

**To the Kind attention of all shareholders of KBC Group N.V!**  
**To the Kind attention of KBC Bank Board of Directors!**

***For public disclosure-----SHAREHOLDER'S QUESTIONS FOR KBC GROUP AGM, 2021***

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**SINCE IT IS STILL WORLD PANDEMIC – AND HEALTH IS FIRST- I WISH GOOD HEALTH FOR EVERYONE DURING THIS HARD PERIOD. I WOULD LIKE EXPRESS MY SOLIDARITY FOR THE VICTIMS OF COVID 19 AND TO THEIR FAMILY MEMBERS, AND FOR THE SICK PEOPLE WORLDWIDE AND ALSO TO MY COUNTRY FOR HUNGARY AND ALSO FOR BELGIUM. I WOULD LIKE TO EXPRESS MY HIGHEST ACKNOWLEDGEMENT TO HEALTHCARE WORKERS.**

#### **CHAPTER I.) INTITAL ACKNOWLEDGEMENT:**

CENTRAL AND EASTERN EUROPE IS CRUCIAL REGION OF KBC GROUP AS MORE THAN HALF OF ITS GROUP PROFIT DERIVES FROM HERE. UNTIL A CERTAIN PERIOD THIS REGION WAS HANDLED AS COLONY BY KBC GROUP. IT IS INCREDIBLY SAD THAT KBC GROUP IGNORED THE PRESCRIPTIONS OF THE GROUP CODE OF CONDUCT FOR THE CEE REGION.

FROM NOW ON I HAVE TO HIGLY APPRECIATE KBC GROUP'S BOARD THAT IT DESIGNATED MR PETER ANDRONOV AS CEO OF INTERNATIONL MARKET. IT IS A VERY WISE DECISION TO APPOINT AN EXTREMELY SUCCESSFUL AND TALENTED BANKER FROM THE CEE REGION TO DIRECT THE BUSINESS ACTIVITY OF THIS REGION. THE HUNGARIAN-BULGARIAN- CZECH-SLOVAKIAN FRIENDSHIP WILL ALSO HELP THAT. THESE COUNTRIES ARE THE CORE MARKETS FOR KBC GROUP. I AM SURE THAT THE APPOINTMENT OF **MR PETER ANDRONOV** WILL BRING AN EXTREMELY SUCCESSFUL PERIOD TO KBC FOR THIS REGION. AS A CEE SHAREHOLDER I HONESTLY WISH SUCCESS TO MR ANDRONOV IN THIS EXTERMELY IMPORT POSITION. I ALSO STRONGLY BELIEVE THAT FOR THE NEW GROUP CHAIRMAN, MR DEBACKERE (AS AN ACKNOWLEDGED UNIVERSITY PROFESSOR) IT IS ALSO EXTREMELY IMPORTANT TO HANDLE THE CEE REGION THROUGH THE SAME STANDARDS AS ITS BELGIAN MARKET. THE BULGARIAN, CZECH, SLOVAKIAN, HUNGARIAN MARKETS ARE EXTREMELY IMPORTANT FOR KBC GROUP.

AS A SHAREHOLDER I REQUEST THE BOARD OF DIRECTORS OF KBC GROUP THAT PLS HANDLE THESE MARKETS ACCORDING TO ITS IMPORTANT ROLES, THESE MARKETS ARE THE REAL CASH GENERATORS FOR KBC GROUP AND WITHOUT THESE MARKETS KBC GROUP'S MARGINS, ROIC, ROE AND NET PROFIT WOULD BE MUCH LOWER. WHEN I INDICATED CERTAIN CRUCIAL SHORTCOMINGS, IT IS FOR KBC GROUP, IT AIMS TO SUPPORT KBC GROUP (AND K&H BANK) TO STRENGTHEN KBC'S PROCEDURES AND TO ENHANCE GROUP SHAREHOLDER VALUE. THE VIEWS OPINIONS OF SHAREHOLDERS, CLIENTS SHOULD NOT BE IGNORED.

