

GENERAL INFORMATION FOR CUSTOMERS REQUESTING AN ELECTRONIC ADMINISTRATION SERVICE

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1. Methods of contact during electronic administration procedures,

1.1 Secure contact address

According to the Act CCXXII of 2015 - on the General Rules for Trust Services and Electronic Transactions, the secure contact address of the independent court bailiff can be found on the main page of sub-page of the bailiffs under the names Office gate's name (Hivatali kapu neve) / KRID

1.2 Customer service

The electronic and telephone contact details of the bailiff's customer service can be found on the main page of the webpage of independent court bailiffs

We inform our customers that the electronic contact (email address) of the customer service is not suitable for receiving submission intended to have legal effects,

they have to be sent to the secure contact address of the independent court bailiff (via the ePapir.gov.hu interface to contact office gate/ Hivatali kapu).

1.3 Forms, procedures that can be started electronically

1.3.1 Procedures that can be started electronically

Based on legislation, Clients shall have the option to make statements, take procedural steps and fulfill other obligations:

a) either through a single, personalized communication interface, unless otherwise provided for by law with respect to all bodies providing e-governance services (https://szuf.magyarorszag.hu/szuf_fooldal),

b) if the body providing e-governance services provides such platform, by way of electronic means according to the information published by the body providing e-governance services

c) on the website of the Hungarian Association of Judicial Officers (mbvk.hu, és arveres.mbvk.hu)

This means that the client can only initiate proceedings electronically using the electronic methods specified in this information by the independent bailiff.

Clients can initiate the procedure by filling out an electronic form for the following procedures from 1 January 2018:

- Initiating VIEKR registration (<https://arveres.mbvk.hu/xml/vhkirreg/index.php>)
- submission concerning an enforcement procedure carried out by an independent court bailiff (<https://epapir.gov.hu/level/uj>)
Enforcement (FVF/HIFO) topic group/ Submission in enforcement procedure case type demurrer of enforcement concerning an enforcement procedure (<https://epapir.gov.hu/level/uj>)
Enforcement (FVF/HIFO) topic group/ Submission of a demurrer of enforcement case type
- submitting the activation request and bidding in the electronic auction procedure (arveres.mbvk.hu)

If the submission of the application is subject to a fee according to its own rules, the method of paying the charges for the procedure during electronic administration is as follows:

By transferring to the bank account of the independent court bailiff, the receipt for this transfer must be attached to the form in electronic form as an attachment.

2. The method and process to start a case electronically

2.1 Is electronic administration procedures mandatory?

The economic operators when acting as clients and the legal counsels of clients are obliged to maintain contact with the bodies obliged to ensure electronic administration, through Cégekpu (Business gate). Private persons are entitled to electronic contact based on their choice. In the electronic auction process and during VIEKR registration, electronic administration is also mandatory for private persons.

2.2 Exclusion of electronic administration option

Procedural steps may not be taken electronically where an act or government decree adopted in a vested legislative capacity creates an obligation for the physical presence of the client, or for the submission of documents that may not be obtained in any other way.

The availability of electronic administration facilities may be restricted by an act or government decree adopted in a vested legislative capacity only to the extent that this is indispensable having regard to physical presence of the client, or for the submission of documents that cannot be obtained in any other way.

Electronic communication may not be used for procedural steps where it is not applicable.

Electronic communication may not be used for procedures or procedural steps where it is excluded by an international treaty or a directly applicable Community legislation that is binding in its entirety.

Electronic communication may not be used in the case of any document, official instrument or other petition that contains classified information.

Based on the above, in the case of an independent court bailiff, the possibility of electronic administration is excluded in the following case types:

- Electronic Auction System registration,
- Signing the auction report
- On-site procedures

2.3 Information on the possibility of using the register of dispositions

The register of dispositions records the dispositions of individuals regarding e-administration and makes them available to those entitled to them. The purpose of the service is to enable citizens and economic operators to make their own arrangements, primarily regarding identification and contact methods, as well as the use of other electronic services. Only natural persons over 18 years of age who are subjects of a basic personal register (personal data and address records, central immigration register or in the register of foreign persons) may file the administrative disposition.

Administrative disposition can be made after Customer Gate "Ügyfélkapu" registration on the following website: <https://rendelkezes.gov.hu/rny-public/>

2.4 Information on the necessity and method of electronic signature

The form and its attachments submitted electronically must be electronically certified.

The decree adopted for the implementation of E-Administration Act defines in detail when a document can be considered electronically certified.

