

DenizBank takes another innovative step

Access to DenizBank Call Center through "WhatsApp"

Differentiating with the applications it develops in line with the needs of its customers, Denizbank now offers access to Call Center through WhatsApp for Private Banking customers, breaking a new ground in the banking sector. Through 0530 855 69 35, DenizBank Private Banking customers can now reach to 444OZEL Private Banking Call Center and get service through a WhatsApp message.

DenizBank, making a difference in Turkish banking sector with its leading applications, has broken a new ground in the banking sector. For providing access to Call Center through WhatsApp for Private Banking customers, the Bank now offers the privilege of reaching to 444OZEL Private Banking Call Center through 0530 855 6935.

DenizBank Call Center, which continues to work for providing service at any time and place the customers may require, has recently offered access through Skype in addition to access through fastPay, Açıkdeniz Internet Banking, Mobildeniz and broken a new ground in Turkey.

"We are glad to break a new ground"

DenizBank Payment Systems and Non-Branch Channels Group Executive Vice President Ayşenur Hıçkırın stated that they were glad to be the first in the sector in offering this application. Hıçkırın expressed that "We aim to continuously develop our services to satisfy our customers in today's world where every day a new technology is introduced in the field of communication and the power of social media is undeniable. We continue to work for realizing leading innovative applications in both banking and call center sector to provide maximum benefit and good experience to our customers. Now our private banking customers can reach to Private Banking Call Center through WhatsApp and get service. As a bank which was awarded as "The Most Innovative Bank of the Year" through the applications it developed for the banking sector in 2014, and "The Global Innovator" in Efma & Accenture Innovation Awards in 2015, our main principle is to be besides our customers at any time and place they may require through brand new access channels."

About DenizBank

DenizBank was established in 1938 as a state economic enterprise aimed at funding of the developing Turkish maritime sector. In the early 1997, DenizBank was acquired by the Zorlu Holding in the form of banking license from the Privatization Administration and in October 2006, a leading European financial group, Dexia incorporated it to its structure. For 6 years, DenizBank operated in Dexia's main shareholding and since 28 September 2012, continues providing services under the umbrella of Russia's largest and well-rooted bank, Sberbank. DenizBank has become one of the remarkable banks of Turkey in a short period of time. DenizBank Financial Services Group was established in 2003 in order to create a "financial supermarket" accumulating various financial services under one roof. There are totally 735 branches within DenizBank Financial Services Group operating in 81 provinces of Turkey and abroad employing close to 15 thousand people. DenizBank Financial Services Group consists of DenizBank, seven domestic, three international financial subsidiaries, five domestic non-financial subsidiaries, and a branch in Bahrain. Deniz Investment Securities, Deniz Real Estate Investment Trust, DenizPortfolio Management, DenizLeasing, DenizFactoring, Destek Asset Management Company, Intertech, Deniz Kültür, Deniz Card Payment Systems, Açık Deniz Radio – TV and Bantaş are the group's domestic subsidiaries while Eurodeniz, DenizBank AG and DenizBank Moscow are its international subsidiaries.

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About Sberbank

Sberbank is the largest bank of Russia that holds about the third of total Russian banking assets. The Central Bank of the Russian Federation is the founder and major shareholder of Sberbank owning 50% plus one voting share. Other shares are held by more than 244,000 individuals and legal entities. The bank has the most extensive branch office network in Russia: about 17,000 branch offices. Its international operations include CIS consisting of Kazakhstan, Ukraine Belarus, eight countries in Central and Eastern Europe through Sberbank Europe, and Turkey through Denizbank. It has representative offices in Germany and China, a branch in India and carries out activities in Switzerland through Sberbank (Switzerland). Through Sberbank CIB, it offers services in investment banking, financial consultancy and global markets. Sberbank has the General Banking License issued by the Bank of Russia – No. 1481. The bank's official website is www.sberbank.ru, www.sberbank.com