

Separate Business Report

to

**the Separate Financial Statements of the Erste Bank Hungary Zrt. for 2025
prepared in accordance with International Financial Reporting Standards
adopted by the European Union**

Budapest, 10 April 2026

The separate financial statements and business report of ERSTE Bank Hungary Zrt. for the year 2025 include a summary of the activities of the Bank (hereinafter the Bank or Erste Bank), together with information that has had an impact on Erste Bank's operations from the aspect of assessment of business activities.

Content

Business environment, goals and strategy of Erste Bank	3
Change in the legal form of Erste Bank	4
Product range, cooperation agreements - strategic alliances	4
The main resources and risks of Erste Bank, related changes and uncertainties	6
Financial data	7
Quantitative and qualitative indicators and ratios of process performance	8
Employment policy	9
Presentation of sites	9
Education policy	9
Social mission and sponsorship	10
Social responsibility	10
Customer Satisfaction Index	16
Erste Bank's energy management	18
Events after the balance sheet date	19
Annex 1: Erste Bank's branch network as of 31 December 2025:	20
Annex 2: Erste Bank Corporate Governance Report for year 2025	23
Annex 3: Non-financial statement	42

Business environment, goals and strategy of Erste Bank

In FY 2025, the GDP grew by 0.4% annually, another near-stagnant performance. The economy has not experienced significant growth since the latter half of 2022; the key constraining factor has been the subdued investment cycle. Thus, investments remained drag on growth in 2025, as well. Industrial prospects have been improving only gradually. The main driver of the GDP growth was households' consumption, mainly on the back of positive real wage increases.

The easing of trade conflicts toward the end of the summer has rendered the external environment somewhat more predictable. We continue to rely on a recovery and the effects of fiscal stimulus in Germany. The improving performance of Hungary's largest trading partner remains a key factor for domestic economic activity and business sentiment. Beyond the anticipated improvement in external demand, household consumption remains a positive growth contributor, primarily supported by further wage increases. Additionally, pre-election welfare measures are expected to further boost disposable income of households. GDP growth is projected to reach 2% in 2026, though the balance of risks remained tilted to the downside.

The unemployment rate stagnated at 4.4% in 2025. Labor market remained relatively stable - despite of economic weakness - but its tightness significantly eased. In the medium term, the indicator is most likely to hover between 4% and 4.5%, with the Hungarian labor market likely to remain structurally tight, mainly due to deteriorating demographic trends.

By end-2025, inflation had returned to the target range, as inflation stood at 3.3% y/y in December. A range of administrative price-curbing measures, combined with the strengthening of the forint, helped bring inflation down to a more tolerable level compared to the beginning 2025. The annual average inflation rate was 4.4% in 2025. As for prospects, favorable base effect brings further disinflation at the beginning of 2026, however upward risks stem from strong real wage growth and pre-election welfare measures boosting demand later the year. Meanwhile, the rapid disinflation in food prices and the strong forint counterbalance pro-inflationary effects. We expect average inflation to be much lower (3.2-3.4%) in 2026, with the 3% target seen as sustainably achievable in 2H 2027.

Prior to 2025, the last policy rate cut by the MNB to 6.50% occurred in September 2024. This marked the final step in a normalization process that began from an exceptionally high effective rate of 18%. The change in the MNB's leadership (took place in March, 2025), the slowly improving inflation outlook and the expected rate path of major and regional central banks suggested a more accommodative approach for 2025. While the anticipated rate cuts by other central banks more or less materialized, the MNB maintained its restrictive policy stance throughout the year to curb persistently high inflation expectations and ensure a stable forint. Later, at the year-end, the MNB adopted a more dovish tone, citing improvements in inflation dynamics. As a result, in February 2026, the MNB reduced the policy rate by 25 basis points, to 6.25%.

The forint has shown notable strength both against the euro and the US dollar in 2025, driven by its attractive carry and a hawkish monetary policy. Positive carry dynamics kept the currency firm and offset the depreciating pressure comes from inflation difference. The MNB had continued to emphasize the importance of maintaining stability in the FX market, viewing it as a critical element for achieving the inflation target on a sustainable basis. Hungary's external position also remained solid, which provided additional support for the forint. The prolonged high-carry environment continues to underpin the currency—offsetting potential headwinds from weak growth, the absence of EU funds, and political uncertainty ahead of the election.

The general government balance showed a cash deficit of HUF 5,738.7 billion in FY 2025, much higher than the original plan of HUF 4,123 billion. According to the preliminary estimate, the deficit on an accrual basis was reduced to 4.7% of GDP in 2025 from 5% seen in 2024. Government debt-to-GDP ratio relevantly increased however, to 74.9% from 73.5% seen in 2024.

In April 2025, Standard & Poor's affirmed Hungary's sovereign credit rating at BBB-, but revised the outlook from stable to negative. The agency pointed to uncertainty surrounding the country's fiscal consolidation path and the risk of further deterioration in public finances ahead of the April 2026 elections. In December 2025, Fitch also changed Hungary's outlook from stable to negative, while keeping the long-term rating unchanged at BBB, citing similar fiscal concerns. Moody's likewise maintained Hungary's long-term rating at Baa2, but continued to assign a negative outlook. Overall, Hungary's debt rating by Fitch and Moody's is by two notches and by Standard & Poor's by one notch from non-investment grade.

The Hungarian banking sector performed well in 2025. The sector's balance sheet total expanded by around 2.8%. While loans increased by 7.7%, deposits grew by 5.6%, bringing the loan-to-deposit ratio to 78.6% at sector level. The non-performing loan ratio declined to 1.4%.

Operating revenues in the sector are 3% higher than the previous year. Revenue growth was driven by net fee and commission income, up 18% to HUF 1,264 billion in nominal terms. In 2025, net interest income stagnated, at HUF 2,141 billion on the revenue side. Operating income rose by 2.73% in total in 2025, bringing them to HUF 4,196 billion.

Operating expenses rose by 15.3% in 2025, bringing them to HUF 2,406 billion. The sector's profit after tax in 2025 was HUF 1,502 billion, down 8% year-on-year. The sector's cost/income ratio grew by 5.8% to 56.9%, while the return on equity decreased from 18.7% to 16.1%.

Cost growth was significantly driven by the 28.9% increase in banking sector taxes and the financial transaction fee, as well as inflation-related cost pressures, reflected in higher personnel and operating expenses. The combined burden of the sectoral tax, the financial transaction fee and the extra profit tax amounted to HUF 827 billion in 2025, compared with HUF 642 billion in 2024.

In 2025, the Hungarian banking sector continued to actively participate in the existing government programs such as the baby Loan, CSOK, the Széchenyi Program and the Baross Gábor re-industrialisation loan program, maintaining its stable supporting role in household and corporate financing. Previous regulatory changes, including the possibility to use voluntary pension fund savings and SZÉP cards for housing purposes, also remained in force. In addition, the Qvik electronic payment system became a widely used, fast and secure payment solution by 2025. In 2025 new elements including several household support schemes such as the home renovation subsidy and the worker's loan were implemented. In September the Otthon Start program was launched, providing a state-subsidised, fixed 3% mortgage for first-time homebuyers, further expanding housing finance options.

In 2025, the Hungarian banking sector did not undergo any drastic changes in terms of its players. The most significant market development was the opening of Revolut's first office in Hungary, strengthening the fintech's local presence.

Erste's strategic goal is to continue its balanced operations as a dominant player in the Hungarian banking market, both in its retail and corporate business, with strengthened risk management, increasingly efficient operations, continuously improving services and innovative banking solutions. Erste will maintain its strategic ambition to become the market leader in customer satisfaction. Erste Bank and all its subsidiaries are committed to providing its customers with a wide range of financial solutions and services: deposits, investment products, loans and advisory services throughout their financial lifecycle. In support of this, it is continuously developing, among other things, its George platform, the Bank's digital mobile and web-based internet banking platform. Through this platform, it offers new products and services with easy access to basic information.

Change in the legal form of Erste Bank

The operating form and ownership structure of Erste Bank did not change in the financial year of 2025. The Bank's current form of operation is a private limited company (Zrt.), which was registered with the Court of Registration on 3 January 2011. The full name of the Bank is Erste Bank Hungary Zártkörűen Működő Részvénytársaság.

The ownership structure of Erste Bank Hungary Zrt. is as of 31.12.2025 as follows:

Owner	Number of shares	Share of ownership
Erste Group Bank AG	146,000,000,000	100 %
Total	146,000,000,000	100 %

Product range, cooperation agreements - strategic alliances

In a heavily challenging environment, Erste Bank remains focused on providing customers with safe, high-quality, personalised service. Its strategic objective is to further strengthen its presence as a dominant player in the Hungarian banking market, as a universal bank in both retail and corporate segments, with an expanding service and product portfolio, strengthened risk management, more efficient operations and continuously rising service quality. The Bank,

together with its subsidiaries, offers its current and prospective customers a wide range of financial solutions and services throughout their financial lifecycle: deposits, investment products, loans and other advisory services.

In retail lending, we continue to target an increase in unsecured lending, housing loans and state-subsidised loans. We continue to improve our lending processes and channels to ensure growth and customer satisfaction, with a particular focus on meeting digital needs.

The corporate business continues to offer full banking services to all segments, with the aim of developing transaction services and maintaining a national presence. Customers have access to most of the state-subsidised credit facilities, which are of paramount importance in the corporate strategy. In addition, the Bank places a strong emphasis on financing the agricultural sector.

In addition to core banking activities, Erste Bank also plays an important role in the market for high-growth potential products such as investment and savings products, which are cornerstones of Financial Health. In this respect, the Erste Future Program stands out, in the frames of which we crossed the 142,000 regular investment customers mark in 2025.

Erste Bank aims to expand its existing customer base by improving service quality and developing innovative banking solutions. To this end, it gives priority to existing electronic channels, including the George platform, which was launched in 2021 in line with its business strategy. George makes available to retail customers an ever-expanding range of digital products and services. As a result, customers use George much more frequently than they used to do with netbanking and mobile banking. The number of digitally active customers has continued to grow, from 73% at the end of 2024 to 75% today. George is regularly updated with continuous upgrades, with identified customer service calls now available from George, and the PIN for the bank card can be securely verified. 2022 saw the launch of Moneyback, a new cashback discount programme on the George App, which offers personalised offers based on shopping habits. Account opening with selfie and full online credit card and personal loan applications are now available, as well as secure screen sharing to enable customers to quickly access advisory help. At the beginning of 2025, the Spending pillar & monthly wrap services were launched in FitZone, and we also introduced the Round-up savings feature, which rounds up every card payment in George, with the difference collected in a target deposit account. Additionally, property valuation services were launched on George with the support of ingatlan.com.

In addition to digital channels, the Bank continues to attach great importance to personal service and therefore places great emphasis on branch network development, constantly renewing our branches based on its innovative concept.

The main resources and risks of Erste Bank, related changes and uncertainties

Asset and liability management (interest rate risk management)

To measure the interest rate risk on the bank's books, Erste Bank uses a simulation process that is one of the most methodologically advanced solutions, which takes into account both traditionally used approaches, i.e. net interest income simulation (income perspective) and cash flow valuation, i.e. economic value simulation (economic perspective). The Asset and Liability Committee (ALCO) is the main strategic decision-making body for asset and liability management, including interest rate risk management. In line with its mandate, it regularly reviews Erste Bank's interest rate risk positions and the development of its positions. In addition to monitoring the position, it is entitled to assess and rate Erste Bank's interest rate risk position. Its powers include approving and changing the relevant internal policies, in particular the applicable limits, assumptions, procedures and methodologies. Other departments involved in the management of interest rate risk: (1) Liquidity and Market Risk Management, which measures Erste Bank's exposure to interest rate risk, examines and analyses the reasons for changes in the risk profile and supports the decision-making process by considering the limit levels; (2) Asset and Liability Management (ALM), which performs operational decision-making functions related to ALCO's activities; (3) Money and Capital Markets, which is the operational executor of ALCO's strategic decisions and ALM's market transactions. Erste Bank's management receives regular reports on the development of the interest rate risk exposure in the bank's books. These reports allow the management to:

- evaluate the level and trend of Erste Bank's aggregate exposure to interest rate risk;
- check compliance with the defined risk tolerance levels;
- identify any excessive risk-taking above the level set out in the policy;
- determines whether Erste Bank has sufficient capital to take a given amount of interest rate risk;
- make decisions regarding interest rate risk.

Liquidity risk management

Erste Bank uses a Survival Period Analysis (SPA) based on stress scenarios to measure its shorter-term liquidity risk. The analysis shows the level to which Erste Bank's liquidity buffer would decrease in different liquidity stress scenarios subject to the given assumptions. The ALM's task is to reconcile the maturity structure of balance sheet and off-balance sheet items in such a way that the cumulative net cash flow is positive up to the time period defined as the limit. In addition to the survival period analysis based on stress scenarios, the liquidity risk management will take into account the compliance with the liquidity ratios (Foreign currency adequacy ratio, Foreign currency equilibrium ratio, Mortgage financing Adequacy Ratio, Wholesale Funding Ratio, Supervisory Liquidity Stress Test) introduced by the Hungarian regulators and the compliance with the expected level of the liquidity ratios (LCR, NSFR) introduced by the Basel Committee on Banking Supervision. Liquidity and Market Risk Management regularly monitors and reports to ALCO the current values of the liquidity indicators.

Interest rate risk management

Erste Bank uses two analytical approaches to quantify the magnitude of interest rate risk: a) net interest income and b) simulation of the economic value of equity.

Both types of risk indicators revealed low to medium interest rate risk exposure, with both internal and external limits being met during the year.

The sensitivity of the economic value of equity:

The change in the economic value of capital under the six stress scenarios defined by the European Banking Authority, relative to the value of capital calculated in a no-change scenario.

The economic value of equity is the sum of the values of the change in the value of equity due to positive and negative interest rate movements, calculated by currency, compared to the value of equity calculated in a constant interest rate scenario. The worst-case scenarios of rising and falling interest rates are summarized on a currency-by-currency basis. This methodology takes the value of credit spreads to be zero (ignored) both when generating the cash flows and when calculating the present value and applies a 0% interest rate floor value to the points on the yield curve shocked by historical interest rate changes.

12-month simulated net interest income sensitivity:

The aggregate of the 1-year change in net interest income per currency due to the assumed interest rate movements in the parallel EBA scenarios, compared to the net interest income calculated in the no-change scenario as a proportion of Tier 1 capital.

	31.12.2024	31.12.2025
Economic sensitivity of equity	6.01%	7.25 %
12-month simulated net interest income sensitivity*	3.06%	1.21 %

* Net interest income modelled for 12 months, based on EBA scenarios

Financial data

At the end of the year Erste Bank's balance sheet total was HUF 5,230 billion, up 4.4% year-on-year. Profit after tax amounted to HUF 133.9 billion, HUF 4.6 billion higher than in the previous year.

