

Health Fund Guide

With all the most useful information



HOW DOES IT WORK?

1. IDENTIFY YOURSELF!

If you have not completed our identification process, please send us (either via email to info@otpep.hu from your email address notified to the Fund or by post addressed to H-1369 Budapest 5, Pf. 362) a copy of your personal ID card (both sides) and your residence card (only the first side containing your address details). (If you did not fill in a "Politically Exposed Person Declaration" in your Registration Form, please make sure that you also send us an authenticated copy of that document. Form >> www.otpep.hu) Only after you have identified yourself can you start using the Fund's services, your balance and your eventual health card, and only then can our Fund reimburse you for the amounts in your invoices.

2. TOP UP YOUR INDIVIDUAL ACCOUNT!

Once you have received your membership document, please top up your individual account; your – regular or ad-hoc – payments should be sufficient to cover your health spending and amount to at least HUF 5,000 a month.

3. USE YOUR INDIVIDUAL ACCOUNT!

(Before receiving their OTP Health Cards, new members should use cash when paying for services.)

- You can use your OTP Health Card for payment:** once you have received your OTP Health Card (after making the initial minimum payment, see Section I), please activate it and start using it to pay service providers, up to the limit of your balance.
- You can also use cash, bank cards or bank transfers** to pay your service providers, but remember to ask for a – health fund – invoice, which you should send to the Fund as soon as possible.
- With family (mutual aid) services,** please submit the notification form and the documentation.

4. TAKE ADVANTAGE OF THE OPPORTUNITIES AFFORDED BY MEMBERSHIP!

- You can also help the rest of your family save money. Register your family members as beneficiaries so that they too can charge their health care spending to your account.
- Take advantage of Hello Health health insurance services (available only in active status).
- Benefit from service provider discounts offered to Fund members.

5. APPLY FOR A 20% TAX REFUND!

You are also eligible for a **20% tax refund on your contributions**, subject to a HUF 150,000 cap. (Note that the refund is based on your fund contributions rather than on your purchases.) To receive your refund, declare in your tax return the fact of your health fund membership and the individual and employer contributions to the Fund on which your tax refund will be based.

Example (for a fund member with a health card):

Amount paid into OTP HF account/year ¹	20% tax refund based on contribution amount	Your annual savings with OTP Health Fund
HUF 100,000	HUF 20,000	HUF 13,500
HUF 400,000	HUF 80,000	HUF 54,000
HUF 750,000	HUF 150,000	HUF 101,250

¹ Certain charges will be deducted from the contributions paid.



I. HOW CAN I TOP UP MY INDIVIDUAL ACCOUNT?

Amounts and times of payments into the account:

At least HUF 5,000 a month will need to be paid (regularly or on an ad-hoc basis) into your account; naturally, you can also contribute higher amounts at your discretion. You can make the payments yourself or, as a benefit provided to you, your employer may pay (some or all of) the membership fee for you.

The first payment into the account: you will need to make the first payment within 30 days of joining (we recommend an amount of at least HUF 5,000); this amount will cover the health card fee (HUF 2,900) and the operating expense.

Thereafter: the monthly membership fees must be paid by the 15th of the month following the subject month; quarterly, half-yearly and annual payments will be due by the 15th of the first month of the period.

Options for topping up your account (individually):

- **bank card** (www.otportalok.hu; OTP Health Fund mobile application – you can also set up automated scheduled payments on these platforms; Simple mobile app >> top-up)
- **direct debit**: to set it up, 1. submit an authorisation for direct debit to OTP Health Fund (ID: A18105564) through your InternetBank account/in one of our branches, then 2. enter the amount of contribution to be made by direct debit to your health fund account on our customer portal at www.otportalok.hu
- **bank transfer** (to the bank account of OTP Health Fund, no. 11703006-20411440, stating in the comment field your membership document number or your taxpayer ID number)
- **deduction from salary or wages** (an amount of your choice is deducted by your employer from your net salary and paid into your individual account; you can set this up by giving your employer the form "Declaration for deduction of individual contributions from salary"; form >> www.otpep.hu)

Costs:

Be aware that you will not be able to spend all your contributions on health and family (mutual aid) purposes, because the payments will also cover certain costs (including operating, liquidity, card manufacturing costs):

- operating expense: 6.5% (93.5 percent of the amounts contributed can be spent),
- the cost of your first OTP Health Card (and later any replacement, renewal and supplementary cards) will be HUF 2,900 (for 3 years),
- the Hello Health Base health insurance will cost HUF 119 (a month),
- if you fail to pay the minimum contribution of HUF 5,000, please expect to incur a storage fee. This may only be deducted from the yields (originating from your investments) by the Fund and may in no way affect your contributions. Its amount is capped at HUF 975 per quarter, but no higher than the yield amount. (Example: In July 2024, HUF 1,500 in yields would be added to the health fund balance from the Q2 yields of the Fund. However, the amount of contributions made to your health fund account over Q1 is under HUF 15,000. You will still receive yields, less the storage fee, amounting to HUF 525.)



