

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, 2019

Sender: Prelovsky Attila (Shareholder of KBC Group N.V.),

Date: April 26, 2019,

Subject: Shareholders questions to the Board of directors of KBC Bank for the AGM of May 2, 2019

Introduction: I am as shareholder of KBC Group N.V. sending my official shareholder's questions for the AGM of May 2, 2019 in line with the Articles of Association of KBC Bank and the AGM Convening notice. K&H Bank is fully owned by KBC Bank N.V. and it is a key and core subsidiary of KBC Group.

IMPORTANT INITIAL REQUEST: PLEASE DISCLOSE THIS DOCUMENT ON KBC BANK'S WEBSITE AS LAST YEAR. PLEASE DISCLOSE IT ON THE DAY OF THE AGM OR UNTIL THE DISCLOSURE OF THE MINUTES OF THE AGM OF MAY 2, 2019.

OTHER INITIAL INFORMATION

- 1.)** I AM AS SHAREHOLDER OF KBC GROUP WILL BE PRESENT IN THE AGM OF MAY 2, 2019 AND I WILL ASK THESE QUESTIONS PERSONALLY PLUS I WILL ASK SOME ADDITIONAL ONES IN RELATION TO THE AGENDA OF THE AGM. I WILL BE/ I TRY TO BE CONCISE AND SUCCINCT IN THE AGM. ALL QUESTIONS ARE RELATED TO THE AGENDA OF THE ANNUAL GENERAL MEETING.
- 2.)** LAST YEAR THE MINUTES OF THE AGM FOR 2018 COULD HAVE BEEN MORE EXACT AND MORE DETAILED. I INDICATE FOR THE AGM OF MAY 2, 2019 THAT I REQUEST THE OFFICERS OF THE AGM TO READ THE MINUTES FORTH BEFORE ITS FINAL. IF NECESSARY I WILL MAKE RECOMMENDATIONS FOR CORRECTION AND ADDITION.
- 3.)** PLEASE PROVIDE DETAILED ANSWERS ON THESE QUESTIONS ON THE AGM ITSELF, IT IS THE INTEREST OF ALL SHAREHOLDERS OF KBC GROUP. PLEASE QUOTE AND INCLUDE THE ANSWERS ON THESE QUESTIONS IN THE MINUTES AS EXACTLY AS POSSIBLE. PLEASE ALSO PROVIDE SEPERATE ANSWER LIST ON THESE QUESTIONS PLUS PLEASE DISCLOSE THESE ANSWERS AS WELL.
- 4.)** IF SOMEONE READS MY QUESTION LIST FOR 2018, THAN IT WILL CLEARLY APPEAR THAT THE VOLUME OF THE PROBLEMS ARE GROWING AND MORE AND MORE SKELETONS CAN BE FOUND AT KBC GROUP/K&H BANK.

I. Questions in relation to Agenda Nr. 11.e. (Plan to re-appoint Mr Thomas Leysen)

I need ask these questions and I need to have clear answers on these questions so that I am as shareholder of KBC Group N.V. could decide how to vote at the AGM on AGENDA Nr 11.e.

I request direct answers from Mr Thomas Leysen as candidate for the position

Background

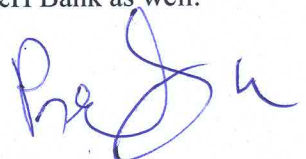
Mr Leysen You mention the following in the Annual Report of KBC for 2019 (end of page 9):

„Our existence and our future depend primarily on the trust placed in us by our clients, employees and shareholders. We are genuinely grateful for that trust an will make every effort to continue earning it in the future.”

Mr Thomas Leysen You are definitely key manager of KBC Group, but despite your quoted words You dramatically failed to serve shareholder's trust. You definitely need to introduce detailed plans how You would be able to restore the lost trust in Yourself as Potential independent director.

It can be followed from the minutes of the AGM for 2018 that „The chairman confirmed how important customer confidence is”. These were just empty words and promises, no deeds were followed at all.