At the end of 2025, the structure of Erste Bank's asset portfolio changed only slightly compared to the previous year. The nominal amount of net receivables from customers increased by HUF 250,4 billion, largely due to the growth of the retail business (HUF 246,3 billion, up 18.9% on annual level). In contrast, the net receivables from corporate customers basically stayed the same (change of HUF -0.4 billion). Only loans to SME corporates were able to grow (by HUF +39.8 billion), the impact of which was offset by an decrease in receivables in other segment (Large corporate by HUF -18.1 billion, real estate financing by HUF -21.2 billion).

Held-to-maturity securities decreased significantly, by HUF 91.5 billion in total, thus their share in the balance sheet total shrank to 18.1% from last year's 20.7%. Receivables from credit institutions increased by HUF 54.2 billion, bringing their share in the balance sheet up to 6.4% from 5.6%.

The share of deposits in the liability structure slightly increased (by 1.0% to 85.4% of total liabilities). Deposits from monetary financial institutions decreased by HUF 40.6 billion while debt securities decreased by HUF 62.9 billion to 6.48%.

Customer deposits increased by HUF 340.5 billion after HUF 109.7 billion increase in 2024, as a result the share of customer deposits in the balance sheet total greatly increased last year's level up at 67.4% (+3.8%). The Bank has a 9.7% market share of retail deposits, up 49 basis points from last year. The market share of corporate deposits after the decrease in last year increased by 12 basis points to mature at 7.2%.

Erste Bank's operating income increased by HUF 14.7 billion, while its operating expenses increased by HUF 8.8 billion compared to the previous year, resulting in an overall operating profit of HUF 222.9 billion (2.7% increase compared to 2024).

In terms of operating income, net interest income is 3.67% (HUF 6.3 billion) higher than at the end of last year. As a result of the changes in the market interest rate environment interest income and other similar income dropped by HUF -26.5 billion and interest expense and other similar expense fell by HUF -32.8 billion in 2025.

The rate of decline in interest income (-7.0% year-on-year) is lower than the rate of decline in interest expenditure (-15.9%), due to the lower short-term yield spread available on free liquidity compared to last year. The HUF 18.9 billion drop in expenses is partly accounted for by interest expenses for institutional customers and interbank deposits, mainly due to the decline in overnight interest rates.

Erste Bank's commission and fee income increased by HUF 20.3 billion compared to last year (HUF 100.7 billion in 2024) and reached HUF 120.9 billion in 2025. The revenue side improved by HUF 23.0 billion, while fee and commission expenses increased by HUF 2.7 billion. The changes were mainly due to the improvement in investment services and insurance revenues, as well as in the result from card and payment services.

The result from Financial operations decreased by HUF 2.4 billion year-on-year to HUF 20.3 billion in 2025. The decrease was mainly driven by lower result achieved on interbank swaps on declining short-term and rising long-term market yield curves.

The result profit (or loss) from financial assets measured at fair value through profit or loss, decreased significantly (by HUF 3.2 billion) due to the change in market yields and reached HUF 4.0 billion in 2025.

In 2025, annual operating costs amounted to HUF 115.9 billion, an increase of 8.3% compared to last year. The higher costs were driven in part by an increase in personnel costs, which rose by 5.0% to HUF 52.8 billion mainly due to wage increases. Other administrative expenses (material costs) increased by 9.8% to HUF 48.6 billion, mainly due to IT costs. Depreciation and amortisation totalled over HUF 14.5 billion, which was higher than the previous year's level. The premium paid to the National Deposit Insurance Fund (OBA) decreased by HUF 0.1 billion in 2025, due to the significant risk weight decrease of the bank.

The result from other operating activities was worse compared to the previous year (by HUF -13.3 billion), mainly due to higher levels of financial transaction tax (HUF -12.7 billion), mostly caused by changes in the regulatory environment and a change in net impairments on investments in subsidiaries (HUF -9.1 billion), while extra profit tax improved (HUF 8.7 billion) year on year.

The cost/income ratio shifted from 33.0% (2024 FY) to 34.2% (2025 FY), driven by higher operating expenses growth.

At the end of December 2025, the provision for impairment and risk provisions was HUF -0.5 billion, mainly due to the reversal of provisions for the corporate portfolio.

Quantitative and qualitative indicators and ratios of process performance

The Bank also measures the quality of its internal operations through the performance of its main customer service channels (branch network, telephone customer service, electronic channels) and the main customer processes that take place there. The definition of the expected performance of the customer service channels and customer processes is preceded by understanding, monitoring customer needs. We carry out regular recurring research: mystery shopping and customer satisfaction surveys in branches, as well as on branch advisory, central customer service and electronic channel (GeorgeApp and GeorgeWeb). Based on customer feedback we compose metrics and measurable parameters: Channel Satisfaction, Customer Experience Index (CXI).

We build a measurement system primarily focussed on business processes and channels in Erste Bank and perform measurements to map customer perceptions and determine process performance. We examine our processes from the point where the customer need emerges to the point of satisfaction of the need. The key performance indicators that describe process performance are lead time, error rate, service levels such as waiting time measurement, and availability of electronic channels. For these indicators, targets are set and the results of regular measurements are compared to the desired value.

If process performance is below target, we will carry out a detailed process analysis to identify the reasons compliance and develop recommendations for improvement. This is done on a weekly and monthly basis, involving the areas concerned in the process. If necessary, a process improvement project is launched, where we develop an action plan using process improvement methodologies to improve process efficiency.

Employment policy

In 2025, the year-end headcount of Erste Bank was 3,293 FTEs, while at the end of 2024 it was 3,230 FTEs per 8-hour working day, thus the total headcount roughly remained unchanged.

The average age of our staff is 42.1 years, with an average length of service of 10.5 years, of which 62% are women and 38% are men.

Erste Bank takes care to retain and attract talent, and to this end it is constantly working on building its employer image, providing a competitive benefits package, developing its organisational culture and maintaining a high level of employee commitment, which is also one of the Group's key strategic priorities.

Erste Bank pays particular attention to no discrimination anywhere in its operations, especially in the selection and remuneration systems, and annually analyses the operation of the gender-neutral remuneration system.

The facilitation and maintenance of work-life balance is an important aspect for Erste Bank, which is supported by a number of benefits and the work organisation and operating model is set up accordingly. In the current hybrid operating model, it offers a 60% work-from-home option for colleagues in the head office area who are able to do so due to their sphere of duties, as well as the possibility to work from home full-time.

In Erste Bank, we consciously address succession planning every year, assessing potential successors for management and key specialist positions and providing specific development opportunities for this group.

In addition to succession planning, we pay particular attention to identifying and attracting young talent. In 2025, the traineeship programme provided a total of 54 trainees with the opportunity to gain insight into the Bank's operations and professional experience. In addition to our traditional trainee programme, we launched the ErStep trainee programme, a complex 1.5-year rotational programme for students in higher education. A further 22 trainees have participated in the ErStep programme in 2025.

Presentation of sites

Since 1 September 2006, the Bank's registered seat has been located at 24-26 Népfürdő Street, 1138 Budapest. The modern office building houses the central organisation units of Erste Bank and its subsidiaries. We have a nationwide network of branches, which are professionally managed at a regional level (Budapest 1, Budapest 2, Northeast Hungary, Southeast Hungary, Midwest Hungary, West and East Hungary). The branch network is listed in Annex 1.

Education policy

In line with the hybrid operating model, training and education were also delivered with a mix of online and face-to-face presence, adapting to the development needs in each area, organizational development objectives and the need to adapt to continuous technological evolution. Our mentoring program, leadership development program, talent program and other professional and soft-skills training continued and we organized several other workshops and off-sites. In 2025, we provided various soft-skills and IT training to our colleagues.

The various training courses in 2025 amounted to a total of 94,495.70 training hours, with 1 person spending an average of 28.70 hours on various training courses.

Our training programs are built on the five shared values, in line with the aspirations of Erste Group.

We also place special focus on colleagues nominated to the leadership succession pool, for whom we have organized dedicated training sessions.

In the retail area, intensive training of new entrants continued, as well as the development of the sales support area, in order that colleagues in the branches receive outstanding support.

In IT, we continued internal knowledge-sharing opportunities, organized extensive training opportunities around our new agile tribe and their way of working.

Social mission and sponsorship

Social responsibility

In the firm belief that all people deserve dignity and respect, our founders created Erste 200 years ago to ensure prosperity for all, regardless of status, nationality, religion, gender, age or any other factor. Our aim has always been to make it widely available. An important message of our mission is that "in addition to our banking and investment services, we demonstrate our commitment to our customers and to Hungary through our social responsibility".

Our Social Banking and Social Responsibility thematic pages can be found here:

<https://www.erstebank.hu/hu/ebh-nyito/rolunk>

Social banking

There are many reasons why many people lack access to the basic necessities of everyday life, live in poverty or lack financial stability. Erste Group is committed to supporting those in whom people have little faith, and to helping these people achieve economic development and access to financial services.

The aim of social impact banking in Hungary is to ensure equal access to financial services in both the private and civil sectors. Since 2017, we have integrated a wide range of activities under the umbrella of social responsibility. The Bank has created and institutionalised a value proposition for NGOs by developing the best-priced NGO account package and a special loan product guaranteed by the European Investment Fund (EIF) and Erste's foundation in Vienna.

In addition to financial instruments, Social Banking has also developed additional value propositions for specific disadvantaged groups.

Financial awareness

Erste Group engages with affected communities through a combination of indirect engagement via social organisations and direct engagement with vulnerable individuals and underserved enterprises on an ongoing basis. These processes aim to identify needs, assess impacts and continuously improve the effectiveness of financial and non-financial support. Social Banking local departments are established in all core markets with dedicated full-time employees. Engagement with individuals and micro-entrepreneurs occurs through advisory and mentoring sessions - depending on country setup - in branches and online, supported by an advisory framework that promotes active customer engagement and financial health. Financial education and readiness programs, including bespoke counselling and training, promote financial literacy and strengthen participants' resilience.

An aspect of Erste Bank's business is to provide financial services to socially vulnerable people, including those who would otherwise be excluded from access to financial goods and services, positively impacting those effected. Initiatives supporting financial health, transparency and inclusivity of these customers are key to its value proposition and helps build long-term customer relationships while improving their financial autonomy. These efforts enhance customer trust and loyalty, contributing to the stability and resilience of its business. Social Banking Hungary offers to help individuals manage unexpected financial challenges via debt counselling since 2023 for 20 families of a partner NGO. Financial education to social workers in the field of underprivileged, mentally disabled, special need youngs, people coming from orphanage or homeless aim to empower individuals to take control of their financial situation and improve long-term stability. In 2025, 23 social workers reached 335 individuals. The format of this program ensures that the knowledge stays in the system and replicable at any time of need. Ensuring social housing advocacy services by an NGO helps families to gain access to social/affordable housing subsidiaries by pre-financing on behalf of the families. In 5 years, 37 families with near to 180 members gained access to healthy living in this program, supported by Erste Stiftung and Erste Bank. Specially developed financial literacy booklet was downloaded more than 150x in 2025, moreover a dedicated NGO reached 300+ mentally disabled persons in special schools with this tool.

Advise and Offering

For more than 200 years, Erste Bank has seen it as its mission to create prosperity for everyone, regardless of nationality, creed, gender, or age. While times change, the founding idea remains as relevant as ever: to accompany people in matters of financial health throughout their lives. Financial health is viewed as the key to a fulfilled and sustainable life, both today and in the future.

Enhancing financial awareness is essential; in line with the strategy of the National Bank of Hungary, Erste Bank enables consumers to make informed decisions regarding account packages and services, as well as to increase the adoption of electronic payment methods. Notification of clients about their transaction outcomes and account balances, thereby improving transparency and preventing fraud is also building trust. Furthermore, comprehensive information on pricing and service characteristics is intended to encourage consumers to select cost-effective options, fostering market competition and driving more favorable conditions. In the long term, these initiatives will strengthen financial inclusion and accelerate digital transformation, ensuring broader access to modern banking solutions for all segments of society.

Erste Bank builds a framework around its clients, as well as enhances the Erste brand. "We want our customers, including the future ones to LOVE us. Not only transactional but also relational." In aligning Retail and Corporate business with ESG strategy, the bank emphasizes products and services that support decarbonisation, such as financing for renovations or energy improvements. This dual focus aims to enhance both financial health and environmental sustainability.

Enhancement of financial awareness tackles different dimensions: insights of finances, format of advisory, banking product solutions, digital tool developments, financial education in different topics and the way how Erste Bank communicates with its clients.

Data-driven insights

Erste Bank's monitoring process for financial health is based on five indicators that support its customers to 1) live within their means, 2) build up a financial cushion/reserve, 3) ensure their risks, 4) grow their money and 5) manage their debt. The calculation of these indicators helps Erste Bank take a personalised approach towards supporting each customer.

Erste Bank researches its customers' needs and views on its products and services. For example, in the case of responsible lending, Erste Bank limits its lending volumes to amounts that customers can most likely afford to repay.

Digital Advisory

Erste Bank focuses on providing (digital) advisory services and the right offerings for customers. The transformation starts from inside; Erste Bank provides all necessary tools to its employees to enhance their private and professional financial health hence the advisory is built on strong foundations. In the digital era, Erste Bank offers personal advisory, combined with data-driven analytics. All branches use the branch advisory tablet tool which shows a 360 degree view of the client and supports enhancing the financial journey.

Erste's digital banking tool, George helps clients to handle their finances independently, at the same time safely. The tool enables the client to make smart decisions, accept tailor-made offers or draws the attention to a missed opportunity/upcoming action. This builds trust and dynamic interaction between the person and its bank.

Erste Bank involves the upcoming generation into the conversations about money. The most effective learning approach for children is experiential, allowing them to explore and apply concepts independently. George is available for children aged 7 to 14, providing early opportunities to develop financial literacy and responsible money management skills on their dedicated accounts. Through George Junior, children gain an understanding of fundamental banking operations, including account management, card-based transactions, and savings practices. Parents maintain full oversight of all activities via their own George account, ensuring security and control throughout the process.

Beyond banking

Beyond financial decisions, Erste Bank regularly publishes articles on its website and social media about money. It calls attention to a particular topic or supports different generations to understand a theme. (<https://www.erstebank.hu/hu/blog>).

Gamification is recognized as an effective tool for facilitating easier and more efficient learning across all age groups, and for the youngest segment, financial education is virtually inconceivable without it. Over the past decade, the bank has accumulated extensive expertise in delivering financial knowledge through interactive and game-based methods, as well as in educating diverse age cohorts. These insights have been incorporated into the development of a tale-book, talking to kids 0-7years, reinforcing Erste's commitment to making banking more accessible and human-centered.

<https://www.erstebank.hu/hu/sajto/sajtokozlemenyek/2024/09/25/cserebere-az-erdoben-a-gyerekek-penzugyi-oktatasa-czernak-eszter-uj-konyve-pagony-kiado-erste>

Erste Bank participated as editor in another financial literacy book which explains the role of money and the functioning of the economy through colorful illustrations and clear, practical examples. The book is useful for teenagers and all readers who want to know more about money. <https://www.erstebank.hu/hu/blog/TeamErste/mindent-a-penzrol-konyvajanlo-az-erste-szakertoitol>

Clear communication

Erste Bank acknowledges the importance of transparent and clear communication. Beyond providing transparent information on pricing, fees, and charges, Erste Bank communicate clearly, enabling clients to understand the message much faster and more effectively; can follow instructions accurately, they return responses correctly completed and use the product as described. Clear communication saves money and time for both parties, increases engagement and builds trust in finances.

