

Dear customer,

For us it is very important that you are always informed about the changes that occur in your relationship with the Bank, that is why we keep you informed every time there are changes that you need to know.

This time we come to you with good news: updating your identity card data will be easier than ever, thanks to our partnership with the General Directorate of Personal Records (D.G.E.P.).

The data in the identity card will be updated through the information provided directly by the General Directorate of Records of Persons (D.G.E.P.), thus reducing the situations in which access to the products/services owned is restricted as a result of the expiry of the validity of the identity card.

The purpose of the partnership with the General Directorate of Personal Records (D.G.E.P.) is to comply with the rules and prudential requirements to which credit institutions are subject (namely: knowing the clientele and updating their data, in order to prevent and combat money laundering, terrorist financing and fraudulent behavior) and to ensure the accuracy of the data by providing the General Directorate for Personal Records (D.G.E.P.) of the updated data from the identity cards of the bank's existing customers, resident Romanian citizens.

However, it is important that you comply with the data update requests you receive from us, even if your ID data is valid or has been updated using D.G.E.P. More information on updating data can be found on the bank's website in the section "Linkuri utile" → "Actualizare date personale" or by accessing the link <https://www.garantibbva.ro/actualizare-date-clienti/>.

The information note on the processing of personal data has been updated in this regard and can be found on the bank's website in the section "*Personal data processing*" or by accessing the link: [Personal data processing / Garanti BBVA](#).

If you have any doubts or want any other additional information, we invite you to any of our agencies to clarify any questions or you can contact us at the email address contact@garantibbva.ro or DPO@garantibbva.ro.

You can also contact us through the Customer Relations Service, at one of the phone numbers below, where our colleagues will answer you from Monday to Sunday between 09:00 and 22:00:

- 0800 80 1234 – free phone number, callable internally only from landline networks;
- 021 200 94 94 – normal rate number, also callable from abroad.

Thank you,
BBVA Garanti Team!

GARANTI BANK SA

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