

CEBLine

User Guide



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0750.000.000

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Credit  EuropeBank

CEBLine

User guide

Credit Europe Bank (Romania) S.A.

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I. Service presentation

CEBLine is a telephone banking service dedicated to our retail customers. Through this service you can find out information regarding the products you own with the Bank or regarding other services / products offered by Credit Europe Bank. You can also receive some information about your products directly from the telephone menu, without having to wait for a customer representative. The technology used to create this service allows you to activate cards, find out details regarding the last card statement, the available card balance, without having to pay a visit to a Credit Europe Bank branch.

CEBLine is available 24h/24, 7 days / 7 and can be reached by dialing:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

In order to provide maximum security for your banking operations, your telephone conversations with Credit Europe Bank may be recorded.

What does CEBLIne offer?

By using CEBLIne service you can find out banking information such as:

- General information regarding Credit Europe Bank's network, Bank's products etc. (branches, ATMs, campaigns, products / services, interests, commissions, exchange rates, etc.);
- Special information (related to the products you own at the Bank).

Non-financial banking operations:

- Block lost/stolen cards;
 - Activate cards;
 - Activate/inactivate cards for internet transactions
 - Card available balance;
 - Details regarding last card statement
 - Update client's personal data
-

II. How do you use CEBLine?

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and 2 for English language.

After this selection, you will be directed to the main menu:

0. **“Lost/stolen cards”** Menu can be accessed by pressing 0,

1. **“Apply for our products/Discover our campaigns”** Menu, can be accessed by pressing 1,

2. **“Cards”** Menu, can be accessed by pressing 2,

3. **“Accounts”** Menu, can be accessed by pressing 3,

4. **“Loans”** Menu, can be accessed by pressing 4,

5. **“Card PIN Setting”** Menu, can be accessed by pressing 5,

6. **“Information Update”** Menu, can be accessed by pressing 6,

7. **“General Information”** Menu, can be accessed by pressing 7.

Main Menu

0. *Lost/stolen cards*

This menu can report lost or stolen cards.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 0 for “Lost/stolen cards” Menu.

Your call will be answered by one of Credit Europe Bank’s customer representatives who will proceed to the immediate blocking of the card after an accurate identification.

Observations:

By the time the Bank is informed about the lost/stolen card, the cardholder retains full responsibility for all transactions made with the lost/stolen card.

1. *Apply for our products / Discover our campaigns*

In this menu you may submit applications for Credit Europe Bank's products and services and you can find out more information about the ongoing campaigns.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 1 for “Apply for our products/Discover our campaigns” Menu.

1.1 Apply for our products

Allows you to apply for Credit Europe Bank's products. In order to submit an application, you are required to provide a mobile number from a national network, starting with 07 ***** and optional your Personal Numerical Code (CNP). After recording the data, you will be contacted by a Credit Europe Bank representative for more information.

You can apply for the following products:

- **1.1.1 CardAvantaj,**
- **1.1.2 Term deposit,**
- **1.1.3 Personal needs loan,**
- **1.1.4 Other.**

1.2 Discover our campaigns

You can learn more about the ongoing campaigns for the following products:

- **1.2.1 Cards,**
- **1.2.2 Saving products,**
- **1.2.3 Others.**



2. Cards

In this menu you may find out information about your card, without speaking to a customer representative. You can also request activation/deactivation of the card for Internet transactions.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 2 for Cards Menu.

In order to use this menu, you need to enter the following security information: card number and PIN.



2.1 Account statement information

You may find out from the telephone menu information regarding the last account statement issued for credit cards: the issuing date, due date, minimum payment, total payment for the current account statement (excluding future installments).

2.2 Limit and bonus

You may find out from the telephone menu: the approved limit, the available amount, the available bonus.

1.3 Block/unblock internet transactions

You may request the activation / deactivation of the card for Internet transactions.

2.4 Other cards requests

You may request other information regarding your cards.

3. Accounts

From this menu you may find out information about your current accounts and deposits.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 3 for Accounts Menu.

After selecting the menu, you will be transferred to a customer representative.

4. *Loans*

From this menu you may find out information about your credits.

Dial one of the following numbers:



- 0801.000.000 (from Romtelecom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 4 for “Loans” Menu.

After selecting the menu, you will be transferred to a customer representative.

5. *Card PIN setting*

Through this menu you may set the PIN code for your cards.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 5 for for “Card Pin setting” Menu.

Card PIN setting

Through this menu you may set the PIN code for new / renewed cards or you may reset your PIN if you do not remember it, over the telephone.

Attention! In order to use this menu you must have a valid mobile telephone number (from a national network) registered in the bank's system.

In order to set the PIN you are required to enter certain identification information (personal data / card data).

Observation:

The PIN code consists of 4 digits and cannot contain 3 or more consecutive / identical digits.

6. Information update

Through this menu, you can update both personal information and information related to products you own.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 6 for “Information update” Menu.

After selecting the menu, you will be transferred to a customer representative.

7. General information

Through this menu, you may request general information regarding Bank's products and services.

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and **2** for English language.

Press 7 for "General information" Menu.

After selecting the menu, you will be transferred to a customer representative.



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