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## **PRESS RELEASE**

### **A triple award for Eurobank's e-services**

Eurobank EFG secured three significant awards at the “eVolution Awards 2012” for e-business that was organized by the Athens University of Economics in cooperation with Boussias Communications. The evaluation was conducted by university professors, experts in the field and representatives of the relevant authorities, while the e-Business Lab (ELTRUN) at the Athens University of Economics was responsible for scientifically supporting the competition.

Specifically, Eurobank received the following awards:



**“Security / Payments – Award”**: This is the highest distinction under the “Security / Payments” category. It mainly rewards the manner in which electronic transactions through e-Banking are safeguarded (personal digital certificates, one time passwords, transaction limits, etc), as well as the fact that Eurobank is the only bank that

guarantees the security of transactions carried out through e-Banking. It undertakes to cover any loss of money from customer accounts without their approval.



**“Commendation for e-Services for Businesses”**: This distinction has been awarded for the variety of specialized solutions in transactions between businesses offered by Eurobank and its subsidiary Business Exchanges. The committee paid particular attention to the online auctions,

procurement and invoicing services offered via Business Exchanges (these have recently been significantly used by the Greek Government, especially in the Health sector), as well as the Bank's e-banking services provided to businesses (bulk payments service, imports/exports, debt collection, etc).



**“Commendation for Mobile e-Commerce”**: Eurobank was also awarded for its mobile services. It provides the most comprehensive services in Greece through specialized applications for m-Banking for iPhone, Android, Blackberry, Nokia-Symbian and via SMS to directly inform Bank customers. The use of these services

has shown particularly strong growth. More than 22,000 customers have used Eurobank's m-Banking for information and transactions, while money transactions over this channel increased by 165 % in 2011. The “Live-Pay” application was recently added to the Bank's Mobile services portfolio for payments via credit card, which incorporates barcode scanning capabilities.

These new distinctions confirm the dynamic presence and the innovative services offered by Eurobank in e-Business. The most powerful recognition however comes from its growing acceptance by clients. It is characteristic that in a recent survey at Eurobank e-Banking customers,<sup>1</sup> overall satisfaction exceeded 94 %, with only 0.8 % dissatisfaction.

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<sup>1</sup> "Internal e-banking customer satisfaction survey, Eurobank, December 2011"