I can confirm to You that these are just very empty words without real deeds and real actions. It can be proved very easily. I refer to the minutes of the AGM 2018 of KBC Group (page 4, *the Chairman suggested talks on the matter of trust with the CEO of BU IM*). This person of CEO of International markets is Mr Luc Popelier. Mr Popelier holds the position as Chairman of the Board of directors of K&H Bank as well.



I met Mr Popelier on May 3, 2018 as CEO of International market right after the AGM and he promised me the following verbally (inter alia and among several other things:

a.) he will examine thoroughly whether my **KBC Group account contracts and bank card contracts did really disappear from KBC Group archives** and systems or not prior the obligatority data storage period

b.) he will examine why K&H Bank treats me so non-prudently, aggressively and inhumanly as K&H Bank **always pushes the bank robbery panic alert button when I appear at K&H Bank (KBC Group) branch to get the promised FX information** on my KBC Group foreign transactions, **to get my KBC Group account statements, to provide written complaint for KBC Group** and several other KBC Group banking issues; during these crazy **K&H Bank panic alert button calls armed police forces and armed external security guards always appear**; Hungarian Police always treats the case fairly, efficiently as they see that there are no reasons at all to use bank robbery panic alert button; K&H Bank top managers would like to do an insane, crazy revenge for the fact that previously I had to turn to KBC Bank as K&H Bank violated KBC Group Code of Conduct seriously **(40 fake panic alert calls occurred until May, 2018)**

c.) Mr Luc Popelier promised me on the very first place to examine and check why **K&H Bank withdrew a written bank guarantee**, which I handed over to him personally. Mr Popelier gave special attention to examine this issue, as the **withdrawal of this bank guarantee** resulted serious difficulties for everyone.

d.) Mr Popelier promised me to examine whether why I had to suffer brutal racist and anti-semitic insult in a Hungarian KBC Group Branch from a KBC Group related security guard as he told me aggressively in front of KBC Group branch manager on my question that: I would have been buried long ago during the Hungarian Hitleristic times

Several other things were promised in relation to K&H Bank's incredibly non-prudent, non-compliant and highly worrying steps. Later on in writing I gave clear information and evidences to KBC Group management that retail client contracts could have disappeared from K&H Bank (KBC Group) archives in extreme quantities and volumes (my well based estimate is 100 thousand lost retail client contracts).

This latter is highly worrying and it indicates incredible chaos disorder in the archives of K&H Bank (KBC Group). You cannot loose key retail client contracts (such as account contracts) but K&H Bank does.

To sum it up in one sentence Mr Luc Popelier as CEO of KBC 's International markets (who was commissioned by this task by Mr Thomas Leysen) promised me complex investigations. It was promised to me verbally on May 3, 2018 in Brussels, plus in writing on May 24, 2018.

Today I can state credibly that these were just very empty and misleading KBC Group promises on very high management level, because there was no investigation at all and KBC just wanted to sweep all problems under the carpet and cannot face the violation of its most essential values of KBC Group that are incorporated in the Code of conduct of KBC Group and also in the KBC Group Sustainability Framework.

I read these documents carefully and I fully agree to these principles and these documents are basic cornerstones for anyone who chooses KBC Group as a client/business partner and these documents are also essential that anyone would remain the client/business partner of KBC Group. KBC Group operates completely oppositely to these principles and You just very simply ignore them totally.

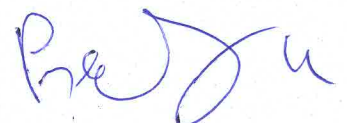
Mr Popelier as member of the Executive Committee of KBC Bank and CEO of International Markets gave me his direct phone number in its May 24, 2018 E mail, in which investigations were promised.

As I have not received any sign of the results of these investigations I called Mr Popelier and in November 19, 2018 after 5:00 p.m. and he picked up the phone, I recognised his voice and I introduced myself, but Mr Popelier denied itself, as he told „he” is not in the office at the moment. He also confused the genre of its own secretary lady and he gave very weird answer when I asked him whether Do You work with Mr Popelier? The shocking and hiding answer of Mr Popelier was: „No I don't, I am just in the office here”

Please believe me that this is extremely funny, but also incredibly unfair and tragical.