II. WHAT CAN I SPEND MY HEALTH FUND BALANCE ON?

You can spend your health fund contributions on healthcare products and services as well as family (mutual aid) services for yourself and the family members you have registered as beneficiaries. You can rely on your individual account throughout your life, in countless life situations.

Examples of eligible products and services:

- baby care products
- braces, dentistry
- childbirth, childcare, parenting and schooling support²
- help with the repayment of housing mortgage loans²
- glasses³, contact lenses
- medicines, medical aids, gluten-free food
- job-seeker support², supplementation of income loss
- in- and outpatient care, screening tests
- home care³, elderly care²
- documented costs of funerals²

Additional eligible items: www.otpep.hu



Ineligible items:

At times, you may choose a product or service for which you cannot pay from your individual account (or for which you will need to pay personal income tax or social contribution as well):

- if you pay for lifestyle enhancement services from your individual account (naturopathy, sports equipment, medicinal teas, dental and oral care products), you will need to pay PIT;
- if you pay for products or services from your account that are not eligible (or only under certain conditions), this will be recorded as unauthorised spending and you will incur a social contribution payment liability (e.g. you buy a product recommended by your doctor but you do not have a valid medical prescription at the time of paying the invoice; a family member not registered with us uses a service and is shown in the invoice; you buy products/services not allowed in the Statutes).

On the www.otportalok.hu website, you can check whether there have been any such purchases against your account, and our Fund will also send you notifications of taxable and ineligible items and inform you about the necessary actions.

² **Mutual aid services** can be financed from your balance if it has been available for at least 180 days already; to do so, you will need to submit the application form and the document proving eligibility (tax refund and yield amounts may be spent right away).

³ **Medical prescription:**

- Certain products and services will be eligible only if you present a(n already issued) medical prescription:
- glasses (a prescription from a qualified, licensed optometrist will also be sufficient to prove eligibility)
- sunglasses (required for health reasons)
- hearing aid
- home care



III. WHERE AND HOW CAN I USE MY INDIVIDUAL ACCOUNT?

You can use your individual account to purchase from our 13,000 contracted partners at a total of 34,000 retail outlets; of these, 9,000 also offer card acceptance:

- **PAY BY CASH, BANK CARD OR BANK TRANSFER:** You can buy products from any provider but please limit your healthcare service purchases to the service providers contracted with the Fund (or with NEAK, the National Health Insurance Fund of Hungary). You can use cash if the service provider does not have a card reader.

>> The fund member is responsible for submitting the invoice to the Fund for payment.

(If paying by bank transfer, please also send us your bank statement or ask the service provider to mark the invoice as "not requiring payment" to prove that the bank transfer has been made.)

- **PAY WITH YOUR OTP HEALTH CARD:** You can use your OTP Health Card as a means of payment at service providers contracted with our Fund. If the partner operates a terminal, the card will be read by that device when you make the payment; if there is no terminal, a telephone call will be needed to confirm the data. You can also use your OTP Health Card in certain online stores.

>> The service provider will send the invoice to the Fund.

Contracted service providers, card acceptance points and the discounts they offer >> www.otportalok.hu; OTP Health Fund app >> Service provider search

If you wish to use the services of a provider with whom our Fund has no contract yet, please contact us at info@otpep.hu and our Fund will approach the service provider.

Who can use my account?

