

- Cards
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➤ **Cards**

**I forgot my PIN. What should I do?**

To set a new PIN, you can visit any one of our Service Points in the [working hours](#).

**I used a wrong PIN 3 times. What should I do?**

To reset your PIN you should contact our Contact Center by dialing 080000010 for national calls or 37322270707 for international calls in the [working hours](#).

**My debit card has expired. How can I renew it?**

To order a new card, clients can visit any one of our Service Points in the [working hours](#).

**What is the withdrawal limit in ProCredit Bank?**

At ProCredit Bank ATMs in Moldova, clients may withdraw up to MDL 110,000/ EUR 5,000/ USD 5,000 within a 24h period using ProCredit Bank cards.

**How can I generate a 3D-Secure password for online purchases?**

You may generate a 3D-Secure password when making your first purchase. For more details about 3D Secure, which is a service designed according to international standards for safe card operations performed via the Internet, click [here](#).

**What is the fee for withdrawals or payments made at POS terminals abroad?**

For information on fees for withdrawals/payments made outside of ProCredit Bank's network, please refer to our price list by clicking [here](#).

**Information on card transactions**

<b>Information about card transactions</b>	<b>Daily maximum</b>
Daily Online/POS terminals purchases	EUR 7,000
Withdrawal at POS terminals	EUR 5,000
Withdrawals at ATMs of other banks in Moldova	EUR 5,000
Withdrawals at ATMs per month from abroad	EUR 10,000

o

### **My card has been retained by an ATM. Where can I get it back?**

If your card has been retained by an ATM located at any ProCredit Service Points or 24/7 Zone, notify the Service Point immediately so it can be returned to you. If the Service Point is closed, return the following day during [working hours](#). If your card has been retained by an ATM of an other Bank you need to contact that Bank's office.

### **My money have been blocked in an ATM. How can I receive them back?**

If your money have been blocked in an ATM located at any ProCredit Service Point or 24/7 Zone, notify the Service Point immediately in order to write a request of returning your money. If the Service Point is closed, return the following day during [working hours](#), after an investigation and as soon as the ATM will be encashed, you will receive your money.

### **How can I report a lost or stolen card?**

In cases if you lost or if your card has been stolen you should contact the Bank immediately by dialing 080000010 for national calls or 37322270707 for international calls. Also you can block your card using the mobile application or transfer all your money from the current account to your saving account.

### **What do I do if I find a suspect transaction on my account?**

In cases you have suspicions about the transaction made with your card, you should call the Bank immediately at the 080000010 for national calls or 37322270707 for international calls to block the card, or you can do it in the mobile application. In addition, you should transfer all your money from the current account to your saving account. At the same time, you should request for an investigation of the suspicious transaction in the Service Point.

## **➤ Credit Facilities**

### **What are ProCredit Bank's conditions? What documents are needed to apply for a loan?**

ProCredit Bank offers loans to residents of Moldova. In addition, clients must meet the age criteria; the client must receive their salary through ProCredit Bank or provide a confirmation from their employer that their salary is processed through the Bank, or have other income (e.g.from rent.)

### **I work and live abroad. Can I get a loan from ProCredit Bank?**

To be eligible for a loan from ProCredit Bank, clients must be residents of Moldova. Furthermore, clients must have regular monthly salary payments, or other regular income .

### **I am interested in a loan. What loans do you offer?**

ProCredit Bank provides loans to both private and business clients. For more information, please click on the following links:  
Loans for private clients – click [here](#).

Loans for business clients – click [here](#).

You may also visit any of our Service Point or call our Contact Center during working hours.

➤ **Transfers**

**What is the bank's SWIFT code?**

The bank's SWIFT code is PRCBMD22XXX

**Which are the correspondent Banks of ProCredit Bank Moldova?**

The main correspondent Bank in EUR		
ProCredit Bank AG, Frankfurt am Main, Germany	PRCBDEFF	EUR
The main correspondent Bank in USD		
ProCredit Bank AG, Frankfurt am Main, Germany	PRCBDEFF	USD

➤ **Electronic Services**

**How do you initiate bill or tax payment via ProBanking?**

In order to make it easier for you to pay your monthly bills via ProBanking, we have created instruction that you can access [here](#).

**I am using ProBanking for the first time. How can I access it?**

Access the ProBanking page by clicking on the following link:

<https://eba.procreditbank.md/User/LogOn?ReturnUrl=%2f;>

Under "User name", enter the user name you received from the bank when signing the e-Banking agreement. Under "Password", enter your password.

**I forgot my user name or password for accessing e-Banking.**

In cases when you forgot the password for entering e-Banking you can reset your password through the Log In page <https://eba.procreditbank.md/User/LogOn>, you should have your ID Card and Mobile Phone by your side. If you forgot the Login for accessing e-Banking you should call the Bank at the 080000010 for national calls or 37322270707 for international calls, in the [working hours](#), in order to receive your Login.

➤ **24/7 Zones**

**How much money can be deposited/withdrawn at an ATM?**

Clients may deposit/withdrawal up to a total of MDL110 000/EUR 5000/USD 5500 during a 24-hour period.

Banknotes can be deposited 50 at a time and may be of various denominations.

More than one ATM deposit may be made during a 24-hour period, on the condition that the total amount deposited does not exceed the abovementioned limit.

**Can I make deposits into my savings account at 24/7 Zones?**

No. ProCredit Bank ATMs give you the option of depositing funds directly into current account and from there you can transfer to your saving account through e-Banking.

**Where can I find the nearest 24/7 Zone?**

A list of all 24/7 Zones can be found [here](#).

➤ **Other**

**What are the documents needed to open a private client account?**

We open a Set of Services that includes a current account, a saving account, e-Banking and a Card. The documents needed to open the Set of Services are a valid ID card or passport and a utility bill or a rent contract in your name, which serves as proof of residence (in case of non-residents).

**Are the Bank's Service Points open on Saturday?**

No. ProCredit Bank Service Points are open Monday to Friday, you can find information about location and working hours [here](#). Nevertheless you can perform transactions in the 24/7 Zone's at any moment.

**I have changed my personal data (ID card, phone number and/or address). What should I do?**

It is necessary to visit any one of our [Service Point](#) in order to update your information,.

**How can I contact the bank?**

You can reach the bank's Contact Center by calling 0-800-000-10 or +373-22-27-07-07 from 08:00 till 18:00 or by writing us at [office@procreditbank.md](mailto:office@procreditbank.md)

If you have any questions, comments, or complaints about the bank's services, write us [here](#).