Later in January, 2019 I received a written and signed answer from Mr Luc Popelier, which proved that there was no investigation at all and Mr Popelier wrote me that everything was just totally fine with K&H/KBC Group's actions. The real drama was that Mr Popelier signed this business letter to me as Chairman of the Supervisory Board of K&H Bank, but in reality Mr Popelier is the Chairman of the Board of directors of K&H Bank and the Chairman of the Supervisory Board of K&H Bank is Mr Elemér Terták. I hope that Mr Terták introduced itself to Mr Luc Popelier that I am the chairman of the Supevisory Board of K&H Bank. It is world scandal as well that in one litigation in Budapest (initiated by K&H Bank) the Chief legal counsel of K&H did not know on the question of the judge that Luc Popelier is a member of the Board at K&H Bank.

Please believe me that it is a world scandal that Mr Luc Popelier did not know his own position at K&H Bank, when the issues were about the loss of key Clients contracts from KBC Group (K&H Bank) archives, withdrawal of a bank guarantee and bank robbery panic button calls of K&H Bank without any justification.



So there were no investigations at all, which was promised by KBC and Mr Luc Popelier does not know its own position at K&H Bank and signs a business letter to me as shareholder in its non-existing position. This is incredibly ridiculous, but also incredibly dramatic. This is the highest level of KBC Group top management today. Extremely sad and it is seriously against normal banking practice and conduct.

Mr Luc Popelier's weird and tragical written conclusion was that (inter alia):

- a.)** it is not a problem, if retail banking client contracts are totally gone and lost from KBC Group archives (no copy is preserved either, plus never scanned) prior to the obligation data management period
- b.)** It is not a problem, if there are very-very clear indications that KBC Group client contracts could have been lost in extreme quantities (estimated at 100 000 pieces)
- c.)** It is not a problem if there is incredibly serious chaos and disorder at KBC Group (K&H Bank) archives
- d.)** it is not a problem, if a KBC Group Bank guarantee is withdrawn
- e.)** it is not a problem if bank robbery panic alert button is pushed regularly on a fair client of KBC Group without the just the slightest reason
- f.)** it is not a problem if a KBC client suffers rude, uncivilized, racist, anti-semitic verbal insult in a KBC Group branch by a KBC Group related security guard and KBC Branch manager lady just laughs on that and she and nobody never apologized ... *and so on and so on ...*

And pls add the fact that Mr Popelier mixed up his own position completely at K&H Bank and denied himself on the phone previously very ridiculously. This is world scandal and an incredible shame and as a shareholder of KBC Group I am just shocked that it happened. I think KBC Bank should consider the consequences. Additionally if everything was all right at K&H Bank (as it is wrongly suggested by Mr Popelier), why there are so many ongoing authority examinations against K&H Bank today? K&H Bank as core member of KBC Group became the shame of world banking industry and created a world scandal by ridiculous management members and through violation of its own key, core laid down principles. KBC Group (K&H Bank) is now featured by sick and insane escape attempts from real responsibility.

After the zero investigation and full neglects of Mr Popelier the situation today is the following at KBC Group (and it became much worse than 1 year ago):