Erste Bank markets and sells its lending products in a responsible manner. In case of financial difficulty, Erste Bank works with its customers to find solutions to any financial difficulties they may encounter.

Erste Bank takes responsibility for any mistakes it makes and acts promptly to resolve complaints using discretion and sensitivity. Erste Bank analyzes the root causes of complaints on an ongoing basis and takes prompt action to resolve them. Erste Bank offers complaint management training to its employees.

Erste Bank uses a product development process that ensures compliance with the applicable quality and security standards. New products and services are continuously developed with an eye on the needs of existing and future customers, particularly the next generations, such as Gen Z. This action is part of an ongoing commitment to innovation and sustainability.

Social Housing Program

The Social Housing program addresses the issue of housing poverty. The Bank is involved in the implementation of three projects by two NGOs (Habitat for Humanity, Street to Housing Association) and provides financial support. The target groups of these programs are people who are homeless or in a state of near homelessness, or living as migrant in Hungary, families without basic housing needs, and families without access to public renovation assistance. In Social Housing programs, the bank provides Financial education for social workers (details in Affected communities chapter).

In 2025, Erste Bank provided healthy housing or housing solution for 236 people in cooperation with 2 NGOs, supported by Erste Stiftung.

SEEDS Program

The Bank launched the SEEDS program in 2017 thanks to the support of the Vienna-based Erste Foundation (Stiftung). IFUA Non-Profit Partner and SIMPACT Non-Profit Partner are also present as implementing partners in this program for the complex development of NGOs and social enterprises. So far, more than 170 NPOs have received support, in 14 types of training and in 26 consultation projects. SEEDS+ program helps the development of applicants through with volunteer support (liquidity management, daily efficiency), or customized advice or bootcamps (project management, financial planning, organizational change). In the first year of the latest 2year program, 85 mini projects received support so far. ERSTE Bank also relied heavily on its 40 external partners for volunteers with whom 92 volunteers were involved in the program. The program continues until 2026June.

MARC program

MARC program introduced by Erste Stiftung and 3 pilot countries (HU,RO,AUS) in 2024. The goal is to support growth of those impact enterprises who seek for additional funding, investment and would like to go international. Hungary developed 12 impact enterprises in the 2024-25 season, out of which SSH Boards (HU) have won the Best of CEE impact enterprise award. IFUA Non-Profit Partner and SIMPACT Non-Profit Partner are present as implementing partners in HU and as overall program leaders. MARC 2nd year kicked off in 2025 October, in 5 countries, including Hungary, with 15 participants.

+1 action - Community teamwork

The +1 action programme was launched in 2015 with the aim of encouraging Erste Bank employees to participate in community programmes that go beyond simple team building and show colleagues how easy and fun it is to lend a helping hand.

The goal of the +1 action programme is to give more space to community building and grassroots initiatives. Since 2018, Social Banking is coordinating the yearly program and offered NGOs and communities to our employees. The Bank also provides financial support to applications for community work. Since the start of the programme, 217 projects have been completed.

Community involvement

The Bank remains highly committed to contributing to alleviating society's most pressing problems.

Bank donations supported projects of 70+ non-profit organisations with a real social impact, worth nearly HUF 80 million, helping many people in need.

From 2021, Erste Bank became the main sponsor of the Civil Award, Hungary's most prestigious civil awards event.

Regular sponsorship of GoodImpact, a unique marketplace for civil society services to the for-profit sector, has been ongoing since 2019.

Erste Bank is a gold-level member of the Social Impact Investors Association (THBE), Hungary's only social impact investor group.

NGO partners regularly get involved in the Bank's life and processes. In many cases, we counted on them as contributors to professional programmes, but we were often able to integrate their products and services into the Bank's events (branch accessibility audits, sign language translation in branches, +1 Action, Santa Claus chocolate donation, "Be a child's angel at Christmas" campaign, Bake Sale, trash management, accessibility advisory, ErsteWoman, ErsteColours and ErsteGreen events, Diversity month).

During the spring and autumn charity bake sales, colleagues collected donations of HUF 2.5 million for the Hungarian Food Bank Association.

Community often have opportunity to further volunteerism, be it professional support at SEEDS program, personal support at debt advisory, or animatorship at International Kids' day.

News about the community programmes are regularly published on the Erste Bank's Facebook page and internal pages.

Christmas charity: "Be a child's angel at Christmas" campaign

Erste Bank regularly organizes a special format Christmas charity campaign was organised by the Social Banking area. Colleagues could anonymously participate in fulfilling the wishes of disadvantaged children. As a result of the action, in 2025, gifts were donated to 170+ disadvantaged children reached by 5 Social Banking partner organisations (Habitat for Humanity, Anyák az Anyákért [Mothers for Mothers], SütniJó [GoodToBake], SOS Children Village, Foundation for Children with Leukemia, Charity Taxi association and InDaHouse). Moreover, colleagues donate chocolate for another 5 NGOs kids for Santa.

Other cooperation agreements

Margo Award sponsorship and Margo x Erste #higgymagadban special prize

In 2023, we joined the Margó Prize as a sponsor, which is awarded every year to a first fiction author who is judged worthy by a professional jury. From 2023, Erste presents the Margó x Erste #higgymagadban Special Prize to the first-time author who embodies what we at Erste call the #higgymagadban factor through their writing journey and/or the story they create.

We chose this sponsorship because it is closely linked in spirit to the #higgymagadban narrative, as budding writers create without knowing if anyone will ever read their work. On the other hand, Erste's brand and brand message can reach a wide audience, as almost everyone can relate to reading. And the Margo Festival in the autumn where the awards are presented, is attended by people aged between 18 and 65, typically of higher status and open to culture.

Hungarian Ice Hockey Federation

For the eight year, since September 2017, Erste Bank has been supporting the Hungarian first-class adult men's ice hockey championship, the Erste League.

Our aim is to support teams in the domestic league with our business knowledge and sponsorship activities, thereby contributing to the success of hockey in Hungary.

Collaboration with Pagony Publishing – the children's book *Cserebere az erdőben*

The aim of the Erste–Pagony collaboration was to put a truly practical, everyday tool in parents' hands to support children in making thoughtful decisions. The insight behind the project: 92% of parents consider financial education important, yet one in ten finds this task challenging.

As a result, together with Pagony we created the children's book *Cserebere az erdőben*, which serves both as a conversation starter and a practical guide for families. The book was written by Eszter Czernák, with illustrations by Dorottya Szert-Szabó. The project aligns with Erste's "Believe in Yourself!" mindset, as it addresses a topic that can often be difficult for parents to discuss with their children. During the campaign period, the book was offered as a gift with the opening of a Cseperedő bank account.

ErsteGreen



Erste Bank continually endeavours to demonstrate its commitment to protecting the environment through its actions, and in addition to complying with the parent company's standards (reducing carbon emissions, paper consumption, electricity consumption and heating energy), it takes further steps to make our organisational culture and operations more environmentally friendly, thereby broadening our social responsibility.

In early 2016, Erste Green was launched as an initiative of an internally organised volunteer group with the primary aim of raising awareness, education and commitment to sustainability among our colleagues. The main activities of the team include organising environmental community programmes, "green" everyday life, sensitising and promoting eco-consciousness, being present in Erste's corporate life, liaising with other employee clubs and achieving a positive social impact. Since its inception, the team has 400+ supporters, grouped around 10 active organizers.

Green education is becoming increasingly important. In 2021, Erste Green launched a Facebook channel for environmentally conscious colleagues to share their thoughts on environmental topics, news, articles and debates. Thanks to Erste Green's initiative, the Erste Live staff events in the last couple of years became completely plastic-free, and the Christmas tree in the Erste Tower was replaced by a wooden installation that can be re-installed and re-decorated every year without cutting down another tree. In 2025, they actively engaged to projects related to nature protection and CO2 emission, held 8 educational events (about water protection, kids education, sustainable workplaces and transporting), organized community actions around sustainability (clothes/toy wardrobes, celebrating of colleagues coming by bicycle, awareness of food waste).

ErsteWoman



ErsteWoman plays an important role in the Bank's diversity actions and is actively linked to HR and Social Banking in its programme.

In 2025, ErsteWoman focused on topics that are rarely talked about, whether due to taboo or shame. The theme was health, both physical and mental well-being. They talked about HIV, with those affected, about why testing is important, and what misconceptions about the disease still exist. Roundtable discussions this year covered senior careers and what comes next after a certain age. Then ended the year with the topic of men's health. What should our male peers pay attention to in order to maintain their physical health, what mental challenges do they face, and what solutions are there?

The ErsteWoman initiative aims to work in closer coordination with the activities of the other 16 clubs, as there are more connection points to be joint advocates on issues and create value for colleagues.

ErsteColours



ErsteColours plays a key role in Erste's diversity actions. The primary goal of the club is to empower LGBTQIA employees. By raising the visibility of its members and organising support programmes, they have raised awareness that Erste is an inclusive and accepting environment where no one should fear discrimination and everyone can be who they are without fear. The club has also helped to raise awareness of the issue among non-affected colleagues through sensitisation presentations, which further strengthens the acceptance of the community.

Their major themes overarch every activity they organize: minority and diversity, and the stress of feeling inferior. They also pursue an important mission to build community, which is why they organised flashmobs at international day of homophobia, picnics, thematic city walks throughout the year. They were present at all major LGBTQ workshops and events: LMBT Historic month, Day of Budapest Pride, Vienna Pride. The team members have also been approached by colleagues for advice, so the advocacy role has also set off, further increasing the sense of a safe environment among employees.

Physical and info-communication accessibility

Erste Bank's various initiatives share a common goal of promoting financial inclusion, social impact, and sustainability. These actions are designed to address the diverse needs of different demographic groups, from individuals facing financial exclusion to small and medium-sized enterprises seeking growth. Each initiative leverages partnerships with local organizations, employs dedicated teams, and adheres to high standards of service and compliance. Continuous monitoring, regular assessments, and stakeholder engagement are integral to ensuring the effectiveness and adaptability of these programs. By focusing on education, financial stability, and social innovation, Erste Bank aims to create a positive and lasting impact on the communities it serves.

By creating an environment where customers with special needs, such as those with disabilities, have adequate access to these offerings, Erste Bank demonstrates its commitment to inclusivity. This is an ongoing effort of our entire Retail banking division and affiliates, both on Group as well as at Erste Bank.

EU Directive 2019/882 was transposed into Hungarian law (Act XVII. of 2022), requiring all new consumer products and services to meet accessibility standards from 28 June 2025. Erste Bank conducted a comprehensive compliance review starting February 2023, involving approximately 50 colleagues and subsidiaries, coordinated by the Diversity Officer. The assessment covered all applicable requirements, client-facing systems, and even beyond the scope of the law physical accessibility of the branches.

Digital accessibility, as core focus of the legislation, requires specialized expertise, which was appropriately ensured through external audits of a certified professional, in accordance with internationally recognized web accessibility guidelines and standards. Targeted trainings were also delivered by the same expert to project participants. The Bank also engaged civil organizations to validate needs and test solutions.

Based on the external audit results, improvement areas were appropriately identified, and a detailed action plan was developed. Progress regarding accessibility initiatives, related tasks and developments has been monitored through structured reporting at expert, senior management, and Board levels.

Key achievements include making the website, mobile apps, ATMs, chatbot, and supporting processes (Call Center, complaints handling) accessible, revising and clarifying online documents, and redesigning card mailers.

Erste Bank modified 65 of its branch network out of 98 units following the refurbishment of the branch network, providing full access to entrance for people with reduced mobility and larger interiors. Going forward, all branch investments will be made with easy access in mind, unless physical or other barriers arise. To facilitate this, Erste Bank has engaged a professional auditor who has already certified 62 of our branches as accessible based on their inspection. The auditor's mapping has helped to develop new actions around branch investments: 54 branches have been equipped with devices (induction loops), all branches have installed a CONTACT sign language translation service, and staff have been trained to support the hearing impaired. Tactile lanes have been installed in 16 branches and others are being installed in an ascending manner. Mobile ramps are available in the 12 branches most frequented by wheelchair users. The entrances and glass surfaces have contrasting stickers and pictograms at the entrances help you find the way around. The menu system of the branch call centres has been renewed and simplified, with a number display that follows the WCAG standard. All new and renewed branches in the network follow the "new concept" methodology, which takes into account the opinions of accessibility engineers in the design.

Over the past few years, Erste Bank has paid special attention to the accessibility of its ATM network.

For several years now, the entire ATM network has been equipped with keyboards with tactile elements to assist blind and partially sighted customers in using the ATM, which will be complemented by screen reader support from the beginning of 2023. Screen reader support can be activated by connecting a headset. All functional steps are accompanied by a light signal, and warning steps are accompanied by sound. The ATM screens have a privacy filter, which does not allow page views, and the reading software can only be activated when an earpiece connects, in which case the screen also goes dark. A dedicated website and information tool about accessible ATM usage is available at [erstebank.hu](https://www.erstebank.hu).

The ATM modernization program, which will run until the end of 2026, will aim to ensure accessibility and usability for both existing and new ATMs. Currently, 74% of Erste's ATM network is accessible without barriers and 78% is usable without barriers. Since 2024 non-branch ATMs started to be replaced for more modern ones. The new type of ATMs also offers the possibility to set contrast, further increasing the satisfaction of blind and partially sighted customers when using ATMs. Contrast can be adjusted in the top right corner of the screen or with the grey button on the keyboard after the transaction has been initiated.

George website and application, [erstebank.hu](https://www.erstebank.hu) website and all eDM-s follow WCAG 2.1 guidelines, including contrast, resizing settings, page read-aloud options and more. From 2024 the Bank is actively preparing to comply with the European Union's accessibility directive, which came into force from 2025 June.

Complaint handling system tracks separately the ones related to accessibility and being regularly evaluated by Diversity Officer&Complaint team.

A dedicated policy formalizes principles for equal access to financial services for persons with disabilities and tasks related to the EAA. Product managers are required to ensure that all products and services comply with EU and local accessibility regulations, meeting criteria of being perceivable, operable, understandable, and unambiguous.

Erste Bank's support for employees with special needs in the Erste Tower

- The tower is barrier-free and accessible by wheelchair on all floors and wings. Thresholds are removed or replaced by floor separators, making crossing for wheelchairs smooth. (The only exception is the garage entrance, but this is not feasible with fire doors due to the fire compartment boundary.)
- Our lifts are also threshold-free, and there is a special call button for the visually and mobility impaired, which makes the lifts wait longer to assist in getting in and out.
- The height of the light switches and lift panels were designed to be wheelchair accessible throughout the building.
- We have 3 handicapped parking spaces.
- 2 disabled toilets are located in the Tower.
- In the parking lot outside the building, we provide 1 dedicated disabled parking space for our guests (for guests who have registered in advance).
- Disabled access to the lobby is made barrier-free through the opening door next to the turnstiles.
- The buffet and canteen are also accessible.
- Kitchens on all floors of the building are also accessible.
- In toilets, lights switch on automatically with the help of motion sensors.