You as the fund member and your family members registered with our Fund as beneficiaries can make purchases against your individual account. This way, you will be able to pay more of your healthcare and family (mutual aid) costs from your account and claim the 20% tax refund on more payments. (To register >> www.otpep.hu >> "Designate service beneficiary" form or via the www.otportalok.hu website)



IV. WHAT DOES A CORRECTLY COMPLETED INVOICE LOOK LIKE?

The invoice must show:

- the name, address and tax number of the Fund: OTP Egészségpénztár, H-1138 Budapest, Váci út 135-139, tax number: 18105564-2-41
- the name of the fund member and one of their identifiers (membership document number, OTP Health Card number, residential address or taxpayer ID number)
- if the services are used by a beneficiary, then the invoice must bear their name and social security number as well
- an accurate description of the product/service (specialty, such as internal medicine, dermatology)

Submit your invoice to us (if you used cash/card to pay):

- you can submit hard copies of your invoices for products through our customer portal at www.otportalok.hu by uploading photos/scans, by post (1369 Budapest 5, Pf. 362) or in person to our customer service (H-1138 Budapest, Váci út 135-139)
- you can submit hard copies of your invoices for services by post (H-1369 Budapest 5, Pf. 362)
- you can submit e-invoices for products/services through our customer portal at www.otportalok.hu or via email at info@otpep.hu.

Deadline for submitting invoices: 30 June of the 5th year following their issue date. (If a **medical prescription** is required, please also send us that document together with the invoice. The prescription should be made out to the same name as the invoice and its date must not be later than the invoice issue date.)

Paying the invoice: The invoice amount will be paid to you by the Fund probably within 2-5 working days (but no more than 15 or, in the case of mutual aid services, 25 working days), to the bank account/address you have given us (as long as there is sufficient balance on your individual account. You can pay in towards the necessary balance for a maximum of 5 years.) If your balance is less than the amount of the invoice received, you should still submit your invoice to us as it can be paid later, within 5 years, when you can make the necessary contribution to your account. You can even request payment by instalment of your invoice (if its amount is at least HUF 20,000) (apply at <http://www.otportalok.hu/> or in the OTP Health Fund app).



V. WHAT DO I NEED TO KNOW ABOUT THE OTP HEALTH CARD?

Your OTP Health Card offers you a simple and secure way to make purchases from service providers displaying the OTP Health Programme or the OTP Health Fund point of acceptance logos. Points of acceptance >> www.otportalok.hu; OTP Health Fund app >> Service provider search

YOUR FIRST OTP HEALTH CARD:

The Fund will **automatically** send you an OTP Health Card once the card fee of **HUF 2,900 (for 3 years)** can be deducted from your individual account. If the balance is available, the card manufacturing process will be started, and our Fund will send you the card by post in about 2 weeks.

Activation: Please activate your card before first use. Activation: by phone >> +36 1 3666 555/1/3 (OTP Cafeteria line); online >> www.otpportalok.hu (after logging in); OTP Health Fund app (My Profile menu)

ADDITIONAL OTP HEALTH CARDS:

If your card is stolen or lost or if you change your name, you can request a **new card**. Fee for replacement or new cards: HUF 2,900 >> www.otpep.hu >> "Replacement card application form" (by submitting the original copy)
You may also order **supplementary cards** for family members above the age of 16 who are beneficiaries, so that they too can make purchases against your individual account. Supplementary card fee: HUF 2,900. Registration and request >> www.otpep.hu >> "Supplementary card application form" (by submitting the original copy)

Blocking your card: by phone >> +36 1 3666 555/1/0 (OTP Cafeteria line); online >> www.otpportalok.hu >> OTP Health Fund/Card cancellation menu (or, after logging in: Card management/Card cancellation menu); OTP Health Fund app (My Profile menu)

Cards are valid for 3 years. After 3 years, our Fund will send you a new card to replace your expiring card (provided that there is sufficient balance to cover this on your individual account and that you have activated your previous card).



VI. WHAT IS MY BALANCE?

There are several ways to view your balance:

- access it on the www.otpportalok.hu website
- check it in the OTP Health Fund mobile **application**
- call the OTP Cafeteria line: **+36 1 3666 555/1/1**
- and you can also check it in the **OTP InternetBank** and the **OTP MobileBank application**



VII. WHEN AND HOW WILL I RECEIVE MY TAX REFUND?

You can apply for a 20% tax refund (capped at HUF 150,000) on your payments into the fund; you will need to do this in your personal income tax return in the following calendar year. You may be eligible for an additional 10% tax refund if you commit for 2 years your funds available and temporarily unused on your account or if you go for screening tests paid from your individual account and recommended by your physician. To help fund members complete their tax returns, our Fund will send you a tax certificate by 31 January every year and publish a form completion guide on our www.otpep.hu website. (The tax certificate will state the contributions underlying your eligibility for the tax refund in the given year, along with any taxable and ineligible items.) Once you have submitted your tax return, the tax authority will have 30 days to send the refund to your individual account (which you will need to enter in the tax return). You can then spend the refund on further healthcare and/or family (mutual aid) items. (This tax refund is subject to your having paid personal income tax and having no unpaid taxes of more than HUF 1,000.)