#### **CHAPTER II.) INITIAL REQUEST**

**DURING THE AGM OF 2021 PLEASE READ ALL THE QUESTIONS OF EACH AGENDA ITEMS AND PLEASE GIVE THE OPPORTUNITY TO THE RELEVANT PERSONS TO GIVE THE ANSWER (E.G. TO THE AUDITOR, TO THE CANDIDATES TO THE BOARD AND THE CHAIRMAN).**

**I WILL JOIN THE GENERAL MEETING LIVE, BUT I WOULD NOT LIKE TO DISTRUB IT THROUGH MY DIRECT QUESTIONS. IT IS UP TO THE CHAIRMAN'S CONVINIENCE WHEN IT RAISES THESE QUESTIONS.**

**I REQUEST MR DEBACKERE AS CHAIRMAN OF KBC GROUP TO MAKE SURE TO INTRODUCE ALL THESE SHAREHOLDER'S QUESTIONS ACCORDING TO AGM ITEMES AND PLEASE ALSO MAKE SURE THAT THESE ARE ANSWERED BY THE RELEVANT PERSON. I WOULD ESPECIALLY LIKE TO HEAR THE ANSWERS OF THE BOARD CANDIDATES AS WELL.**

#### **CHAPTER III. SELECTED CRUCIAL ISSUES OF THE K&H AND KBC GROUP SCANDAL**

**III.1.) KH Bank as member of KBC Group issued a written bank guarantee, a written promise and it was withdrawn and never performed.**

**III.2.) KH Bank as member of KBC Group violates its basic KBC Group's code of conduct permanently and seriously and acts completely against these principles.**

**III.3.) KH Bank as member of KBC Group loses key client account contracts before the obligatory storing period and they disappear mysteriously and shockingly from KBC Group archives and computer systems.**

Even more worrying that KBC Group would like to hide away this crucial issue and these were never ever examined. **Indeed it turned out that key KBC client account contracts and bank card contracts most probably disappear in extreme quantities (my estimate is 100 000 pieces).** KBC Group does not dare to face and examine incredibly worrying compliance issues and it sweeps the dust under the carpet.

**III.4.) KH Bank as member of KBC Group lies to the authorities, court and they provide sometimes fake, unreal information and mislead the courts and authorities.** This is totally unacceptable and tragical. This is unprecedented in the world banking sector. This must be changed immediately.

**III.5.) It turned out that KH Bank as member of KBC Group does not only lose client contracts, but also client signature samples. It turned out that my signature sample,** which was taken at a KH Bank for my Account contracts **disappeared mysteriously from KH archives and computer systems. This is also a tragedy and represent a non-prudent banking operation.**

I do not have to stress the key importance of the signature samples as cash transactions and certain bank card purchases are controlled through the **key signature sample**, so that only the right person could have access to its account. It is clear that KH Bank doesn't comply with another crucially basic requirement.

**III.6.) K&H Bank as a key KBC Group affiliate hands over bank secrets illegally to third parties as if these were distribution papers. This was also set by the National Bank of Hungary. The related Decree is legally binding. The importance of bank secret is totally unknown for K&H Bank, although keeping bank secrets should be of foremost importance for K&H Bank.**

**III.7.) K&H Bank is storing client personal data well beyond strictly defined deadlines. It loses, what it should surely keep and stores those personal data that should have been deleted long ago. KH Bank is a Data protectional disaster.** Hungarian DPA has made 13 decrees against K&H Bank and found several data protectional breaches by K&H Bank. K&H Bank caused a very serious crisis at the Hungarian DPA (NAIH) as it provided, handed over a fake, forged document in the NAIH/2019/5630 investigation. The Chairman of the Hungarian DPA became incredibly upset on K&H Bank. **Is it acceptable at KBC Group to provide fake-forged document to the Data Protectional Authority? Please investigate it in depth!**

**III.8.) K&H Bank, a key affiliate of KBC Group does not keep and fully ignores an ultimate, legally binding Supervisory Decree of the National Bank of Hungary .** This is the end if a Bank in the world dares to do that and it is unprecedented. **Mr Leysen as former Chairman of KBC told me that KBC Group will obey and keep Authority and Court Decisions.** Unfortunately it is not true. KH Bank must reinforce, keep and meet prescriptions of legally binding Supervisory Decrees. This is crucial point.

**III.9.) Several KH Bank persons and/or KBC Group related people are defendants (in Hungary) in Criminal court procedures. There are more than five such criminal procedures under way in front of the Criminal Court.** There are several procedures going on. The Data Protectional Officer of K&H Bank is also a defendant at one criminal court procedure, plus the Chief Legal Counsel of K&H Bank is also defendant at the criminal court. He is responsible for violating privacy regulations seriously. This is world scandal, that the chief legal officer of K&H Bank is defendant in front of the criminal court and in relation to data protectional and privacy issues.

K&H Bank became the institution of uncivilized atrocities, contract losing, non-compliance, cheating and misleading. And it is just because I discovered serious compliance breaches and Code of Conduct breaches of K&H Bank and I had to turn to its parent company KBC Bank N.V. And this act resulted one of the most serious scandal of KBC Group as it began to accelerate and extend compliance breaches.

