

4th June 2015

Eurobank Ergasias S.A. - Business Continuity Statement

Eurobank Ergasias SA has long recognized that a wide variety of disruptive events or unforeseen circumstances can cause significant disruptions to its business operations.

The Bank is committed in mitigating this risk of business disruption in order to preserve its reputation, safeguard revenues, serve its clients and sustain both a stable financial market and customer confidence.

Therefore the Bank has adopted comprehensive business continuity (BC) plans and recovery procedures, in order not only to provide effective response to a wide variety of disruptive events, but also to minimize their impact on the Bank's smooth and proper operation. The BC Plans and recovery procedures are based on predefined strategies, roles and responsibilities and are designed to cover critical business processes & IT systems. They are reviewed, updated and tested at regular intervals, as well as after significant changes to existing operations.

Eurobank Ergasias SA BC Plans and recovery procedures have been formed under the requirements of the Central Bank of Greece at national level and are also certified with the international standards ISO 22301:2012 by TUV Hellas.

Key elements of the BC Plans and the Recovery Procedures of Eurobank Ergasias SA

A. Assessments

As part of the BC Plans,

- (a) The critical services provided to the clients are acknowledged and recovery procedures for the applications that support these critical functions are in place. Processes – both automated and manual – are active to meet clients' needs.
- (b) The critical physical documents are also identified.
- (c) Electronic Back-up procedures for critical data of the infrastructure and application servers are in place.

B. Business Continuity Recovery Solutions

→ Alternative Sites

In the event of a BC incident, Business units have plans that include relocation to and establishing critical processes recovery operation in, self-managed, dedicated

standby facility. This recovery site is physically separated from the primary site to prevent both from being affected by the same incident. Moreover, an IT

alternative site exists, that provides the necessary infrastructure and critical systems on a hot standby basis.

→ **Diverse Locations**

Some business entities occupy more than one office locations, in different building facilities. In the event of a BC incident, at one office location, the business activities are transferred to the other ones, at which staff and facilities are already prepared to handle them. These diverse locations are geographically separated.

→ **Reciprocal Agreements**

Some business entities have agreements with other business units regarding the allocation of a required number of recovery seats. The production sites of both business units are physically separated from each other to prevent both sites from being affected by the same incident.

C. Third Party Services

Critical Service Providers are contractually obliged to have BC plans in place to safeguard the proper performance of the services, if the ordinary operation of the Service Provider is disrupted.

D. Audit

BC Plans and Recovery Procedures are subject to:

- (A) an annual internal audit
- (B) periodic review by the Central Bank of Greece
- (C) an annual audit by TUV Hellas

E. Roles & Responsibilities

Business & IT specialists provide guidance to all Business Units of the Bank so as to ensure the proper and optimal development, implementation and testing of their plans.

More details on the BC plans and Recovery Procedures can not be provided in this notice, as the Bank keeps them confidential, in order to safeguard their effectiveness & security.

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