

Service category	Service	Definition
Receiving incoming client calls	General information, technical support for electronic channels (Electra, ePosta, ePIN) SZÉP card information	General information, technical support for electronic channels (Electra, ePosta, ePIN) SZÉP card information, about services and product. After e-PIN code authentication: information supply in the circle of banking secret, co-ordination of client requests; Prior notification of large amount cash withdrawals; recall the amount of a transfer already made or, if possible, delete it; Bankcard administration: Bankcard replacement, modification of purchase limitigénylés, activating, upload provision modification, card utilization limit modification; Set up 3D secure code; Ordering new PIN code for bankcard
Receiving incoming client calls - ePIN	Blocking of electronic channels (Electra, bank card, e-Statement, token) 0-24 hours	Provision of blocking of corporate electronic channels and devices (Electra, bankcard, ePosta, ePIN, token) 7x24 according to the regulation.
Other services	Acquisition support, participation in on-site presentations	On-site presentation of VUSZ and electronic channels, system demonstration, optionally interactive. Individual advice based on the customer's request.
Counseling - Electronic banking / electronic channel - administration	Counseling full-scale with e-channel (Electra, ePosta, e-PIN) and disposal rights - Electronic banking/electronic channel administration	Advise on account types, desposal and user rights and E-channels services via phone. Preparation of the contracts based on advices.
Client and account opening, modification, e-channels settings	Client and account opening, modification. Contract handling, special conditions, parameters settings, e-channels as well.	Documentation preparation and data pre-recording for client opening, client data modification, standard bank account opening / modification / contracts, preparation and pre-recording / and/or set up, implementation for new/modified services for corporate segment . Account closing. E-channels contract handling, parameters setting, modification and desposal rights.
Investigation and complaint handling	Investigation and complaint handling	Handling customer comments and complaints related to banking product and services. Answering bank secrets can only be answered after customer authentication.
Leasing	Data modification, information supply, confirmation.	Data amendments to the lease-management products, information, issuing certificates.
Client requests in form of documents	Bankinformation for tenders - Special	<b>Standard:</b> with standard information on start date of account keeping, accounts, declaration on items in the queue, opinion on creditworthiness and solvency of the company, information on bankruptcy <b>Special:</b> with special information in addition to the standard bankinfo: liquid funds available, turnover report on the account(s), transaction frequency, debt obligations, sequencing of the outstanding payment obligations, financial status of the company, readiness for fulfillment of credit obligations
Client requests in form of documents	Confirmation for audit purposes	For an identified customer requests issuing confirmation for audit purposes, electronically or on paper-based (balance, deposits, loans, guarantees, collateral, leasing, signatories)
Client requests in form of documents	Confirmations, reports, statements	For an identified customer request reprinting bankcard/bank statements, issuing confirmation on incoming or outgoing transactions, balances, account keeping and closure, user rights, turnover report on bank forms/templates.