s partners or invested assets and from the negative financial impact on the entity.

In its Green Recommendation, the MNB suggests that insurance companies apply the UN Principles for Sustainable Insurance and integrate ESG risks both into the strategy and the internal management systems. The proposed measures affect the decision-making of insurance companies, the appropriate information of clients and partners, the cooperation with governments and supervisory bodies on ESG-related matters, as well as transparency of the progress made towards the implementation of the principles.

The CIG Pannónia Group currently manages ESG risks in its risk management strategy to the extent that they are covered by the reinsurance terms and conditions, and it manages physical risks related to the physical impacts of climate change. In 2024, we explored the points to be supplemented in the Risk Assessment Report; our goal for the next years as well is to take this further and integrate it into our risk management practices. Prior to concluding a policy, CIG EMABIT requests any documents that it considers necessary and takes into account for risk assessment in connection with activities that require an environmental permit or have an environmental impact.

In 2025, the CIG Pannónia Group had several sub-tasks to complete: identifying and defining the importance of short, medium and long-term risks and opportunities arising from climate change (e.g. in relation to segments, areas, products), as well as their incorporation into the Company’s business model and strategy. To do so, the risk appetite and measures for managing risks were determined.

It is also necessary to take into account the important competitive advantages resulting from climate change as well as environmental risks and opportunities, together with vulnerabilities. Since 2024 we assess the physical and transition risks related to the environment, their financial implications, and impact on operations within the ORSA process of the Companies, and to inform the Board of Directors about them.

The Risk Management System and Risk Assessment Report (ORSA) was supplemented with ESG aspects in 2024, which set of criteria is incorporated into our processes in 2025 as well, and it was also included in our ORSA report. Exposure to environmental risks linked to climate change, monitoring of the impacts on life insurance in the case of physical risks, as well as the steps of vetting products, business partners, and investments will be integrated into the ORSA Report.

<sup>96</sup> Particularly important duties or activities as defined in the Outsourcing Regulations

<sup>97</sup> The Chairman of the Committee is the Chief Risk Management Officer and its permanent members are the following people: Chief Corporate Governance and Prudential Compliance Officer, Deputy CEO for Finance, Internal Audit Manager, General Counsel, Chief Compliance Officer and Chief Actuary. Depending on the agenda, ad hoc members may include the IT Director, the IT Security Officer, or any employee representing a department specified in the Organisational and Operational Regulations that should be invited to discuss specific agenda items.

<sup>98</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52021PC0664>

For the year 2024, we set the objective to draw a risk heat map based on the methodology EIOPA proposes, which was updated in 2025. We know that these are only the first steps and quantifying the impact on solvency is our longer-term task, which we will continue to assess and develop in the future. The novelty of the topic and the partial lack of available data, as well as the scarcity of data - due to the lack of standardisation of methods - have not yet allowed the quantification of risks on a reliable professional basis in the past year.

In 2025 as well, we examined what proportion of CIG EMABIT's premiums fall under the so-called aligned activities, non-aligned activities and activities which cannot be aligned under the relevant EU regulations<sup>99</sup> - hereafter **the Taxonomy Regulation**<sup>100</sup> (according to the regulation this analysis can only be carried out for non-life insurance activities / it is relevant for these activities). As shown in the table below, we are currently unable to separate amounts from CIG EMABIT's premium income on the coverage of insurance on strictly climate-related perils. This does not mean that as an insurer we do not manage global warming risks, but these coverages include other services as well and are part of a complex service, thus we cannot present them - or the premiums from these services - as adjusted activities. The process of climate risk management, the breakdown of these complex services, the development of targeted coverages will be implemented in the following periods, taking into account clients' needs.

### Non-life insurers' KPIs for insurance risk as at 31 December 2025

Economic activities	Significant contribution to climate change adaptation			Avoiding significant damage					Minimum social safeguards (MSS)
	Absolute amount of insurance premiums within the year	Ratio of insurance premiums within the year	Ratio of insurance premiums within the previous year	Climate change mitigation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystem	Minimum safeguards
	(million HUF)	%	%	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO
Taxonomy-aligned economic activities (environmentally sustainable)				N/A	N/A	N/A	N/A	N/A	N/A
of these: reinsured				N/A	N/A	N/A	N/A	N/A	N/A
of these: stemming from reinsured activities				N/A	N/A	N/A	N/A	N/A	N/A
of these: reinsured (refundable)				N/A	N/A	N/A	N/A	N/A	N/A
Not taxonomy-aligned activities (environmentally unsustainable)									
Activities which cannot be aligned to taxonomy	17 802	100%	100%						
Total	17 802	100%	100%						

<sup>99</sup> Commission Delegated Regulation (EU) 2021/2178 of 6 July 2021 supplementing Regulation (EU) 2020/852 of the European Parliament and of the Council by specifying the content and presentation of information to be disclosed by undertakings subject to Articles 19a or 29a of Directive 2013/34/EU concerning environmentally sustainable economic activities, and specifying the methodology to comply with that disclosure obligation

<sup>100</sup> Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088

This EU regulation also focuses on the financing activities of financial institutions, how they support the green transition and the management of risks due to warming. In this respect we also present what proportion of CIG Life Insurance and CIG EMABIT's investments<sup>101</sup> are dedicated to the financing of aligned activities under the Taxonomy Regulation, i.e. the value and weighted average of investments related to these activities on 31 December 2025.

CIG Life Insurance:

	Percentage ratio	Value (million HUF)
Premium-based	0%	0
CAPEX-based	0%	0

CIG EMABIT:

	Percentage ratio	Value (million HUF)
Premium-based	0%	0
CAPEX-based	0%	0

Investments include government bonds and corporate bonds. In general, ESG-related disclosures of issuers are currently not considered to be general, and it is very rare that up-to-date information compliant with the Taxonomy Regulation is available. This is the reason why we are showing data for 2024 year-end and, as visible, we were not able to provide funding for aligned activities with respect to 2025 year-end.

In accordance with our legal obligations, internal guidelines will be created that regulate the integration of environmental risks into the insurance process (e.g. geographical areas and sectors with greater exposure), the operational risk management system will be extended to cover environmental risks, a scenario analysis will be performed and risk mitigation solutions will be developed. An assessment of climate risks will be included in the financial planning process, and we are also planning to appoint a dedicated person who will be responsible for the management and control of climate change risks.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Integration of, and preparation for, the risk of losses resulting from the negative financial impacts of environmental, social and governance factors on the institution</li> <li>- Taxonomy regulation</li> </ul>
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Focusing on ESG risks, their inclusion in the updated strategy</li> <li>✓ Supplementing the Risk Assessment Report with ESG risks</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Assessment of ESG risks occurring during our operations</li> </ul>

By means of its decisions on ESG risk management, CIG Pannónia Group indirectly promotes processes that support decent job creation, entrepreneurship, and innovation. We make micro, small and medium-sized enterprises more sustainable and their development more balanced. We also directly promote the building of a robust infrastructure (SDG 8, SDG 9)<sup>102</sup>.

<sup>101</sup> Taking into account the own investments of insurers - mathematical reserves and investments behind equity - excluding unit-linked life insurances (UL insurances)

<sup>102</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

## C. PEOPLE-CENTRED WORKPLACE CULTURE

Since 2021, remuneration has been regulated by a three-pillar remuneration framework at the CIG Pannónia Group. Thanks to this, we meet a number of regulatory requirements, and ensure the link and connection between the individual regulatory regimes. The remuneration system of the CIG Pannónia Group: the three pillars of the Single Remuneration System<sup>103</sup> are the Remuneration Regulations<sup>104</sup> (Pillar 1), the Employee Share Ownership Program (hereinafter referred to as “ESOP”) (Pillar 2), and the Remuneration Policy (Pillar 3).

The shareholders of CIG Life Insurance Company actually have a say in the Remuneration Policy of the CIG Pannónia Group; they can vote on it in a consultative manner. The CIG Pannónia Group presents a Remuneration Report to the General Meeting of CIG Life Insurance Company on an annual basis. Through public transparency, the Report contributes to implementation of the Insurance Companies’ business strategy, long-term business interests and sustainability.

The CIG Pannónia Group operates an incentive system to supplement the remuneration system. The purposes of this system is to ensure that stakeholders strive to achieve annual business and personal goals that support the Group’s long-term strategy. The criteria for the bonus are set out in the Regulations on the Performance Appraisal System. Our benefit package is uniform across the entire organisation:

- ▶ the total monthly remuneration consists of a basic salary and - for those organisational units where it may be based on a regular performance measurement - a performance-related pay, supplemented by a cafeteria plan;
- ▶ the annual goals are supported by the Performance Appraisal System; all our employees undergo regular performance appraisal and career development assessments;
- ▶ high-ranking manager participate in an Employee Share Ownership Program according to the regulation.

