



v-Banking

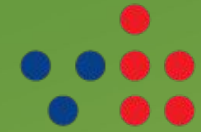


Eurobank

v-Banking Service VideoAdvisor Platform



GROUP OF COMPANIES



v-Banking

Agenda

I. Cosmote profile

II. Eurobank background

III. Video Advisor project in a nutshell

IV. vBanking service

I. Cosmote Profile

- ❑ Member of the Deutsche Telekom Group

Customers and Services

- Footprint in Central and South Eastern Europe
- Successful projects implementation and services operations in more than 20 customers in 30 European countries
- Established company in Brussels
Cosmote Global Solutions



I. Cosmote Profile





II. Eurobank profile

- Total assets of €70.9 billion & ~ 12K employees
- Presence in 6 countries (Greece, Cyprus, Luxembourg, Serbia, Bulgaria and UK)
- Digital Customer centric mentality
- Pioneer towards Digitalization of services offering



III. Video Advisor project in a nutshell

Conditions

- ✓ Project roll-out in 2 months(Remotely)
- ✓ Under Covid-19 condition implementation
- ✓ Replacement of existing solution
- ✓ Integration with Eurobank's environment

Advantages

- ✓ Ease of use
- ✓ Integration with existing platforms
- ✓ Expandable
- ✓ Customizable

Number of Customers for 2021



- ✓ 70 vBanking agents
- ✓ Daily ~ 320-350 video calls



Features

- Agent / Supervisor architecture
- Skill Groups
- 3rd party addition
- CoBrowse
- Document Push
- Chat & Email
- Calendar
- Storage



Banking services offered

- ❑ Mutual Funds via video and transaction completion with scanned signature
- ❑ Opening / renewal of time deposits
- ❑ Remote video participation in initial public offerings
- ❑ Non-monetary transactions of the physical branch.
- ❑ Opening accounts
- ❑ File completion due to regulatory/compliance directives
- ❑ Bancassurance services



Teudata

Customer Contact Event | September 2021