An electronic document is certified if:

- it is considered a private document with full probative force and - if the law provides for it - it has been executed with a time stamp,
- it has been executed with at least the advanced electronic signature or stamp and – if the law provides for it – with time stamp of the declarant or of the bodies providing e-governance services issuer or the person authorized to issue on its behalf,
- it was placed to the document authentication records,
- the signatory or the issuing entity certified it by the Service of document certification with regress to identification,
- it was certified in another way specified by law.

The forms and their attachments that can be submitted on the [e-papír.gov.hu](http://e-papir.gov.hu) website are automatically signed and authenticated before submission, so the customer does not have to do anything special.

The VIEKR registration form, which can be downloaded from the website of the Hungarian Association of Judicial Officers at <https://arveres.mbvk.hu/viekr/>, can be submitted after signing electronically in the manner described in the VIEKR user information.

During the certification of other submissions, the document certification with regress to identification (AVDH) is recommended to use. The submission and attachments are verified before submission. The document certification with regress to identification can be used by the customer after registering and logging in the customer port (ügyfélkapu) on the website below: <https://nizsavdh.gov.hu/index;jsessionid=FA335CD285F2E73E810F3B215CABE89E.route2>

2.5 Acceptable file formats

The body providing e-governance services determine as follows the format of electronic documents accepted as part of electronic communication.

File formats that must be accepted on the basis of the decree adopted for the implementation of E-Administration Act:

The nature of the document	File extension	Standards taken as a basis.
unformatted text	.txt	
text document (with formatting), embedded image or other information	.pdf	ISO 32000-1:2008 ISO 19005-1:2005
text document (with formatting), embedded image or other information	.docx	ISO/IEC 29500-1:2016
text document (with formatting), embedded image or other information	.odt	ISO/IEC 26300:2006 ISO 26300-1:2015
table	.xlsx	ISO/IEC 29500-1:2016
table	ods	ISO/IEC 26300:2006 ISO 26300-1:2015
Uncompressed image	.tif, .tiff	ISO 12639:2004
Uncompressed image	.jpg, jpeg	ISO/IEC 10918-1:1994
Figure	.png	ISO/IEC 15948:2004

2.6 Method and process of using ePaper

If a submission, legal declaration, resubmission following corrections are submitted via the ePaper, the submission is done electronically as follows.

The customer enters the page: <https://epapir.gov.hu/level/uj> (e-papír.gov.hu) and selects the following:

1. selects the name of the bailiff's office in the "Recipient" field,
2. selects the "Case Type and Topic Group" matching his/her submission,
3. records the identifier of the previous case on the form in the "Reference number" field (if relevant),
4. records the subject of the letter (e.g. "submission", "legal declaration", "resubmission following corrections"),
5. fills in the "letter text" field,
6. attaches the attachments and authenticate them,
7. then submits the consignment

2.7 Information on electronic service

The rules for service to natural person client are contained in section 15 of the Electronic Administration Act. The safe service address of a natural person is the Customer

Gateway Storage (<https://tarhely.gov.hu>), and he/she will be notified by e-mail about the submissions received here.

For clients who are economic operators, electronic administration is mandatory in accordance with Section 14 of the Electronic Administration Act, the safe service address of an economic operator is his Customer Gateway Storage (<https://tarhely.gov.hu>) which is also included in the company register and the economic operator will be notified by e-mail about the submissions received here.

Natural persons shall be entitled to give in their administrative disposition a registered contact point, In that case, as regards the date of delivery and the fiction of service Section 14 of the Electronic Administration Act shall apply.

If the natural person client did not give a registered contact point, the body providing e-governance services shall be entitled to attempt to deliver the consignment to the client's known contact point, provided that it has not been excluded in the client's administrative disposition. In that case, following the second failed attempt of delivery the body providing e-governance services shall have the document or notice delivered by other means.

As regards the contact points, other than the registered contact points, delivery may be verified by way of the means provided for by the relevant legislation, and fiction of service shall not apply to such deliveries.

If the natural person client has indicated in the statement addressed to the body providing e-governance services his electronic mail address, phone number for receiving short text messages, or any other contact point suitable for electronic communication, and did not file any administrative disposition to the contrary, the body providing e-governance services shall be entitled to maintain communication with the client at this contact point for information purposes. If the client has a registered contact point as well, the body providing e-governance services shall, on general principle, maintain communication with the client through that registered contact point, and shall use the contact point provided for in this Subsection solely for sending notices and information to the client.

With regard to submissions sent to a safe service address, service has the same legal effect as postal delivery.