Customer Satisfaction Index

The Customer Experience Index (CXI) is determined by Group Customer Experience, which is part of Group Brand Management & Communications, which in turn reports to the CEO. This entity-specific disclosure (regarding Erste Bank) helps illustrate the effectiveness of our actions in increasing the positive impacts on our customer base. The CXI is of great relevance for Erste Bank, as it is also used as input in the evaluation of members of the management board of Erste Bank and all employees.

In the retail segment, a representative survey called 'Banking Market Monitor' is carried out on a quarterly basis. In the Hungarian market, Erste conducts 12,000 telephone interviews each year (with both private customers and non-customers). In the corporate customer segment, we carry out a comprehensive survey once a year, involving at least 1,750 companies in Hungary.

	% Dissatisfied Satisfaction 0-4	% Not engaged Satisfaction 5-6	% Simply satisfied Satisfaction 7-10	% Loyal Simply satisfied and Repurchase 9-10 Bank change 0-1	% Advocates Loyal and Recommendation 10 Effort 10
Vs. competition	Clear competitive disadvantage	Competitive disadvantage	No advantage or disadvantage	Clear competitive advantage	Clear competitive advantage
Likely behavior	Likely to change bank as soon as they can	Likely to look for better offers and change bank	Leave easily even for slightly better offer	Likely to repurchase even pays some price premium	Likely to recommend to friends and family
Target	Optimize		Neutral	Maximize	

These analyses are conducted by an external market research institute and provide data for a performance comparison both within Erste Group and with its most important competitors. Based on these surveys, our customer relations are rated in five categories (advocate, loyal, simply satisfied, non-engaged and dissatisfied) and successful improvement of customer experience is measured using the CXI (Customer Experience Index).

Based on these categories we calculate the CXI as follows: % advocates + % loyal customers + 0.5*%simply satisfied - % non-engaged - % dissatisfied. The CXI rating therefore ranges on a scale from -100 to +100. This value is put in relation to the top three competitors in each country and in each segment and is then used to identify the strengths and weaknesses of the local banks as compared to the market leaders.

The process of target definition is the same for every CXI target and every segment. Our long-term goal is to become the leader in CXI in the country, while our short-term goal is to achieve significant yearly improvements. This target is relative compared to the top 3 competitors in the market.

Measurement and calculation are conducted by Group Customer Experience, and Erste Bank Customer Experience is only responsible for the measurement, not for any measures. The results from the previous year are used for setting the targets for the next year, a process that is carried out annually. The source of data is market research, with telephone interviews conducted for all three segments (Private: quarterly / Micro & SME: yearly). The target is always determined in comparison with the actual results of the top three performers in the markets. This is achieved through market research among main clients of all banks in the markets, with Erste Bank always comparing itself to the Top 3 banks in each segment. The Top 3 values are weighted by the size of the banks. Ultimately, Erste Bank is responsible only for the measurement and target definition. The methodology is established internally using mathematic models to determine the views and opinions of our customer base.

	PI		Micro		SME		Total	
	Difference in relation to the top 3 competitors		Difference in relation to the top 3 competitors		Difference in relation to the top 3 competitors		Difference in relation to the top 3 competitors	
	2025	2024	2025	2024	2025	2024	2025	2024
Erste Bank	16,1	1,5	4,9	2,2	1,8	0,0	11,7	1,3

CXI Privates

In the retail customer segment, Erste Bank moved from second place last year to first place in 2025. *Competitive landscape changed from 2023 to 2024. CIB was taken into account as competitor in 2024, but was not in 2023.

CXI Micro Segment

In the microsegment, EBH improved significantly from 2024 to 2025. The CXI increased substantially, and our competitive position strengthened, which is especially important given the downward trend seen between 2021 and 2023. In the competitive ranking, we are currently in second place behind K&H.

CXI SME Segment

In the SME segment, an improvement can also be seen, although to a lesser extent than in the previous two segments. Erste remains in the middle of the field: it is preceded by UniCredit and Raiffeisen, while OTP and K&H are behind us – the structure of the ranking essentially did not change in 2025.

Erste Bank's energy management

The Bank places a strong emphasis on increasing energy efficiency in both its headquarters and its branch network to protect and sustain our environment.

The Bank's headquarters building is classified as an "A" class office building, equipped with high technical content, modern cooling and heating technologies, and a building surveillance system, in line with the technical and energy efficiency requirements of the time. In 2025, our headquarters, the Europe Tower, was awarded very good Breeam certification. Motion and position sensors were installed in many areas and in order to reduce energy consumption the installation of energy-saving LED lights were fitted throughout the tower. The heating and air conditioning systems operate in energy-saving mode at night and on weekends, taking into account real comfort needs and holidays. All workstations in the building have natural lighting, which is an important factor in maintaining the health of workers and reducing energy consumption. We ensure reduced energy consumption during off-peak periods by changing the operating mode according to opening and working hours, which also allows our entire branch network to operate more energy efficiently.

Through continuous improvements, we are replacing the equipment that supplies energy to the building with more efficient equipment that serves the needs with better efficiency, while keeping in mind the need for comfort and the principle of minimal environmental impact.

In the spirit of environmental awareness, we have been carrying out separate waste collection in our head office, in the warehouse in Törökbálint and currently in 10 branches for years, collecting plastic, paper, metal and glass and municipal waste separately. We are planning to expand separate waste collection in the branch network.



From 2016, we purchase green energy every year. This will cover 100% of Erste Bank's electricity needs from green power.

In order to continuously maintain and improve the efficiency of energy management, we implemented an ISO50001 compliant energy management system at the end of 2017. Also at the end of 2017, in addition to our internal demand and the support of the Group, we expanded our ISO activities and introduced our ISO14001 environmental management system, further strengthening our commitment to protecting our environment.

The development and renewal of our branch network are ensured by the innovative operation of our continuously improving standards and ISO systems. Artificial lighting is provided by energy-efficient fluorescent and LED luminaires. 89 branches are now lit by state-of-the-art LED light sources. The lighting of logos and illuminated signs is time program controlled, and night lighting is limited or kept to the minimum necessary in most areas.

When selecting newly installed air conditioning systems, we give preference to VRV (heat pump) and inverter systems that promote energy efficiency.

To reduce paper consumption, the Bank has introduced the possibility of paper-free cash withdrawals at its ATMs and uses recyclable, environmentally friendly paper not only in its ATMs but also in its daily operations.

For internal mail, Erste Bank uses 24 times addressable envelopes, envelopes made from recycled paper for external mail, recycled paper and stamps. Scrapped but still usable computers and unused furniture are donated to educational institutions and foundations in need, and used copiers and ink cartridges are collected by suppliers.

In order to reduce the direct environmental impact of transport, the size of the company car fleet is continuously determined according to demand, and modern vehicles with energy-efficient engines are purchased. Special attention is paid to the regular monitoring of emissions and fuel consumption. We continually expand the number of stations for charging electric cars in the central building, which we will continue this year as well. In order to decarbonize

employee mobility, we are increasing the share of electric vehicles in our fleet year by year (we currently have 59 electric and 3 hybrid vehicles), with the aim of having the entire company fleet electric by 2030.

We have a cooperation agreement with two car-sharing services (GreenGo and Wigo), which provide employees with electric cars for company trips with GreenGo in Budapest and Wigo nationwide, reducing emissions.

Erste Bank provides a storage area for more than 180 bicycles simultaneously in its headquarters for colleagues who cycle to work, thus promoting health and environmentally friendly traffic. In the bicycle storage area, 6 free charging points for e-bikes and scooters have been provided, thus increasing the e-mobility awareness of employees within the bank.

Events after the balance sheet date

Change in the mandatory reserve ratio

Effective 1 March 2026, following the decision of the Monetary Council, the Hungarian National Bank reduced the compulsory reserve requirement for banks from 8% to 6%.

Reduction of the base rate

Starting from 25 February 2026, the Hungarian National Bank reduced the base rate by 25 basis points to 6.25%.

Conflict in the Middle East

The conflict in the Middle East does not have a direct impact on Erste Bank, as the Group's exposures to the affected countries are not significant; therefore, no risk provisions are required in relation to the conflict. However, certain indirect effects must be considered, such as increased volatility in financial markets and secondary impacts on customers arising from disruptions in supply chains. Further geopolitical tensions may lead to economic difficulties; however, their impact cannot be reliably estimated at this time.

Dividend

The proposed dividend to be presented at the Annual general meeting is amounting to 120 billion forint.

Budapest, 10 April 2026

Jelasky Radovan
President and CEO

Manfred Schmid
Deputy Chief Financial Officer

Annex 1: Erste Bank's branch network as of 31 December 2025:

Branches
1138 Budapest Népfürdő utca 24-26.
1021 Budapest Hűvösvölgyi út 138.
1116 Budapest Fehérvári út 130.
1032 Budapest Bécsi út 154.
1222 Budapest Nagytétényi út 37-43.
1024 Budapest Lövház utca 1-5.
1117 Budapest Október huszonharmadika utca 8-10.
1114 Budapest Bartók Béla út 43-47.
1211 Budapest Kossuth Lajos utca 70-86.
1085 Budapest József körút 86.
1082 Budapest Baross utca 1-3.
1193 Budapest Kossuth tér 23-24.
1203 Budapest Kossuth Lajos utca 21-29.
1123 Budapest Alkotás utca 53.
1143 Budapest Gizella út 59.
1134 Budapest Váci út 33.
1152 Budapest Szentmihályi út 137.
1062 Budapest Váci út 1-3.
1066 Budapest Teréz körút 24.
1106 Budapest Örs vezér tere 25.
1042 Budapest Árpád út 68.
1102 Budapest Körösi Csoma sétány 9/B
1173 Budapest Kaszáló utca 47.
1052 Budapest Bécsi utca 5.
1085 Budapest Blaha Lujza tér 1-3
1123 Budapest Alkotás utca 55-61.
2040 Budaörs Szabadság u.27.
2330 Dunaharaszti Dózsa György út 27.
2120 Dunakeszi Fő út 24.
2030 Érd Budai út 13.
2000 Szentendre Duna korzó 18.
2310 Szigetszentmiklós Losonczi u. 1.
2600 Vác Széchenyi u. 14.
8400 Ajka Szabadság tér 4/a.
9300 Csorna Szent István tér 29.
9021 Győr Árpád út 42.

7400 Kaposvár Fő u. 2.
8360 Keszthely Kossuth utca 11.
9200 Mosonmagyaróvár Fő utca 26.
8800 Nagykanizsa Fő utca 2.
8500 Pápa Fő tér 25-26.
9600 Sárvár Batthyány u. 20.
8600 Siófok Fő utca 172.
9400 Sopron Előkapu 2-4
9970 Szentgotthárd Széchenyi utca 2.
9700 Szombathely Mártírok tere 12.
8100 Várpalota Szent István út 7-9.
8200 Veszprém Ádám Iván utca 2.
8900 Zalaegerszeg Ispótlály köz 2.
2500 Esztergom Petőfi Sándor utca 2.
2900 Komárom Igmándi u. 19-21.
8060 Mór Köztársaság tér 1.
8000 Székesfehérvár Palotai út 4
2890 Tata Országgyűlés tér 3.
2800 Tatabánya Fő tér 20.
5600 Békéscsaba Andrássy út 20.
2700 Cegléd Népkör u. 2.
5700 Gyula Városház utca 16.
6800 Hódmezővásárhely Andrássy út 2-4.
6000 Kecskemét Kisfaludy utca 6.
6100 Kiskunfélegyháza Mártírok útja 1.
6900 Makó Csanád Vezér tér 5.
5900 Orosháza Kossuth utca 2-4.
5540 Szarvas Szabadság utca 32.
6720 Szeged Széchenyi tér 17.
6600 Szentes Kossuth u.12-16.
5000 Szolnok Baross utca 8.
5200 Törökszentmiklós Kossuth utca 125.
6500 Baja Vörösmarty utca 5.
7200 Dombóvár Hunyadi tér 19-21.
2400 Dunaújváros Dózsa György utca 2/a.
6300 Kalocsa Szent István király utca 37.
6400 Kiskunhalas Bethlen Gábor tér 4.
7700 Mohács Szabadság út 16.
7030 Paks Dózsa György út 64.
7620 Pécs Rákóczi út 62-64.
7100 Szekszárd Széchenyi utca 40.
4032 Debrecen Egyetem tér 1.

4024 Debrecen Vár utca 4.
3300 Eger Dobó tér 1.
4220 Hajdúböszörmény Szt. István tér 2.
4080 Hajdúnánás Dorogi utca 10-14.
4200 Hajdúszoboszló Szilfákajla 4.
5300 Karcag Kossuth tér 6.
3700 Kazincbarcika Egressy utca 44.
4600 Kiskvárda Szent László utca 26.
4700 Mátészalka Kölcsey utca 15.
3527 Miskolc Bajcsy-Zsilinszky utca 1-3.
4300 Nyírbátor Szabadság tér 10
4400 Nyíregyháza Nagy Imre tér 1.
3950 Sáropatak Rákóczi utca 40.
3580 Tiszaújváros Bethlen Gábor utca 5/b
4625 Záhony Ady Endre utca 27-31.
2660 Balassagyarmat Rákóczi fejedelem utca 34-36.
2100 Gödöllő Szabadság tér 14.
3200 Gyöngyös Mikszáth Kálmán utca 4.
5100 Jászberény Szabadság tér 20.
3100 Salgótarján Erzsébet tér 5.

Annex 2: Erste Bank Corporate Governance Report for year 2025

ERSTE BANK CORPORATE GOVERNANCE REPORT FOR THE YEAR 2025

Under Section 95/B of Act C of 2000 on Accounting, ERSTE BANK HUNGARY Private Limited Company („the Company”) hereby publishes its Corporate Governance Report.

The Company established its corporate governance system in a responsible, efficient and transparent manner, in accordance with the effective legislation applicable to companies and credit institutions, the recommendations and expectations of the NBH (financial supervisor) as well as with considering the interest of the Company's clients and Shareholders.

The Company - as an issuer of certain listed securities - prepared its corporate governance report to ensure transparency and full comparability – in accordance with Corporate Governance Recommendations (“Recommendations” or “CGR”) approved by the Board of Directors of the Budapest Stock Exchange Zrt. on 8 December 2020. The Company emphasizes however that the Company is a credit institution operating as a private limited company, which applies the recommendations prepared for listed public limited companies with the derogations arising from its organization, activities and operations as follows.

PART I

1. Operation of the Board of Directors, and a description of the division of responsibilities and duties between the Board of Directors and the executive management

The Board of Directors is the managing body of the Company, which directs the operations of the Company within the framework of the law, the Statutes, and the resolutions of the Sole Shareholder and considering the recommendations of the Supervisory Board. The Board of Directors adopts its own by-laws after seeking the prior opinion of the Supervisory Board.