**The CIG Pannónia Group also enshrines the provision of equal opportunities in its rules and regulations and has created separate regulations on equal treatment and the promotion of equal opportunities.** In that document, it is explained in detail that the requirement of equal treatment needs to be enforced in connection with the provision of services, employment, and social security alike. We do not tolerate discrimination, and we have formulated a plan to strengthen equal opportunities. Our measures are checked and monitored to identify those measures that are harmful to the proportional participation of women and acts of discrimination, and the necessary measures are taken to eliminate them. In business relations, we promote the equal opportunities of consumers with disabilities by providing them with distinct information. As regards employment, we pay particular attention to compliance with equal opportunity provisions when determining employment, advancement and remuneration conditions. Our expectations in this regard are recorded separately in our guidelines on the selection of members of corporate bodies.

The ratio of women to men in the Boards of Directors and Supervisory Boards were as follows: (i) all three members of the Boards of Directors were men in 2025, (ii) two of the three members of the Supervisory Boards were women.

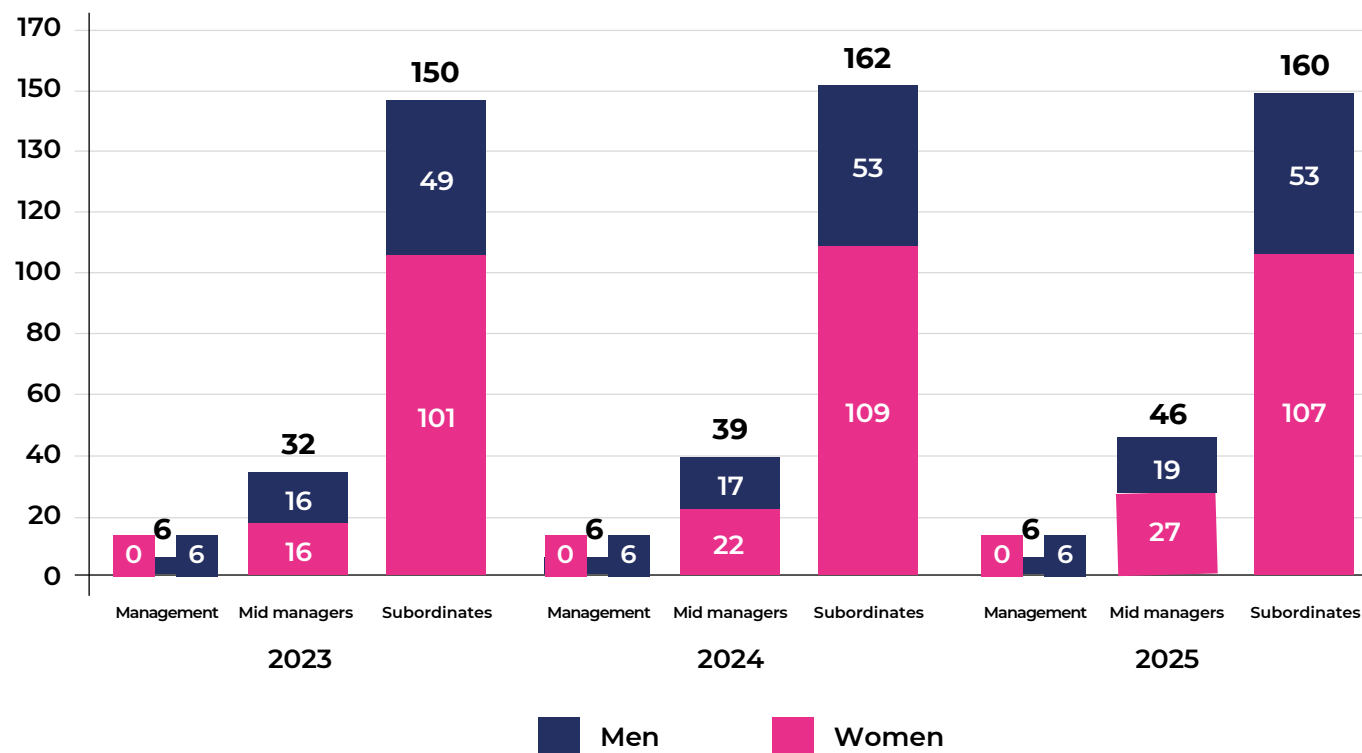
The Board of Directors expects an appropriate balance to be achieved and has set this as a target for the middle managers. The Boards of Directors of the Companies set a 40% target for the ratio of women in non-executive jobs. This ratio has been met in recent years, and the proportion of women in these positions has even increased, from 49% in 2024 to 52% in 2025.

<sup>103</sup> It is publicly available on our website and is fully compliant with the relevant Solvency II rules and the requirements of the MNB.

<sup>104</sup> Subject to the provision establishing the delayed entry into force in Section 29(3) of Hungarian Act LXVII of 2019 on encouraging long-term shareholder engagement and amending certain laws for legal harmonisation purposes (hereinafter referred to as the “SRD Act”).

Senior managers (the CEO and their deputies, i.e. the management) and middle managers (directors and heads of department) are considered jointly as the non-executive level. The ratio of women to men in the organisation has evolved as follows in the last three years.

### Total number of men and women in the CIG Pannónia Group, broken down by employment category



### Parental leave (number of people)

	2023		2024		2025	
	Men	Women	Men	Women	Men	Women
Employees entitled to permanent leave (parental leave)	0	15	0	14	0	14
Employees taking permanent leave (parental leave)	0	15	0	14	0	14
Number of employees returning to work after parental leave	0	4	0	6	0	4
Number of employees who did not return to the company after parental leave	0	1	0	1	0	0
Number of returning employees		80%		86%		100%
Number of employees returning to work after parental leave who were still employed 12 months after their return	0	3	0	5	0	4
Retention rate		75%		83%		100%

The measures of the HR Department ensure, as confirmed by the indicators, that there is no difference in the quality of benefits packages between the employees of the CIG Pannónia Group based on their employment status (full-time or part-time)<sup>105</sup>. Full-time employees receive the same kind of benefits as those in temporary or part-time employment: health insurance, health protection and sickness coverage, as well as life insurance. Only high-ranking managers are entitled to participate in the Employee Share Ownership Program, and so far, no part-time employee has held such a position.

<sup>105</sup> Parental leave and retirement benefits are provided on the basis of the law, so they are equal for all employees of the Insurance Company.

## Employees and types of contract

	2023	2024	2025
Number of hours worked by all employees during the year	351,141	354,570	381,164
Total number of persons employed	188	207	212
Other types of contract <sup>106</sup> (people)			
Interim staff	2	-	1
Those working under an independent contractor agreement	138	-	2
Of which: insurance agents and brokers	120	-	-
Student work	2	1	3
Pensioners' Association	-	-	-
Number of mandatory internship students (total people during the year)	-	1	1

The requirement of equal opportunities is reflected in the expectations established for managers, in the performance appraisal process, and in forming attitudes and behaviour.

<sup>106</sup> None of our employees or intermediary partners work are covered by a collective bargaining agreement.

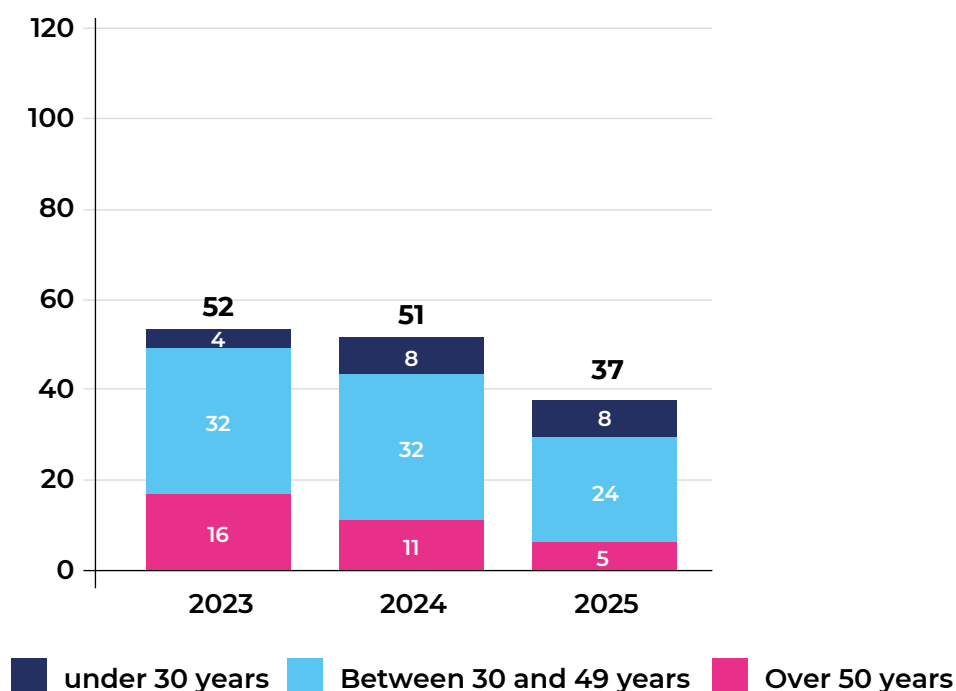


## 12. EMPLOYEE RETENTION AND CAREER DEVELOPMENT

For the CIG Pannónia Group, the material topic of “Employee Retention and Career Development” means that it considers employees as the key to growth and the most important assets of the organisation. The aim of the Company is for the employees to be satisfied with their current situation and to be aware of their possibilities for the future. The CIG Pannónia Group has a direct impact by taking care of the employees’ health, mental and social well-being. An indirect effect of our operation is that we set a good example for employees, competitors and other Hungarian companies as a secure, inclusive and resilient workplace. Managers play a pivotal role in employee retention and career development.

