

Inquiry sending

If you wish to receive information, activate/deactivate any service or change the password, send an SMS with the respective inquiry text to number **1382**. All customers of Omnitel, Bite Lietuva and TELE-2 may send inquiries to this telephone number. It is advisable to write the inquiry text in capital letters. Only Latin symbols may be used in the message texts (no Lithuanian symbols - a, č, e, è, i, š, u, ū, ž).

Service codes**Replies to inquiries:**

| | |
|--|-------|
| Transfer between own accounts | D |
| Selected account balance | L |
| 5 recent amounts credited to the account | I |
| 5 recent amounts credited from the account | N |
| Bank's foreign currency rates | U |
| Help | H, H1 |
| Change of password | P |

Automatically sent notifications:

| | |
|--------------------------------------|-----------------------------|
| On account crediting | Code |
| | Activate notifications A+ |
| | Deactivate notifications A- |
| On account debiting | |
| | Activate notifications C+ |
| | Deactivate notifications C- |
| On the bank's foreign currency rates | |
| | Activate notifications B+ |
| | Deactivate notifications B- |

First two symbols of the inquiry are always **LZ**.

Followed by a spacing and 5-symbol-password.

E.g. In case your password is **XXXXX**, the inquiry will always begin: **LZ XXXXX**.

Then (no spacing) the service code is indicated and, if necessary, the short name of the account that you indicated in the agreement. The short name of the account must always be indicated with the services coded as L, I, N, A, C. The symbol of plus(+) or minus(-) must be indicated to activate or deactivate sending of any automatic notifications. To receive automatic notifications, send an inquiry with the code of the service to be activated and a symbol of plus(+). In case these are automatic notifications on one of the customer's accounts, the service code must be followed by the short name of the account and a symbol of plus. To deactivate any of the automatic message sending, send a similar inquiry only with the symbol of minus instead of the plus.

To change the password send an inquiry with the new password indicated after the service code. After successful change of the password further inquiries must be sent with the new password. In case an inquiry with incorrect password is sent three times, the service is deactivated.

The service can be activated through DnB NORD Internet Banking (INTERNETO LINIJA) by concluding a new Mobile Banking Agreement or on visiting the Bank's customer service outlet.

Inquiry sending samples

Say, your password is **XXXXX**.

1) To find out the balance of the account the short name of which is indicated in the agreement as 1, send a message:

LZ XXXXXL1

2) To transfer 150 lt 50 ct from your account with the short name "current" to the account with the short name "card", send a message:

LZ XXXXXDCURRENT CARD 150.50

3) To find out 5 recent amounts credited to the account with the short name 1, send a message:

LZ XXXXXI1

4) To find out 5 recent amounts debited from the account with the short name 1, send a message:

LZ XXXXXN1

5) To receive automatic notifications on account crediting with the short name 2, send a message:

LZ XXXXXA2+

6) To stop receiving automatic notifications on account crediting with the short name 2, send a message:

LZ XXXXXA2-

7) To find out the bank's foreign currency purchase/sale rates, send a message:

LZ XXXXXU

8) To receive automatic daily notifications on the bank's foreign currency purchase/sale rates, send:

LZ XXXXXB+

9) To stop receiving automatic daily notifications on the bank's foreign currency purchase/sale rates, send:

LZ XXXXXB-

10) If you forgot the service codes, send an inquiry:

LZ XXXXXH

11) If you do not remember short names of your accounts, send:

LZ XXXXXH1

12) If you need to change the password, send a message:

LZ XXXXXPYYYYY (in this case YYYYYY is your new password).