- The duties of the Board of Directors are to govern the affairs of the Company and exercise all those rights which do not fall within the exclusive competence of the Sole Shareholder or the Supervisory Board. In particular, the Board of Directors represents the Company vis-à-vis third parties, at courts and authorities
- ensures that the books of the Company are kept in accordance with the relevant rules;
- makes a proposal to the Sole Shareholder for the amount of remuneration to be paid to the members of the Supervisory Board;
- on the basis of Section 98(1) of the Credit Institutions Act, establishes the internal regulations making possible the prudence and transparency of investments and commitments, as well as the control and minimisation of risks, and records those regulations in an annex to its by-laws;
- initiates the decision-making of the Sole Shareholder;
- elects the Managing Directors in accordance with the Credit Institutions Act, exercises the employer's rights over them, and determines the terms of the employment agreements of the CEO and the Managing Directors;
- prepares or procures the preparation and audit of the annual report, including the suggestion on the usage of the after-tax profits, and submits the same to the Supervisory Board and the Sole Shareholder;
- establishes committees and advising bodies to support the preparation of decisions.
- approves the principles of investments; and
- prepares and accepts the budget of the Bank and the amendments thereof.

The Board of Directors consists of at least 3 members, elected by the Sole Shareholder for a maximum of 5 years. The members of the Board of Directors may be re-appointed and recalled at any time by the Sole Shareholder.

The members of the Board of Directors are persons employed by the Company (internal members) and persons not employed by the Company (external members).

The Chairman organises the work of and ensures the effective operation of the Board of Directors, represents the Board of Directors and carries out the duties specified in the Statutes and the by-laws of the Board of Directors.

The meeting of the Board of Directors is held as often as the Board of Directors deems necessary or appropriate but at least 4 (four) times a year. The Chairman of the Board of Directors convenes a Board of Directors meeting upon a written request from any member, specifying the reason for convening the meeting and the proposed agenda. The invitation must be sent in advance to the members of the Board of Directors as laid down in the by-laws.

The Board of Directors has a quorum if at least a simple majority of the members are present. The Board of Directors makes its decisions by simple majority of the members present, subject to Sections 13.9 and 13.10 of the Statutes unless it is otherwise provided by the relevant legislation or the Statutes.

The Board of Directors may pass its resolutions in writing (including fax), teleconference or videoconference.

The internal members of the Board of Directors are the CEO (the No. 1 manager appointed to lead the Company), the Chief Retail Officer, the CFO, the COO, the Chief Risk Officer, and the Deputy Chief Corporate and Financial Market Officer, who manage their respective organisation units in order to fulfil their responsibilities.

The Chairman elected by the Board of Directors and employed by the Company (in 2025 and currently the CEO), and his deputies (in 2025 and currently the internal members of the Board of Directors) qualify as managing directors under the Credit Institution Act. The Board of Directors decides on the distribution of business activities amongst the managing directors and the rules of replacement. The decisions of the Board of Directors are implemented by the managing directors.

The Board of Directors established a Managing Board. The Managing Board is a body that exercises operative control over the Company, makes the necessary decisions and specifies principles to manage the daily operation of the Company.

The members of the Managing Board are the Chairman of the Board of Directors (the CEO) and the Deputy CEO's, who are also internal members of the Board of Directors. The CEO is the Chairman of the Managing Board.

The Managing Board convenes its meeting on a weekly basis. The Managing Board has a quorum if at least half of its members are present. Resolutions of the Managing Board are passed by simple majority.

The Managing Board informs the Board of Directors of the measures delivered and the decisions made on a quarterly basis.

In the year 2025 the decision of the Board of Directors related, amongst others, to the following matters:

- reports of the management,
- Risk Management reports,
- the organizational changes of the Company,
- adoption of the amendments of internal regulations within the competence of the Board of Directors,
- preparation of the annual accounts and the related documentation,
- monitoring the inspections carried out by authorities,
- decisions related to the Company's policies,
- decisions related to the subsidiaries of the Company.

2. Introduction to the members of the Board of Directors, the Supervisory Board and the Managing Board

2.1. Members of the Board of Directors on 31 December 2025

Radovan Jelasity Chairman of the Board of Directors, CEO (01.06.2011. -)

Mr Jelasity was born in Baja, finished his secondary school in Budapest. He obtained an MBA at the Finance Faculty of Illinois University in Chicago after acquiring a degree in economics at the Belgrade University. He started his banking career at the Deutsche Bank in Frankfurt where he worked for four years as area manager responsible for Central-Eastern Europe. Later he participated in banking projects in Germany, Poland and Bulgaria, on behalf of McKinsey&Company in Frankfurt. As Vice President of the Banking Rehabilitation Agency he participated in the reorganization of the banking sector and in the launch of the privatization process of several large banks. After serving as Deputy Governor, he was appointed the Governor of the National Bank of Serbia in 2004 and held this office until 2010. As central banker, Mr Jelasity played an important role in the consolidation of the Serbian banking sector and the insurance market, as well as in the strengthening of the regulatory and supervisory bodies; furthermore he played a key role in Serbia's negotiations with international financial institutions. Mr Jelasity - as Chief Executive Officer of the Company since June 2011 – beyond his responsibilities specified by the laws and by the by-laws of the Board of Directors - is responsible for the financial stability of the Company, acts as managing director of the Company and assists the Board of Directors in making decisions affecting the entire Company. He contributes to setting directions to the Company's business policies with evaluation of local and foreign business and macro-economic environment. He

manages and coordinates the Company's Corporate Division, supervises the strategic and business planning as well as the operation of the Division. In addition to his position held in the Company, he has been the member of the General Council in the Hellenic Financial Stability Fund in Athens from October 2016 till November 2019. He is the president of the Hungarian Banking Association from May 2020.

László Harmati Managing Director, Deputy CEO Retail (02.04.2013. -)

Mr Harmati started his career at the ITCB - Consulting and Training, then between 1998 and 1999 he was Head of Department of Entrepreneurship and Regulation in the Ministry of Finance. Between 1999 and 2002, as Head of Department of Regulation at the National Bank of Hungary, he played a leading role, amongst others, in the development and launching of the domestic trading book regulation and the implementation of the Basel capital rules in Hungary. From 2002 until early 2013, as Deputy CEO at FHB Mortgage Bank Nyrt, and as CEO from 2010 the supervision of the entire business area belonged into his competence and as a consequence, he played a leading role in the management of the bank's business strategy. In 2006 and 2007 he undertook an active role in founding the FHB Bank Zrt where he fulfilled the position of the CEO. In 2010 and 2011 he was in charge of the acquisition of Allianz Bank Zrt. Mr Harmati is associated with the establishment of the new business model, managing the rationalization project, and the intensive retail online developments (netbank, netbroker, lead generation via the Internet). He had a leading role in the cost rationalization, the development of the new set of tools for housing subsidy, he is credited with the re-tuning of the collection protocols, and the increase of the branch and direct channels' cross-sale potential. László Harmati as Deputy CEO (Chief Retail Officer) of the Company – since April 2013 – manages and coordinates the retail division of the Bank, supervises the operation of the branch network, manages and supervises the sale of retail products, the customer service and the telesales channel of the Bank.

Krisztina Zsiga Managing Director, Deputy CEO Risk management (06.11.2017. -)

Ms Zsiga graduated in 1993 at the Manchester Metropolitan University. She has been working in risk management for more than 20 years. She gained wide experience on this area in various European countries. Between 1995 and 2007 she worked at Inter-Európa Bank, Citibank and the CitiGroup in Budapest, Moscow, Norway, Prague, and London. She joined Erste Group Bank AG in January 2008 where she was working as Head of Retail Risk Management. Between 2013 and 2016 she was member of the Company's Supervisory Board before she had been elected as external member of the Board of Directors. In November 2017 Krisztina Zsiga was elected as Deputy CEO for Risk Management (Chief Risk Officer) of the Company. She supervises the credit policies of the Bank's business lines, including the credit rating, collateral valuation and provisioning policies. She regularly reviews market risks, supervises the delegation of functions regarding credit clients and she holds responsibility for the safe and secure operation of the Company.

Manfred Schmid, Managing Director, Deputy CEO Finance (01.06.2021. -)

Mr. Manfred Schmid graduated at the Universität Wien, Business Informatics faculty in 1991 and continued his studies at Robert Kennedy University, Delémont, where he got his International Tax Law Diploma in 2022. He has professional experience in the field of IT, accounting and controlling at Budapest and Vienna. Between 1998 and 2001 he was filling director role and leading the Accounting and Controlling area in Erste Bank Hungary Zrt, between 2001 and 2010 the same position in Slovenska sporitelna a.s. (Erste Group Bank AG's subsidiary in Slovakia). He was leading the Group Accounting and Group Controlling area in Erste Group Bank AG between 2010 and 2020, thus he has been employed by Erste Group Bank AG and its subsidiaries for 22+ years. Manfred Schmid as Deputy CEO (Chief Financial Officer) of the Company – since May 2021 – is responsible for the financial stability within the Company's business policies and he supervises the Finance and Accounting, Controlling, ALM, Facility and Property Management and Procurement areas.

András Kaliszky, Deputy CEO, COO (01.01.2025 -)

Mr Kaliszky graduated from the Budapest University of Technology with a degree in Civil Engineering in 1991, with a degree in Teaching Engineering in 1993, and with a Master of Business Administration degree from the University of Wisconsin Milwaukee in 1996. Afterwards, he worked in banking systems development and operational strategy at PwC from 1997 and at IBM from 2003. From 2004 he worked as a program manager at HVB Bank in the framework of the bank's retail expansion strategy program, from 2006 he was Head of Operations at Unicredit Bank, and from 2008 he was a member of the Board of Directors responsible for IT and Operations. From 2014, he was Head of IT and Operations at Raiffeisen Bank Hungary, and from 2018, he was Head of IT and Operations at Sberbank CZ, and member of the Board of Directors. He joined Erste Bank Hungary Zrt. on 1 January 2025 as Deputy CEO for IT and Operations, managing the IT area of the Company (IT Run, IT Development, IT Modernisation and Governance), as well as the areas of Central Operations, Security Management and Project Portfolio Management.

Róbert Cselovszki Managing Director, Deputy Chief Corporate and Financial Markets Officer (17.03.2023 -)

Graduated from the College of Finance and Accounting in 1991 and attended several courses and exams at the Montreal Stock Exchange, the Budapest Stock Exchange and the Tokyo Stock Exchange. He was previously a member of the Board of Directors and the Supervisory Board of the Budapest Stock Exchange. Since December 2002, he has been President of the Investment Services Association. He has been working in the financial sector for more than 30 years and has more than 25 years of management experience. He has strengthened the Erste team for almost 25 years, and has been working in senior management positions at Erste Befektetési Zrt. for more than 24 years, previously as Chairman and since 2016 as CEO. He has a high level of professional expertise, complemented by his domestic market experience and a formal professional qualification from the Montreal Stock Exchange. He also has international experience, having led the international equity sales of Erste Group for 4 years in a matrix functional management role. He is a high-level, exemplary leader who is constantly involved in the development of the institution's culture, providing direction to his colleagues and team.

Dr. János Rudnay, external Board of Directors member (01.10.2004. -)

Mr Rudnay graduated at the Vienna University' Law School in 1977. Between 1977 and 1994 he worked in management positions at various Philips affiliates. As of 1994 has was the CEO of the Pécs Brewery Rt. then from 1995 he was the CEO of Reemtsma Debrecen Tobacco Plant Kft. Between 2001 and 2002 he was the member of SPB Investment Rt's advisory board. He has been a consultant to Erste Group Bank AG since September 2002. From 4 December 2003 he was external Board member of Postbank and Savings Fund Rt, then from 1 October 2004 he has been elected as external member of the Board of Directors at the Company.

Rainer Hauser, external member of the Board of Directors (01.02.2023 -)

Graduated from Saarland University in 1993 and received his PhD from the University of St. Gallen in 1993. He started his professional career in the banking sector during his studies in Germany. His career path quickly started to rise, holding senior positions at the Financial Markets Service Bank in Munich and later at Bank Austria Creditanstalt in Vienna. He led the restructuring of the entire Vereinsbank Victoria Bauspar in Germany, including the subsidiaries in the Czech Republic and Romania, under the direction of senior management. He was Head of Mortgage Business at Hypovereinsbank from 2008-2009 and Member of the Board of Bank Austria from 2009-2013, Head of Consumer and SME Banking. From 2014, he was a member of the senior management of USB for 8 years, Head of Strategy and Business Development until 2017 and Head of Asset Management, Head of Global Wealth Management Client Strategy Office and Head of EMEA Client Strategy Operations from 2018 to 2022. In 2022, he joined the management team of Erste Group AG as Head of Group Strategy, responsible for Group-wide strategic initiatives, Group-wide corporate development and M&A, Group-wide ESG Office and Social Banking.

Damien Charron, external Board of Directors member (24.05.2025. -)

He graduated in 1994 from the Central School of Nantes with a master's degree in engineering with focus on mechanical and numerical science, after which he obtained a Master of Business Administration degree from the ESEEC Business School in 1997. He began his career in 1995 at DASSAULT Aviation, responsible for exchange rate and interest rate management. In 1998, he joined BNP PARIBAS Lease Group as a credit and financial analyst, later holding leadership roles. From 1999, he served as managing director of BNP PARIBAS Lease Group's Austrian subsidiary and as risk management director in the UK from 2005 to 2007 and he continued in France as a risk management director until 2010. Joining Erste Group AG in 2010 as the Group-level ICAAP and RWA leader, he was responsible for the Group's overall capital adequacy and risk-taking frameworks, the planning and forecasting of group risks, and the group-level planning and execution of initiatives aimed at optimizing credit risk-weighted assets. From 2020 to 2022 as Group-level credit risk management leader, he was responsible for the underwriting, portfolio management, and restructuring of all credit assets of Erste Group. Currently, he is the corporate risk management leader/deputy credit director at Erste Group Bank AG, a position he has held since 2022. Additionally, since 2020, he has been a member of the supervisory board of Intermarket Bank AG, and since 2023, he has also held a supervisory role at sWohnbaubank AG.

2.2. Members of Supervisory Board on 31 December 2025

Dr. Manfred Wimmer, Supervisory Board member, Chairman of the Supervisory Board (01.09.2008. -)

Mr Wimmer graduated in 1978 at the Law School of the Innsbruck University. Between 1982 and 1999 he worked at the International Division of Creditanstalt, Wien. He has been working at ERSTE Bank der Oesterreichischen Sparkassen AG. between 1998-1999 as Head of International Marketing Department between 1999-2002 as acquisition and integration Project Manager of Ceska Sporitelna then between 2002-2007 as Head of Strategic Holding Development Area. Between 2007 and 2008 he held the position of the President and Board Member of Banca Comerciala Romana. Since 2008 Mr Wimmer is Board Member at Erste Group Bank AG responsible for

Finance and Accounting and Performance Management. He retired as of 1 September 2013, but he is keeping the Chairman position of the Company's Supervisory Board.