GRI 3-3

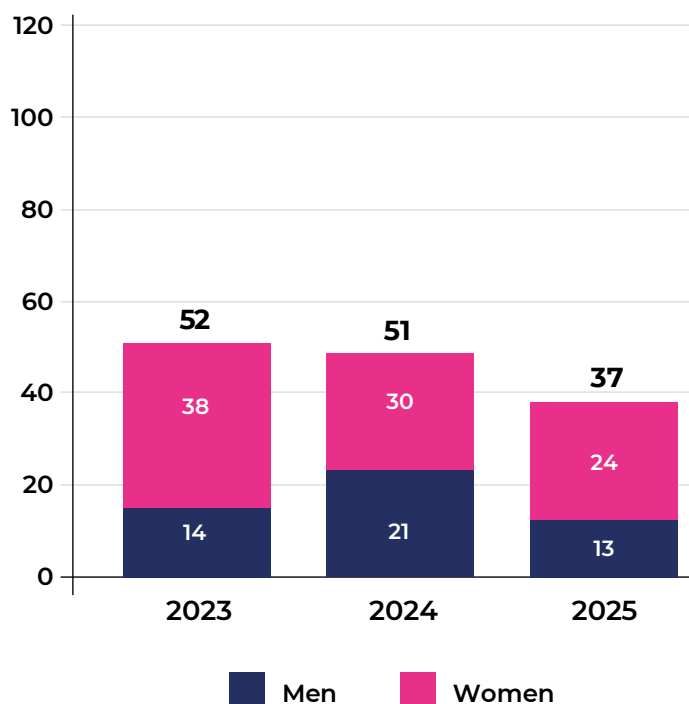
Age distribution of new hires



GRI 401-3, GRI 404-3, CIG-KARRIER-1, CIG-KARRIER-2

In 2025 the number of new hires decreased, whereas our fluctuation rate essentially stagnated. The largest share of new entrants were aged between 30 and 49, similar to 2024. The majority of new hires – 60% – are still female. For the number of people exiting the female/male ratio is the same.

### Gender breakdown of new hires



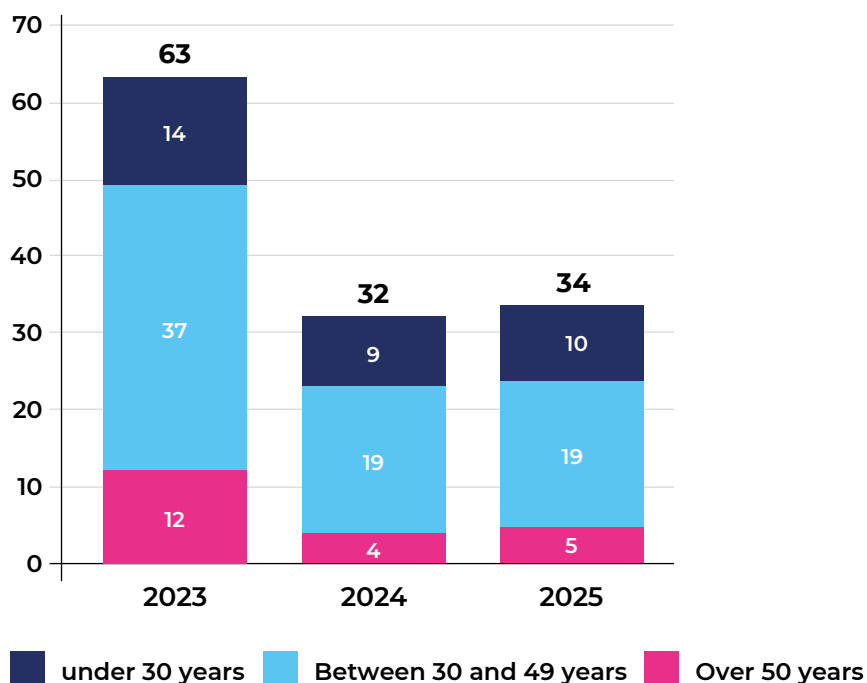
In our experience, there was some change in 2025 also in terms of workplace retention as a comprehensive programme for our colleagues. Flexibility remains the basic expectation from the employer, and this has essentially become a “hygiene” factor - i.e. it cannot increase employee satisfaction, but its absence can decrease it - including both working hours and keeping wages at market levels. Job security is now seen as a much stronger expectation than ever before. Of course, opportunities for career advancement, learning, and expanding professional knowledge remain as expectations as well.

### Fluctuation

	2023	2024	2025
Total number of employees	188	207	212
The proportion of employees who left the organisation compared to the total workforce	33,5%	15,5%	16,0%

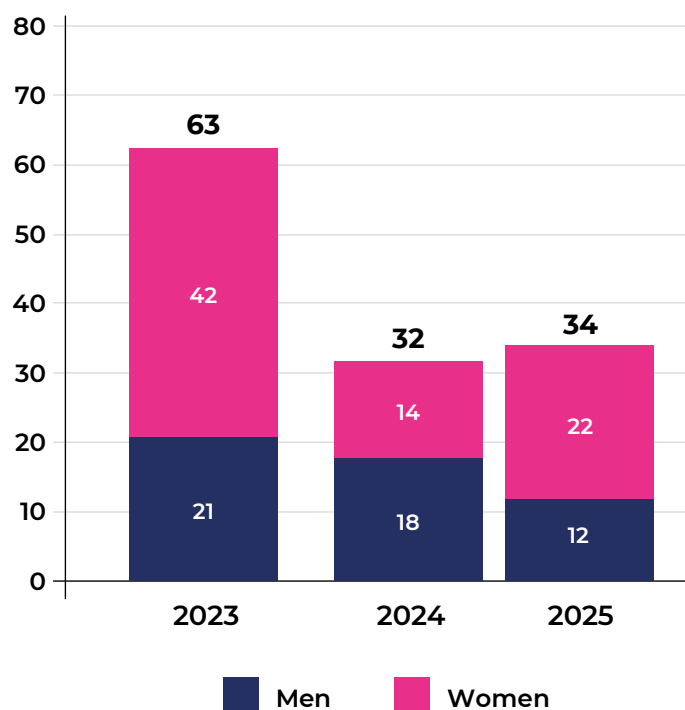
### The proportion of exiting employees by age group, compared to the closing headcount at the end of the year

Total exits due to retirement, contract expiration and a change in the employer /succession/



### Gender breakdown of exiting employees

Total exits due to retirement, contract expiration and a change in the employer /succession/



Similarly to 2023, in 2024 we also asked colleagues to share their views on CIG Pannónia Group's benefits, strategy, customer focus, leadership and the quality of internal collaboration in an employee satisfaction survey. The aim of the survey was not only to get a picture again of the current situation, but also to compare it with last year's results, to also measure ourselves against this, and to set ourselves appropriate targets for the next year. **The satisfaction index fell from 8.0 last year to 7.6 on a scale of 1 to 10. The clear message from the survey was that we still need to work together on internal efficiency, information sharing, and solutions that enable different organizational units to support one another;** we cannot be satisfied with the current situation. In February 2026, the management team had already addressed this issue in detail, and we are firmly committed to moving forward on this. We are pleased that our colleagues view the implementation of our strategic directions as an opportunity for innovation and are eager to be an integral part of it.

We believe it is important to train our future leaders, therefore we have launched a multi-year leadership development programme for 11 of our colleagues. The aim of the programme is to provide tailored support to our management team. The multi-element programme - from a 360-degree questionnaire to learning the skills and practices needed to become an authentic leader - supports our colleagues over a longer period. **According to our plan the use of modern management practices support joint work becoming increasingly successful and raise internal efficiency.** We completed this program in early 2026; its evaluation is still underway. In light of the Company's business strategy and opportunities, with the aim of retaining our employees and improving their working conditions, we implemented the following programs in 2025:

- ▶ Developing and implementing professional development plans – several programs that had begun in the past were concluded
- ▶ With the goal to improve the professional knowledge of our colleagues we continued with our training project we applied for within GINOP Plus
- ▶ We continued the program to support higher education activities
- ▶ We continued our regular staff scheme has been introduced with which we support our longer-serving colleagues
- ▶ Performance indicators were amended for the application of short and long-term incentives, the performance review system (TÉR) was enhanced in 2025

**We consider it important to facilitate the internal flow of information.** We keep colleagues informed of current events through all staff forums and dedicated meetings for middle managers, and these forums are also a good opportunity to discuss any arising issues. Our colleagues continue to be able to ask questions anonymously from and provide feedback to management. These questions are addressed and discussed in all staff meetings or in our weekly HR newsletter. Based on feedback from our colleagues, there is still room for improvement in this area in 2026.

