

# Telephone customer service menu items

## **1. Debt management procedure**

### 1.1. Debt settlement and previous agreements

- 1.1.1. Retail Mortgages
- 1.1.2. Retail consumer loans and credit card debt
- 1.1.3. Corporate debt
- 1.1.4. Other debt

### 1.2. Request cheque to pay and receive a verification of debt

- 1.2.1. Retail Mortgages
- 1.2.2. Retail consumer loans and credit card debt
- 1.2.3. Corporate debt
- 1.2.4. Other debt

### 1.3. Legal Procedures

- 1.3.1. Retail Mortgages
- 1.3.2. Retail consumer loans and credit card debt
- 1.3.3. Corporate debt
- 1.3.4. Other debt

### 1.4. If you have received a letter from us and would like more information

- 1.4.1. Retail Mortgages
- 1.4.2. Retail consumer loans and credit card debt
- 1.4.3. Corporate debt
- 1.4.4. Other debt

### 1.5. Information concerning the Central Credit Information System

### 1.6. Data management information

## **2. Contact information and opening hours**

- 2.1. Opening hours of Budapest customer service
- 2.2. Opening hours of Kecskemét customer service
- 2.3. Opening hours of Miskolc customer service
- 2.4. Opening hours of Nyíregyháza customer service
- 2.5. Opening hours of Székesfehérvár customer service
- 2.6. Opening hours of Kaposvár customer service
- 2.7. Opening hours of Zalaegerszeg customer service

## **3. Speak to a representative after client identification**

## **0. Direct extension**