**III.10.) Based on K&H Bank instigation (i.e. KBC Group instigation, as K&H Bank is core member of KBC Group) as KBC Group client and KBC Group shareholder I had to suffer not only unfair and unjustified physical atrocities at K&H Bank Branches, but also incredibly rude and seriously threatening words, which I do not quote for the sake of fair wording of this document. But all K&H Board members should be ashamed for that. There is an incredibly sick, uncivilized and weird mechanism at K&H Bank/ KBC Group.**

**III.11.) I mentioned already that K&H Bank pushed immediately the bank robbery panic button at K&H Bank branches as soon as they see me. This is based on the insane, uncivilized written order of K&H Bank managers. This is now over, because the Hungarian Police became so upset on these crazy, unfair, uncivilized KH moves, that it prohibited KH Bank to use the panic button without any reason. K&H Bank caused very serious damage for the Hungarian State through several unfair and uncivilized acts. If all these events happened in the US market, KBC Group's licence would have already been withdrawn. There would be no need for such uncivilized and non-compliant financial institution.**

**III.12.) Internal control and compliance functions are surely not working at all at KH Bank and it is completely frozen. Internal control function needs to be restarted at KBC Group level. Today I am as shareholder represent one Internal Control function for KBC Group, it is incredibly sad.**

**-COMPLIANCE AND INTERNAL CONTROL FUNCTIONS ARE SURELY FROZEN AND NOT WORKING AT THIS KEY KBC AFFILIATE. IT MUST BE CHANGED.**

**-AND PLS DO NOT FORGET THAT AS A RESPONSIBLE SHAREHOLDER I AM FOR KBC GROUP AND I WOULD LIKE TO SEE IMPROVEMENT IN SEVERAL AREAS. PLS MAKE A MUCH BETTER KBC GROUP, PLS GET INTERNAL CONTROL AND COMPLIANCE FUNCTIONS INTO MOTION.**

**III.13. It is crucial point that KH Bank wasted approx. EUR 3 million on incredibly weak, unfair, unprofessional external lawyers without any result. And another crucial problem is that these failed, non-prudent, non-professional lawyers created serious new problems and scandals for KBC Group. Someone should investigate at KBC Group whose interest it was to waste group and shareholders money for nothing and weak external lawyers. The real procedures are just starting now and K&H Bank will be in the center of interest through very important litigations and public court hearings. And the issues introduced in this Chapter are just examples, the list could be much longer. The situation at K&H Bank is not sustainable.**

## **CHAPTER IV. Shareholder's questions**

**IV.1. Questions in relation to Agenda Nr. 2.,9.,10 DIRECT QUESTIONS TO THE AUDITOR**  
**I KNOW THAT I ASKED THESE QUESTIONS LAST YEAR, BUT UNFORTUNATELY I GOT NO ANSWER. THE FACT IS THAT ALL SHAREHOLDERS ARE ABSOLUTELY INTERESTED IN THESE ANSWERS. PLEASE DO NOT GO BEYOND THE IDEA OF BUSINESS SECRET, BECAUSE PROVIDING PROPER INFORMATION TO SHAREHOLDERS HAS CLEAR PRIORITY. EVEN IF THESE QUESTIONS ARE DIFFICULT, PLEASE GIVE DETAILED ANSWER ON THEM!  
I REQUEST THE DIRECT ANSWER OF MR ROLAND JEANQUART AS AUDITOR OF KBC.  
PLS GIVE PROPER, TRANSPARENT ANSWERS!! THIS IS ESSENTIAL PUBLIC INTEREST.  
PLS READ THE QUESTIONS DURING THE AGM BEFORE ANSWERING THEM!**

**1.) CLIENT CONTRACTS ARE KEY ACCOUNTANCY CERTIFICATE, IF THESE ARE LOST IN HUGE QUANTITIES IT AFFECTS ACCOUNTANCY DISCIPLINE AND TRUE AND FAIR VIEW.**

**Are You aware that key client contracts (account contracts and bank card contracts) disappeared from the archives and computer systems of a key KBC Group affiliate? If so when were you informed about this, how and from whom.**

**2.) If you observe the Minutes of AGM May 2, 2018 you can find at page 10 that You as Mr Roland Jeanquart told to the shareholder's that You forwarded the issue (loss of contracts at K&H Bank, a key KBC Group affiliate) to KBC Group Compliance. Please disclose to me that when this issue was forwarded to KBC Compliance, to which e mail address exactly, who received it and what it did. Have you received any feedback from that? If so, when, from whom and how. Pls introduce exact details!!**

**3.) Please give exact details when, how did You examine the loss of KBC Group client contracts issue? What was the exact result of Your investigation? Have you investigated this issue at all in 2018-2020?**

