

Telephone Banking Service via Skype provided first by DenizBank

Denizbank customers can now realize all banking transactions by calling 444 0 800 Açıkdeniz Telephone Banking via Skype on a 24/7 basis.

DenizBank Call Center, which continues to work for adding value to the lives of the customers and being accessible to them at any time and place they might require, broke new grounds with its innovative perspective in the finance sector and realized access to Call Center via Skype.

Denizbank Call Center enabling customers to access call center via Chat through Açıkdeniz Internet Banking and voice call and chat through Mobildeniz and fastPay applications, provides the services that it provides through 444 0 800 via these channels as well.

With the application developed by Intertech, customers can access Denizbank Call Center from Turkey and abroad through voice call* in Skype "skypedestek.denizbank" account via their mobile phones, tablets or computers. Customers who contact with the Call Center via Skype can get service in Turkish, English and Russian.

We continue to take innovative steps

DenizBank Payment Systems and Non-Branch Channels Group Executive Vice President Ayşenur Hıçkırın has stated that they will continue with the ground breaking innovative practices in the banking sector with the understanding of providing maximum facility to the users and innovative perspective. Hıçkırın has added that "Our bank which was awarded as the most innovative bank of the world in BAI- Finacle Global Banking Innovation Awards 2014 will continue to realize practices and services ensuring maximum benefit for our customers with innovative perspective in our Call Center as well as all of our other channels. We are sure that our customers who live abroad and travel frequently will use this quite actively. We will be besides our customers at any time and place they might require.

** Only voice call is available on Skype.*

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 745 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, Ekspres 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.

www.denizbank.com, www.facebook.com/DenizBank, twitter.com/DenizBank

About Sberbank

***Sberbank** of Russia is Russia's largest bank and a leading global financial institution. Sberbank holds almost one third of aggregate Russian banking sector assets, it is the key lender to the national economy and the biggest deposit taker in Russia. The Central Bank of the Russian Federation is the founder and principal shareholder of Sberbank owning 50% of the Bank's authorized capital plus one voting share, with the remaining 50% held by domestic and international investors. Sberbank has more than 135 million individual customers and 1 million corporate clients in 22 countries. Sberbank has the largest distribution network in Russia with almost 17,000 branches, and its international operations include UK, US, CIS, Central and Eastern Europe, Turkey and other countries.*

The Bank holds the general banking license No.1481 issued by the Bank of Russia. The official website is www.sberbank.ru.