

## PRESS RELEASE

### Payment of bills also possible by phone

- Banca Intesa introduced a new service of phone banking that enables you to perform transactions through one phone call.

**Belgrade (11 December 2007)** – In order to further improve the service quality, Banca Intesa introduced a new service that enables its clients to effect transactions, pay bills, buy or sell foreign currency and check the balance on their account and payment cards by phone.

Procedure for use of phone banking services is simple, it takes up only a few minutes and it implies only one call to the Bank's Call centre, in the course of which the user receives precise instruction from the agent on how to perform the desired service.

For now, following services may be used by phone:

- payment of previously reported monthly bills
- FX purchase and sale
- transfer of funds and debt settling on credit cards
- balance-checking on the account and payment cards

Having applied one's phone number in the bank, in order to use this service, the client only needs his PIN (personal identification number), received at any branch on the occasion of applying for the Bank's On-line service. Procedure for the bill payment by phone has a few steps: after calling the Call Centre and pressing key number 1, the user enters his PIN number and presses key 0 to perform a transaction, after which he tells the bank's agent which bill he or she wants to pay. Phone banking services of Banca Intesa are available by phoning the contact centre to tel. number 310 8888.

In order to stimulate the citizens to use the advantages offered by phone banking, Banca Intesa provided a telephone as a gift for the first 450 clients who pay at least one bill by phone.