Ref. no.: 413036-7/2021
Desk:
Re: Resolution No. H-FK-III-B-14/2021 on the application of measures and the imposition of a fine

Resolution no. H-FK-III-B-14/2021

The **National Bank of Hungary** (registered office: 1013 Budapest, Krisztina körút 55., permanent establishment: 1122 Budapest, Krisztina krt. 6.) (**the MNB**), acting on an application submitted by …….. (home: ……..), (**the Client**) on 6 August 2021 (**the Application**), in a consumer protection procedure conducted at **Interactive Brokers Central Europe Zrt.** (registered office: 1075 Budapest, Madách Imre út 13-14., Building A, 5th floor) (**the Institution**), has adopted the following

R e s o l u t i o n

I. **The MNB calls upon the Institution to comply with the legal provisions on responding to consumer complaints within the applicable deadline at all times.**

II. **The MNB obliges the Institution to send to the Client its reasoned position related to the complaint received on 7 June 2021, and to notify the MNB of the same by submitting a copy of the response and the document certifying its delivery within 30 days of receipt of this Resolution.**

III. **Due to the breach of the legal provisions on responding to consumer complaints, the MNB imposes a consumer protection fine of HUF 200 000, say two hundred thousand forint, on the Institution.**

No procedural costs were incurred during the proceedings.

The imposed consumer protection fine shall be paid to the MNB's account for the payment of administrative fines and cost reimbursement (acc. no. 19017004-01678000-30900002), stating the words "Consumer protection fine" and the number of this Resolution.

If the consumer protection fine is not paid voluntarily, the rules of administrative enforcement shall apply. Should you fail to meet the deadline for payment of the consumer protection fine, a late payment penalty will be charged on any unpaid fine amount, whose rate shall be 1/365 of double the Central Bank reference rate applicable as of the date of imposing the fine for each calendar day of the delay. No late payment penalty may be charged on late payment of the late payment penalty.

The late payment penalty shall be paid to the aforementioned account of the MNB, stating the number of the Resolution and the words "Late payment penalty". If the Institution fails to comply with the obligation to pay the fine by the applicable deadline, the obligation to pay will be enforced without delay. Any unpaid fines imposed by a final MNB decision as well as any late payment penalties charged in respect of unpaid fines or fines not paid in a timely manner shall be collected by the state tax authority as taxes.

There is no right of appeal against this Resolution, however, the client (or any other party to the procedure in respect of the provisions specifically applicable to it) may bring an administrative action against this Resolution on the grounds of infringement of the law within 30 (thirty) days of the notification hereof.

Legal representation in the action is mandatory. The statement of claim shall be addressed to the Metropolitan Court of Justice and filed with the MNB using the form submission support service. The form submission support service may be accessed at: https://www.mnb.hu/felugyelet/engedelyezes-es-intezmenyfelugyeles/hatarozatok-es-vegzesek-keresese.

The filing of the statement of claim shall not have a suspensory effect on the entry into force of the Resolution, however, the claimant may apply for immediate legal protection.

In principle, the court will decide the case without a hearing. The claimant may request a hearing in the statement of claim. No excuse may be accepted for failure to request a hearing.

Budapest, 29 December 2021

For and on behalf of the National Bank of Hungary

Capital Market and Market Supervision Directorate

ELECTRONICALLY SIGNED DOCUMENT