- a.)** My key retail client contracts (dated december 3, 2013) disappeared from K&H Bank (KBC Group) archives and today nobody investigated and nobody know that how, when it could happen (no copies are stored either and never scanned) It is chaos on the cube. Everybody wants to sweep the problem under the carpet and escape from responsibility and noone dares to face the facts and the truth
- b.)** It is well assumed that approx. 100 thousand pieces K&H Bank retail client contracts could have been lost (there are very-very clear indications on extreme chaos at K&H Bank archive)
- c.)** K&H Bank (KBC Group) branch workers pushed the bank robbery panic alert button 55 times over the past three years without the slightest justification when they see me. In these cases armed police forces arrive on the site and definitely surprised for such incredible K&H Bank steps. Please do not ever use the bank robbery panic alert again, when I just appear to get my own KBC Group account statements, when I intend to hand over my written KBC Group complaint and when I intend to concile my KBC Group FX transactions and so on. These unjustified bank robbery panic alert button calls are the lunatic and crazy revenge attempts of some K&H Bank persons/managers/top managers because I had to turn to KBC Bank N.V. on its non-transparent, non-prudent operation of its core subsidiary.
PLEASE NEVER USE THE BANK ROBBERY PANIC ALERT ON A FAIR SHAREHOLDER AND CLIENT OF KBC GROUP, WHEN IT INTENDS TO ARRANGE ITS PERSONAL KBC BANKING MATTERS. THIS IS WORLD SCANDAL AND KBC GROUP MAKES ITSELF RIDICULOUS.
- d.)** I had to suffer quite a few serious verbal and sometimes physical atrocities of instigated K&H Bank related hooligan security guards on the orders and instigation of some K&H Bank workers. Some criminal procedures against these persons are under way. K&H Bank is on the way to be the bank of criminals.
Let me quote Mr Einstein: „*Peace cannot be achieved by force, it can only be achieved by understanding*”
- e.)** K&H Bank made quite a few fake charge litigation steps against me, which it loses each time and all these steps are being lost and lost by K&H Bank. It is a serious waste of money, especially on zero quality legal counsels. Some K&H Bank related persons could face the consequences of fake charges. K&H Bank is a bank of fake charges, lies and permanent misleading.
- f.)** KBC Group control functions do not work at all, KBC Groups basic principles are ignored completely.
- g.)** It is an essential principle that KBC Group cannot hand over bank secrets without legal justification. In my case I experienced several times that my KBC Group bank secrets were revealed and handed over to outside parties without legal authorization. You cannot do that, it also undermines client confidence.

KBC Group loses basic retail client contracts (which it should not do), but it hands over bank secrets to outsiders, which is forbidden. Something went completely wrong at K&H Bank. Pls pay attention to this key point as well and pls immediately stop handing over bank secrets without legal justification!

h.) It is another key problem that K&H Bank wastes incredibly huge amounts on unprofessional, expensive and weak lawyers. I estimate that K&H Bank spends approx EUR 1 million annually on external legal counsels on my case. The problem is they cannot achieve any result, they are incredibly weak and incredibly expensive and it is an extremely serious waste of KBC Group shareholder's money. K&H Bank initiated some many ridiculous litigations against me, which they cannot even usually prepare correctly. K&H Bank managed to find the weakest legal counsels (CMS Cameron McKenna Hungarian Branch Office) and waste large amount on them. It is the ultimate responsibility of those KBC Group managers, who selected these weak lawyers. At least CMS Cameron McKenna could present one single little tiny result in the name of KBC Group, but they cannot. They just make the KBC Brand ridiculous and create reputation risk on KBC Group. Their extremely non-professional, non prudent and extremely expensive activity is just completely without result and it is a complete waste. Someone should urgently investigate this waste on this legal agency, this is seriously unacceptable. If you apply external lawyers please choose professionals!

My clear opinion is that **Mr Rik Scheerlinck as former CEO of K&H Bank (today CFO of KBC Group) is ultimately responsible for this serious KBC Scandal and it is my personal opinion that Mr Scheerlinck should immediately resign as KBC director for moral and professional reasons.**

There were such such moves in the history of KBC Group already and not very long ago and also with real reason. How can someone be a credible CFO of the Group, if he ignored the fact that KBC Group retails client contracts (which serve as strictly numbered accountancy certificates as well) are disappearing from K&H Bank archives, when he was Chief Executive Officer at K&H Bank and knew about the disappearance of client contracts, but he did nothing. Today nobody knows that when, why and how my K&H Contracts disappeared from the K&H Archives. Data protectional regulations seriously require to define to find out, register, control and examine the exact circumstances of such critical data protectional incidents.

