

# CEBLine

*Instructiuni de utilizare*



0801.000.000  
0750.000.000

[www.crediteurope.ro](http://www.crediteurope.ro)

Credit  EuropeBank

# **CEBLine**

## **User guide**

Credit Europe Bank (Romania) S.A.  
2016

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## I. Service presentation

CEbLine is a telephone banking service dedicated to our retail customers. Through this service you can perform daily banking transactions by telephone and 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, to check accounts information and to order banking transactions (payments, foreign exchanges and other financial transactions), 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 Romtelecom 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 and you can order banking operations.

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### **The information you can receive through this service refers to:**

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- 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).

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### **The banking operations that can be performed through this service are:**

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#### **Financial banking operations:**

- Transfers and payments in national and foreign currency;
- Opening / closing term deposits;
- Foreign exchanges.

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

- Block lost/stolen cards;
  - Activate cards;
  - Activate/inactivate cards for internet transactions;
  - Update client's personal data;
  - Define / modify CEBLine password, etc.
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## II. How do you use CEBLine?

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

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. "Banking Transactions" Menu**, can be accessed by pressing 5,
- 6. "Card PIN and CEBLine password settings" Menu**, can be accessed by pressing 6,
- 7. "Information Update" Menu**, can be accessed by pressing 7,
- 8. "General Information" Menu**, can be accessed by pressing 8.

## Main Menu

### 0 *Lost/stolen cards*

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This menu can report lost or stolen cards.

**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 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.

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#### **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*

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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 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 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 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 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*

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From this menu you may find out information about your current accounts and deposits, without speaking to a customer representative.

The menu is functional if you signed the CEBLine contract and defined your password.

**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 3** for Accounts Menu.

In order to use this menu you need to enter the following security information:  
**client code and CEBLine password.**

### 3.1 Current accounts

You may find out from the telephone menu the available amount for the current accounts and savings accounts. Information will be provided successively, for each account. The accounts will be identified by type (current/savings) and last characters of the IBAN code. There are 4 options:

- **3.1.1 RON,**
- **3.1.2 EUR,**
- **3.1.3 USD,**
- **3.1.4 Other account requests** – you may request other information regarding your accounts.

### 3.2 Deposits

You may find out from the telephone menu the period, the deposit amount upon maturity (including the calculated net interest) and the maturity date. Information will be provided successively, for each deposit. Deposits will be identified by number. There are 4 options:

- **3.2.1 RON,**
- **3.2.2 EUR,**
- **3.2.3 USD,**
- **3.2.4 Other deposit requests** – you may request other information regarding your deposits.

## 4. Loans

From this menu you may find out information about your credits, without speaking to a customer representative.

The menu is functional if you signed the CEBLine contract and defined your password.

**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.

In order to use this menu you need to enter the following security information: client code and CEBLine password.

### **4.1 Installment and due date**

You may find out from the telephone menu the next installment and due date. Information will be provided successively, for each loan. The loans will be identified by granting date, granted amount and currency.

### **4.2 Other loans requests**

You may request other information regarding your credits.

## 5. *Banking transactions*

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In this menu you may request to perform banking transactions. The menu is functional if you signed the CEBLine contract and defined your password.

**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 5** for “Banking Transactions” Menu

In order to use this menu you need to enter the following security information: client code and CEBLine password.

### 5.1 **Intra/inter-banking Transfers**

you may order transfers from your accounts to other CEB accounts or to accounts of other banks,

