

- PRESS RELEASE -

## ERSTE NON STOP opened

Zagreb, June 14, 2010 - Erste&Steiermärkische Bank d.d. (Erste Bank) has opened a state-of-the-art ERSTE NON STOP self-service zone at Ilica 1 in Zagreb, in the well-known arcade of the Zagreb Tower. The self-service zone is available to everyone, not only Erste Bank clients, 24 hours a day, seven days a week. The 23-square-meter zone contains state-of-the-art self-service banking devices and through the use of these devices financial services become even more available to all retail customers, but also all legal persons. This is the first self-service zone in Croatia outside a bank branch, and apart from basic payment and withdrawal services, the zone also provides information about all bank products and numerous useful services such as the payment of bills or an overview of the current currency rates list.

The "ERSTE NON STOP" zone has all the basic functionalities of a traditional branch: payments and withdrawals, as well as bill payments. Apart from this, clients can receive help from the bank's customer support, which is available 24/7, at any time", explains **Melita Olanovic, director of the Card Business Segment.**

The premise itself contains:

**Erste kiosk** – makes it possible for Erste Bank clients to follow information about their account balance and transactions, either for current accounts, time deposits, shares in Erste investment funds or transactions on Erste Card Club credit cards. With this device, clients can also carry out payments, transfer funds between accounts and buy GSM top-up vouchers. Clients can also check currency exchange rates and they can find the locations of Erste Bank branch offices, cash machines and self-service machines. Apart from this, a description of Erste Bank's broad offer is available both in Croatian and English via a link to the bank's website.

The kiosk offers other interesting special features, such as an opportunity to pay bills by scanning the bill's barcode, which makes bill payments easier and faster. Apart from this, calls can be placed to the bank's Contact Center, and thus information about all services can be obtained this way as well. People can also fill out a form with questions, compliments or complaints in relation to the bank's business and can thus establish communication with the bank this way as well.

**The self-service device for deposits** makes it possible for clients of the bank to make deposits into Erste Bank accounts; they can also check the balances of all their accounts and buy GSM top-up vouchers.

**The self-service device for withdrawals and the multifunctional self-service device** make it possible for clients to withdraw cash from current or other accounts. Balance checks or GSM top-up voucher purchases are possible as well, while the multifunctional self-service device will soon also accept client deposits.

Today's banking business shows a tendency towards ever more usage of self-service zones, which saves customers time and makes services closer and easily available 24/7. Bank employees will also be at the disposal of clients at ERSTE NON STOP zones temporarily, during the promotional campaign.

### For all additional information

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