I AM AS SHAREHOLDER VERY CLEARLY PROTESTING AGAINST WHAT I DESCRIBED ABOVE, THIS BRINGS SHAME ON THE KBC BRAND.

On March 31, 2019 I turned to You Mr Leysen directly in a very relaxed letter. Mr Leysen You wrote to me directly (and You were incredibly tense in Your letter) that Your experts, management and You personally as chairman of the board paid attention to the problems and that You practically agreed to Mr Popelier's incredibly non-professional and fake investigation. You made one of the most serious mistakes of Your career, because You as a Reputable manager agreed to the facts, which I described at points „a.) to f.)” on page three of this document. I just cannot believe that you agree to all that and You accept as it happened and You see no problem at all. It is out of the question and I am sure that You were misled. And if anyone checked and reviewed the problems in KBC Group, they definitely were not experts.

Pls note that misleading is most essential feature of K&H Bank, KBC Bank lost control of its subsidiary. My advice to You Mr Leysen as shareholder of this company that please review the case again with real experts (an not with those, who deny themselves on the phone and do not know their own principal position in the official answers) and pls review it in reality and in depth and please respect the values of KBC Group, which You determined and created by Mr Johan Thijs. **As a Bank pls keep Yourself to Your written and verbal promises and written principles and please do not violate them!**

I am as shareholder of KBC Group N.V. will never be partner in sweeping problems under the carpet, especially when You violated the most essential written values of KBC Group. I am a fair business partner of KBC Group, I expect the same vica versa. This is key point in achieving and building up client trust.

Effective questions in relation to Agenda Nr. 11.e. (I request the answer from the candidate)

- 1.)** You as candidate for the chairmanship and candidate to be a member of the board for another 4 years agree to the fact that a bank guarantee (let it be written or verbal) issued for a client and/or a shareholder must be kept and fulfilled? Are you able intervene when You experience the opposite?
- 2.)** Are You willing to work harder in the Board of KBC in the forthcoming 4 years to serve the trust of KBC Group clients and KBC Group shareholders? What are Your exact plans to achieve that? What would you do differently in your new term? What were the three things, that You think should have done differently in the past 4 years? Please detail that how KBC would decrease the vulnerability on potential economic downturn?
- 3.)** Do You think that is it line line with KBC Group's principles that a client contract completely disappears from the KBC archives well before the obligatory data management period and even a copy is not available either and these documents were also never scanned? Is it a normal banking business practice??



Did KBC Group find my December, 2013 KBC Group (K&H Bank) account contracts and KBC Group Bank Card contract or did KBC Group truly lost them? If KBC found them please bring the copy of these to the AGM and please provide me a copy of them and please present the result in front of the AGM.

In case you do not have the copy or the original contracts (although You should according to Data protectional regulations) please detail what did You do personally to find out that how it could happen at KBC Group that clients contracts were lost? Pls also detail that when was it lost, how was it lost and who realized that these contracts are gone. Are You aware of the extent of chaos at K&H Bank archives??

4.) I gave You exact information in my December 10, 2018 letter to You that there could truly be an extreme chaos and disorder at K&H Bank (KBC Group) archive and my estimate is that approx. 100 000 K&H Bank retail contracts could have been lost there. Please present me the results of Your examinations that based on up to date information how many pieces of K&H Bank (KBC Group) retail client contracts disappeared, how did it happen, why did it happen and what were the actions to correct this mistake. Please also give me annual transactional volumes in EUR for 2016,2017,2018 behind these potentially lost contracts.

Did You have any KBC internal investigation on the issue at all? These problems were known one year ago as well. Why nothing has happened in this issue? Is it normal at KBC Group to loose client contracts?

5.) Are You ready to strengthen the control functions and control levels of KBC Group so that such irrational, extreme mistakes should not occur again? What are your exact plans for that? Are You able to elaborate a scheme to avoid the incredible escalation of compliance issues and manage the mistakes honestly and fairly. Are you able to call the attention of K&H Bank managers and workers for much higher responsibility awareness and much higher focus on KBC Group's Code of conduct? This would be basic expectation.

