

USER MANUAL FOR CALL CENTER SERVICES – RETAIL

Dear Clients,

We are thanking you for choosing to use the Call Center services available for Millennium Bank customers.

To support you, we put at your service this User Guide, which will provide you all the information necessary for using this service: the access modes and details regarding the transactions that are available through Call Center.

We remind you that for access our Call Center services, you need to contact one of Millennium Bank Branch, fill an application regarding the system access and after words signing the user contract named **General Conditions** for Call Center. The Call Center access elements provided by the bank are:

- **Client Code** – The sequence of 8 digits handed as username, with the access password.
- **Password I** – Password used for accessing the automatic system held in the secured envelope. At the first authentication, the application will necessarily ask to change your access password. The new password must be created only from 8 digits.

For security reasons please do not share your Client Code nor the Password I.

Access Modes:

1. Call one of the numbers below:

0 801 000 111 (local cost) - available in fixed telephone network

***2111** (Vodafone and Orange) - available in mobile telephone network

021.308.11.10 – available in international network

021.308.11.11 – cards emergencies, available in all telephone networks

Functioning hours: You can access Call Center Service **24 hours/day, 7 days/ week**

2. Next you will be guided by our automatic call service according to the layout below:

Your first authentication:

1st Step:

- “For retail, please press 1”
- “For Prestige client, please press 2”
- “For corporate, please press 3”

Press 1.

2nd Step:

- “If you already are a Millennium Bank customer, please press 1”
- “If you are not a Millennium Bank customer, please press 2”

Press 1.

3rd Step:

Millennium Bank customers have the following options:

- “*For information and transactions please press 1*”
 - The automatic service will ask for the **Client Code**, the one that was provided by the bank.
 - After that you will be asked for **Password 1**, the one that was provided by the Bank. For security reasons, the system will ask you to change this password and to confirm the new password.

Attention! Password 1 must be changed in a form that is accepted by the bank – exclusively 8 digits.
- Your call will be transferred to an available operator.
- “*To restrict your card press 2*”
Your call will be transferred to an available operator
- “*To change your PIN press 3*”
 - The automatic service will ask for the **Client Code**, the one that was provided by the bank.
 - After that you will be asked for **Password 1**, provided by the bank. For security reasons, the system will ask you the change this password and to confirm the new password.
Attention! Password 1 must be changed in a form that is accepted by the bank – exclusively 8 digits.
 - In order to identify the card , which PIN will be changed, the automatic system will ask for the last four digits of the card.
 - The automatic system will ask for the new PIN and also to confirm it.
- “*If you want to be transferred to an operator press 9*”
- “*If you want to return to the previous menu press 0*”

The authentication on Prestige queue is made by pressing Key 2 in the first step.

After authentication in the secured system with the help of the information above, this are the transactions made through the operator:

➤ **Transactions made through the operator**

- Balance inquiry for your Millennium Bank accounts;
- Details regarding your Millennium Bank products;
- Information about your transaction list;
- Cards activation;
- Cards blocking;

- Transfers in RON or foreign currency, between your own accounts / to another Millennium Bank customer / to other bank from Romania - within the established limits;
- Foreign Exchange;
- Increase/Decrease transaction limit at ATM / POS;
- New term deposit opening;
- Partial or total redemption of term deposits;
- Later deposit (available at maturity);
- Blocking Access to Call Center / Internet Banking (in case you suspect frauds).

➤ Transactions made through the automatic service

- Through Automatic Service you can change Password I (when accessing Call Center for the first time- if you haven't already accessed Internet Banking)
- Change the PIN for your Millennium Bank cards.

Transaction Limit Amounts

Inter-bank transfer in RON	10,000 RON / day
National inter-bank transfer in foreign currency	3000 EUR / day
Foreign Exchange	5000 EUR / day

Time limit for performing transactions through Call Center: 24 hours/day, 7 days/ week.

Security measures

- For security reasons please do not share your Client Code nor the Password I
- Do not save the password or any other information linked to the security of Call Center services into the mobile phone memory.
- Do not share with anyone the password and any other information linked to the security of your bank accounts. The Bank will never contact our customers through e-mail or any other channels to ask for this information or any other identification elements as : account number, CIF, Client Code, Passwords; If you are contacted through e-mail or by telephone and asked for this information this is for certain a fraud!
- Change immediately your password if you suspect someone that is aware of it.
- Check your bank account regularly.