

Obavještenje o unapređenju kontrola transakcija i preventivnom monitoringu

Poštovani klijenti,

U okviru kontinuiranog unapređenja bezbjednosti i zaštite interesa klijenata, Erste banka je dodatno osnažila sigurnosne mehanizme za izvršavanje transakcija putem elektronskih kanala: Erste eBanking, NetBanking i mBanking.

Unaprijeđeni sistemi omogućavaju preventivni monitoring, automatsku detekciju neuobičajenih obrazaca plaćanja, sa ciljem pravovremene zaštite Vaših sredstava i sprečavanja potencijalno neovlašćenih transakcija.

U pojedinim slučajevima, transakcije mogu zahtijevati dodatnu provjeru prije izvršenja. U takvim situacijama, bićete jasno i blagovremeno obaviješteni, uz uputstvo za naredne korake, koji mogu podrazumijevati:

- Provjeru tačnosti unesenih platnih podataka i, po potrebi, kontaktiranje primaoca sredstava radi dodatne potvrde.
- Kontaktiranje Erste banke putem e-mail adrese monitoring@erstebank.me, kako bi se omogućila efikasna provjera transakcije. Radi optimizacije postupka, preporučujemo da se Banci obratite do 16:00h (CET). U slučaju da se Banci obratite nakon 16:00h ili subotom, nedjeljom i praznicima, bićete kontaktirani prvog narednog radnog dana.

Erste banka ostaje posvećena kontinuiranom unapređenju digitalnih servisa i sigurnosti, kako biste svoje finansijske obaveze mogli obavljati jednostavno, pouzdano i sigurno.

Hvala Vam na povjerenju i razumijevanju.

S poštovanjem,

Erste Bank AD Podgorica

Notice on enhanced transaction controls and preventive monitoring

[unofficial translation]

Dear Customers,

As part of our ongoing efforts to enhance security and protect our customers' interests, Erste Bank has further strengthened its security mechanisms for executing transactions via electronic channels: Erste eBanking, NetBanking and mBanking.

The enhanced systems enable preventive monitoring and automated detection of unusual transaction patterns, with the aim of ensuring timely protection of your funds and preventing potentially unauthorized transactions.

In certain cases, transactions may require additional verification prior to execution. In such situations, you will be clearly and promptly informed, together with instructions on the next steps, which may include:

- Verifying the accuracy of the entered payment details and, if necessary, contacting the beneficiary for additional confirmation.
- Contacting Erste Bank via the email address monitoring@erstebank.me to enable a prompt and efficient transaction review. For optimized processing, we recommend contacting the Bank by 4:00 PM (CET). If you contact the Bank after 4:00 PM or during Saturday, Sunday, public holidays, you will be contacted on the next business day.

Erste Bank remains committed to the continuous improvement of digital services and security, enabling you to conduct your financial transactions in a simple, reliable and secure manner.

Thank you for your trust and understanding.

Sincerely,

Erste Bank AD Podgorica