

Client Centre ČSOB Private Banking



These days it is not necessary to visit our branches frequently, lots of tasks can be solved comfortably from your home. A special phone line is available for clients of private banking through which you can agree travel insurance, change payment card limits and arrange many other instructions and services. You can certainly continue to contact your private banker by phone. The special line is available not only on business days, **but also on weekends and public holidays**.

To enable us to easily verify your identity on the phone, please install the ČSOB Smart Key application in your mobile. During the call, we will send you a request in the application, which you will confirm by your fingerprint or Face ID. For faster and easier management of your account, you can call us directly from the ČSOB Smart application or your Internet Banking. You will find more details at www.csob.cz. **Contacts** or **Open** sections.



Availability of line 800 110 808 from abroad please call +420 495 800 101	Mon–Fri 8:00 a.m. - 8:00 p.m.	Sat–Sun 8:00 a.m. - 6:00 p.m.
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Examples of services we will help you with on the phone line

Changes in personal data:

- Email change

Accounts:

- Confirmation of account management (banking references)
– the client will receive it by post

Payment cards:

- Change in limits
- Premature automatic renewal
- Setting up payments on the internet
- Change in the method of delivery of a payment card and its PIN
- Change in delivery address
- Change in branch for delivery

Internet banking:

- Unblocking electronic banking
- Generating a one-time password
- Change in limits
- Inclusion of an account in electronic banking
- Inclusion, withdrawal of a person authorized to dispose of an account
– electronic right of disposal, inclusion of a person authorized to dispose of an account, only a person who uses electronic banking
- Change in payment authorization method

Tip

Do you fully use our ČSOB Smart application or Internet Banking? You can solve lots of tasks directly there, for example change a PIN, activate payment cards or agree the ČSOB Drobné service.