

1. Why are there two different banks, First Bank and Intesa Sanpaolo Bank Romania, in Romania now?

A: Intesa Sanpaolo Group recently acquired First Bank and now operates in Romania through these two banking entities to offer a wider range of products and services to its customers.

The acquisition of First Bank represents an important opportunity to expand the Intesa Sanpaolo Group's presence in Romania, effectively doubling its forces in the country and consolidating its position in the local banking market.

2. What is the difference between First Bank and Intesa Sanpaolo Bank Romania?

A: First Bank and Intesa Sanpaolo Bank Romania are two distinct banking entities, each with its own structure and offer of products and services. However, both are part of Intesa Sanpaolo Group, benefiting from the expertise and support of a trusted international banking group.

3. What happens to customers of the acquired bank?

First Bank clients are welcomed and offered the opportunity to join one of the strongest banking groups in Europe, Intesa Sanpaolo. As a member of a large international group, the bank benefits from financial stability and resources.

4. What services do First Bank and Intesa Sanpaolo Bank Romania offer?

A: Both banks offer a variety of banking services, including current accounts, loans, cards, internet banking and mobile banking services, investments, and solutions for businesses.

5. How can I transfer my account from the acquired bank to the other entity?

A: For the time being there are no changes or transfer of the accounts, loans, deposits from one entity to another. The customers will be informed in due time of any transferring products process and of any necessary steps to ensure a smooth transition, if the case.

6. Can I pay my interest rate to any branch of the two banks?

The two banks currently operate as two different entities, so the payment of the interest rate can be done only at the bank from where you have contracted the loan.

7. Can I withdraw money from both bank's ATMs free of charge?

As the two banks currently operate as two different entities, you can withdraw money from ATMs according to the conditions offered by the bank that issued the card.

8. Will my account information remain the same?

A: Yes, your account information will remain unchanged. There will be no need for you to take any action, and you can continue banking as usual.

9. Will there be any changes to branch locations or operating hours?

A: At this time, there are no planned changes to branch locations or operating hours. We will notify you in advance if any changes are scheduled.

10. Will the customer service be affected in any way? How can I get more information about the products and services offered by the two banks?

A: The commitment of Intesa Sanpaolo Group to providing exceptional customer service remains unchanged. For more information about the products and services offered by the two banks, you can visit their websites, visit their branches, or contact their customer relations services. You can also find updated information on the Intesa Sanpaolo Group website www.intesasanpaolo.com

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