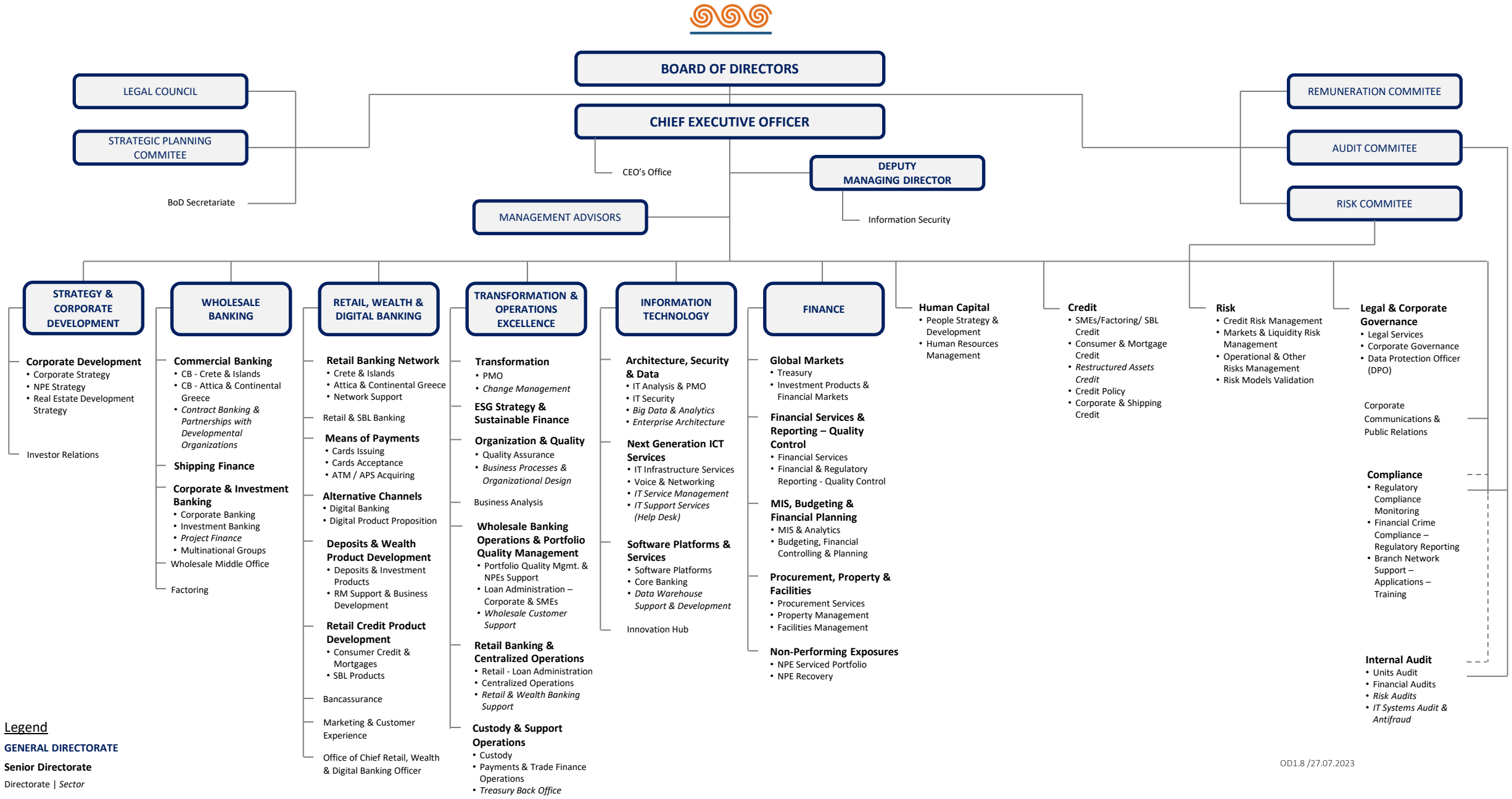
BOARD OF DIRECTORS
LEGAL COUNCIL
STRATEGIC PLANNING COMMITEE
BoD Secretariate
CHIEF EXECUTIVE OFFICER
CEO's Office
DEPUTY MANAGING DIRECTOR
Information Security
MANAGEMENT ADVISORS
REMUNERATION COMMITEE
AUDIT COMMITEE
RISK COMMITEE
STRATEGY & CORPORATE DEVELOPMENT
Corporate Development
• Corporate Strategy
• NPE Strategy
• Real Estate Development Strategy
Investor Relations
WHOLESALE BANKING
Commercial Banking
• CB - Crete & Islands
• CB - Attica & Continental Greece
• Contract Banking & Partnerships with Developmental Organizations
Shipping Finance
Corporate & Investment Banking
• Corporate Banking
• Investment Banking
• Project Finance
• Multinational Groups
Wholesale Middle Office
Factoring
RETAIL, WEALTH & DIGITAL BANKING
Retail Banking Network
• Crete & Islands
• Attica & Continental Greece
• Network Support
Retail & SBL Banking
Means of Payments
• Cards Issuing
• Cards Acceptance
• ATM / APS Acquiring
Alternative Channels
• Digital Banking
• Digital Product Proposition
Deposits & Wealth Product Development
• Deposits & Investment Products
• RM Support & Business Development
Retail Credit Product Development
• Consumer Credit & Mortgages
• SBL Products
Bancassurance
Marketing & Customer Experience
Office of Chief Retail, Wealth & Digital Banking Officer
TRANSFORMATION & OPERATIONS EXCELLENCE
Transformation
• PMO
• Change Management
ESG Strategy & Sustainable Finance
Organization & Quality
• Quality Assurance
• Business Processes & Organizational Design
Business Analysis
Wholesale Banking Operations & Portfolio Quality Management
• Portfolio Quality Mgmt. & NPEs Support
• Loan Administration – Corporate & SMEs
• Wholesale Customer Support
Retail Banking & Centralized Operations
• Retail - Loan Administration
• Centralized Operations
• Retail & Wealth Banking Support
