

Intesa Sanpaolo Bank Romania – Message to Customers Transferred from First Bank

Bucharest, November 6, 2025 — Intesa Sanpaolo Bank Romania announces that the migration of First Bank customers to its operational infrastructure was fully completed on November 3, 2025. All First Bank accounts and products were transferred according to the previously published migration schedule.

At the same time, Intesa Sanpaolo Bank Romania confirms that all customers, including those migrated from First Bank, have been and continue to be able to access their accounts and funds via card, the Intesa Romania mobile banking app, or directly at branches.

Unfortunately, during the migration period, some First Bank customers experienced temporary difficulties, such as: limited access to the call centre due to high request volumes; enrolment in the mobile banking app (for individuals) and internet banking (for legal entities); as well as card activation and PIN code delivery.

Intesa Sanpaolo Bank Romania understands the discomfort and frustration caused by these situations and sincerely regrets any inconvenience. The bank continues to make sustained efforts to respond promptly to all requests and to ensure a smooth experience for all its customers.

Most technical issues have already been resolved, and Intesa Sanpaolo Bank continues to address any isolated technical situations that may still arise. To provide additional support, the bank has significantly expanded its Call Centre team and branch working hours. Customers who still have questions or have not received their new cards or PIN codes are invited to visit any branch for immediate assistance.

Intesa Sanpaolo Bank Romania thanks all customers for their trust and patience during this transition period. The bank assures all customers that every complaint or suggestion is treated as an opportunity to learn and improve its services and products, and remains fully committed to offering a simpler, more transparent, and trust-based banking experience.