6.) Are You willing to launch an investigation against Rik Scheelinck (partly because the disappearance of KBC Group client contracts from the KBC Group archives) whom I consider as most seriously responsible for the current KBC Group scandal and until today none of control levels of KBC Bank were able to manage the situation. Nobody was able to apologize me for the inconveniences. Are You able to initiate an examination in which You should be find those who are responsible for mistakes and uncivilized behaviour?

7.) Do You agree to the fact that if an Executive Committee member writes an official letter to a shareholder than it should at least be aware of its own principal position? Do You think that if an Executive committee member promises a complex investigation to a shareholder, than it should be carried out?

8.) Is it the part of KBC Group banking culture to hit the bank robbery panic alert button without reason when a client wishes to hand over a written complain or ask for its own account statements?

Do not You think that it is deeply unacceptable that K&H Bank hit the bank robbery panic alert button 55 times in the past three years? The situation with Mr Popelier's involvement just got much worse.

9.) Is it acceptable for You that as a KBC Group client I had to suffer the following incident at a KBC Group Branch in Hungary through a KBC Group related armed security guard, when I wished to arrange my own basic personal KBC Banking matters? The case happened in front of the smiling KBC Group branch manager lady (who used the bank robbery panic alert button without any reason) and other persons:

My quote due to a previous KBC Group branch incident in Budapest: „We are not living during the Szálasi (Hungarian Hitleristic) times”

Alerted KBC Group related security guard in the KBC Group branch in an aggressive tone: „It is your luck”

My quote: „What do You mean that it is my luck?”

Alerted KBC Group related security guard in the KBC Group branch in an aggressive and threatening tone: „You would have been buried long ago during these times”

Do You consider it normal? Does it meet KBC Standards? Do You agree to that? Is it acceptable for You, if it happens to a KBC Group client in a KBC Branch? Why nobody gave answer on this incident? I mentioned it many times in my official complaints as it occurred in a KBC Group Branch but there was no answer, indeed just unfair silence. Please face the situation what has happened! What would have happened if this incident would have occurred in Budapest with any of KBC Group's client or directors?

This incident was similarly repeated in September 10, 2018 the same branch and in front of the KBC Group workers. K&H Bank lost control, and KBC Bank N.V. cannot control this subsidiary.

10.) Do You accept to waste Group cash in approx. EUR 1 million annually on weak, poor and incredibly expensive legal counsels (CMS Cameron McKenna Hungary), who cannot solve anything at all, they cannot show any result and they are only able to increase the volume of existing problems and create serious reputation risk for KBC? Are You ready to investigate this incredibly serious waste?

11.) Are you able to demand in KBC Group from KBC Group employees that they should keep the prescriptions of KBC Group's Code of conduct and adopt them in their daily work? Are you willing to elaborate much stricter scheme to control the non-compliance of KBC Group's code of conduct?

I will ask a few direct questions from the board member candidates during the AGM in relation to Agenda 11.a. and 11.c. I will request the answers and some details on their plans from them directly.

II. Questions in relation to Agenda Nr. 1. and 3.

Question 1 in relation to Agenda Nr. 1. & 3.:

Page of the Annual Report: 51, Topic: Sustainability governance

Page of the Annual Report: 108, Topic: Reputational risk

Page of the Annual Report: 145, Topic: Non compliance with the Corporate Governance Code

Page of the Annual Report: 150-154, Topic: Main features of the internal control and risk m. systems

Is it part of KBC Strategy and Corporate sustainability to withdraw bank guarantee? Did anyone investigated that who is responsible for withdrawing a written bank guarantee dated November 18, 2015?

Is it a habit at KBC Group to withdraw bank guarantees? What would be the market value of KBC Group N.V. if it started withdrawing bank guarantees/written promises in larger quantities? Why did not Mr Luc Popelier give an answer on the issue and make the necessary steps and why did he violated his own promise?

