

## *Frequently Asked Questions related to Intesa Sanpaolo Bank Albania Internet Banking*

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# INTERNET BANKING

## 1. How can I start using the Internet Banking?

Simply visit your nearest Intesa Sanpaolo Bank Albania Branch to apply for the service and receive all necessary credentials (Username, Password and Security Key).

## 2. What software is required to access Intesa Sanpaolo Bank Albania Internet Banking Service?

There is no software required to access Intesa Sanpaolo Bank Albania Internet Banking Service. All you need is a computer and Internet connection. The following web browsers are recommended to access the Internet Banking:

- ✓ *Internet Explorer*
- ✓ *Mozilla Firefox*
- ✓ *Google Chrome*

## 3. What type of Browser Versions should I use in order to have a clear view of Internet Banking?

Browser Versions that you should used are as follow:

- ✓ *Internet Explorer 11*
- ✓ *Mozilla Firefox duke filluar nga 45.7.0*
- ✓ *Google Chrome duke filluar nga version 56.0.2924.87 '64-bit'*

## 4. What should I do before accessing Internet Banking?

Before accessing Internet Banking you must Clear the Cache. Instructions on how you can make Clear Cache can also be found on the language selection page the right upper corner of the screen.

## 5. What type of banking transactions can be performed through Internet Banking?

In Intesa Sanpaolo Bank Albania Internet Banking, you can easily:

- ✓ *Monitor all your Intesa Sanpaolo Bank Albania accounts;*
- ✓ *Check your account balance(s);*
- ✓ *Transfer funds between your own Intesa Sanpaolo Bank Albania accounts in different currencies;*
- ✓ *Transfer funds to any Intesa Sanpaolo Bank Albania account or other bank accounts inside and outside Albania, authorizing the transactions with Security Key;*
- ✓ *Set up the list of your favorite beneficiaries for quick access;*
- ✓ *Open Term Deposits;*
- ✓ *View the status of your existing Term Deposits;*
- ✓ *View the status of your existing Loans and Overdrafts;*
- ✓ *Express your interest on any of the personalized offers displayed for you;*
- ✓ *Access the products and services offered by the bank and give your feedback on the ones you need;*

- ✓ *Check your notifications, account statements and issued cheque books online;*
- ✓ *View the latest currency exchange rates and convert multiple currencies using our currency calculator;*

## 6. Can I add a nickname to my Account(s)?

Yes, you can give nicknames to your Accounts, Time Deposits and Loans in the Set Account Preferences menu. Click on the account nickname in the right side of the Account Number and enter the chosen nickname.

## 7. Can I change my Password?

Yes you may change your Password anytime in the "Change Password" section in the upper part of Internet Banking. To change your login Password first you need to enter your old Password correctly. After this you have to define your new Password. Your new Password must meet the following requirements:

- ✓ *Minimum length of 8 characters*
- ✓ *Maximum length of 16 characters*
- ✓ *It must include uppercase, lowercase, numeric and special characters*
- ✓ *No specific character limit is defined for the above listed character types*

## 8. How do I reset my Password?

To reset your Password go to the nearest branch of Intesa Sanpaolo Bank Albania or contact our Call Center on one of the following numbers:

- ✓ *08006000 (toll-free number);*
- ✓ *+355 4 22 76 000;*
- ✓ *+ 355 (0) 692080903;*

## 9. How long can I be inactive before my Internet Banking session automatically expires?

- ✓ *The inactivity timeout is set to 30 minutes by default (after login if you do not perform any transaction). After 30 minutes of inactivity your session will expire and you will be automatically logged out.*
- ✓ *The active time out to expire the Internet Banking service session for the user even when it is active (performed transactions) is 1 hour and 6 min*

## 10. What happens if I forget or lose my Password?

Visit your nearest Intesa Sanpaolo Bank Albania Branch in order to request a new Password.

## 11. Is Internet Banking safe?

Yes, Internet Banking is safe and secure. Internet Banking is protected with state-of-the-art security technology. No identifiable personal information, such as your account number, is sent to or stored on your device.

#### 12. What kind of banking products will I be able to access in Internet Banking?

You can access those of your accounts, loans and deposits which you have requested to be mapped in your Internet Banking. You can request new accounts to be added to your Internet Banking profile anytime by sending an email to us via the mailbox service of Internet Banking or by visiting your branch.

#### 13. Can I pay bills through Internet Banking?

Yes, bill payment is available in Internet Banking. You can make bill payments to any biller which is displayed in the biller list of Internet Banking. Please note that before making a new bill payment, you must register the beneficiary of the payment by selecting the appropriate biller from the biller list.

#### 14. Can I create and maintain beneficiaries in Internet Banking?

Yes. You are able to create, edit and delete beneficiaries both for internal and external payments performed in Internet Banking.

#### 15. Can I change the language of Internet Banking?

Yes, you can change the language before you access Internet Banking.

#### 16. What should I do if my user gets locked?

Your user is automatically locked after 3 consecutive incorrect Password/Security Key entries. To unlock your user, visit one of our branches or contact our Call Center on one of the following numbers:

- ✓ 08006000 (*toll-free number*);
- ✓ +355 4 22 76 000;
- ✓ + 355 (0) 692080903;

#### 17. What should I do in case of online identity theft or fraud?

To report any fraud or theft related to your banking products, please contact our Call Center immediately on one of the following numbers:

- ✓ 08006000 (*toll-free number*);
- ✓ +355 4 22 76 000;
- ✓ + 355 (0) 692080903;

## 18. What is the Security Key?

Security Key is a portable device that generates one-time passwords (OTP). The OTP is used to authorize certain transactions and payments in Internet Banking, providing you with an extra layer of security.

## 19. How do I use my Security Key?

Turn on your Security Key by pressing the “OK” button. Enter the 6-digit number in the login screen of your Internet or Mobile Banking (when you are logging into the application) or in the transaction authorization screen (when you are performing transactions) and press “OK”.

## 20. Is any fee charged for the use of Security Key?

Yes, an initial fee is charged upon the application for Security Key in accordance with the current Bank tariff. You can see the actual fee in the [Terms & Conditions](#).