VIII. WHERE CAN I FIND OUT MORE?

ONLINE:

www.otpep.hu: information notices, list of services, forms, frequently asked questions

www.otpportalok.hu: balance inquiry and top-up, account turnover, service provider search, product search, registration of beneficiaries, instalment payment, deposit fixing, health insurance status and balance confirmation

www.facebook.com/otpep: news, prize competitions, upcoming tasks

Newsletter: deadlines, upcoming tasks, health tips, service recommendations (to subscribe on the customer portal at >>www.otpportalok.hu> under "Settings/Personal Data" after signing in)

E-communication services: documents and information sent by email (e.g. tax certificates), notification of invoice payments and credits to the account (to sign up >> on the customer portal at www.otpportalok.hu under "My Details"/"Personal Details" after signing in or on the www.otpep.hu website using the "Registration for electronic document sending and other communication services" form)

Email customer service: info@otpep.hu

OTP Health Fund phone application: balance inquiry and top-up, account turnover, payment by instalment, service provider search

OFFLINE:

Telephone customer service: +36 1 3666 555/1 • **In-person customer service:** H-1138, Budapest, Váci út 135–139 (OTP Bank branch)

OTHER CONTACT INFORMATION:

Postal address: H-1369 Budapest 5, Pf: 362 • **Address to be indicated on the invoice:** H-1138 Budapest, Váci út 135–139

Registered office: H-1138 Budapest, Váci út 135–139 • **Bank account number:** 11703006-20411440 • **Tax number:** 18105564-2-41

ANNEX 1: EXAMPLE OF A CORRECTLY COMPLETED HARD-COPY INVOICE

SPECIMEN INVOICE

No.: AA1AA 0000001

Name and address of issuer: Gyógyító Kft. H-1111 Budapest, Egészség utca 1. Tax number: 11111111-1-11 Account number: 11111111-11111111-11111111 Tax ID: EU VAT No.: HU			Name and address of customer: <i>OTP Health Fund</i> <i>H-1138 Budapest, Váci út 135-139.</i> <i>Tax number: 18105564-2-41</i> <i>Name and ID of fund member</i> Tax ID: (Name and social security EU VAT No.: number (TAJ) of beneficiary)		
Payment method: <i>cash / bank card</i>	Delivery date: <i>date</i>	Invoice date: <i>date</i>	Payment due: <i>date</i>		
Product or service					
Description and classification number of product (service)	VAT rate	Unit of qty.	Quantity	Unit price (excluding VAT)	Amount (excluding VAT)
<i>TEÁOR (Sectoral</i>					
<i>Classification of</i>					
<i>Economic Activities),</i>					
<i>TESZOR (Classification</i>					
<i>of Products and</i>					
<i>Services) numbers,</i>					
<i>customsheadings and</i>					
<i>specificproduct/service</i>					
<i>(specialty)descriptions,</i>					
<i>e.g.: Dentistry 86.23</i>	<i>0%</i>	<i>pcs</i>	<i>1</i>	<i>14,000</i>	<i>HUF 14,000</i>
Invoice amount excluding VAT:					<i>HUF 14,000</i>
VAT amount:					<i>—</i>
1	Invoice total: <i>fourteen thousand Hungarian forints</i>				<i>HUF 14,000</i>

ANNEX 2: EXAMPLE OF A CORRECTLY COMPLETED E-INVOICE



Gyógyító Kft.
H-1111 Budapest,
Egészség utca 1.
Tax number: 11111111-1-11

Bank name:
Hungária Bank Zrt.
Bank account number:
11111111-11111111-11111111

INVOICE

No.: ABC-2023-01

Customer:
OTP Health Fund
H-1138 Budapest, Váci út 135-139.
Tax number: 18105564-2-41
Name and ID of fund member
(name and social security number (TAJ) of beneficiary)

Payment method: cash/bank card
Date of delivery: 11.11.2024
Date of issue: 11.11.2024

Payment due: 25.11.2024

Megnevezés	Qty.	Unit price	Net price	VAT	VAT amount	Gross price
TEÁOR (Sectoral Classification of Economic Activities), TESZOR (Classification of Products and Services) numbers, customs headings and specific product/service (specialty) descriptions, e.g.: Dentistry 86.23	1 pc	14,000	14,000	Exempt from VAT	0	14,000
Total:			14,000		0	14,000
			Exempt from VAT 0			

Total:
HUF 14,000

This invoice is valid without a signature or seal attached.