Custody & Support Operations
• Custody
• Payments & Trade Finance Operations
• Treasury Back Office
INFORMATION TECHNOLOGY
Architecture, Security & Data
• IT Analysis & PMO
• IT Security
• Big Data & Analytics
• Enterprise Architecture
Next Generation ICT Services
• IT Infrastructure Services
• Voice & Networking
• IT Service Management
• IT Support Services (Help Desk)
Software Platforms & Services
• Software Platforms
• Core Banking
• Data Warehouse Support & Development
Innovation Hub
FINANCE
Global Markets
• Treasury
• Investment Products & Financial Markets
Financial Services & Reporting – Quality Control
• Financial Services
• Financial & Regulatory Reporting - Quality Control
MIS, Budgeting & Financial Planning
• MIS & Analytics
• Budgeting, Financial Controlling & Planning
Procurement, Property & Facilities
• Procurement Services
• Property Management
• Facilities Management
Non-Performing Exposures
• NPE Serviced Portfolio
• NPE Recovery
Human Capital
• People Strategy & Development
• Human Resources Management
Credit
• SMEs/Factoring/ SBL Credit
• Consumer & Mortgage Credit
• Restructured Assets Credit
• Credit Policy
• Corporate & Shipping Credit
Risk
• Credit Risk Management
• Markets & Liquidity Risk Management
• Operational & Other Risks Management
• Risk Models Validation
Legal & Corporate Governance
• Legal Services
• Corporate Governance
• Data Protection Officer (DPO)
Corporate Communications & Public Relations
Compliance
• Regulatory Compliance Monitoring
• Financial Crime Compliance – Regulatory Reporting
• Branch Network Support – Applications – Training
Internal Audit
• Units Audit
• Financial Audits
• Risk Audits
• IT Systems Audit & Antifraud
Legend
GENERAL DIRECTORATE
Senior Directorate
Directorate | Sector
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