



**User guide**  
**Interactive Telephone Service**

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## I. SERVICE PRESENTATION

The interactive telephone service is intended for the Bank's clients who are natural persons. Through this service, you have the possibility to obtain information regarding the products you hold with the Bank or other services/products offered by Nexent Bank. You can also find out certain details about your own products directly from the voice menu, without being transferred to a Bank representative. The technology used to create this service allows you to activate cards, obtain information on the payment amounts of your most recent account statement, check the available balance on your cards, all without having to visit a Nexent Bank branch.

**The service is available 24 hours a day, 7 days a week, and can be accessed via the following telephone numbers:**

- 0750.000.000 (callable from any network, standard rate)
- 0724.100.000 (callable from any network, standard rate)

*In order to ensure the highest level of security in your banking transactions, telephone conversations you have with Nexent Bank may be recorded.*

### **What does the service offer?**

By using the telephone service, you can obtain information such as:

- General information about the Nexent Bank network and its products (branches, ATMs, campaigns, products/services, interest rates, fees, exchange rates, etc.);
- Specific information relating to the products you hold with the Bank.

### **Non-financial banking operations:**

- Card blocking due to loss or theft;
- Setting the PIN code for cards;
- Activating/deactivating cards for internet transactions;
- Checking the available balance on cards;
- Information on the payment amount of the last issued account statement for credit cards;
- Updating customer data;

## II. HOW TO USE THE SERVICE

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**You will then be guided to the main menu, where you can press:**

- 0** for "Lost/Stolen Cards"
- 1.** for "Apply for our products / Discover our campaigns"
- 2.** for "Cards"
- 3.** for "Accounts"
- 4.** for "Loans"
- 5.** for "Set card PIN"
- 6.** for "Update information"
- 7.** For "General information"

## Main Menu

### 0. Lost/Stolen cards

Through this menu you can report lost or stolen cards.

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 0** to select the “Lost/Stolen Cards” menu.

You will be connected to one of Nexent Bank’s agents who, after proper identification, will immediately block your card.

*Notes: Until the Bank is notified of the loss/theft, the cardholder remains fully responsible for all transactions made with the lost/stolen card.*

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

In this menu you can submit requests for Nexent Bank’s products and services and learn more about ongoing campaigns.

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 1** to select “Apply for our products / Discover our campaigns.”

#### 1.1. Apply for our products

Allows you to apply for Nexent Bank products. To register an application, you must provide a mobile phone number on a national network (starting with 07\*\*\*\*\*), and optionally your personal identification number (CNP). After data registration, a Nexent Bank representative will contact you for more information. You can apply for the following product types:

- **1.1.1 Card Avantaj**
- **1.1.2 Deposit**
- **1.1.3 Loan**
- **1.1.4 Other**

#### 1.2. Discover our campaigns

Provides details on ongoing campaigns for the following product types:

- **1.2.1 Cards**
- **1.2.2 Savings products**
- **1.2.3 Other**

## 2. Cards

In this menu you can obtain information about your card without speaking to a Bank representative. You can also request enable / disable of your card for Internet transactions.

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 2** to select the “Cards” menu.



## 2.1 Credit card

### 2.1.1 Primary card

To access this menu, you must enter the following security credentials: **the last 6 digits of your card number and the first 4 letters of your mother’s maiden name** (*the password registered with the Bank*). If the maiden name contains fewer than four letters, add the digit 0 at the end.

#### 2.1.1.1 Statement details

This menu provides information about the latest statement issued for your credit card, including: statement issue date, payment due date, minimum payment amount, total amount due on the current statement (excluding future installment payments).

#### 2.1.1.2 Credit limit and available balance

This menu provides information about: approved credit limit, available balance, available bonus balance (applicable only to Card Avantaj credit cards and representing the value of converted Avantaj Coins).

#### 2.1.1.3 Enable / disable internet transactions

You can request the activation or deactivation of your card for Internet transactions.

#### 2.1.1.4 Other card requests

You can request additional information regarding your card(s).

### 2.1.2 Supplementary or virtual card

You will be connected to a Nexent Bank representative.

## 2.2 Debit card

### 2.2.1 Primary card

To access this menu, you must enter the following security credentials: **the last 6 digits of your card number and the first 4 letters of your mother’s maiden name** (*the password registered with the Bank*). If the maiden name contains fewer than four letters, add the digit 0 at the end.

#### 2.2.1.1 Statement details

This menu provides information about the latest statement issued for your credit card, including: statement issue date, payment due date, minimum payment amount, total amount due on the current statement (excluding future installment payments).

### 2.2.1.2 Credit limit and available balance

This menu provides information about: approved credit limit, available balance, available bonus balance (applicable only to Card Avantaj credit cards and representing the value of converted Avantaj Coins).

### 2.2.1.3 Enable / disable internet transactions

You can request the activation or deactivation of your card for Internet transactions.

### 2.2.1.4 Other card requests

You can request additional information regarding your card(s).

## 2.2.2 Supplementary or Visa Business card

You will be connected to a Nexent Bank representative.

### Telephone keypad letter mapping

<b>Numbers</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
<b>Letters</b>	<b>ABC</b>	<b>DEF</b>	<b>GHI</b>	<b>JKL</b>	<b>MNO</b>	<b>PQRS</b>	<b>TUV</b>	<b>WXYZ</b>

Example of a password based on a maiden name:

Mother's maiden name (password registered with the Bank): **IONESCU**

First four letters entered using the telephone keypad: **4663**

*Note: The surname used in the example above is fictitious and is provided solely for illustrative purposes.*

## 3. Accounts

**By accessing this menu, you can obtain information about your current accounts and deposits.**

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 3** to select the "Accounts" menu.

After selecting this menu, you will be transferred to a Bank representative.

## 4. Loans

**By accessing this menu, you can obtain information about your loans.**

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 4** to select the "Loans" menu.

After selecting this menu, you will be transferred to a Bank representative.

## 5. Set card PIN

**This menu allows you to set the PIN code for your cards.**

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 5** to select the “Set card PIN” menu.

Through this menu, you can set a PIN by phone for new or renewed cards, or reset your PIN if you no longer remember the one previously chosen.

**Attention!**

*To use this menu, you must have a valid mobile phone number (on a national network) registered in the Bank’s system.*

To set your PIN, you will be asked to enter certain identification data (personal details/card information).

**Notes:**

*The PIN is 4 digits long and may not contain three or more consecutive or identical digits.*

## 6. Update information

**Through this menu, you can update certain personal information as well as details related to the products you hold.**

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 6** to select the “Update Information” menu.

After selecting this menu, you will be transferred to a Bank representative.

## 7. General information

**Through this menu, you can request general information about the Bank’s products and services.**

**Call one of the following telephone numbers:**

- 0750 000 000 (callable from any network, standard rate)
- 0724 100 000 (callable from any network, standard rate)

**Press 1** for the menu in Romanian or **press 2** for the menu in English.

**Press 7** to select the “General Information” menu.

After selecting this menu, you will be transferred to a Bank representative.

