

# CEBLine

*User Guide*



080 100 0.000  
0750.000.000

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Credit  EuropeBank

# **CEBLine**

## **User guide**

Credit Europe Bank N.V.  
Amsterdam Bucharest Branch,  
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# CUPRINS

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## I. Service presentation

CEBLine is a telephone banking service dedicated to our retail customers. Through this service you can find out information regarding the products you own with the Bank or regarding other services / products offered by Credit Europe Bank. You can also receive some information about your products directly from the telephone menu, without having to wait for a customer representative. The technology used to create this service allows you to activate cards, find out details regarding the last card statement, the available card balance, without having to pay a visit to a Credit Europe Bank branch.

**CEBLine is available 24h/24, 7 days / 7 and can be reached by dialing:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

*In order to provide maximum security for your banking operations, your telephone conversations with Credit Europe Bank may be recorded.*

## *What does CEBLIne offer?*

**By using CEBLIne service you can find out banking information such as:**

- General information regarding Credit Europe Bank's network, Bank's products etc. (branches, ATMs, campaigns, products / services, interests, commissions, exchange rates, etc.);
- Special information (related to the products you own at the Bank).

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### **Non-financial banking operations:**

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- Block lost/stolen cards;
  - Activate cards;
  - Activate/inactivate cards for internet transactions
  - Card available balance;
  - Details regarding last card statement
  - Update client's personal data
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## II. How do you use CEBLine?

Dial one of the following numbers:



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

Press 1 for Romanian language and 2 for English language.

After this selection, you will be directed to the main menu:

0. **“Lost/stolen cards”** Menu can be accessed by pressing 0,

1. **“Apply for our products/Discover our campaigns”** Menu, can be accessed by pressing 1,

2. **“Cards”** Menu, can be accessed by pressing 2,

3. **“Accounts”** Menu, can be accessed by pressing 3,

4. **“Loans”** Menu, can be accessed by pressing 4,

5. **“Card PIN Setting”** Menu, can be accessed by pressing 5,

6. **“Information Update”** Menu, can be accessed by pressing 6,

7. **“General Information”** Menu, can be accessed by pressing 7.

## Main Menu

### 0. *Lost/stolen cards*

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This menu can report lost or stolen cards.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 0** for “Lost/stolen cards” Menu.

Your call will be answered by one of Credit Europe Bank’s customer representatives who will proceed to the immediate blocking of the card after an accurate identification.

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#### **Observations:**

By the time the Bank is informed about the lost/stolen card, the cardholder retains full responsibility for all transactions made with the lost/stolen card.

## 1. *Apply for our products / Discover our campaigns*

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In this menu you may submit applications for Credit Europe Bank's products and services and you can find out more information about the ongoing campaigns.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 1** for “Apply for our products/Discover our campaigns” Menu.



## 1.1 Apply for our products

Allows you to apply for Credit Europe Bank's products. In order to submit an application, you are required to provide a mobile number from a national network, starting with 07 \*\*\*\*\* and optional your Personal Numerical Code (CNP). After recording the data, you will be contacted by a Credit Europe Bank representative for more information.

You can apply for the following products:

- **1.1.1 CardAvantaj,**
- **1.1.2 Term deposit,**
- **1.1.3 Personal needs loan,**
- **1.1.4 Other.**

## 1.2 Discover our campaigns

You can learn more about the ongoing campaigns for the following products:

- **1.2.1 Cards,**
- **1.2.2 Saving products,**
- **1.2.3 Others.**



## 2. Cards

In this menu you may find out information about your card, without speaking to a customer representative. You can also request activation/deactivation of the card for Internet transactions.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 2** for Cards Menu.

In order to use this menu, you need to enter the following security information: card number and PIN.



## **2.1 Account statement information**

You may find out from the telephone menu information regarding the last account statement issued for credit cards: the issuing date, due date, minimum payment, total payment for the current account statement (excluding future installments).

## **2.2 Limit and bonus**

You may find out from the telephone menu: the approved limit, the available amount, the available bonus.

## **1.3 Block/unblock internet transactions**

You may request the activation / deactivation of the card for Internet transactions.

## **2.4 Other cards requests**

You may request other information regarding your cards.

### 3. Accounts

From this menu you may find out information about your current accounts and deposits.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 3** for Accounts Menu.

After selecting the menu, you will be transferred to a customer representative.

## 4. *Loans*

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From this menu you may find out information about your credits.

**Dial one of the following numbers:**



- 0801.000.000 (from Romtelecom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 4** for “Loans” Menu.

After selecting the menu, you will be transferred to a customer representative.

## 5. *Card PIN setting*

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Through this menu you may set the PIN code for your cards.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 5** for for “Card Pin setting” Menu.

### **Card PIN setting**

Through this menu you may set the PIN code for new / renewed cards or you may reset your PIN if you do not remember it, over the telephone.

*Attention! In order to use this menu you must have a valid mobile telephone number (from a national network) registered in the bank's system.*

*In order to set the PIN you are required to enter certain identification information (personal data / card data).*

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**Observation:**

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The PIN code consists of 4 digits and cannot contain 3 or more consecutive / identical digits.

## 6. Information update

Through this menu, you can update both personal information and information related to products you own.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 6** for “Information update” Menu.

After selecting the menu, you will be transferred to a customer representative.



## 7. General information

Through this menu, you may request general information regarding Bank's products and services.

**Dial one of the following numbers:**



- 0801.000.000 (from Telekom network, local charge) or
- 0750.000.000 (from any network, regular charge).
- 0724.100.000 (from any network, regular charge).

**Press 1** for Romanian language and **2** for English language.

**Press 7** for "General information" Menu.

After selecting the menu, you will be transferred to a customer representative.



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