

PRESS RELEASE

Bucharest, March 29th, 2010

BCR – working hours during Easter Holidays

Bucharest, March 29th, 2010 – Banca Comerciala Romana (BCR) announces that the territorial retail units, including units operating in malls, corporate business centers and central administration shall not be open for the public on the 3rd, 4th and 5th of April 2010.

“BCR recommends clients to plan ahead all banking operations they need to conduct over this period of time, according to the bank’s working hours”, stated Mircea Augustin Balan, Head of Network Administration Department at BCR.

BCR has taken all necessary measures to ensure cash collection from bank’s clients. ATMs (automatic teller machines) and ASVs (foreign exchange automatic machines) shall also be supplied with cash so that bank clients can have unlimited access to their financial resources. BCR cardholders will be able to make payments at any of the acquiring merchants and the Card Support service will be available 24/7.

However, BCR clients will be able to access their accounts and conduct banking operations over the Easter Holidays by phone, via Alo 24 Banking BCR available every day between 08.00 a.m. and 10.00 p.m. by calling InfoBCR and via the internet - Click 24 Banking BCR available 24/7 through the BCR portal (www.bcr.ro).

In addition, by calling InfoBCR between the 3rd and the 5th of April, clients will have access to the following services:

- Technical Support, by using Alo and Click 24 Banking BCR, available 24/7
- Emergency support for cardholders, available 24/7
- General Information about BCR products and services, available daily between 08:00 a.m. and 10.00 p.m.

The InfoBCR phone numbers are:

- » 0801.0801.227 available in the Romtelecom landline network; all calls, from all over the country, are charged as local calls.
- » 021/407.42.00 available from any network in the country and from abroad for calls charged at regular tariffs
- » *0801.227 available through the Vodafone Easy Dial service for calls charged at regular tariffs

The Easy 24 Banking BCR areas shall be available for all bank cardholders during the entire Easter Holidays. Easy 24 Banking BCR is an area arranged in certain BCR units, 100% automated, fitted with equipment that allows banking operations.

The good.bee Mobile Transactions service shall be operational 24/7, allowing clients to get information about the account, to recharge any mobile phone card from the partnering networks, to send money in any account from Romania or to pay bills. The service is available by calling *4146 from any partnering mobile phone network or 021.266.77.00 from any network (regular tariff number), Customer Support Service at good.bee provides information and support during the Easter Holidays every day between 09:00 a.m. and 06.00 p.m.

BCR, a member of Erste Group, is a universal bank, which addresses both retail and corporate clients. BCR is the most important banking institution in Romania, managing assets of over EUR 17.2bn. BCR is the most valuable financial brand in Romania. The bank offers an entire range of products and services for the population, though 653 retail units (for the population and micro enterprises) open all over the country in most cities with over 100,000 inhabitants. Corporate clients benefit from BCR services through 50 corporate business centers especially dedicated to SMSE-s and big companies. The bank offers clients, natural and juridical persons, a complex offer of banking products and services, including internet banking, phone banking and e-commerce services. BCR issues 25 types of credit and debit cards and has the biggest ATM and POS national network- over 2,000 ATMs and about 17,000 operational electronic terminals for payments by card. BCR is the most important Financial Group in Romania today, with a marked presence through its specialized companies, on the leasing and asset management markets, stock market, private pensions and housing banks segments.

Erste Group is one of the main financial services suppliers in Central and Eastern Europe. More than 51,000 employees serve over 17 million clients in 3,000 subsidiaries in 8 countries (Austria, Czech Republic, Slovakia, Romania, Hungary, Croatia, Serbia and Ukraine). On June 30th, 2009, Erste Group held total assets worth EUR 205.2 billion, registering a net profit of EUR 492.1 million and a cost – revenue rapport of 52.5%.

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Additional information on BCR's products and services is available:

- By visiting BCR's Portal on www.bcr.ro
- By calling 0801.0801.227 (InfoBCR); the number is available from fixed telephone networks, as per a local fee, regardless of the place in the country you are calling from. Or you may call 021/407.42.00, available from any network, or *0801227, available by the Vodafone EasyDial service, Monday to Sunday, from 8.00 am to 10.00 pm.
- You can also contact us by e-mail, at contact.center@bcr.ro. Your requests are processed daily and the information in the Contact Center is made available within 24 hours top as of the message reception time.

Call 021/311.10.01 and 021/311.02.16 for the cards support department, available 24/7.

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For any additional information:

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