Friedrich Rödler, Supervisory Board member (28.04.2012. -)

Mr Rödler graduated in 1975 at the Vienna Technical University (Mathematics and IT specialty), then obtained an academic degree at the Vienna School of Economics in 1976, then a second degree in "International relations" specialty. From 1976 until 1986 he was employed by Arthur Andersen & Co, then between 1986 and 1990 he worked as a partner at GRT Robol & CO. He held various positions at PwC Austria from 1990 to 2013. Mr Rödler is the Chairman of the Supervisory Board of Erste Group Bank AG. He has more than 34 years of work experience in financial, accounting and tax consultancy matters.

Alexandra Habeler-Drabek, Supervisory Board member (01.04.2021. -)

Ms Habeler-Drabek started her career in 1995 at the Creditanstalt-Bankverein Bank as Restructuring and Workout Manager, in 1999 she became the Head of Risk Management Corporate & SME. Between 2001 and 2010 she held different leader positions in Unicredit Bank Austria. In 2010 she became head of Workout & Restructuring & Op-risk in Erste Bank Österreich, then she was the head of Operative Risk Management between 2012 and 2014. Between 2013 and 2016 she was the head of Group Enterprise-wide Risk Management in Erste Group Bank AG. She was the CRO of Slovenská sporiteľňa, a.s. between 2017-2019, since 2019 she is the CRO of Erste Group Bank AG.

Katalin Selényi, Supervisory Board member, representing employees (01.08.2025. -)

Ms Selényi is the Head of the Retail Collection and Workout area of the Company

During her professional career, Katalin Selényi has gained extensive experience in retail risk management, collections, and workout areas. Her leadership career began in 1999 at Citibank Europe plc, where she worked as a Collections Team Leader, and between 2010 and 2015, she was responsible for managing the unsecured credit portfolio as Head of the Collections Call Center. From January 2015 to February 2017, she served as Collections Manager at Citibank Europe plc, managing the NPL (non-performing loans) portfolio and maintaining expected collection performance levels. Since February 2017, she has been the Head of the Retail Collections and Workout department at Erste Bank Hungary Zrt. Her tasks include ensuring the department's efficient operation in compliance with laws and internal regulations. She is responsible for developing and modifying Retail Collections and Workout strategies, as well as coordinating and executing collections and workout activities for the retail customer base.

Thanks to her strategic approach, she has achieved significant successes in leading the Risk Management and Workout areas, contributing to the Bank's collections objectives. Her approachable and direct personality has built trust and commitment among her direct colleagues.

Attila István Balla, Supervisory Board member, representing employees (06. 12. 2018. - 15.01.2026.)

Mr Balla is the regional head of the branch network in the East Hungarian region, originally graduated as an engineer, but he also finished economy studies in 1993. Before joining the Company in 2010, he worked for several other credit institution in various positions (head of sale at retail and SME segment for Unicredit or branch director for Raiffeisen..etc). He was mainly responsible for sales activities in his positions, but he had committee mandates as well, like Supervisory Board member for Erste Biztosító as well as for UniCredit Bank.

2.3. Members of Managing Board on 31 December 2025

Jelasky Radován, Chairman of the Board of Directors, CEO, managing director responsible for the Corporate Business

László Harmati, Managing Director, Deputy CEO Retail

Krisztina Zsiga, Managing Director, Deputy CEO Risk management

Manfred Schmid, Managing Director, Deputy CEO Finance

András Kaliszky, Managing Director, Deputy CEO IT and Operation

Róbert Cselovszki, Managing Director, Deputy CEO Corporate and Financial Market Officer

3. Number of meetings held by the Board of Directors and the Supervisory Board in 2025

In 2025 both the Board of Directors and Supervisory Board held four physical meetings.

The quorum at the 2025 meetings of the Board of Directors and the Supervisory Board was ensured in each case.

4. The presentation of criteria considered when evaluating the work of the Board of Directors, the Supervisory Board, the Managing Board, as well as of the members of these bodies

The Company is a credit institution subject to the Credit Institution Act, where, in line with the legislative provisions the Remuneration Committee and the Nomination Committee appraised the members of the Board of Directors and the Supervisory Board. The appraisal criteria for members of these bodies are laid down in the Remuneration Policy published by the Company, its Fit & Proper regulation and other criteria laid down in the Credit Institution Act. No further measures were made as a follow-up to this appraisal.

5. Report on the operation of individual committees

5.1. Supervisory Board

The Supervisory Board carries out all duties which are delegated into its competence by the applicable laws or by the Statutes, in particular:

- ensures that the Company operates in accordance with the general rules of operation, including the Statutes and the resolutions of the Sole Shareholder;
- comments on the annual report; inspect the Company's annual, interim (or other extraordinary) and consolidated balance sheets (reports) and the proposals concerning the payment of dividends; and submit the reports on the same to the Sole Shareholder;
- reviews the reports on the management of the Company;
- submits its opinions, proposed resolutions and propositions to the Sole Shareholder and the Board of Directors;
- comments on the draft amendments to the Statutes prior to the submission thereof to the Sole Shareholder;
- submits a proposal to the Sole Shareholder on the person and remuneration of the Auditor;
- reviews and evaluates the underlying principles of the Company's business policy and comment on the Company's business policy;
- submits a proposal to the Sole Shareholder on the appointment, removal, and remuneration of the members of the Board of Directors;
- reviews the Company's accounting statements and documents in order to establish whether they are in compliance with the Company's business policy, the binding statutory regulations, the Statutes and the resolutions and instructions passed by the Sole Shareholder;
- sets up committees out of its members and adopts the by-laws of such committees;
- informs the Sole Shareholder of the results of its control and other activities;
- reviews the performance of the Board of Directors of the Company;
- comments on the budget of the Company in advance as well as any decreases or increases of the figures in the budget exceeding 10%;
- comments on the key points of the collective agreement to be concluded with the employees of the Company;
- comments on the interim balance sheet of the Company, which is necessary for the payment of interim dividends or for any other reason, in advance;
- comments on the guidelines of investments;
- comments on the principles of the internal rules that stipulate the signing rights of the persons undertaking commitments on behalf of the Company (other than the decisions regarding the authorisation of specific persons) and of the internal regulations concerning the policy on public announcements in advance;
- comments on any capital increase of the Company;
- comments on the by-laws of the Board of Directors;
- informs the Sole Shareholder and, if necessary, initiate the decision-making of the Sole Shareholder if, in the judgment of the Supervisory Board, the activity of the Board of Directors is contrary to the law, the Statutes, or the resolutions of the Sole Shareholder or the Supervisory Board, or otherwise contrary to the interests of the Company or the Shareholders;
- represents the Company at court in matters defined in the Civil Code;
- comments on the establishment, voluntary dissolution, sale and acquisition of subsidiaries, on the increase or decrease of participation in subsidiaries, on the establishment and/or closing-down of representations and representative offices,
- comments on the election of the Chairman of the Board of Directors and the Managing Directors;
- prepares the agreement to be concluded with the auditor, monitors the enforcement of the professional requirements and rules of conflict of interest in respect of the auditor, performs tasks in relation to

- cooperation with the auditor, and if necessary, makes a proposal to the Board of Directors to take measures;
- accepts, implements and reviews the principles of the remuneration policy and is responsible for the monitoring thereof; and
- gives its approval, consent or comment (opinion) in relation to any other issue where approval, consent or comment (opinion) is required in accordance with the Statutes or with some by-laws or internal rules of the Company.

The Supervisory Board consists of at least 3 and at most 9 members, elected for five years by the Sole Shareholder. The members of the Supervisory Board can be re-elected and recalled by the Sole Shareholder at any time. As long as the annual average number of the Company's FTE employees exceeds 200 people, one third of the Supervisory Board members are appointed by the Sole Shareholder on the basis of the nomination of the Work Council. The mandate of members representing employees ceases upon the termination of his/her employment.

The Chairman of the Supervisory Board can be invited to the meetings of the Board of Directors in a consultative capacity.

The Supervisory Board meets as frequently as it deems necessary, or upon the request from any Supervisory Board member, but at least four times a year.

The invitation letters and the proposals concerning the matters to be discussed at the Supervisory Board's meeting must be sent to the members as laid down in the by-laws.

The Supervisory Board meeting has a quorum when at least two-third of the Supervisory Board members are present, with at least 2 members present other than those elected upon the appointment of the Works Council. In the event of a tie, the Chairman (or, in his/her absence, the Vice-Chairman) shall have a casting vote.

The Supervisory Board passes its decisions with a simple majority and the open vote by the members present. The opinion of the employee representatives must be recorded in each case. Where the employee delegate's opinion is unanimously different from the Supervisory Board's majority opinion, the minority position of the employees must be disclosed to the Sole Shareholder.

The Supervisory Board may pass its resolutions in writing, (including fax), teleconference or video conference, as laid down in the by-laws.

As a rule, the documents related to the Supervisory Board meetings and resolutions are drawn up in English.

In 2025 the Supervisory Board resolutions affected primarily the following issues:

- quarterly reports of the Board of Directors, Remuneration Policy,
- matters related to the governance of the Internal Audit;
- the Company's organizational transformations,
- preparation of the Annual Report and the related report, making proposals,
- making decisions related to the main changes related to subsidiaries.

5.2. Audit Committee

The Audit Committee is a sub-committee of the Supervisory Board that carries out advisory and consultancy tasks to the Supervisory Board as laid down in its by-laws, and performs other tasks as laid down by the Supervisory Board. Under the by-laws, the Audit Committee is competent in the following matters, amongst others: tasks related to the report under the Accounting Act, the audit made by the auditors, the person of the auditor and the contract to be concluded with it, the evaluation of the financial reporting system; furthermore the Audit Committee performs tasks related to the operation of internal control, such as the activities of the internal independent audit organization and proposes measures in connection with the risk assessment and risk management systems.

The Audit Committee consists of 3 members, elected by the Sole Shareholder from the independent members of the Supervisory Board not representing employees. At least one member of the Audit Committee must have an accounting or auditing qualification.

The Audit Committee holds meetings as necessary but it must have at least two meetings a year. The meeting is convened by the Chairman, or in his absence by the Deputy Chairman. The meeting of the Audit Committee must be convened if initiated by the Supervisory Board by specifying the purpose of the meeting.

The Audit Committee has a quorum if it is duly convened and at least two of its members are present. Otherwise the rules on the convention of the Supervisory Board apply. The Audit Committee passes its resolutions with unanimous decision.

The rules of the Audit Committee's operation are laid down in its by-laws, adopted by the Supervisory Board. If all members of the Audit Committee agrees, its meeting can be convened electronically, via fax or the phone.

The Audit Committee may pass its resolutions by phone, fax or in any similar way.

The Chairman, or in the absence of the Chairman the Deputy Chairman makes a presentation to the Supervisory Board on the activity performed by or the meetings of the Audit Committee since the last report. Regular reports must be drawn up on the meeting of the Audit Committee and annexed to the material of the Supervisory Board meetings.

In 2025, the Audit Committee held four meetings, the Committee had a quorum at all of them.

In 2025 the Audit Committee primarily passed decisions on internal audit, the inspections carried out by the NBH at the Company, the annual report and the auditor. The Board of Directors made no resolutions against the proposal from the Committee.

Members of the Audit Committee on 31 December 2025

Friedrich Rödler, Chairman

Manfred Wimmer

Alexandra Habeler-Drabek

5.3. Risk Governance Committee

The Risk Governance Committee is responsible for examining the reports related to the Company's risk profile, the risk management framework and risk management processes, and to supervise continuously the Company's solvency positions and compliance with the legislation and Erste Group level standards. It examines pricing principles, reviews remuneration guidelines in the context whether they comply with the institution's risk, capital and liquidity positions and the expected revenues.

The Committee receives information on every relevant development in risk management, reviews and discusses portfolio reports, and reports prepared on the risk management framework and related processes.

Three members of the Committee are delegated from amongst the external members of the Board of Directors.

Any member of the Board of Directors or the Supervisory Board, and the Deputy CEO Risk Management (CRO, head of risk management areas in the Company) can also participate at the Committee's meetings but with no voting right, however, he/she can participate in the debates. Where the matters to be discussed require, the Chairman, or in his absence the Deputy Chairman can invite other Company employees or experts with appropriate expertise, to attend the Committee meeting with no voting right.

The Risk Governance Committee holds its meetings as required but at least four times a year.

The Risk Governance Committee has a quorum if it is convened duly and at least two of its members are present. To pass a resolution on any matter discussed at the Committee's meeting at least two members voting for the decision is required. The members participating at the meeting via a teleconference or a video conference must be considered attending members.

The Risk Governance Committee may pass its resolutions via phone, fax or other similar ways.

The Chairman, or in his absence the Deputy Chairman reports to the Board of Directors on the activities completed by the Committee since the previous report and the meetings held. The Committee reports regularly to the Supervisory Board on its activities.

In 2025, the Risk Governance Committee held four meetings, the Committee had a quorum at all of them.

In year 2025 the Committee dealt with the matters within its competence, the amendment of risk management policies, and the effects of external events relevant for risk management.

Members of the Risk Governance Committee on 31 December 2025:

Damien Charron, Chairperson

Rainer Hauser, Deputy Chairman

dr. János Rudnay

5.4. Remuneration Committee

The Remuneration Committee performs the tasks specified in the Credit Institution Act, as laid down in its by-laws.

The Remuneration Committee has three members, its members are delegated from amongst the external members of the Board of Directors.

The by-laws of the Committee sets out the persons that can attend the meetings of the Committee in consultative capacity. Depending on the agenda items, further guests, the Company's employees and external experts can be invited to the meetings of the Remuneration Committee.

The Committee holds meetings as required but at least twice a year. The meetings of the Committee must be convened if initiated by any of its members by specifying the purpose of the meeting.

The Committee may pass its resolutions by phone, fax or in any similar way.

The Committee has a quorum if at least two of its members are present. The Committee can pass decisions in any matter discussed at the meeting if at least two members vote for it. Members participating at a meeting by conference call or video conference shall be considered as being present.

In 2025 the Committee held two meetings; the Committee had a quorum at both meetings.

In 2025 the Committee mainly dealt with changes in the top management, remuneration issues, tasks within the Remuneration Committee's competence and matters related to the amendment of the Remuneration Policy.

Members of the Remuneration Committee on 31 December 2025:

dr. János Rudnay, Chairman

Rainer Hauser, Deputy Chairman

Damien Charron

5.5. Nomination Committee

The Nomination Committee performs the tasks specified in the Credit Institution Act, as laid down in its by-laws.

The Nomination Committee has three members, its members are delegated from amongst the members of the Supervisory Board.

The by-laws of the Committee sets out the persons that can attend the meetings of the Committee in consultative capacity. Depending on the agenda items, further guests, the Company's employees and external experts can be invited to the meetings of the Nomination Committee.

The Committee holds meetings as required but at least twice a year. The meetings of the Committee must be convened if initiated by any of its members by specifying the purpose of the meeting.

The Committee may pass its resolutions by phone, fax or in any similar way.