In order to ensure good functioning, salaries for positions are annually compared to market averages. In the past three years, the median annual salary of all employees has remained at around 10 percent<sup>107</sup> compared to the annual salary of the organisation's highest-paid employee, but the adjustment of salaries to market needs is ongoing, and salaries remain market-competitive.

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<sup>107</sup> with a value of 9.4%, 8.8% and then 10.1%

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Performance-Related Pay</li> <li>- Employee satisfaction</li> <li>- Increasing internal efficiency</li> <li>- Performance management</li> </ul>
<b>Planned for 2025</b>	<p>Completed:</p> <ul style="list-style-type: none"> <li>✓ Continuation of programs sustaining, increasing employee satisfaction</li> <li>✓ Continuation of performance management actions</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Programs for improving the quality of internal communication flow</li> <li>▶ Continuation of performance management actions</li> </ul>

With training courses on the topics of employee retention, turnover reduction, and career development, we are indirectly contributing to the Sustainable Development Goal of quality education (SDG 4<sup>108</sup>), and directly to the Sustainable Development Goal of gender equality and decent work. (SDG 5, SDG 8).

<sup>108</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



### 13. EDUCATION OF EMPLOYEES AND AWARENESS-RAISING

“Education of Employees and Awareness-Raising” is a material topic for the CIG Pannónia Group, which means that it is essential to organise training courses within the company also to ensure the regularity of our operations and to keep employees’ specialist insurance knowledge up to date. The CIG Pannónia Group considers this to be the key to long-term, sustainable business success. Education is a relevant channel also from a business and sustainability point of view. The CIG Pannónia Group has a direct impact by having a staff with up-to-date knowledge owing to mandatory and extra training, which allows it to serve the interests of its customers.

As institutions supervised by the MNB, the Insurance Companies have detailed plans, educational materials, and a follow-up system for the training of employees, service partners, and salespeople. Employees and the staff of partner networks have different syllabuses. Generally speaking, we deepen and expand the general knowledge of employees and the specific knowledge of partners, as the two groups need different knowledge. In 2024, we launched our training program within the above-mentioned GINOP project, aimed at increasing professional knowledge, of course in addition to the mandatory training courses maintaining and expanding the knowledge of the insurance market.

We strive to take advantage of online learning. Classroom and personal training courses are held if we consider them more effective.

Educational responsibility is linked to the compliance obligations of the CIG Pannónia Group. Continuing training is mandatory for the members of certain bodies or a group of particular persons<sup>109</sup>, or for employees working in specific fields (data protection, anti-money laundering, IT awareness, etc.). In order to coordinate training in other areas, the Companies have a separate organisational unit that coordinates the training of employees with regard to both onboarding<sup>110</sup> and specialised training.

#### Number of participants in training and education

	2023	2024	2025
Number of employees participating in any training	188	207	212
male participants	71	76	78
female participants	117	131	134
Participants working under an independent contractor agreement (sales representatives)	219	248	248
Training hours	3 162	5 571	3 728

In addition to the optional and mandatory educational/training opportunities provided to managers and employees, workplace atmosphere and culture in general are greatly influenced by the working environment and the Company’s flexibility regarding the place of work.

In 2024, we started laying the professional foundations for introducing a methodology for the insurance management of global warming risks. The challenge we have faced was that the quality and detail of the data used so far for insurance risk analyses are very different from the current quality and availability of data on global climate risks. We see significant potential in developing these methodologies as national, professionally sound methodologies. We feel that this could lay the foundations not only for the coming year, but much more for the professional development of the next decade.

<sup>109</sup> For the groups of people specified in the Insurance Act (Bit.) and the Anti-Money Laundering Act (Pmt.).

<sup>110</sup> Being hired by and starting to work for our Company

## Participants in ESG-themed and professional training sessions Participants in ESG-themed and professional training sessions<sup>111</sup>

	2023	2024	2025
Number of employees participating in ESG-themed educational and awareness-raising programs	25	30	30
Proportion of employees participating in ESG-themed educational and awareness-raising programs	13%	14%	14%
Number of professional, managerial and soft skill training sessions	1	1	1
Number of participants in professional, managerial and soft skill training sessions	3	11	11

We consider it important to raise awareness of the feedback options at the CIG Pannónia Group. Middle managers may share their opinions about the planned trainings and employees are also granted possibilities for providing feedback. The already mentioned anonymous feedback options are available to employees regarding any topic.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Compliance-related training</li> <li>- Compulsory and optional courses</li> <li>- Online access</li> </ul>
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Continuing professional training</li> <li>✓ Continuing leadership training</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Continuing professional training</li> <li>▶ Executive, targeted skills development training</li> </ul>

The CIG Pannónia Group contributes directly to quality education and a safe workplace environment by educating its employees and raising awareness among them, thereby contributing to work-life balance and well-being (SDG 3, SDG 4). This material topic indirectly contributes to the Sustainable Development Goal<sup>112</sup> of gender equality, as well as of decent working conditions and economic growth (SDG 5, SDG 8).

<sup>111</sup> In addition to other thematic education and training courses, registered training courses and the number of participants  
<sup>112</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

## 14. WORKPLACE CULTURE

The material topic of “Workplace Culture” is understood as CIG Pannónia Group’s single corporate culture based on common values. From the on-boarding of new hires to company events, we aim to create and maintain a supportive and welcoming workplace at the Insurance Companies through a single management approach. Our decisions made within the framework of this material topic aim at achieving internal unity and realising an inclusive workplace where we like to work.

We believe that **the cornerstone of the implementation of any corporate strategy is corporate culture**, which is why we recently assessed what kind of corporate culture our staff considers ideal. The purpose of the program is to become a learning organisation that is capable of effectively integrating changes and progress by learning from them.

By dialogue with our employees, we mean regular information, requests for opinions and active dialogue. Our colleagues can find information on strategic steps, decisions and major changes at all staff meetings and in the weekly HR newsletter. Also in 2025, our focus in the year under review was on employee appreciation, strengthening professional training, improving collaboration and strengthening the performance approach - the basis of meritocracy - as summarised in the previous chapter. We consider all of these to be elements of our shared learning, the development of our common corporate culture, and we are proud that our colleagues are actively involved in these. CIG Pannónia Group’s strategy is to provide fast and customer-friendly services. To this end, a management team that provides adequate support to our staff and strengthens our business orientation and operations is essential.

As mentioned above, in 2025 we reassessed our employees’ satisfaction. Based on the survey, it has become more clear to us that, in addition to programs aimed at increasing customer satisfaction and intensive IT developments, we must also focus specifically on improving the efficiency of the internal division of labor among our colleagues and on enhancing the functioning of channels that facilitate the flow of information.

### Number of participants in employee programmes

	2023	2024	2025
Number of team building, community programmes	6	5	6
Number of colleagues participating in team building, community programmes	188	151	100
Ratio of people using health-promoting elements offered in a benefits package	-	85%	88%
Number of participants in the employee satisfaction survey	151	179	167
Employee satisfaction index (scale of 0-10)	7.2	8.0	7.6
Number of participants in professional development programmes	3	3	8

The CIG Pannónia Group used a hybrid working model, where 50-60 percent of work is done in the physical workplace and 50-40 percent remotely (at home). We did not change the relevant contractual terms and conditions and the contract types of our employees in the last two years, and we do not plan to do so in 2026 either.

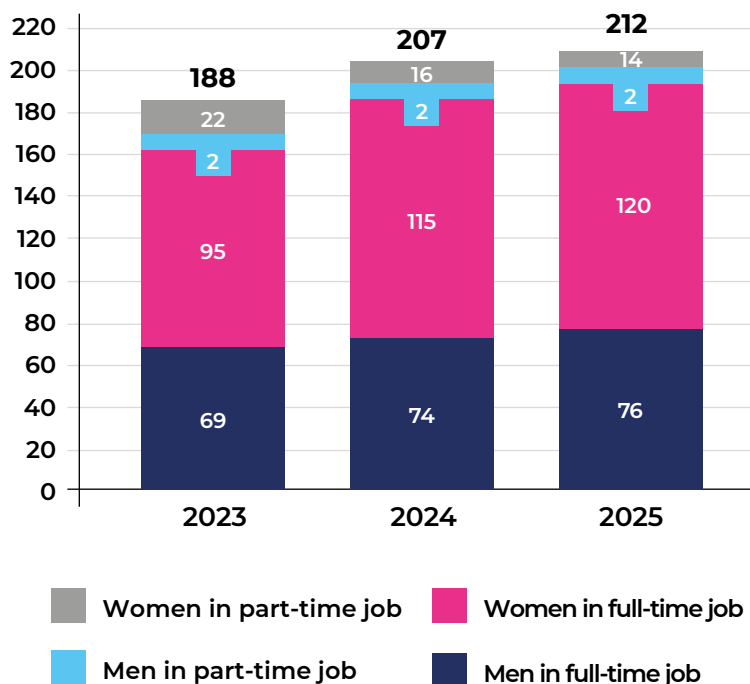
### Number of people with atypical work arrangements

	2023	2024	2025
Remote work	188	207	212
General work schedule	174	174	185
Flexible working hours	-	-	-
Irregular working hours	25	27	27

Teleworking is allowed for all our employees. Typically, only members of the senior management have flexible working hours, but CIG Pannónia Group is a flexible employer and takes into account the individual circumstances of employees when creating work schedules.

