



IMPORTANT ANNOUNCEMENT

National Bank of Greece (Cyprus) Ltd (hereinafter "the bank") announces that, due to a technical upgrade, its Internet Banking platform will not be accessible/available as from Friday 18/10/2019 12:30 p.m. until Monday 9:00 a.m.

As already announced by the bank, the aforementioned upgrade will provide a friendlier working environment, with new technical capabilities and upgraded security measures for the users and their transactions.

However, for the successful login of the clients-users onto the upgraded Internet Banking platform, in addition to the already known "User ID" and "Password", the use of a one-time password (OTP) will also be required. One-time passwords (OTPs) in the upgraded platform will be generated by the bank's systems and will be sent **exclusively via SMS**, on the mobile phone number specified, for this purpose, to the bank by the user.

As per the above, the use of the "i-code digipass devices" for the production of one-time passwords (OTPs) will be **terminated permanently** on Friday **18/10/2019** at 12:30 pm. These devices will no longer be useable.

The Bank advises those users of its Internet Banking platform who have not yet terminated the use of their "i-code digipass device", to visit their servicing NBG Branch in order to complete and sign the necessary documents, to be entitled of receiving one-time passwords on their designated mobile phones. In the contrary, they will cease to have access to and make use of the Internet Banking platform until they do so.

For more information, please contact your servicing NBG Branch or the Internet Banking service Help Desk at: 800 88 888 (+357 22840090 if calling from abroad), 07:30 am - 09:30 pm local time, during business days.

National Bank of Greece (Cyprus) Ltd reserves all its legal rights and apologizes for any inconvenience caused.

Thank you in advance for your collaboration.

National Bank of Greece (Cyprus) Ltd