The Committee has a quorum if at least two of its members are present. The Committee can pass decisions in any matter discussed at the meeting if at least two members vote for it. Members participating at a meeting by conference call or video conference shall be considered as being present.

In 2025 the Committee held two meetings; the Committee had a quorum at both meetings.

In 2025 the Committee mainly dealt with matters related to the evaluation and nomination of members of committees, and changes of policies on the suitability of members and other key individuals.

Members of the Nomination Committee on 31 December 2025:

Friedrich Rödler, Chairman

Alexandra Habeler-Drabek

Manfred Wimmer

6. Internal control units

6.1 Presentation of the system of internal controls and evaluation of the activity in the relevant period

The Company established and ensured the system of internal controls at group level, in line with the Credit Institution Act and the recommendations of the NBH, and laid it down in the by-laws of the Company. The primary goal for operating internal controls is to facilitate the Company's prudent, efficient operation, in compliance with the legislation and by-laws, furthermore to assist the Company management in substantiated decision-making.

The basic pillars to the Company's internal control functions are the risk control function (risk management), compliance control function (compliance) and internal audit function. In the context of the financial process the work of the auditor is part of the internal control mechanism.

Internal Audit

The internal audit performs examination and evaluation of the activities of the Company and the subsidiaries and ancillary businesses subject to consolidated supervision with the Company. In this context it monitors compliance with legislative requirements, official orders and bylaws, , whether organizational units operate as provided for in the strategic objectives, it verifies the compliance and operation of business records, the outsourced activities and the content of the Remuneration Policy. As preventive activity, it contributes to projects as advisor, and forms an opinion when new products, by-laws, systems are introduced, if necessary.

The Internal Audit reports to the Supervisory Board, the Audit Committee and forwards the reports to the Managing Board and the Board of Directors of the Company, and ensures that the reports are available to the financial supervisory authority.

The annual report of the Internal Audit on the implementation of the remuneration policy is forwarded to the Remuneration Committee as well.

The Supervisory Board controls the organisation of the Internal Audit, as part of which it:

- ensures that the Company has a comprehensive control system making efficient operation possible;
- monitors the annual and interim financial reports of the Company;
- accepts the annual audit plan of the Internal Audit organisational unit;
- discusses the reports prepared by the Internal Audit at least semi-annually and controls the implementation of the necessary measures;
- supports the work of the Internal Audit with the invitation of an external expert as necessary; and
- makes a proposal on the change of headcount of the Internal Audit organisational unit (Section 152(3) of the Credit Institutions Act).

The Supervisory Board develops recommendations and proposals on the basis of the findings of the examinations carried out by the Internal Audit.

Decisions related to the establishment of an employment of the Head of Internal Audit, and his dismissal by the Company cannot be passed without the preliminary consent of the Supervisory Board.

Audit Committee

The sub-committee of the Supervisory Board, the Audit Committee also performs tasks related to the operation of the internal control system and the activities of the independent internal audit system, amongst others:

- discusses all Internal Audit related material prepared for the Supervisory Board,
- makes proposals for the Supervisory Board on the appointment and dismissal of the Head of Internal Audit, on the organization, headcount and main operational rules of the Internal Audit,
- makes proposals to the Supervisory Board in connection with the annual audit plan and the outcome of the internal audit activity, and
- proposes measures in the context of risk assessment and management systems.

Anti money-laundering and Compliance

The Compliance area of the Company carries out tasks related to the prevention of money laundering, international sanctions, fraud management and compliance risk detection and management tasks, on the basis of the relevant EU and Hungarian legislation. In this context they draw up by-laws and procedures compliant with relevant legislation, in connection with their activities they perform inquiries and audits and perform similar professional supervision of the subsidiaries of the Company.

These areas of the Company prepare an annual comprehensive report on the anti money-laundering and compliance activity and status, to be approved by the Board of Directors and the Supervisory Board of the Company.

Risk Management

The Company's risk management system is established to comply with legislative and supervisory requirements, in addition to the internal objectives of efficient and effective risk management. This system includes risk identification, the evaluation and analysis of their effects, drawing up plans for the required measures, and monitoring the efficiency of the risk management system. The management of the Company passes its resolutions considering the significant risks.

Apart from the Risk Governance Committee, the Company set up further committees in order to ensure support to efficient decision making process and the multi-functional supervision (joint participation of various professional areas). Their main purpose is to establish risk management, the related principles, risk strategy and its alignment with the business strategy, its follow-up and monitoring, and to increase risk awareness. Among the key objectives of these committees are the implementation of mutual coordination between corporate, retail lending and internal management functions.

Risk management standards and expectations are laid down in detail in the risk management by-laws of the Company.

The Company publishes its Disclosure Report pursuant to the Capital Requirements Regulations ("Risk Management report") on its website each year, containing the organizational structure of risk management and the relevant risk management information of the Company in the relevant year, and the risk factors influencing the Company's operation and management. The Risk Management report can be accessed here at the Company website (www.erstebank.hu):

<https://www.erstebank.hu/hu/ebh-nyito/bankunkrol/erste-bank-hungary-zrt/vallalatiranyitas/hivatalalos-kozzetetelek>

Auditor

The Company has an auditor, appointed by the Sole Shareholder, and registered in the Company Register.

The Company engaged PricewaterhouseCoopers Könyvvizsgáló Kft. (1055 Budapest, Bajcsy-Zsilinszky út 78.) with the audit of its 2025 annual report and consolidated annual report in line with the legislation in force. Appointed auditor: Enikő Könczöl (1147 Budapest, Kerékgyártó u. 66/B; mother's name: Lenke Olga Sebestyén ; Registration number with the Chamber: 007367).

The auditor performs its other tasks specified by the law (in particular by the Credit Institutions Act); furthermore the Board of Directors and the Supervisory Board can request the auditor to perform special audit and to issue a report on such audits.

The Company regularly presents, in the Notes to the Annual Accounts, the fees by the auditor for the other certification services, for tax consultancy and other non-audit services charged in the reporting year (in addition to the fee charged by the auditor for the audit of the reports of the reporting year).

6.2 The company's disclosure policy

The Company is a private limited company that lays down its publication principles and procedures in its by-laws, in accordance with the legislative provisions. The by-laws lay down principles and procedures which ensure that all relevant information about the Company and circumstances influencing its share price are disclosed accurately, in a timely fashion and in full.

- The Company regularly presents, in the Notes to the Annual Accounts, the fees by the auditor for the other certification services, for tax consultancy and other non-audit services charged in the reporting year (in addition to the fee charged by the auditor for the audit of the reports of the reporting year).
- The Company publishes its Risk Management report on its website each year, containing the organizational structure of risk management and the relevant risk management information at the Company in the relevant year, and the risk factors influencing the Company's operation and management.
- The Company publishes on its website, together with its annual report, the main remuneration data for the previous years, furthermore the summary of its current remuneration policy is available on the website.
- In its annual report the Company discloses information on the professional career of the members of the Board of Directors, the Supervisory Board and the Managing Board.

6.3 The Company's policy on trading by insiders

The Company is a private limited company, which manages the list of insider traders in line with the provisions of the Capital Market Act¹ and establishes its by-laws on insider trading.

6.4 Competence of the Sole Shareholder

The Company's main decision-making body is the Sole Shareholder which decides in writing on matters within the competence of the General Meeting (or the Sole Shareholder) in accordance with the law and the Statutes, and must notify the executive officers of such decisions. The decisions shall become effective upon notification to the Board of Directors.

Decisions of the Sole Shareholder may be initiated by the Board of Directors or, in cases provided for by law, by the Supervisory Board, the competent authority, the Auditor and the court of registration.

The following matters fall within the exclusive competence of the Sole Shareholder in 2025:

- the amendment of the Statutes, with the exception of the amendment in accordance with Section 13.5. m) of the Appendix;
- increasing and decreasing the registered capital of the Company;
- deciding on the exclusion of the exercise of the right of pre-emptive subscription;
- the decision to change the Bank's form of operation, to transform it or to dissolve it without legal succession;
- electing and recalling the members of the Board of Directors and determining their remuneration;
- electing and recalling the members of the Supervisory Board and the Auditor and determining their remuneration;
- electing and recalling the members of the Audit Committee;
- approving the annual report (including approving the report of the Board of Directors on its business activities in the preceding year and the report of the Supervisory Board on that report), including the decision on the use of after-tax profits;

¹ Act CXX of 2001 on the Capital Market

- evaluating the work performed in the previous business year by the members of the Board of Directors, deciding on the discharge that may be granted to the members of the Board of Directors;
- decision on the payment of any dividends and interim dividends;
- changing or amending the rights attached to shares issued by the Bank;
- deciding to issue convertible bonds or bonds with subscription rights;
- the issuance of preference shares by the Bank or authorisation of such issuance;
- the initiation of winding-up proceedings or bankruptcy proceedings in respect of the Bank, or consent to the initiation of liquidation proceedings in respect of the Bank;
- returning the banking licence of the Company;
- approving the by-laws of the Supervisory Board; and
- deciding on any issue which is referred to the competence of the Sole Shareholder by law or the Statutes.

The Sole Shareholder delegates its power to decide to change (open, close) of the Bank's business sites and branches to competence of the Board of Directors of the Bank, with the proviso that the Board of Directors is entitled and obliged to amend the Appendix to the Statutes simultaneously in accordance with the decision of the Board of Directors taken within this power. The Board of Directors shall not be entitled to delegate its power of decision to change the Bank's business sites or branches to any other body, in particular to any other organisational unit or person.

6.5 Remuneration statement

The Company publishes, together with its annual report, on its website the main remuneration data for the previous years, furthermore the summary of its current remuneration policy is available on its website.

The summary of the Remuneration Policy can be accessed here at the Company website (www.erstebank.hu): <https://www.erstebank.hu/hu/ebh-nyito/bankunkrol/erste-bank-hungary-zrt/vallalatiranyitas/javadalmazasi-politika>

II. PART

Corporate Governance Report on Compliance with the Corporate Governance Recommendations (CGR)

As part of the Corporate Governance Report, by completing the following tables, the Company declares to what extent it applied in its own practice of corporate governance the recommendations and suggestions formulated in the different points of the CGR published by the Budapest Stock Exchange Ltd.

By reviewing the tables, market participants may receive information on the extent to which the corporate governance practice of different companies meets certain requirements included in the CGR, and may easily compare the practices of the different companies.

Level of compliance with the Recommendations

The Company should indicate whether it applies the relevant recommendation or not, and in the case of a negative answer, it should provide the reasons for not applying the given recommendation.

1.1.1. Does the Company have an organisational unit dealing with investor relationship management, or a designated person to perform these tasks?

Yes

No

1.1.2. Are the Company's Articles of Association available on the Company's website?

Yes

No

1.1.4. If the Company's Articles of Association allow shareholders to exercise their rights in their absence, did the Company publish the methods and conditions of doing so, including all necessary documents?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.2.1. Did the Company publish on its website a summary document containing the rules applicable to the conduct of its General Meetings and to the exercise of voting rights by shareholders?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.2.2. Did the Company publish the exact date when the range of those eligible to participate in a given company event is set (record date), and also the last day when the shares granting eligibility for participating in a given company event are traded?

Yes

No

Explanation: **Not relevant as the Company is a private limited company.**

1.2.3. Did the Company hold its General Meetings in a manner providing for maximum shareholder participation?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.2.6. The Company did not restrict the shareholders' right to designate a different representative for each of their securities accounts to represent them at any General Meeting. (Answer Yes, if not)

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.2.7. For proposals for the agenda items, were the Board of Directors' draft resolution and also the Supervisory Board's opinion disclosed to the shareholders?

Yes

No

1.3.3. The Company did not restrict the right of its shareholders attending a General Meeting to request information, add comments and submit proposals, or set any preconditions for these with the exception of some measures taken to conduct the General Meeting in a correct manner and as intended. (Answer Yes, if not)

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.3.4. By answering the questions raised at the General Meeting, did the Company ensure compliance with the information provision and disclosure principles set out in legal and stock exchange requirements?

Yes

No

Explanation: As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.

1.3.5. Did the Company publish on its website the answers to the questions that the representatives of the Company's boards or its auditor present at the General Meeting could not satisfactorily answer at the meeting within 3 working days following the General Meeting, or an official statement explaining why it refrained from giving answers?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.3.7. Did the Chairman of the General Meeting order a recess or suggest that the General Meeting be postponed when a proposal or proposal relating to a particular issue on the agenda was submitted which the shareholders hadn't had a chance to become familiar with before the General Meeting?

Yes

No

Explanation: As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.

1.3.8.1. The Chairman of the General Meeting did not use a combined voting procedure for a decision related to electing and recalling executive officers and Supervisory Board members. (Answer Yes, if not)

Yes

No

Explanation: As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.

1.3.8.2. For executive officers or Supervisory Board members, whose nominations were supported by shareholders, did the Company disclose the identity of the supporting shareholder(s)?

Yes

No

Explanation: As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.

1.3.9. Prior to discussing agenda items concerning the amendment of the Articles of Association, did the General Meeting pass a separate resolution to determine whether to decide on each amendment of the Articles of Association by individual votes, joint votes, or votes combined in a specific way?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such separate resolution.

1.3.10. Did the Company publish the minutes of the General Meeting containing the resolutions, the description of the draft resolutions and any important questions and answers related to the draft resolutions within 30 days following the General Meeting?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.1.1. Do the Company's publication guidelines cover the procedures for electronic, online disclosure?

Yes

No

1.6.1.2. Does the Company design its website by considering the aspects of disclosure and the information of investors?

Yes

No

1.6.2.1. Does the Company have an internal publication policy in place which covers the processing the information listed in Section 1.6.2 of the Recommendations document?

Yes

No

1.6.2.2. Do the internal regulations of the Company cover the methods for the assessment of events judged to be important for publication?

Yes

No

1.6.2.3. Did the Board of Directors/Governing Board assess the efficiency of the publication processes?

Yes

No

1.6.2.4. Did the Company publish the findings of the efficiency assessment of the publication process?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.3. Did the Company publish its annual company event calendar?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.4. Did the Company publish its strategy, business ethics and policies regarding other stakeholders?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.5. Did the Company publish the career information of Board of Directors / Governing Board, Supervisory Board and management members in its annual report or on the company website?

Yes

No

1.6.6. Did the Company publish all relevant information about the internal organisation and the operation of the Board of Directors / Governing Board and the Supervisory Board, about the work of the management, the assessments of these and the changes in the current year?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.8. Did the Company publish its risk management guidelines and information about its system of internal controls, the main risks and the principles for their management?

Yes

No

1.6.9.1. Did the Company publish its guidelines relating to the trading of its shares by insiders?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.9.2. Did the Company disclose the share of the Board of Directors / Governing Board, Supervisory Board and management members in the securities issued by the Company in the annual report or in some other way?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

1.6.10. Did the Company publish the relationship of Board of Directors / Governing Board, Supervisory Board and management members may have with third parties which could affect the operation of the Company?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

2.1.1. Does the Company's Articles of Association contain clear provisions regarding the responsibilities and competences of the General Meeting and the Board of Directors / Governing Board?

