



## Erste Bank: Switching to a new bank online for the first time

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**New: account application online, no mail or visit to a branch office required**

**Switching banks independent of time and location**

**Bosek: "With that, we are more direct than any direct bank"**

Erste Bank is the first institution in Austria to offer opening of accounts 100% online. Neither does one need to sign anything with the mailman, nor does one need to visit a bank branch, as customer identification is done through an online payment transfer from an existing account with an Austrian bank. "With that we are more direct than any direct bank", says a pleased Peter Bosek, member of the management board, about the new service. "Every customer has the choice whether he wants to merely visit our web site or rather go to a branch office."

### **How does the online account application process work?**

At [www.erstebank.at/tiny/online-produkte](http://www.erstebank.at/tiny/online-produkte), a current account or a student account can be applied for online. The preconditions for concluding the application process solely online: the customer is of legal age and is a resident of Austria. When opening the account, one receives an account agreement online, which is sent back to the bank via upload as a scan or a smart phone photograph after signing, together with an official photographic identification document. The documents can also be signed with a mobile phone signature. Finally, an eps-online transfer of 1 euro to the new Erste Bank account must be performed. This requires an account with another Austrian bank that is already registered in the customer's name, in order to serve as legitimate customer identification. In the care of which branch office one wants to be can be chosen during the application process. After the online application has been concluded, the account is activated after two working days at the latest.

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