A consignment delivered to the registered contact point shall be considered delivered:

- a) if the service provider that maintains the registered contact point confirms receipt of the consignment by the client, at the time indicated in the acknowledgement of receipt;
- b) if the service provider that maintains the registered contact point confirms that the addressee refused to accept the consignment, at the time indicated in the document made out to verify such refusal; or
- c) if the service provider that maintains the registered contact point confirms that the addressee did not collect the consignment after being notified twice, on the fifth working day following the date of the second notice.

2.8 Rights and obligations of the customer during the electronic procedure

2.8.1 Obligation of electronic identification

A client shall be entitled to communicate electronically without electronic identification if no personal identification data is required for carrying out the same procedural or administrative action or for making the same statement where communication is maintained by means other than electronic

Where communication is maintained by means other than electronic, in electronic administration procedure - if this is permitted by the relevant legislation - the client shall be entitled to take specific procedural actions or to make specific statements where physical presence is required if able to authenticate himself by means of electronic identification established previously in the client's physical presence, where such identity provides assurance that the person claiming a particular identity is in fact the person to which that identity was assigned.

In electronic administration procedures the client shall be entitled to take specific procedural actions or to make specific statements if able to authenticate himself by means of electronic identification established previously in the client's physical presence, where such identity provides assurance that the client's name and his other identification data is available, respectively, to the body providing e-governance services and to the electronic identification service provider.

2.8.2 Obligation of attestation of identification means and data

Apart from the data required for the identification of the client, the bodies providing e-governance services, may not request the client to confirm any data that was published by the body affected under obligation prescribed by the Act on the Right of Informational Self-Determination and on the Freedom of Information publicly, or that should be available in some public register set up on the strength of law.

In cases where electronic communication is not excluded, if the client is required by law to submit any document, official instrument or other petition in the original so as to evidence certain facts or data, in the case of electronic communication the client shall be required to comply with such obligation by way of submitting the certified electronic copy of such petition unless otherwise expressly provided by an act or government decree adopted in a vested legislative capacity. In the event of any doubt as to the authenticity of the original of the certified electronic copy, the client shall present the original of such document upon the reasoned request of the body providing e-governance services.

Where a document is to be submitted in two or more copies as prescribed by law, the client shall be obliged to submit one electronic document only, unless otherwise expressly provided by an act or government decree adopted in a vested legislative capacity.

2.8.3 Right of disposition of clients

Clients shall be able to make legal statements at the body delegated by the Government by means of a decree in the following matters:

- a) choosing the means of communication (electronic or non-electronic);
- b) choosing the electronic mode of identification;
- c) choosing the mode of communication, including client statements on the basis of which the body providing e-governance services is required to recognize messages sent by the client via designated information systems as the client's statement;
- d) request for the classification of electronic documents;

We would like to draw the attention of our customers to the fact that according to the law, a power of attorney can also be given in the register of dispositions.

Where, in accordance with the relevant legislation, certain legal acts shall be considered valid only if committed to writing or made out in a private deed representing conclusive evidence, this shall be considered satisfied if the legal act is made in an administrative disposition.

A statement registered in the register of dispositions shall apply with respect to all bodies providing e-governance services, except if the client otherwise provides in the administrative disposition itself, or if the client enters electronic administration procedures without electronic identification.

An act or government decree adopted in a vested legislative capacity may provide that after the opening of a case in progress the body providing e-governance services has the right to recognize any new administrative disposition filed for the register of dispositions, or any amendment thereof, only if the client notified the body providing e-governance services as well.

2.8.4 Right to electronic information

Clients have the right to request and to receive information from the body providing e-governance services at the customer service center or electronically in connection with a case in progress also by means other than electronic for electronic services.

Unless otherwise provided for by an act or government decree adopted in a vested legislative capacity, economic operators shall pay the public dues, administrative fees, fines and charges payable for administrative services provided by bodies providing e-governance services by way of electronic means.

2.8.5 Electronic payment

Unless otherwise provided for by an act or government decree adopted in a vested legislative capacity, natural person clients shall have the right to pay the public dues, administrative fees, fines and charges payable for administrative services by way of electronic means. Unless otherwise provided for by an act or government decree adopted in a vested legislative capacity, economic operators shall pay the public dues, administrative fees, fines and charges payable for administrative services provided by bodies providing e-governance services by way of electronic means.

For independent bailiffs, customers can do this in the form of a bank transfer.

3. Information regarding the technical provision of electronic administration services

Bodies providing e-governance services shall place information about all prearranged technical operations at least three days before commencing such operations, where such operations entail the suspension of, or limited access to, services or electronic administration procedures.

Where electronic administration is suspended for more than one working day, the body providing e-governance services shall have in place facilities for receiving and processing clients submissions by means other than electronic, also in connection with such matters where electronic administration is prescribed by the relevant legislation.