

# ČSOB Phone Banking

## – Banking Services via the Client Centre



The ČSOB Phone Banking service enables communication by telephone and remote customer service through specially trained Client Centre staff.

### How to set up the ČSOB Phone Banking service?

You can set up the ČSOB Phone Banking service as an integral part of the ČSOB Electronic Banking services online at [www.csob.cz/en](http://www.csob.cz/en), at a ČSOB branch or at a branch of the Czech Post. You will need an ID card (passport or residence permit for foreigners), a mobile phone number and e-mail.

### What phone numbers are available?

- In the Czech Republic, call 800 300 300.
- From abroad, call +420 495 800 137 (the call is charged according to the price list of your telephone operator).
- To report the loss/theft of a payment card and support for ČSOB Internet Banking, call +420 495 800 111 (the call is charged according to your telephone operator's price list).

Qualified Client Centre staff are available on these numbers during the operating hours listed on [www.csob.cz/contacts](http://www.csob.cz/contacts).

### How do we verify you on the call?

You can fully use the ČSOB Phone Banking service after you have been authenticated in one of the following ways:

- ČSOB Smart Key - verification can be performed directly on your smart mobile phone or tablet connected to the internet in the installed ČSOB Smart Key application when prompted by a ČSOB voice operator or Client Centre employee.
- Request for a callback (Priority Call) - you place the call directly in the ČSOB Smart application or in your Internet Banking and a ČSOB voice operator or Client Centre employee will call you on the phone number specified in the ČSOB Identity Agreement.
- Callback and verification questions - if you have a phone number listed in the ČSOB Identity Agreement, the Client Centre employee will turn your call into a callback to this number and then you will answer a few additional verification questions about you and your products.
- Verification questions - you can answer several verification questions about you and your products to a ČSOB voice operator or Client Centre staff member.

## What services can you access after authentication?

- Account information and payment instruments.
- Setting up new products and services according to the offer of the bank and its subsidiaries.
- Service activities - for example, account and payment card management, management of ČSOB Identity, setting up Electronic Banking services, changing contact details, changing statement groups, etc.
- Advice on banking services, including providing information on products of ČSOB subsidiaries.

## Frequently Asked Questions

### How do I set up or renew my ČSOB Smart Key?

- The ČSOB Smart Key can be easily set up by following the instructions at <https://www.csob.cz/en>.
- If you need to renew your ČSOB Smart Key, use this guide at <mojeidentita.csob.cz>.

### What are the fees?

- Fees for services within ČSOB Phone Banking are listed and charged according to the [ČSOB Price List](#).