Our employees demand, appreciate and make use of flexibility. This also affects our plans to improve workplace culture, because we consider it important that fully remote and part-time workers can also participate in community programs and team-building events.

### Number of full-time and part-time employees



**For colleagues in special life situations, we support flexible working arrangements on a case-by-case basis.**

The challenges of an ever-changing business environment also mean the continuous improvement of the organisation. One element of the organizational changes is that in recent years, in line with our ESG strategy, we have assigned sustainability-related tasks to a specific organisational unit. By increasingly focusing on ESG-related tasks, more and more employees of the CIG Pannónia Group (also) has responsibilities related to sustainability.

### Number of jobs including sustainability tasks and employees performing tasks

	2023	2024	2025
Number of employees with a job/responsibilities related to sustainability	25	30	30

The implementation of our corporate strategy encompasses the target area “Cultural Update” – as an update of the set of corporate values –, in addition to the previously detailed “Leadership Development” and “Performance Management” target areas. Each area brings together different actions. Tasks related to the measurement of employee satisfaction, to the culture map, and to the gap analysis were classified under the area “Cultural Update”.

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Possibility of hybrid work,</li> <li>- Work that can be done from home</li> <li>- Team building programs</li> </ul>
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Continuation of joint corporate programs</li> <li>✓ Clarification of sustainability job descriptions</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Continuation of joint corporate programs</li> </ul>

Our Insurance Companies' workplace culture and raising awareness of our values among our employees indirectly promote the Sustainability Development Goals of gender equality and decent work, as well as economic growth<sup>113</sup>. Our culture confirms to our employees that we can all contribute to the creation of just social development and the building strong institutions (SDG 5, SDG 8, SDG 16).

<sup>113</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>



## D. SUSTAINABLE OPERATION OF OFFICES

Several very different goals and activities have been assigned to the focus area “Sustainable operation of offices”. As part of our ESG strategy, we have classified several sustainability topics that are a guarantee of our compliance with the MNB’s Green Recommendation. Of these topics, however, we only singled out supplier ESG compliance as a material topic, which is explained separately below. We will briefly report on the additional topics that belong here and related actions.

It is extremely important to appoint a person responsible for sustainable office operations, who is tasked supervising waste management, energy and water consumption, continuously looks for reduction and improvement opportunities, and keeps contacts with the facility manager of the office building. Moreover, they are responsible for informing employees and regularly drawing their attention to responsible office use practices.

To reduce our carbon and ecological footprints, the first step is to measure the direct and indirect emissions resulting from the activities of the CIG Pannónia Group. We reduce the environmental impact of our operations by optimising the functioning of our offices, which is why our digitisation efforts are critical. Our offices are located in an environmentally friendly office building with modern, sustainable solutions and BREEAM certification. As an environmentally conscious company also aiming to comply with the regulations, we are committed to being able to accurately calculate the environmental footprint of our operations. In our ESG strategy, a 20 percent reduction<sup>114</sup> was set as the target to be achieved by 2026, and almost triple that by 2030. In order to be able to measure this accurately, we need to know our direct emissions resulting from our activities (Scope 1), the indirect emissions related to the purchased energy (Scope 2), as well as emissions from other indirect emitters, which does not include the emissions of insured customers (Scope 3). This is discussed later in a separate chapter - Our carbon footprint from our operations. In addition to ensuring the conditions for measurement, the ESG action also includes the formulation of plans for the reduction of the ecological and carbon footprints and for the compensation of emissions that cannot be reduced any further in the following years.

We planned to identify energy-efficient solutions to reduce our energy and water consumption, of which the implementation of water-saving solutions - smart taps throughout the office building - was completed in early 2025.

We have formulated a task concerning the footprint of our employees related to mobility and commuting to the workplace. We plan to reduce emissions from transport and commuting by 30-35 percent. Our goal is to achieve that 80 percent of employees commutes to work using sustainable means of transport, which is supported by the Company.

We support our employees in working remotely and provide them with the necessary IT and data communication tools. We offer our employees based outside Budapest the option to work remotely four times a week, which also helps reduce their commuting carbon footprint. As part of the gradual replacement of our corporate vehicle fleet - taking ESG considerations into account - we have replaced a significant portion of the fleet with mild-hybrid vehicles, resulting in a reduction in our fleet’s fuel consumption and emissions. In 2024, we assessed our employees’ commuting carbon footprint – see Chapter 16 – and the analysis shows that we have room for improvement in this area as well. We plan to repeat this survey on a regular basis and to develop action plans based on the results of future surveys.

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<sup>114</sup> Compared to the value calculated for 2024

It is important for the CIG Pannónia Group that sustainability is also manifested in small everyday actions, such as separate waste collection. In August 2024, we introduced selective waste collection in our office, placing out waste collection islands in several locations where our staff can collect waste in paper, plastic and metal, and mixed waste bins. In addition, we have set up recycling bins for batteries and a collection point for used clothing in good condition; we also collect used aluminium coffee capsules and return them to the manufacturer. We keep our colleagues informed of the changes before and during the roll-out. We regularly remind our employees about proper waste management practices and strive to raise awareness; information on selective waste collection is available on our internal intranet site. Within the framework of our CSR activities, we have set up collection points for the collection of products falling within the mandatory return scheme, where our employees can voluntarily return their packaging, and the money collected thereby is donated to charities. Our broader aim is to reduce the proportion of municipal waste by 40 percent.



## 15. ESG COMPLIANCE BY SUPPLIERS

The CIG Pannónia Group considers ESG compliance by supplier to be an material topic in terms of its operations.

It is understood as a process of supplier evaluation and the sustainability of cooperation. When selecting our suppliers, in addition to economic aspects, we expect ethical business conduct, reliability, precision, and high professional standards to be ensured in order to ensure that the operation of our Insurance Companies is efficient and that our customers are provided with high-quality services. By signing the contracts, which were concluded on the basis of the supplier contract template, suppliers undertake not to enter into contracts with companies or any other persons or entities whose activities are morally and ethically incompatible with CIG's business activities. Furthermore, if an ethical conflict or a conflict of interest arises, the contracted service provider shall consult with the CIG Pannónia Group in advance. According to the addendum used in the contract template<sup>115</sup>, the CIG Pannónia Group expects its partners to share with it, upon request, the steps they have taken for business sustainability, the environmental, employment and social aspects of their decisions, their commitment to human rights, and the steps against corruption and bribery.

Daily communication with our suppliers is done via e-mail (not containing any personal data). If one of our suppliers (typically IT partners) gets access to any of our internal systems, the contract provides adequate safeguards. In the case of access to personal data, we apply strict outsourcing and data processing provisions. The provisions containing IT and IT security requirements are an inseparable part of the contracts, as well as provisions designed to ensure compliance with the requirements of the DORA Regulation. If a supplier partner does not meet these requirements, no legal or business relationship can be established with that supplier.

In general, we request our suppliers to provide their basic company information<sup>116</sup> which is verified by conducting a search in the Company Registry. (The company's financial stability is also checked). Each department shall be responsible for vetting its own suppliers. The manager of the relevant department or an employee designated by them shall keep contacts with suppliers. This is the best way for suppliers to satisfy the requirements and meet the needs of the departments. Active contacts facilitate professional communication and, where appropriate, the handling of problems. **During 2024, we have added an ESG due diligence questionnaire to our procurement process**, which we use to monitor whether the supplier assesses the social impacts of its business and whether any actual or likely significant adverse impacts have been identified at the supplier. The result of the ESG questionnaire is taken into account when awarding a contract to a supplier. Another change affecting suppliers is that, in order to meet the data security requirements of the DORA, a process involving security and vulnerability testing has been introduced. Our suppliers are Hungarian companies. We only engage foreign service providers to provide complex and custom IT services.