### 5.2 **Card / Loan payment**

you may pay the card/loan that you own at the Bank,

### 5.3 Foreign exchange

you may order foreign exchange,

### 5.4 Open/close term deposits

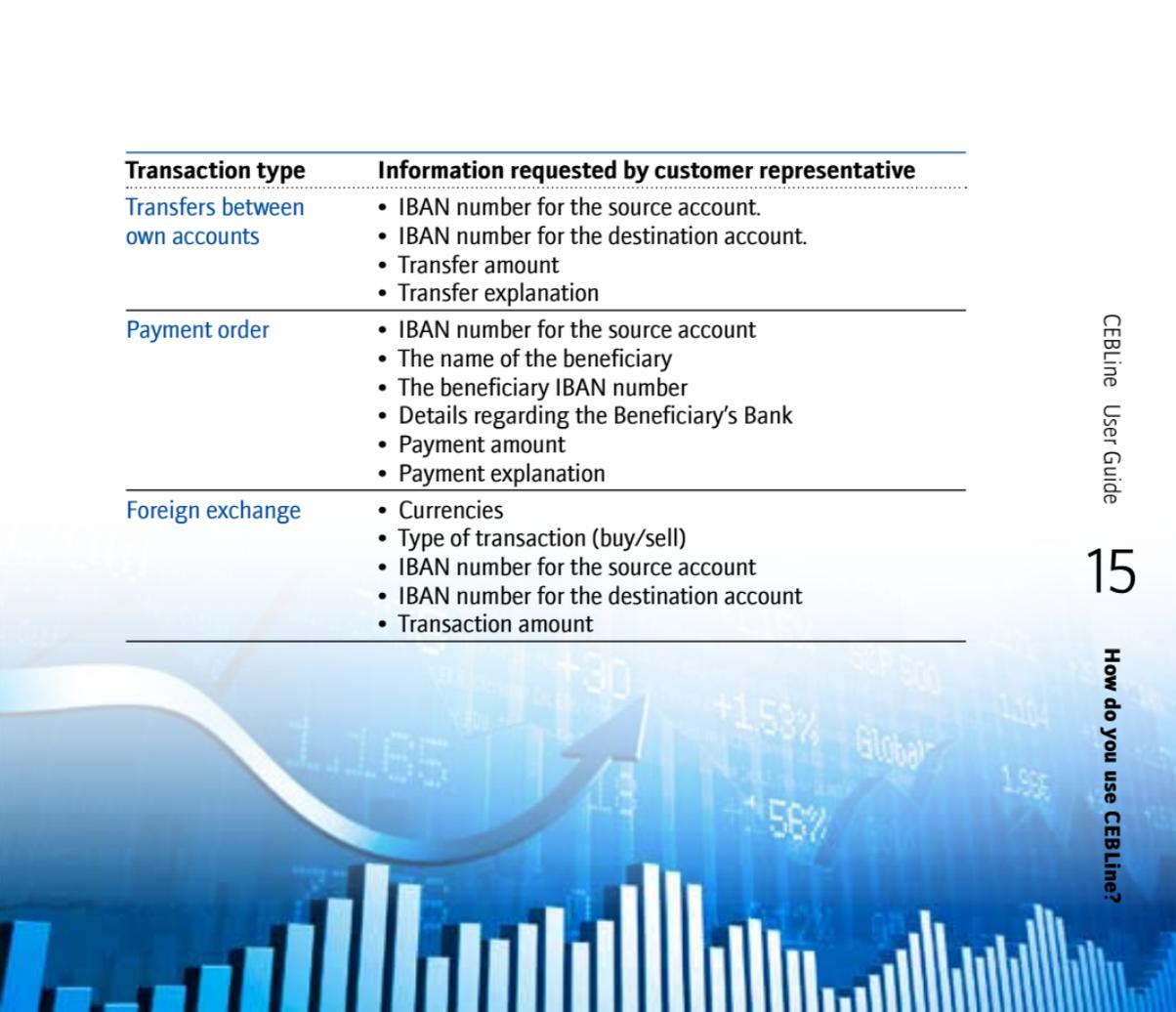
you may open/close term deposits.

In order to perform the above listed banking transactions, your call will be answered by a customer representative who will request information about the transactions you want to perform.

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<b>Transaction type</b>	<b>Information requested by customer representative</b>
Open / close term deposits	<ul style="list-style-type: none"><li>• According to the Law 311/2015 about the guarantee schemes of the deposits and the Guarantee Fund of Bank deposits the customer is informed and needs to agree with the "General conditions for opening term deposits" and "Information form provided to depositors" documents, in order to open a deposit.</li><li>• Currency</li><li>• Deposit amount</li><li>• Period</li><li>• Deposit type (rollover/with capitalization/without capitalization)</li><li>• IBAN number for the source account</li><li>• Opening date</li><li>• Branch</li></ul>

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<b>Transaction type</b>	<b>Information requested by customer representative</b>
Transfers between own accounts	<ul style="list-style-type: none"><li>• IBAN number for the source account.</li><li>• IBAN number for the destination account.</li><li>• Transfer amount</li><li>• Transfer explanation</li></ul>
Payment order	<ul style="list-style-type: none"><li>• IBAN number for the source account</li><li>• The name of the beneficiary</li><li>• The beneficiary IBAN number</li><li>• Details regarding the Beneficiary's Bank</li><li>• Payment amount</li><li>• Payment explanation</li></ul>
Foreign exchange	<ul style="list-style-type: none"><li>• Currencies</li><li>• Type of transaction (buy/sell)</li><li>• IBAN number for the source account</li><li>• IBAN number for the destination account</li><li>• Transaction amount</li></ul>

## 6. Card PIN and CEBLine password settings

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

**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 6** for "Cards and CEBLine activation" Menu.

### 6.1 Card PIN settings

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.

## 6.2. CEBLine activation

Through this menu you may activate/unblock the CEBLine service and change the password.

The menu is functional if you signed the CEBLine contract.

- **6.2.1 Service activation (define/ reset the password)** – After entering the client code in the menu, you will be transferred to a customer representative who will require certain identification information. Afterwards, you will be transferred back in the menu to complete the password defining process.
- **6.2.2 Password modification** – In order to use this menu, you need to enter the client code and current password. Afterwards, you will be able to set a new password.

**Observation:**

CEBLine password consists of 6 digits and cannot contain 3 or more consecutive / identical digits



## 7. 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 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 7 for "Information update" Menu.

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

## 8. 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 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 8** for "General information" Menu.

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



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