

Financial inclusion

- **Sensible pricing**

SpareBank 1 Østlandet always offers competitive prices. Like other banks, we monitor the market closely and adjust our prices in line with supply and demand.

- **Face-to-face advice**

The retail market's greatest asset for our customers is our network of 37 staffed branches. Here, customers can get face-to-face advice whenever they need it.

SpareBank 1 Østlandet is a phygital (physical and digital) bank where the interplay between our physical services and constantly expanding digital services is important.

- Credit

- Our financial products give customers access to a wide range of products at competitive prices.
- Our product distribution is based on a phygital strategy. This means our services can be accessed by both those who want or need face-to-face interaction and those who want or need their enquiries to be dealt with digitally. 85 per cent of the loan applications we receive are now submitted digitally. Our aim in 2020 is to complete our first fully digital loan application process. This is combined with help from our financial advisers who are based throughout our market area. Our advisers are also available via virtual meetings if customers so wish.

- Credit products

- *Restart*: A product specifically designed to help existing customers who are experiencing financial problems and require more hands on follow-up.
- *Unemployment benefit loans*: In connection with the coronavirus pandemic, the bank has established a system for short-term advances on payments of unemployment benefit from the Norwegian Labour and Welfare Administration (NAV) to help customers experiencing a sudden cash flow squeeze.
- *LO pay guarantee fund*: A product specifically designed to help customers experiencing a sudden cash flow squeeze that provides advances on NAV payments where an employer has declared bankruptcy.
- *LO conflict loans*: Designed for customers participating in a lawful labour conflict who need short-term funds for living expenses.
- *Deposit loans*: Designed to provide customers who are currently not in a financial position to buy a home with a loan for the deposit required to rent.

- Digital solutions for credit

- *eSignature*: Electronically signing loan documents makes the interaction between the bank and customer both digital and sustainable.
- *Self-service changes*: Customers can make many changes themselves in the digital bank. This ensures that customers for whom making themselves understood or mobility, etc. are a challenge can also access our services.
- *Digital online loan applications*: This allows customers to start loan applications online. The service retrieves customer information that the adviser can use in their consideration of the loan application. This sustainable solution means customers do not have to visit the bank and that the data is exchanged electronically.

- Pensions
 - *eSigning*: Customers can now also use eSigning for pension products.
 - *Upcoming products*: A special pension account will be launched sometime around the start of 2021 where customers can collect all of their saved pension products in one account. Customers can have multiple products linked to a single account. This will simplify customers' lives.
- Insurance
 - Vehicle tax has been included in insurance premiums since 1 January 2019. Sold vehicles are also automatically deregistered, which greatly simplifies things for customers.
 - Our insurance company, FREMTIND, is launching a new concept focused on insuring bikes/electric bikes.
 - Our insurance company, FREMTIND, offers a digital solution called *Spinn*, which rewards safe driving with the aim of reducing the risk of claims.
- Digital solutions for insurance
 - *SAM*: This is a new digital personal insurance system. The solution will include non-life insurance. The system will simplify processes for advisers. The new sales client for retail (SAM) improves information flow and provides clearer assistance for advisers, thereby ensuring that customers receive the right advice.
 - FREMTIND is adopting the EU's IDD Directive in which a product sheet is produced to ensure that customers gain an even better understanding of the life and non-life products they are buying.
- Savings
 - *Månedsspar*: Launched in May 2019, *Månedsspar* lets you save a fixed amount each month at a favourable interest rate.
- Digital solutions for savings
 - Digital savings advisers in the online and mobile banks. The solution was launched in February 2020 and makes saving easier for customers.
 - Simplified routines for saving agreements in funds were launched in the fourth quarter of 2019. These make the work of advisers easier when selling saving agreements in funds.
- **Facilitating access to financial services**
 - The retail market is helping to simplify banking for both customers and staff. The aim is for customers to be as self-sufficient as possible.
 - Virtual meetings are one means of making customers' lives easier. They have become very popular during the coronavirus pandemic. SpareBank 1 Østlandet is now a leader in the SpareBank 1 Alliance in the use of virtual meetings.
 - New and constantly improving digital solutions, both for customers and the bank, are increasing both facilitation and availability.