Recommendations for First Bank clients following integration into Intesa Sanpaolo Bank Romania: service activation guide

Intesa Sanpaolo Bank announces the completion of the merger by absorption of First Bank, further strengthening the Group's presence in the local financial-banking market. The operational integration was carried out according to schedule, and all First Bank customer data and services have been fully transferred to the infrastructure of Intesa Sanpaolo Bank Romania.

Starting November 3, 2025, First Bank clients can access banking services through Intesa Sanpaolo Bank's platforms. Products, balances, and account-related information have been fully migrated and are available securely.

Intesa Sanpaolo Bank provides clients with a detailed guide for activating the new banking services. The goal is to ensure a smooth transition and quick access to all products and digital platforms offered by the bank.

1. Cards

Clients who have not received their card by courier are invited to visit the branch to which they have been assigned (this information can be verified on the bank's website: https://www.intesasanpaolobank.ro/persoane-fizice/integrare_FirstBank.html, by entering their old First Bank IBAN). There, they can collect their new card issued by Intesa Sanpaolo Bank.

Clients who have already received their card also received an SMS with an authentication code. This code must be sent to the short number 3779, and they will receive the card's PIN in return. After receiving the PIN, the card can be activated at any Intesa ATM.

2. Mobile and Internet Banking – Individual Clients

First Bank clients who wish to complete the migration process to Intesa Sanpaolo Bank Romania can follow the steps below:

- Access the Intesa Sanpaolo Bank migration page: https://www.intesasanpaolobank.ro/persoane-fizice/integrare_FirstBank.html
- Click the button "I am an INDIVIDUAL CLIENT"
- Begin the transition to the new application
- Log in using the username and password previously used in the First Bank app
- Enter the code received via SMS on the phone number associated with your First Bank account
- Download the Intesa Romania app from the Play Store or App Store
- Tap the "Register account" button in the app
- Scan the QR code or manually enter the code displayed on the web screen
- Set the PIN code for the new app
- Create a recovery code consisting of ten unique digits
- Accept the terms and conditions for using the app

Once these steps are completed, you will have full access to your accounts and banking products in the new Intesa Sanpaolo Bank Romania application. All the details can be found here https://www.intesasanpaolobank.ro/persoane-fizice/integrare_FirstBank/Digital-banking--Mobile---Internet-Banking.html

If you no longer have your login credentials (username and password), please visit your assigned branch, where the Intesa Sanpaolo Bank team will assist you with activation.

Banca Comercială INTESA SANPAOLO ROMANIA S.A. - Sediul social: Municipiul Bucureşti, Șoseaua Nicolae Titulescu, nr. 4-8, Clădirea America House, Aripa Est şi Aripa Vest, etaj 6, Sector 1, Cod poştal 011141 - Telefon: 004 0723 620 492, Fax: 004 0371 611 461, Website: www.intesasanpaolobank.ro - E-mail: headoffice@intesasanpaolo.ro - Capital social 2.167.530.235 Lei – Număr de ordine în Registrul Comerţului de pe lângă Tribunalul Bucureşti J2015002449405, Cod Unic de Înregistrare RO 8145422 - Număr de înregistrare în Registrul Instituţiilor de Credit RB-PJR-02-032/18.02.1999 - Cod LEI 549300CGLRBLXD8PLZ18 **-** Participantă la Fondul de Garantare a Depozitelor Bancare

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3. I-B@nk Internet Banking – Business Clients

First Bank business clients can access the migration page on the Intesa Sanpaolo Bank Romania website: https://www.intesasanpaolobank.ro/persoane-fizice/integrare_FirstBank.html. After clicking the button "I am a BUSINESS CLIENT," they begin the transition to the new application by following these steps:

1. Log in using the username and password previously used in the First Bank app
2. Enter the code received via SMS on the phone number associated with your First Bank account
3. Follow the instructions to download and activate the mobile token app I-B@nk mToken here: https://www.intesasanpaolobank.ro/corporate/integrare_FirstBank/I-B-nk---Internet-Banking-%C8%99i-Platforma-de-tranzac%C8%9Bionare-e-Trading.html

4. Google and Apple Pay – Individual Clients

Clients using Android devices can enroll their card directly from the Intesa Romania Mobile Banking app, in the "Cards" section. Those using iOS devices can enroll their card in Apple Pay by starting from the Wallet app on their mobile phone.

Intesa Sanpaolo Bank Romania thanks its clients for their trust and patience throughout the migration process. The bank's teams remain fully mobilized to provide complete support during this transition period, both in branches and through the Contact Center at 0800 800 888, whose capacity has been increased to better respond to customer requests. The objective is to ensure a modern and efficient banking experience, enabling optimal use of the new digital services available through Intesa Sanpaolo platforms.

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