**I informed you long-long ago, that K&H Bank as key KBC Group affiliate lost my key KBC Group account contracts and bank card contracts from its archives and from its computer systems.**

**4.) Did you examine that how and why could the physical KBC Group client contracts and all of its copies be lost from KBC Group physical archives? If so what was the result of Your investigation?**

**5.) Did you examine that how and why could the scanned KBC Group client contracts disappear from KBC Group computer systems? If so what was the result of Your investigation? Pls give details!!**

**6.) You know that the PWC Auditor of K&H Bank (a key KBC Group affiliate) is called Mr Balázs Árpád. Pls detail all verbal and written consultation with Balázs Árpád. Did he and did you investigate the KBC Group contract loosing issue. Please provide all relevant details!**

**7.) Have you executed any sample testing Mr Jeanquart regarding the loss of client contracts, have You done sample testing by Yourself and your PWC Colleagues. If so what are the exact results and when were these sample testings carried out?**

**8.) I informed KBC Board and KBC Group auditors that not only my KBC Group client contracts disappeared at K&H Bank archives and computer systems, but most probably contract disappearance occurred in extreme volumes and my estimate is at least 100 thousand KBC Group client contracts were lost). I sent evidence to this estimate, it contained 4 official voice recording of K&H Bank officials. I attached these recordings to You and KBC Board, in addition I deposited the original CD with these key official voice recordings at PWC Hungary Office in Budapest.**

**First of all have you listened to these recordings, have you got the full English text of these recordings? If so, when did it happen? What have you done exactly during PWC Audit process after you listened to these tragical official recordings? How can KBC Group handle Anti Money Laundering issues properly, if it loses the basic underlying KBC Group client contracts?**

**9.) Based on your investigations of 2018, 2019, 2020 and 2021 pls. give an exact figure that how many pieces of contracts disappeared from KBC Group archives and when, which year. Please give the exact date of your investigation and please provide the examination details and methods! Was the contract loosing as a result of fraudulent operation or just incredibly serious negligence? What were the causes?**

**ALL SHAREHOLDERS OF KBC GROUP AND THE PUBLIC HAS THE RIGHT TO KNOW THAT KBC GROUP LOOSES CLIENT CONTRACTS FROM ITS ARCHIVES AND COMPUTER SYSTEMS AND ALL SHAREHOLDERS MUST KNOW IF IT WAS EXAMINED AND BY WHOM AND WHAT WAS THE RESULT**

#### **IV.2. Questions in relation to Agenda 11.B. (Mrs Callewaert's re-appointment)**

##### **I REQUEST MRS CALLEWAERT'S DIRECT PERSONAL ANSWER ON THE QUESTIONS BELOW:**

**First of all I express my personal acknowledgement to You as You represent practically the biggest owner of KBC Group and KBC Ancora has a decisive role in the life of KBC Bank. I am sure, that the biggest owner of KBC Group has very clear ideas about the operation of its affiliate.**

**As a Central-Eastern European shareholder of KBC Group I experienced and I saw a very clear double standard approach and conduct at KBC Group. In Belgium not even 5 % could have happened to any Belgian client of KBC Group, what happened to me as a Central European KBC Group client.**

**It seems to me that KBC Group's Code of Conduct and ethical behaviour is important in Belgium (and Mr Daniel Falque made actually an excellent job in this field), but in Hungary KBC Group ignores these basic banking principles. In addition the operation of K&H Bank in Hungary is not only in total contrast to KBC Group's Code of conduct and Sustainability Framework, but it is incredibly unethical and uncivilized. If these events had happened in Belgium, there would have been clear consequences of that. But in Hungary all these sad and unacceptable events could occur without consequences. This is not a fair approach at all. The Central European markets bring much higher margins to KBC Group, than the Belgian domestic operation itself. These markets deserve more attention**

**IV.2.1.) Would You be ready to initiate that KBC Group should monitor more closely the meeting and compliance of KBC's ethical standards at K&H Bank?**

**IV.2.2.) Would You be ready to make steps, that noone of KBC Group's Central-Eastern European clients could experience serious double standard approach.**

**IV.2.3.) If you study Chapter III. of this document, would you accept that any of these events could happen in Belgium or in Central Eastern Europe? What would you do to avoid that these could happen again to any KBC Group client?**

**I WISH GOOD HEALTH, SUCCESS FOR ALL KBC GROUP BOARD MEMBERS, EXECUTIVE COMMITTEE MEMBERS AND FOR ALL KBC GROUP EMPLOYEES!**

**Budapest, April 30, 2021.**

**Yours Faithfully: Prelovsky Attila ( KBC Group shareholder)**