



KOMERCIJALNA BANKA

Meni najbliža

INSTRUCTION

Generating and Using CC PIN

Generating and Using the CC PIN

CC PIN is a four-digit code to use at the interactive voice response (IVR) of Komercijalna Banke when checking the balance on your account, credit or payment card.

You can get your CC PIN at Komercijalna Banka's AD Beograd ATMs by using any payment card issued by our Bank or via SMS.

Procedure of getting CC PIN is quite simple:

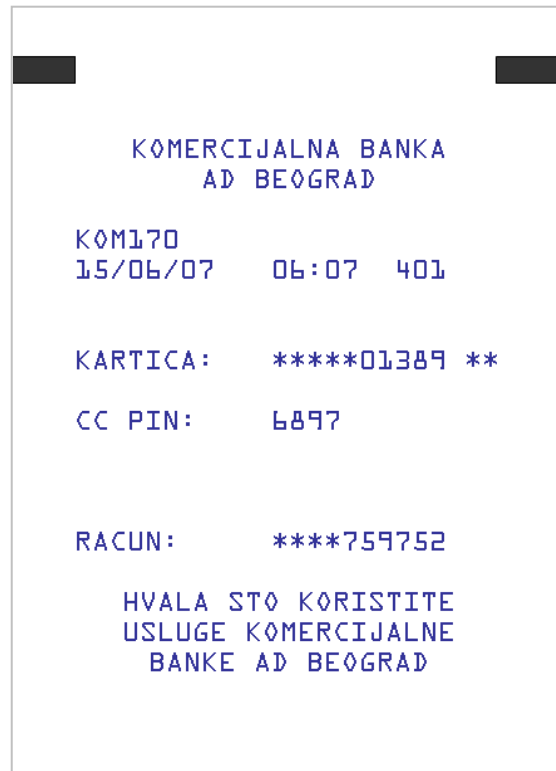
1. Insert your payment card of Komercijalna Banka into one of our ATMs;
2. Enter the payment card PIN in the same way you do it when you want any other of the services available at our ATMs (withdrawals, balance query, Sezampro vouchers purchase);
3. On the menu (picture 1) choose the option CC PIN



Slika 1

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4. Take your CC PIN, which the ATM will deposit in the form of a paper slip (picture 2). New menu will appear on the ATM screen (picture3).



Picture 2



Slika 3

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5. Select one of the options (to execute another a transaction, or to stop using ATMs).
6. Getting of CC PIN via ATM is free, as well as checking balances on the accounts and cards by use of the IVR of Komercijalna Banka.

You can get your CC PIN by sending a short SMS "CCPIN" to 5622 using the mobile phone number that you reported for the SMS service of the Bank. After sending the initial message you will receive a message with a four digit number - a PIN. Sending messages will be charged according to the applicable Tariff of the Bank, depending on who is your mobile operator.

Security and other notes

Do not show CC PIN to anyone.

In case of theft or loss of CC PIN we recommend to generate a new one..

If you have any questions or difficulties when generating CC PIN, our operators can provide assistance and support if you contact us in one of the following ways:

By phone: 0700 800 900 (for fixed phone calls from Serbia) and +381 11 201 8600 (for mobile calls and/or from abroad)

Via e-mail: kontakt.centar@kombank.com

Via social networks: Twitter and Facebook.