



ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ

**i-bank Electronic Service
for Retail customers (R) & Businesses (B)****Information** ^{(1), (2), (3)}

PHONE BANKING (Retail)	through agent	through "voice commands"
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CARDS

NBG Credit Card information (credit card balance, credit limit, current aggregate debt, credit card future instalments etc.)	√	√
NBG "Prepaid Visa" Card activity (card balance, transaction date, transaction description, amount)	√	√
NBG Credit Card activity (transaction date, transaction description, amount)	√	√
i-bank Alert Service via email or SMS on mobile phone. Available for accounts, NBG-issued prepaid or credit cards	√	
ΕΘΝΟCASH PLUS & DEBIT MASTERCARD Information (Statement, connected accounts and cards etc.)	√	

DEPOSITS

Deposit accounts details, in Euro & Foreign Currency: (co-beneficiaries, account number /IBAN, currency, available /ledger balance, frequency of interest etc.)	√	
Time Deposit accounts details, in Euro & Foreign Currency: (co-beneficiaries, start /maturity date, credit interest rate, account number /IBAN, currency, available /ledger balance, total interest at maturity etc.)	√	
Account Balance	√	√
Account Statement	√	√
i-Statements: Monthly electronic statement of current /sight accounts, for the last 12 months, with year and month option.	√	
Co-beneficiaries' names for money transfers to NBG accounts	√	

LOANS (Retail)

Housing /Consumer /Open Loan balances	√	
Housing /Consumer /Open Loan statements	√	
Housing /Consumer /Open Loan instalments	√	

Notes:**1. Information via NBG i-bank ATM network is provided:**

- For Deposit /Sight /Current accounts, via Debit MasterCard & Debit MasterCard Plus Business - which have been recently replacing EthnoCASH PLUS & EthnoCASH PLUS BUSINESS card - provided that accounts have already been linked with the card.
- For NBG-issued Credit Cards, via the corresponding card.

2. NBG Credit Card activity:

- Via Internet Banking : Information on NBG credit card activity (transaction dates, description, amount) is provided for the last 100 days.
- Via Phone Banking : Information on NBG credit card activity is provided for the last 100 days (by an NBG agent) or on last 10 transactions (by the Interactive Voice Response -IVR- system).
- Via ATMs: A "mini-statement" is provided, including the last 7 transactions.
- Via Mobile Banking (Smartphones): Last 100 transactions.

3. NBG deposit /sight /current account activity:

- Via Internet Banking: Transactions for selected time period during the last year.
Moreover, for sight /current/savings accounts an "i- statement" is also provided (monthly electronic statement for the last 12 months).
- Via Phone Banking : Transactions for selected time period during the last year (by an NBG agent) or last 10 transactions (by the Interactive Voice Response -IVR- system).
- Via ATMs: A "mini-statement" is provided, including the last 7 transactions.
- Via Mobile Banking (Smartphones): The last 100 transactions.



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