Yes

No

Explanation: As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.

2.2.1. Does the Board of Directors / Governing Board have a rules of procedure in place defining the organisational structure, the actions for arranging for and conducting the meetings, and the tasks regarding the adopted resolutions, as well as other issues related to the operation of the Board of Directors / Governing Board?

Yes

No

2.2.2. Does the Company publish the procedure used for nominating Board of Directors / Governing Board members?

Yes

No

Explanation: The Statutes of the Company include these rules.

2.3.1. Does the Supervisory Board provide a detailed description of its operation and duties, as well as the administrative procedures and processes followed by it, in its rules of procedure and work plan?

Yes

No

2.4.1.1. Did the Board of Directors / Governing Board and the Supervisory Board hold meetings periodically at a predefined interval?

Yes

No

2.4.1.2. Did the rules of procedure of the Board of Directors / Governing Board and the Supervisory Board provide rules for the conduct of meetings that cannot be planned in advance, and for decision-making using electronic telecommunications means?

Yes

No

2.4.2.1. Did board members have access to the proposals to be presented at the meeting of the respective board at least five days prior to the meeting?

Yes

No

2.4.2.2. Did the Company arrange the proper conduct of the meetings, the drawing up of the meeting minutes and management of the resolutions made by the Board of Directors / Governing Board and the Supervisory Board?

Yes

No

2.4.3. Do the rules of procedure provide for the regular or ad hoc participation of non-board members at respective board's meetings?

Yes

No

2.5.1. Were the members of the Board of Directors / Governing Board and the Supervisory Board nominated and elected in a transparent process, and was the information about the candidates made public in due time before the General Meeting?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

2.5.2. Does the composition and size of the boards comply with the principles set out in Section 2.5.2 of the Recommendations?

Yes

No

2.5.3. Did the Company ensure that the newly elected Board of Directors / Governing Board and Supervisory Board members became familiar with the structure and operation of the Company and their tasks were carried out as members of the respective boards?

Yes

No

2.6.1. Did the Governing Board / Supervisory Board request (in the context of preparing the annual corporate governance report) its members considered to be independent to confirm their independence at regular intervals?

Yes

No

2.6.2. Does the Company provide information about the tools which ensure that the Board of Directors / Governing Board assesses objectively the management's activities?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists, due to the special characteristics of the operational form.

2.6.3. Did the Company publish its guidelines concerning the independence of its Governing Board / Supervisory Board members and the applied independence criteria on its website?

Yes

No

Explanation: The Company is a private limited company and as a consequence no legal obligation exists for such publication, due to the special characteristics of the operational form.

2.6.4. Does the Supervisory Board of the Company have any members who has held any position in the Board of Directors or in the management of the Company in the previous five years, not including cases when they were involved to ensure employee participation?

Yes

No

Explanation: A member of the Supervisory Board was a non-executive member of the Board of Directors in the previous 5 years.

2.7.1. Did members of the Board of Directors / Governing Board inform the Board of Directors / Governing Board and (if applicable) the Supervisory Board (or the Audit Committee if a uniform governance system is in place) if they, or individuals they have business relations with, or their relatives have interest in any business transactions of the Company (or any subsidiaries thereof) which excludes their independence?

Yes

No

2.7.2. Were transactions and assignments between members of boards/ members of the management/individuals closely associated with them and the Company/subsidiaries of the Company carried out in accordance with the Company's general business practice but applying more stringent transparency rules compared to general business practice, and were they approved?

Yes

No

2.7.3. Did board members inform the Supervisory Board / Audit Committee (Nominating Committee) if they had received an appointment for board membership or management position of a company not belonging to the Company Group?

Yes

No

2.7.4. Did the Board of Directors / Governing Board develop guidelines for the flow of information and the management of insider information within the Company, and monitor compliance with them?

Yes

No

2.8.1. Did the Company create an independent internal audit function that reports directly to the Audit Committee / Supervisory Board?

Yes

No

2.8.2. Does Internal Audit have unrestricted access to all information necessary for carrying out audits?

Yes

No

2.8.3. Did shareholders receive information about the operation of the system of internal controls?

Yes

No

Explanation: EBH's supreme body is the Sole Shareholder.

2.8.4. Does the Company have a function ensuring compliance (compliance function)?

Yes

No

2.8.5.1. Is the Board of Directors / Governing Board or a committee operated by it responsible for the supervision and management of the entire risk management of the Company?

Yes

No

2.8.5.2. Did the relevant organisation of the Company and the General Meeting received information about the efficiency of the risk management procedures?

Yes

No

Explanation: EBH's supreme body is the Sole Shareholder.

2.8.6. With the involvement of the relevant areas, did the Board of Directors / Governing Board develop the basic principles of risk management taking into account the special idiosyncrasies of the industry and the Company?

Yes

No

2.8.7. Did the Board of Directors / Governing Board define the principles for the system of internal controls to ensure the management and control of the risks affecting the Company's activities as well as the achievement of its performance and profit objectives?

Yes

No

2.8.8. Did internal control systems functions report about the operation of internal control mechanisms and corporate governance functions to the competent board at least once a year?

Yes

No

2.9.2. Did the Board of Directors / Governing Board invite the Company's auditor in an advisory capacity to the meetings on financial reports ?

Yes

No

Level of compliance with the Proposals

The Company must state whether it follows the relevant proposal included in the Corporate Governance Recommendations, or not (Yes / No). The Company can also explain any derogation from it.

1.1.3. Does the Company's Articles of Association provide an opportunity for shareholders to exercise their voting rights also when they are not present in person?

Yes

No

1.2.4. Does the Company determine the place and time of General Meetings initiated by shareholders by taking the initiating shareholders' proposal into account?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.2.5. Does the voting procedure used by the Company ensure a clear, unambiguous and fast determination of voting results, and in the case of electronic voting, also the validity and reliability of the results?

Yes

No

1.3.1.1. Are the Board of Directors/Governing Board and the Supervisory Board represented at the General Meeting?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.3.1.2. In the event the Board of Directors/Governing Board and the Supervisory Board is absent, is it disclosed by the Chairman of the General Meeting before discussion of the agenda began?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.3.2.1. The Articles of Association of the Company does not preclude any individuals from receiving an invitation to the General Meetings of the Company at the initiative of the Chairman of the Board of Directors/Governing Board and being granted the right to express their opinion and to add comments there if that person's presence and expert opinion is presumed to be necessary or help provide information to the shareholders and help the General Meeting make decisions.

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.3.2.2. The Articles of Association of the Company did not preclude any individual from receiving an invitation to the General Meetings of the Company at the initiative of shareholders requesting to supplement the agenda items of the General Meeting and from being granted the right to express their opinion and to add comments there. (Answer Yes, if not)

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder, this is not relevant to the Company.**

1.3.6. Does the annual report of the Company prepared as specified in the Accounting Act contain a brief, easy-to-understand and illustrative summary for shareholders, including all material information related to the Company's annual operation?

Yes

No

Explanation: **EBH's supreme body is the Sole Shareholder.**

1.4.1. In line with Section 1.4.1, did the Company pay dividend within 10 working days to those of its shareholders who had submitted all the necessary information and documents?

Yes

No

Explanation: **As EBH's supreme body is the Sole Shareholder.**

1.6.11. Did the Company publish its information in English as well, in line with the provisions of Section 1.6.11?

Yes

No

1.6.12. Did the Company inform its investors about its operation, financial situation and assets on a regular basis, but at least quarterly?

Yes

No

2.9.1. Does the Company have in place internal procedures regarding the use of external advisors and outsourced activities?

Yes

No

Annex 3: Non-financial statement

Non-financial statement

Just like Erste Group, Erste Bank is committed to taking an active role beyond traditional banking and to integrating sustainability principles into its core operations and corporate culture. In this context, Erste Bank continuously seeks opportunities to be an active member of the society in which it operates, beyond financial profitability, contributing to the achievement of common goals and successes.

Environment

The guiding principle of Erste Group's environmental strategy and understanding of sustainability are based on the central message of "Our Common Future", as formulated in the 1987 document of the UN Brundtland Commission: "Sustainable development is a development that meets the needs of the present without compromising the ability of future generations to meet their own needs."

In 2016, we introduced an Energy Management Information System (ENIR) based on the MSZ EN ISO 50001:2012 standard, which was a legal obligation. Subsequently, on 05.06.2017 we launched the Environmental Management System (KIR) based on the MSZ EN ISO 14001:2015 standard. Both the KIR and the ENIR are integral professional parts of an existing and valid policy. In 2019, the two existing policies were merged into one policy SZT540/2016 Energy Management Policy and SZT460/2016 Environmental Management Policy. The merged policy is SZT297/2019, which was renewed in 2024 SZR343/2024. The mandatory and inseparable technical annex to the policy is the KIR and ENIR manual. The verification of the functioning of ISO systems is carried out in the form of so-called internal audits.

Erste Bank's energy consumption and carbon dioxide emissions are detailed in the CSRD report.

At the beginning of 2016, the Erste Green initiative was also launched, a voluntary organisation of colleagues to achieve environmental goals. Its primary goal is to raise awareness, educate and increase colleagues' commitment to our environment (e.g. litter picking, car-free day, etc.).

Social and employment issues, respect for human rights

The Erste Group's approach to diversity and inclusion is enshrined by the 1819 constitutional deed of Erste Österreichische Sparkasse, which state that "no person shall be excluded from the benefits enjoyed by the deposit holders of the Savings Bank on the basis of age, sex, social status or nationality".

A diverse and inclusive workforce is essential for business success. Companies that are committed to diversity and inclusion can reap the benefits of more engaged employees, better brand image and increased customer satisfaction. Erste Group considers diversity and inclusion to be a core element of its strategy and a priority for attracting and retaining the best employees.

Erste Bank's principles of diversity and inclusion are also reflected in the company's mission statement and code of conduct; these documents provide for a working environment free from discrimination and harassment and that recognises the work and merits of all individuals, regardless of gender, age, disability, marital status, sexual orientation, colour, religion or political affiliation, ethnic origin, nationality or any other aspect not related to employment.

The Bank's management has continued to implement the previous diversity strategy, which sets out the key issues and priorities for the organisation's diversity and inclusion efforts, guided by the Diversity Policy guidelines. Further details can be found in the SOCIAL RESPONSIBILITY chapter.

Work-life balance: Erste Bank encourages spontaneous networking and the organisation of clubs by employees to provide recreation, share experiences and participate in fun events. In addition to the 16 (employee-organised) clubs currently in operation (organised around a wide range of lifestyle, hobbies, and sports activities), additional virtual clubs have been created to allow our employees to connect with each other in the virtual space with their common interests.

The loyalty programme Erste Care, launched in 2019, which includes elements such as sabbatical leave, other extra days off and optional health or pension contributions, has seen an outstanding take-up.

Family-friendly workplace, making working parents' daily life easier:

Employee well-being and work-life balance are the cornerstones of the organisational culture of Erste Bank. This goal is manifest both in the way we organise work (home office, flexible working hours, part-time work) and in our benefits schemes. In 2023, Erste Bank has again been awarded the Family-friendly Workplace certification.

Generational diversity:

Erste Bank gives its employees over 50 years of age 2 extra paid days off and over 55 years of age 4 extra paid days off, which is above the statutory age-related entitlement to leave. Our employees can choose to make voluntary pension or health insurance contributions from the cafeteria in the fringe benefits portfolio. One element of Erste Care is a health insurance plan for all employees with at least 2 years of service, which covers most specialist medical care. Also part of the programme is an annual medical screening package for health maintenance. After 8 years of service, the scheme can be extended to cover a family member, or a single annual fixed voluntary pension contribution is also available. Additional elements of the Erste Care scheme are extra paid days off and the possibility to request a sabbatical leave for employees with more than 8 years of service.

We continued the in-house mentoring program, where our colleagues can be mentored by our middle and senior managers.

In 2023, Erste Bank Hungary Zrt. renewed its membership of the Hungarian Diversity Charter - the Hungarian version of the European Diversity Charter - and thereby reaffirmed its commitment to respecting equality, creating a diverse organisational culture, fostering relations with employees and customers, non-discrimination in the business environment and promoting a long-term sustainable corporate culture in line with the values enshrined in the Charter.

Other employment issues are dealt with in the Employment Policy chapter of the management report.

Ethical banking, fighting corruption and bribery, preventing money laundering and terrorist financing

Erste Group pays particular attention to fair and ethical conduct, the prevention of corruption, the prevention of money laundering and terrorist financing, compliance with applicable international sanctions, and compliance with laws and regulations. To support and monitor these functions, the Bank operates an independent Compliance function, which is directly responsible to senior management for ensuring that these activities are carried out to an appropriate standard.

To ensure compliance, Erste Bank relies on a number of policies to ensure the highest level of regulatory compliance. Accordingly, the Bank has in place all the regulatory documents necessary for the performance of its functions, the most important of which are the Compliance Policy, the Code of Ethics, the Conflict of Interest Guidelines, the Conflict of Interest Management Policy, the Internal Lending Policy, the Whistleblowing Policy, the Anti-Money Laundering and Terrorist Financing Prevention Policy, the Anti-Corruption Policy, the Sanctions and Embargoes Policy, the Fraud Prevention Policy and the Consequences Management Policy.

One of the most important objectives in the development of the Bank's internal policies and procedures, in addition to full compliance with the law, is to comply with the recommendations of international professional organisations and the National Bank of Hungary. In its operations (including the prevention of money laundering and terrorist financing, fraud prevention, general compliance activities and compliance activities related to the provision of investment services), the Compliance function takes a continuous risk-based approach and conducts its activities on the basis of an annual plan and Compliance Risk Assessment (CRA) and Fraud Risk Assessment (FRA). In preparing these plans and assessments, the Bank assesses the compliance risk of each of its departments and processes and establishes its work and control plan accordingly. In preparing the work plan, the focus is on changes in legislation or regulatory obligations, assessing international trends and meeting international standards.

The Compliance area also carries out additional risk assessments and prepares an action plan to eliminate or minimise the risks identified. The Compliance function reports to the Bank's Management Board and Supervisory Board on a quarterly basis on its activities and any risks identified, as well as on the measures taken to mitigate those risks.

We review our risk assessment methodology at regular intervals to ensure the effectiveness of our risk management system. The results of the regular reviews and lessons learned from individual cases are continuously integrated into our risk management procedures.

To ensure that all areas of the Bank conduct its business ethically in the knowledge of compliance requirements:

- The Bank provides a wide range of training programmes on compliance-related topics and the Code of Ethics, which new colleagues are required to attend and which all employees are obliged to undergo regularly.
- The Compliance area communicates regularly with all the Bank's control areas (so-called second line of defence areas) in order to organise and operate an efficient flow of information between the control and monitoring functions.
- The Compliance area is required to comment on internal policies and products that are about to be launched. The Bank applies the provisions of the Code of Ethics at all times in product development and service provision.
- The Bank maintains a dedicated whistleblowing channel for the anonymous reporting of abuse in order to detect ethical and legal violations.