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**Dear Partner,**

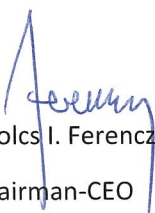
Our Company conducts a customer satisfaction survey in every two years so we can learn your opinion about our work and services. Feedback from our partners is of paramount importance to us, since we can get an accurate understanding of the areas where we made progress since the last survey, or where there is still room for improvement – and we can further enhance the quality of our services by embracing your ideas and suggestions.

We provided feedback to the remarks made by our partners after the survey of 2021 in a new format. We strived to deliver a customised, written answer to every single opinion and suggestion, and we also had bilateral discussions with our partners who gave more complex feedback. All this with the aim of expressing how much we appreciate and consider all remarks, and how useful we find them. Because of the positive experiences, we plan to keep this format for this year's survey as well.

The time has come to ask you again in our new survey. Please share your experiences, ideas with us so we can further improve our services for your convenience and satisfaction.

***Thank you for your cooperation in advance.***

Sincerely yours,



Szabolcs I. Ferenc  
Chairman-CEO



Kristóf Terhes  
CEO