



Press Release

Alpha Bank becomes the only bank to offer the full range of remote banking services to residents of the United Kingdom, the USA and Israel

The new service is expanded for the first time to non-EU countries, enabling residents of the United Kingdom, the USA and Israel to establish a full banking relationship with Alpha Bank—from a deposit account, debit card and e-Banking subscription to applying for a mortgage loan, without having to visit a Branch

Alpha Bank expands its **Remote Onboarding** service to non-EU countries for first time, **to residents of the United Kingdom, the USA and Israel**. The service is addressed to diaspora Greeks, as well as to international Customers maintaining ties with Greece. It is already available to residents of Germany and Cyprus, with plans in place for its phased roll out to additional countries. With this new service, interested parties can complete their entire onboarding process with Alpha Bank without having to travel to Greece.

A new digital banking experience

The process begins on the Bank's custom-designed [website](#) for overseas Customers, where interested parties **submit their application using an [online form](#)**. At the next step, after their identity verification process is completed **via a secure video call** with support from specialist advisors, they obtain a current account, a debit card and e-Banking login credentials.

At every stage, the Customers are supported by specialist Alpha Bank advisors, who guide them at each step of the onboarding process.

Mortgage loans and online banking products

The new service is not limited to the onboarding part of the banking relationship. It also extends to cover remote access to basic banking products and services. Specifically, interested Customers can **apply for a mortgage loan remotely**, aided by personalized guidance at every stage of the property purchase process in Greece, while **the use of electronic signature allows them to obtain additional banking products**.

Beyond its banking services, Alpha Bank has also developed a comprehensive ecosystem of favorably priced services for individuals maintaining ties to Greece and domiciled abroad: document translation services and interpreting services for facilitating submission of the required supporting documents, tax and legal advisory services on matters regarding their presence in Greece, as well as services for searching for, purchasing and developing real estate properties, through Alpha Real Estate and selected partners.

Mr. Konstantinos Papadopoulos, Director of Personal Banking at Alpha Bank, said about the Remote Onboarding service: *"With the new service, people living abroad are able, from their country of residence and from the comfort of their own home, to become Alpha Bank Customers with a full banking relationship, and even apply for a mortgage loan remotely. The expansion of the service to non-EU countries for the first time is another step bringing us closer to our Customers, wherever they may be. Our aim is to gradually remove the obstacles faced by residents abroad when they wish to establish or develop their banking relationship with Greece, providing them with an experience that is simple, secure and fully digital."*