



FAQ

Frequent questions

Where can I cash checks?

We have an agreement with Servipagos where you can make deposits and withdrawals in cash and change checks.

How to receive international transfers?

All international transfers must be made through ProCredit Bank Germany, with the next information:
Swift Code: PRCBDEFFXXX
Account: DE75502108000043780000
Currency: Dolar
Bank's name: Procredit Bank AG
Country: Germany
Beneficiary bank:
Swift Code: PRCBECEQXXX
Bank's name: Procredit Ecuador
Beneficiary:
Account: ProCredit Ecuador Account
Country: Ecuador
Name: Beneficiary

What is the international transfers cost?

The international transfers cost of sending is \$ 15, for any amount.

What is direct banking?

It is a simple and safe care model that allows you to autonomously and efficiently manage your finances, through friendly electronic channels.

What services can I pay in E-Banking?

You can pay public services such as water or electricity, additionally you can pay your bill for internet and telephone of the different national companies.

How to open a savings account?

Simply enter to www.bancoprocredit.com.ec, then click on the option to become a client and complete the required information. After 24 hours an advisor will contact you to validate the information and finish the application process.

Can I use my debit card internationally?

Your debit card is international, does not require prior activation for use outside the country and it can be used at all ATMs in the MasterCard network.

The bank has a mobile application?

ProCredit Bank has a mobile application available for iOS and Android platforms, from which you can make all your transactions.

Where can I withdraw money?

You can withdraw cash at all BANRED ATMs nationwide and at all MasterCard network ATMs worldwide.

What are your interest rates?

All our interest rates are published on our web portal www.bancoprocredit.com.ec

How can I communicate with ProCredit Bank?

You can communicate with ProCredit Bank through our contact phone 1-800 100 400. From our website www.bancoprocredit.com.ec you can communicate through chat, video chat and audio chat, in addition, you can send your questions to our mail electronic asesoria@procredit-group.com.