Question 2 in relation to Agenda Nr. 1.& 3. :

Page of the Annual Report: 106, 108 Topic: Non financial risks + Reputational risk

Page of the Annual Report: 145, Topic: Non compliance with the Corporate Governance Code

Page of the Annual Report: Topic: Human rights (actually the breach of Human rights)

When I try to enter a KBC Group Branch (K&H Bank Branch) as a KBC Group client I experience that the bank robbery Panic alert button is pushed immediately on my arrival regularly by K&H Branch staff based on the insane, mean and crazy written orders of K&H Bank Headquarter. An Yes, these written orders urge K&H Bank branches to hit the bank robbery alert button as if it was a toy. These bank robbery panic alert calls by K&H Bank does not have any justification at all obviously, especially for a fair client that intends to arrange its own KBC Group related banking matters.

I raised this issue last year, indeed I kindly asked Mr Popelier that pls order K&H Bank to stop pushing the bank robbery panic alert button with mean and unacceptable reasons. This is world scandal how You hurt and violate the basic human rights of a client on whom KBC Group earned decent margins. It is also world scandal that this practice is enhanced on KBC Bank parent company level. You know about it and you do nothing at all. That is world scandal. In the past three years 55 insane, inhuman bank robbery panic alert button calls occurred without any reason. This is Guinness record it is incredibly sad and totally unacceptable.

Related questions: What would be the effect on KBC Corporate sustainability if KBC Bank would push the panic button on its clients regularly, who wish to launch a complaint or request for KBC Group Account statement? Is the pushing of the bank robbery Panic alert button on a fair and prudent client a regular way to serve KBC Group clients and solve its banking problems? If So, when was it introduced at KBC Group?

I reported the constant panic button calls of K&H Bank to KBC Bank several times. Has anyone investigated the case? Which Committee is responsible at KBC Group for Human right violations such as regular and sly bank robbery panic button calls on clients? Please investigate this case urgently and please inform me about its result urgently!! **Unjustified and threatening panic button calls on fair clients will never solve anything, it will just result in very serious additional problems and client trust could be lost.**

Arriving armed police forces are always fair, effective and professional. The external armed security guards that appear in the name and on the order of K&H Bank on fake panic alert calls behave many times aggressively, rudely and unfairly. Today there are only 4 criminal procedures against hooligan K&H related security guards (and its K&H instigators) due to totally unjustified physical atrocities against me as a fair KBC Group client, who is actually a shareholder of KBC Group as well. This is world scandal and incredibly serious violation of human rights and personality rights. K&H Bank is the most uncivilized bank in world banking history and until today the parent company KBC Bank N.V. let it happen and know about it.

Question 3 in relation to Agenda Nr. 1. & 3.:

Page of the Annual Report: 106, 108 Topic 1: Non financial risks, Topic 2: Reputational risk

Page of the Annual Report: 145, Topic: Non compliance with the Corporate Governance Code

Page of the Annual Report: 150-154, Topic: Main features of the internal control and risk m. systems

How Do you plan to reduce bank secret hand overs of KBC Group client to outsiders? What would be the exact measures of that? Are You able to control this at all? If so please provide details how! I urgently recommend to elaborate an educational scheme for KBC Group Branch and compliance division employees!



Question 4 in relation to Agenda Nr. 1. & 3.:

Page of the Annual Report: 106, 108; Topic: Non financial risks, Topic: Reputational risk

Page of the Annual Report: 150-154, Topic: Main features of the internal control and risk m. systems

I already underlined that control functions of KBC Bank N.V. frozen totally vis-a-vis K&H Bank as key core subsidiary. You should know by today, that K&H Bank is bank, where anything can happen. I am 1 million times more reliable partner to KBC Bank N.V., than K&H Bank to KBC Bank. It reveals everything. My most important message is that pls. strengthen control functions very seriously. Lost control over a major subsidiary may result EUR 10 million direct or indirect negative impact on cash flow level of the Group.

Related questions: How do You plan to strengthen control functions with regards to some key subsidiaries seriously that it should never ever happen again in the history of KBC Group that a client of the subsidiary should turn to the parent company as it is permanently violating Group principles. KBC Group has dozens of different committees, but they are frozen and inefficient and they could not solve basic issues.

