

FREQUENTLY ASKED QUESTIONS ON BUSINESS CENTERS (B.C.)

1. To whom are Business Centers addressed?

B.C. are addressed to Small and Medium sized Enterprises. Small and medium sized enterprises are, according to Basel II, all enterprises with a turnover of over € 3,000,000 and/or with an approved limit of over € 1,000,000

2. What kind of products are provided by the B.Cs.?

B. C. provide all types of loan products and services, that is Long-term loans, Bonded Loans, working capital, open account, Factoring, Leasing, documentary credits and Letters of guarantee. Furthermore, in liaison with the Retail Network of Emporiki Bank, B.C. provide depository and investment products as well as salary and payment services etc.

3. Where are B.C. situated?

The B.C network is now fully deployed with 16 Branches all over Greece, covering all major Business areas. In more details, we have Branches in the following areas:

1. Panepistimiou
2. N. Kifisias
3. Vouliagmenis Av.
4. Marousi
5. Piraeus
6. Athinon Av.
7. Aspropyrgos
8. Ioannina
9. Patra
10. Irakleio (Crete)
11. Per. Odos Thessalonikis
12. Larisa
13. Thermi Thessalonikis
14. Dragoumi
15. Kavala
16. Kozani

4. How long does it take form my Loan to be approved?

We aim at the following: from the moment the customer files his application for loan granting at one of our B.C. and as long as all criteria are met and all necessary documents are submitted, within 5 days, Business Center's proposal shall be concluded and the final answer (approval or not) shall be provided in 10 more days. This period of time may be increased in case of delay regarding the submission of the necessary documents or in case a prenotation on real estate is required. In such case, Legal Service and Land Registry are involved too.

5. Are there any particular products provided by the B.C.?

As B.C. address to Enterprises and not individuals, they provide Customized solutions and products. There is no loan appropriate for all customers. The terms of a loan (amount, duration, interest rate, repayment frequency etc.) are discussed with each customer and both parties agree according to the needs of the customer and not of the bank. In the future, there will be some products that will be designed for particular categories of enterprises.

6. Who is responsible for customers' service? Who can I contact at the B.C?

Each B.C. has Relationship Officers with great expertise who are responsible for customer relation. Each R.O is responsible for a specific number of customers aiming to serve the customer of Emporiki Bank. Thus, since you start collaboration with Emporiki, a particular R.O will be responsible to discuss with you any questions concerning the loan granting of your Enterprise. The B.C. Manager is always at your disposal for any extra help or /and clarifications.

7. Why should I prefer Emporiki Bank and not another bank? What are the advantages Emporiki Bank offers?

Our main difference is our client-based philosophy as well as the development of a long-term relation with the customer and not a simple transaction-based relation. We consider that the first transaction consists the beginning of our relation with the customer but not the end. Our aim is the Total Service of our customers.

8. What is the cost for an SME loan by the B.C.? I don't see any interest rate list.

There is no particular invoicing or particular products as it is the case for individuals or small enterprises. We provide specialized solutions and products covering the needs of each Enterprise. Thus, the pricing policy is defined, among others, by the type of loan the customer chooses, the amount and the duration as well as the whole collaboration the particular enterprise has with Emporiki Bank.