Act CVIII of 2023 on the Rules of Corporate Social Responsibility and Amendments to Other Related Laws (hereinafter: **ESG Act**), which serves sustainable financing and the promotion of consistent corporate responsibility, and takes into account environmental, social, and societal considerations, entered into force on 20 June 2025<sup>117</sup>, whose amendments – introduced by the European Commission (EC) within the (ESG) Omnibus Simplification Package presented on 26 February 2025 – have narrowed the scope for requesting data from SMEs, therefore, the ESG supplier questionnaire primarily assesses company sizes as defined by the ESG Act, and we ask only those of our suppliers to complete the questionnaire in detail who are classified as large enterprises under the ESG Act. Based on voluntary data submissions received prior to the amendment taking effect, all suppliers who completed the questionnaire met the

<sup>115</sup> The addendum also states that "Service Provider commits that during the entire duration of the Agreement, it will not engage in any activity that is in conflict with or contrary to the activities covered by this Agreement, or any legal provisions in force, especially the provision of the Insurance Act and CIG's Business Policy and guidelines [in particular its ESG (sustainability) and anti-fraud guidelines]."

<sup>116</sup> Company name, registered office, taxpayer ID number, company registration number, details of representatives, details of contact persons.

<sup>117</sup> Section 54 of the ESG Act (5) "Notwithstanding Section 27(4), until 30 June 2027, micro or small enterprises must not be requested to provide ESG data, nor may micro or small enterprises undertake any obligation to provide ESG data either by contract or by written declaration."

CIG Pannónia Group’s ESG requirements; of the 48 suppliers evaluated—according to the questionnaire results — 36 suppliers assess their company’s social impacts, and there were no suppliers for whom we identified any significant adverse impacts.

If a supplier does not comply with the professional standards and the quality requirements set out in the contract, sanctions will be imposed, and as a last resort, our legal relationship will be terminated. Each department assesses the given supplier and then informs a member of the Management about the outcome of the assessment. The Management decides whether or not maintaining relationship with the given supplier, taking into account the specialist department’s opinion.

Priority outsourcings shall be inspected quarterly and non-priority outsourcings annually, based on criteria determined by the Insurance Company. The people in charge of this inspection shall draw up a report of its results. Based on that report, suppliers performing outsourced activities that are an integral part of the insurance procedure are evaluated.

### Supplier evaluation

	2023	2024	2025
Total number of suppliers performing outsourced activities	19	32	51
Of which: the number of suppliers performing a newly outsourced activity	4	6	6

Our contracted service providers show a strong commitment to CIG Pannónia Group’s ESG responsibility and sustainable operations.

We carry out our current suppliers’ due diligence processes considering the ESG criteria as set out in 2024 in the Procurement Regulations and the restrictions set forth in Section 54(5) of the ESG Act<sup>118</sup>.

<b>Keywords</b>	Applying ESG criteria to suppliers
<b>Planned for 2025</b>	Completed: ✓ Evaluation of the current suppliers based on ESG criteria
<b>Commitments for 2026</b>	▶ Assessment of suppliers’ company size in accordance with the ESG Act; application of ESG-based supplier ratings to suppliers classified as large enterprises under the ESG Act

We have launched the measurements necessary for the future indicators assigned to the topic of supplier ESG compliance and the processes that make enable such measurements. We indirectly contribute to fair, sustainable economic growth and balanced partnerships (SDG 13, SDG 8<sup>119</sup>).

<sup>118</sup> We are planning to roll out two indicators to monitor the ESG compliance of our suppliers (CIG-PARTNER-1, CIG-PARTNER-2)

<sup>119</sup> Source of the pictograms: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

## 16. OUR CARBON FOOTPRINT FROM OUR OPERATIONS

Our ESG targets include reducing the carbon footprint from our own operations by 55% by 2030. In 2024, we understood and since apply the methodology for calculating the carbon footprint for insurers and thus collected the relevant data for 2023, 2024 and 2025.

In this area as well, international standards are available; in our methodology we applied the standardised approaches and principles of the GHG Protocol international initiative.

According to this standard, two main areas of greenhouse gas emissions – hereafter GHGs – need to be considered in the carbon footprint calculation: (i) direct GHG emission (its international designation: scope 1) and (ii) indirect GHG emission (its international designation: scope 2). For both, it is true that the company has an impact on these emission values. In scope 1 emissions, our Company includes our share of our head office building's total gas consumption (piped, natural gas), the annual leakage values of gases used for refrigeration and air conditioning, and the fuel consumption of our company car fleet. Scope 2 emission values include the calculated GHG emission value per unit of electricity purchased. **These two areas are collectively referred to as emissions from own operation.**

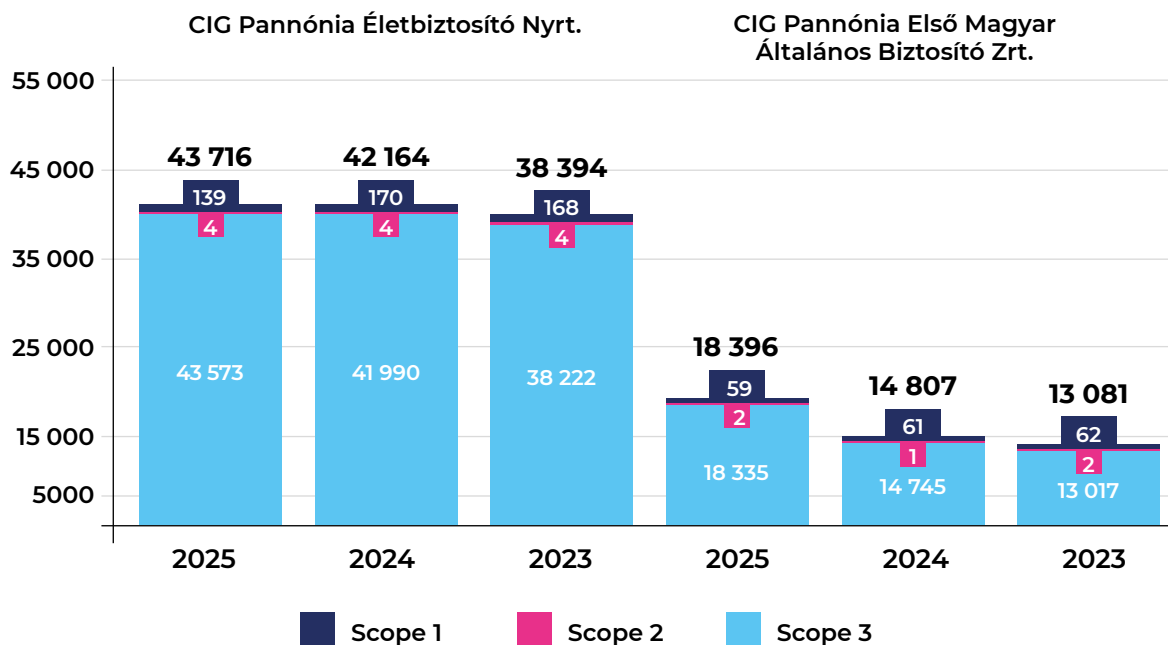
The GHG Protocol also has a so-called scope 3 area, which deals with alternative emissions outside the control of the company. In the case of our Companies, this includes two areas: (i) GHG emissions from our colleagues travelling to and from work (ii) financed emissions.

In order to quantify the carbon footprint of our colleagues' commuting, we have taken a questionnaire to identify and quantify the travel habits.

To define financed emissions, we use the standardised approaches and principles of the international initiative Partnership for Carbon Accounting Financials (PCAF). In this standard, we consider our own investments - the mathematical reserves and investments behind equity - but not the reserves of unit-linked life insurances (UL insurances). The investments included here are government bonds and corporate bonds and shares. As the most important data for government bond issuance values is the GDP of the given country, the 2025 value of which was not available at the time of concluding our report, we calculated the financed emission value for 2025 using the CO<sub>2</sub> equivalent of the government bonds in 2024 - i.e. any unit change in the government debt GHG emission coefficient from 2024 to 2025 is not included in our data series.

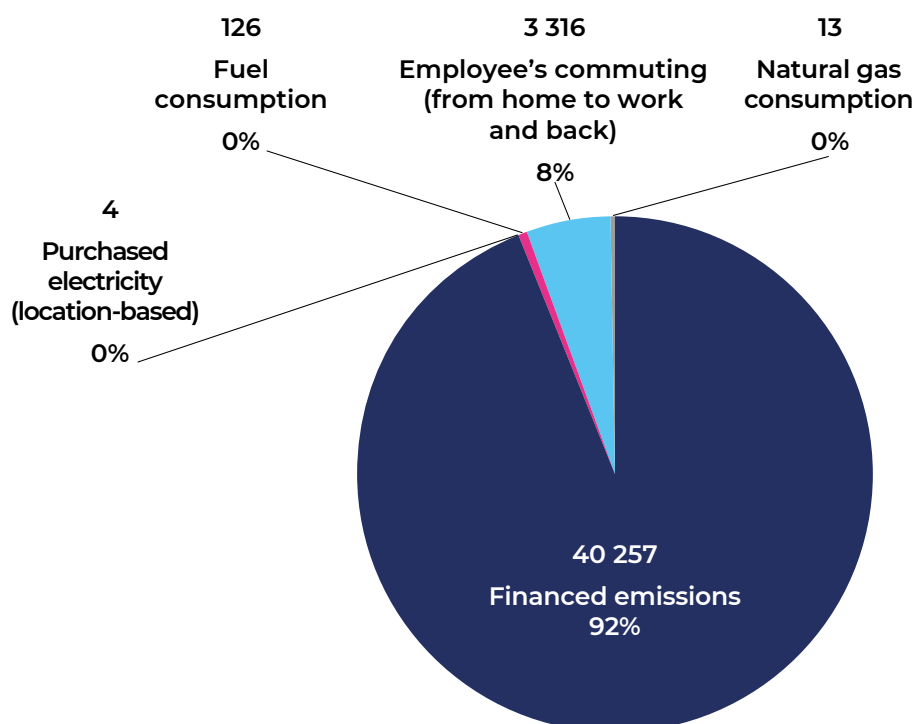
Our carbon footprint for 2023, 2024 and 2025 showed the following values:

**Greenhouse gas emissions by company, by emission category, 2023-2024-2025, expressed in tCO<sub>2</sub> equivalent**

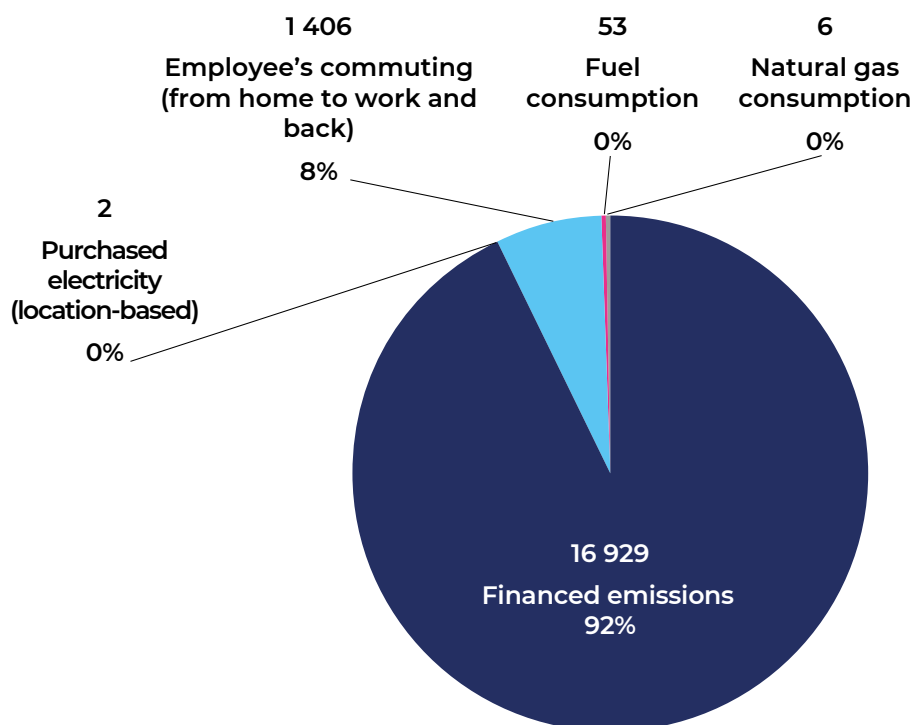


The composition of carbon footprint values by company in 2025 is as follows:

**CIG Pannónia Life Insurance Plc., tCO<sub>2</sub> equivalent data in 2025**



### CIG Pannónia First Hungarian General Insurer cPlc., tCO<sub>2</sub> equivalent data in 2025



As it is visible from the above graphs, the vast majority of our carbon footprint is outside of our control, stemming from financed emissions.

The emissions from our own operations (scope 1 and scope 2) are essentially a consequence of the fuel usage of our car fleet. **We have reduced emissions from our own operations by 14% compared to 2023.**

<b>Keywords</b>	<ul style="list-style-type: none"> <li>- Carbon footprint from own operations</li> <li>- Financed emission</li> </ul>
<b>Planned for 2025</b>	Completed: <ul style="list-style-type: none"> <li>✓ Development of a methodology for calculating carbon footprint</li> <li>✓ Reducing our carbon footprint from own operations</li> </ul>
<b>Commitments for 2026</b>	<ul style="list-style-type: none"> <li>▶ Finetuning of action plans to reduce the carbon footprint of own operations</li> </ul>

Through our carbon footprint calculation, we contribute indirectly to the target actions against climate change (SDG 13<sup>120</sup>).

<sup>120</sup> Source of the pictogram: <https://ksh.hu/s/kiadvanyok/fenntarthato-fejlodes-indikatorai-2022/>

# REGULATION OF MATERIAL TOPICS, RESPONSIBLE PERSONS

Regulations	Prudence and transparent corporate governance			Green products and customer-oriented service				People-centred workplace culture			Sustainable office operations				
	Data protection and security	Reporting and data provision	Transparency	Ethical business practices and legal compliance	Indirect economic impact	Social impact	Product development	Customer information and awareness-raising	Customer satisfaction	Digital customer management	ESG Risk Management and Risk Bearing	Employee retention, career development	Education of employees and awareness raising	Workplace culture	Supplier ESG compliance
Privacy Policy	✓			✓					✓						
Internal Audit Manual	✓		✓												
Internal Audit Policy	✓		✓												
Procurement Policy			✓			✓									✓
On-boarding regulations for insurance intermediaries									✓						
Conflicts of Interest Policy for Intermediaries	✓			✓		✓									
CIG Life Insurance Company Articles of Association	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CIG EMABIT's Deed of Incorporation ("Alapító okirat")	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equal Opportunities Policy			✓			✓					✓	✓	✓		
Asset Fund Launch and Operating Procedure	✓						✓	✓	✓	✓					
SRD-compliant Remuneration Policy					✓						✓	✓	✓		
Remuneration Policy					✓						✓	✓	✓		
Risk Management Strategy	✓	✓			✓						✓				
Rules of procedure of the Risk Management Committee		✓	✓								✓				
Risk Management Policy	✓	✓			✓						✓				
Compliance Policy	✓			✓	✓	✓					✓	✓	✓		

✓: Relevant regulations

	Prudence and transparent corporate governance						Green products and customer-oriented service				People-centred workplace culture			Sustainable office operations
	Data protection and security	Reporting and data provision	Transparency	Ethical business practices and legal compliance	Indirect economic impact	Social impact	Product development	Customer information and awareness-raising	Customer satisfaction	Digital customer management	ESG Risk Management and Risk Bearing	Employee retention, career development	Education of employees and awareness raising	Workplace culture
Employee Share Ownership Program, Remuneration Policy											✓		✓	
Rules of Procedure for Labour Affairs and Human Resources Management						✓					✓	✓	✓	
Disclosure Policy			✓				✓	✓	✓	✓				
Conflict of Interest Policy	✓			✓	✓	✓								✓
Complaint Handling Procedure			✓		✓	✓	✓	✓	✓	✓				
Anti-Money Laundering Policy	✓	✓	✓	✓	✓							✓		✓
Internal Regulations for the Prevention of Market Abuse			✓	✓	✓	✓								✓
Regulations on anti-fraud activities	✓		✓	✓	✓		✓					✓		
Organisational and Operational Rules	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employee incentive system: Regulations on the Performance Appraisal System (TÉR)					✓						✓	✓	✓	
Performance-Related Salary Policy					✓						✓	✓	✓	
Rules of Procedure for Product Development and Product Review			✓	✓			✓	✓	✓	✓				
Product Development, Product Approval and Product Review Regulations			✓	✓			✓	✓	✓	✓				
Board Selection Guidelines	✓													
Customer Service Policy			✓			✓	✓	✓	✓	✓				
Regulation of Risk Assumption, Risk Assessment and Product Development Activities related to Corporate Insurance			✓	✓			✓	✓	✓	✓				

✓: Relevant regulations

## GRI INDEX<sup>121</sup>

GRI 2-3 USE OF GRI STANDARDS	
Statement on use	The CIG Group reports for the period between 01.01.2024 and 12.31.2024 in accordance with the GRI Standards
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	-

GRI / OWN CODE	NAME OF INDICATOR	AVAILABILITY (CHAPTER TITLE)	PAGE	NOTE(S)
<b>GRI 2: General Disclosures 2021</b>				
2-1	Organisational data	Structure and functioning	6.	
2-2	Entities included in the entity's Sustainability Report	About our Company's ESG Report	4.	
2-3	Reporting period, frequency and contact person	About our Company's ESG Report	4.	
2-4	Revision of data	GRI content index	5.	No corrections or revisions were necessary.
2-5	External verification	About our Company's ESG Report	6.	
2-6	Activities, value chain and other business relationships	Structure and functioning	6.	
2-7	Employees	Structure and functioning	6.	
2-8	Workers who are not employees	Structure and functioning	6.	
2-9	Mandatory disclosures	Structure and functioning	6.	
2-10	Appointment and selection of the supreme governing body	Corporate governance	11.	
2-11	Chairman of the supreme governing body	Corporate governance	11.	
2-12	The role of the supreme governing body in overseeing the management of impacts	Structure and functioning	6.	
2-13	Delegation of responsibility for the management of impacts	Corporate governance	11.	
2-14	The role of the supreme governing body in the Sustainability Report	Structure and functioning	6.	
2-15	Conflicts of interest	Structure and functioning Prudence and Transparent Corporate Governance	6., 27.	
2-16	Communication of critical concerns	Customer satisfaction, Education of employees and awareness-raising	53., 70.	
2-17	Collective knowledge of the supreme governing body	Corporate governance	11.	
2-18	Evaluation of the performance of the supreme governing body	Corporate governance	11.	
2-19	Remuneration policies	Corporate governance	11.	