OUT OF TOTAL KBC GROUP WAGES PLUS SALARIES AND WAGE RELATED SPENDING FOR 2017 AND 2018 WHAT WAS THE EXACT AMOUNT OF THE WAGES AND SALARIES OF COMPLIANCE OFFICERS, INTERNAL CONTROL OFFICERS, NON FINANCIAL RISK OFFICERS, INTERNAL LEGAL COUNSELS. PLEASE ALSO GIVE THE NUMBER OF STAFF FOR FYE 2017 AND FYE 2018 ON KBC GROUP LEVEL FOR INTERNAL AUDITORS, COMPLIANCE OFFICERS, INTERNAL LEGAL COUNSELS, NON FINANCIAL RISK OFFICERS. WHAT ARE THE MEASURES THAT KBC BOARD AND EC WISHES TO TAKE IN 2019 AND 2020 TO SERIOUSLY IMPROVE THE EFFICIENCY OF KBC GROUP'S INTERNAL AUDITING, COMPLIANCE DIVISION, INTERNAL LEGAL COUNSELS DIVISION, NON FINANCIAL RISK DIVISIONS?

KBC Group sums up the most essential principles in the KBC Group's Code of conduct and KBC Group Sustainability Framework, but today these are just empty words. KBC Group has dozens of Committees from Nomination Committee, Risk and compliance committee and Internal Control Committee, but they do not have any effectiveness and cannot solve basic issues, **there are incredibly serious holes in the General Control Mechanism of KBC Group. It is an extremely seriously problem, I found quite a few skeletons in the shelves of KBC Group, but I am only one of the 11 million clients of the whole KBC Group.**

My most important message is to KBC Group as shareholder of this Group that You must strengthen control functions and general control mechanism. If you fail to do that you will start losing client trust and it would seriously hurt shareholder's value, especially when the economic environment will not be favorable.

You should remember the years of 2007-2010 and what was the share value of KBC Group.

I am as shareholder/owner of this Group and **You truly must do all Your efforts to build up and sustain client trust and do everything to protect and enhance shareholder value.** This is my most important request to KBC Group Management. You must serve the trust with real deeds and not just empty words.

KBC Group in Europe is now a large banking group in Europe that violates the most essential values of its own Group Code of conduct and it operates completely opposite to that. These non-compliant and non-prudent acts cannot lead to improve and sustain client- and shareholder trust, but these acts can easily result in decreasing or even failing client and shareholder trust. **Please handle the trust seriously, it is extremely fragile, it can be lost very easily.** If You as KBC Group promise to me as client of the Group and shareholder of the Group relevant things in writing and/or verbally You have to keep Yourself to that and You cannot violate and you cannot withdraw that, otherwise You will arrive to a point when You as KBC Group will start losing and losing client- and shareholder trust. You have to understand the basics of profitability, and successful and sustainable operation completely relies on the fact, whether you are able to sustain client and shareholder trust or not. You Mr Thomas Leysen, Mr Hendrick Scheerlinck, Mr Johan Thijs, Mr Luc Popelier were not successful in working for client and shareholder trust, indeed KBC Group attacked its own most important and essential values. KBC Group is a large European Banking Group that does not respect basic human rights plus it is ignorant on basic compliance and prudential issues. Why did You create the Code of conduct of KBC Group and KBC Group Sustainability framework, if You just very simply ignore it and violate the key points of these documents and just operate in total opposition to these documents. This is a profit oriented institution and you must truly serve client trust and shareholder trust. You seriously failed to do that and in very-very high levels of KBC Group. KBC Group seems to be very strong in words, but incredibly weak in real deeds and actions, when You should start solving and correcting critical mistakes.

How would you like to serve client and shareholder trust if You violate your own promises and words and your own basic principles on critical compliance and prudential problems?

Budapest, April 26, 2019.


Yours Faithfully: Prelovsky Attila (KBC Bank shareholder)