

Gerhard Strasser new Ombudsperson of Erste Bank

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After more than 13 years, the Erste Bank will have a new Ombudsperson as of 1 March: Gerhard Strasser (50) succeeds Brigitte Lewisch who is leaving the bank to retire. The Office of the Ombudsperson is the point of contact for concerns and complaints of customers that cannot be resolved by the local employees, and it plays key role in Erste Bank's quality management.

Gerhard Strasser has worked for Erste Bank for the past 35 years. In 1976, he joined the bank with a school project. He spent time in many different positions in operations and sales, thereby learning about all areas of the banking business. From 1993, Gerhard Strasser, who was born in Vienna, worked as branch office manager for five years. In 1998, Gerhard Strasser began as a staff member of the Office of the Ombudsperson and has therefore been part of it since its inception.

"The unfiltered, direct feedback of customers is our biggest asset. Only in this manner is it possible for us to work to constantly improve services and achieve our quality goals. In all of my years of work, I have never had a boring moment, because there is a new, specific concern that needs to be resolved every day. There is nothing more beautiful than turning a customer's initial anger into satisfaction. This is why I am very pleased to take over responsibility for the entire Office," explained Gerhard Strasser. In his free time, the father of three is an enthusiastic kart racer and water skier.



Gerhard Strasser

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