<sup>121</sup> The GRI table of contents contains technical information on the application of the GRI Standards and lists the indicators included in the ESG Report.

**GRI INDEX (continued)**

GRI / OWN CODE	NAME OF INDICATOR	AVAILABILITY (CHAPTER TITLE)	PAGE	NOTE(S)
2-20	The process of determining remuneration	Corporate governance	11., 72.	
2-21	Annual total remuneration ratio	Workplace culture	72.	
2-22	Declaration on the Sustainable Development Strategy	The CEO's Welcome Message	3.	
2-23	Policy commitments	Transparency Ethical business practices and legal compliance	36.	
2-24	Development and integration of business behaviour	Ethical business practices and legal compliance	36.	
2-25	Processes aimed at remedying negative impacts	ESG strategy ESG actions	25.	
2-26	Mechanisms for providing advice and raising concerns	Data protection and security	29.	
2-27	Compliance with laws and regulations	Ethical business practices and legal compliance	36.	
2-28	Member organisations	Social impact	41.	
2-29	Stakeholder involvement approach	Involvement of external stakeholders	23.	
2-30	Collective bargaining agreements	Structure and functioning	6.	
<b>Pillar "A"</b>				
<b>Prudence and Transparent Corporate Governance</b>				
1 Data protection and security				
3-3	Management of essential topics	Data protection and security	29.	
418-1	The number of justified complaints regarding the improper use of customers' personal data and the loss of data	Data protection and security	29.	
CIG-ADAT-1	Compliance with data protection and data security requirements	Data protection and security	29.	
CIG-ADAT-2	Number of personal data breaches and data security incidents	Data protection and security	29.	
2 Reporting and data provision				
3-3	Handling of material topics	Reporting and data provision	33.	
CIG-BESZÁM-1	Proportion of reports prepared by the deadline out of all mandatory reports	Reporting and data provision	33.	
CIG-BESZÁM-2	Number of deficiencies occurring during data provision and reporting	Reporting and data provision	33.	
3 Transparency				
3-3	Handling of material topics	Transparency	35.	

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GRI / OWN CODE	NAME OF INDICATOR	AVAILABILITY (CHAPTER TITLE)	PAGE	NOTE(S)
201-1	Direct economic value generated and distributed	Figures detailed in the financial statements	The financial statements are available on the website of CIG Life Insurance and on the issuers' page of the Budapest Stock Exchange (BÉT) after approval by the General Meeting	The financial statements are available on the website of CIG Life Insurance and on the issuers' page of the Budapest Stock Exchange (BÉT) after approval by the General Meeting
201-4	Significant financial assistance received from the State	Corporate governance	11.	
CIG-ÁTLÁT-1	Transparency Index	Transparency	35.	
<b>4 Ethical business practices and legal compliance</b>				
3-3	Handling of material topics	Ethical business practices and legal compliance	37.	
205-1	Operations evaluated in terms of corruption risks	Ethical business practices and legal compliance	38.	
205-2	Information and training related to the anti-corruption policy and procedures	Ethical business practices and legal compliance	38.	We have no information about our suppliers' knowledge of this kind
205-3	Confirmed cases of corruption and actions taken	Ethical business practices and legal compliance	38.	
206-1	Number and outcome of legal proceedings related to anti-competitive behaviour and/or violation of anti-trust and anti-monopoly provisions	Ethical business practices and legal compliance	39.	
CIG-ETIKUS-1	Amount of fines imposed on us	Ethical business practices and legal compliance	39.	
CIG-ETIKUS-2	Number of criminal proceedings	Ethical business practices and legal compliance	39.	
<b>5 Indirect economic impact</b>				
3-3	Handling of material topics	Indirect economic impact	41.	
207-1	Approach to tax payment	Indirect economic impact	41.	
207-2	Management and control of tax payment, risk management	Indirect economic impact	41.	
207-3	Involvement of stakeholders, management of concerns related to tax payment	Indirect economic impact	41.	
207-4	Country report	Indirect economic impact	41.	
203-2	Significant indirect economic effects	Indirect economic impact		

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<b>6 Social impact</b>				
3-3	Handling of material topics	Social impact	42.	
415-1	Contributions, political contributions	Social impact	42.	
<b>Pillar “B”</b>				
<b>Green products and customer-oriented service</b>				
<b>7 Product development</b>				
3-3	Handling of material topics	Product development	47.	
CIG-PROD-1	Key indicators of our products	Product development	47.	
<b>8 Customer Information and Awareness-Raising</b>				
3-3	Handling of material topics	Customer Information and Awareness-Raising	51.	
417-2	Non-conformities in the provision of information about products and services and marking	Customer Information and Awareness-Raising	51.	
417-3	Non-conformities related to marketing communications	Customer Information and Awareness-Raising	51.	
CIG-INF-1	Number of ESG related customer education and damage prevention information materials, programs/ actions (e.g. on-site presence at outdoor events)	Customer Information and Awareness-Raising	52.	
<b>9 Customer satisfaction</b>				
3-3	Handling of material topics	Customer satisfaction	54.	
CIG-ÜGYFÉL-1	Number of complaints	Customer satisfaction	54.	
<b>10 Digital customer management</b>				
3-3	Handling of material topics	Digital customer management	57.	
CIG-DIGI-1	Amount of paper used for contract conclusion and customer administration	Digital customer management	57.	
CIG- DIGI-2	Number of contracts concluded without printing	Digital customer management	57.	
CIG- DIGI-3	Percentage of customers using the customer portal, broken down by residential and customer segments	Digital customer management	57.	
<b>11 ESG risk management and commitment</b>				
3-3	Handling of material topics	ESG risk management and commitment	60.	
201-2	Financial consequences, other risks and opportunities of climate change	ESG risk management and commitment Risks posed and opportunities created by climate change	17., 60.	
CIG-KOCK-1	Share of industries with high ESG risk in the portfolio	Indicator under preparation		

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<b>People-centred workplace</b>				
<b>12 Employee retention and career development</b>				
3-3	Handling of material topics	Employee retention and career development	66.	
401-1	Newly hired and exited employees	Employee retention and career development	66-67.	
401-2	Benefits for full-time employees that are not available to temporary or part-time employees	People-centred workplace culture	63.	
401-3	Parental leave	Employee retention and career development	65.	
404-3	Percentage of employees participating in regular performance appraisals and career development discussions	Employee retention and career development	63.	
CIG-KARRIER-1	Percentage of employees participating in a mentoring program	Indicator under preparation	73.	
CIG-KARRIER-2	Employee Satisfaction Index	People-centred workplace culture	69.	
<b>13 Education of Employees and Awareness-Raising</b>				
3-3	Handling of material topics	Education of Employees and Awareness-Raising	71.	
404-2	Programs aimed at skills development and lifelong learning, which help employees to remain in continuous employment and to end their careers.	Education of Employees and Awareness-Raising	71.	
CIG-OKT-1	Number of employees participating in ESG-themed educational and awareness-raising programs	Education of Employees and Awareness-Raising	72.	
CIG-OKT-2	Proportion of employees participating in ESG-themed educational and awareness-raising programs	Education of Employees and Awareness-Raising	72.	
CIG-OKT-3	Number of professional, managerial and soft skill training sessions	Education of Employees and Awareness-Raising	72.	
CIG-OKT-4	Number of employees participating in professional, managerial and soft skill training sessions	Education of Employees and Awareness-Raising	72.	
CIG-OKT-5	Number of employees with a job / responsibilities related to sustainability	Education of Employees and Awareness-Raising	72.	
<b>14 Workplace culture</b>				
3-3	Handling of material topics	Workplace culture	73.	
CIG-CSAPAT-1	Number of team-building and community activities	Workplace culture	73.	
CIG-CSAPAT-2	Number of colleagues participating in team-building and community activities	Workplace culture	73.	

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<b>Sustainable operation of offices</b>				
15 ESG compliance by suppliers				
3-3	Handling of material topics	ESG compliance by suppliers	78.	
414-1	Suppliers that apply social compliance and criteria	ESG compliance by suppliers	78.	We have no information about our suppliers' knowledge of this kind
414-2	Negative social impacts and steps taken in the supply chain	ESG compliance by suppliers	78.	We have no information about our suppliers' knowledge of this kind
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Our carbon footprint from our operations	80.	