SERVICE DEFINITION

The "Contact Request" service is used to transmit information about the user and their request to the bank. The bank subsequently contacts the user and solves their respective requirement. The subject of the re-contact may be a specific product (for which the user requests more information or which the user wants to arrange) or only the provision of general information (independent of any particular product).

WHAT IS IT GOOD FOR?

The service may be used by third parties (partners of the bank) who mediate products of the bank. Using the Contact Request service also simplifies the process (sending contact) for the users themselves, and especially maximizes the speed of feedback from the bank to the user. This advantage is of benefit to the partners who typically have an arrangement of brokerage commission per submitted contact.

WHAT SERVICE ALLOWS?

The basis is formed by the transfer of user information (information for the re-contact)

- Name and surname
- Telephone
- Email

Further items may be set for the re-contact period:

- Contact me as soon as possible - instruction to the bank to contact the user at the earliest time possible
- Contact me at a defined time - a date and time for the re-contact may be set

If the subject of the re-contact is a specific product, its parameters may be specified:

- Product Type - the service is ready for standard types of credit products (consumer credit, credit card, mortgage, loan consolidation)
- Product Features - varies according to Product Type (the basics include amount, interest rate, maturity)

PRODUCTION REQUIREMENTS

The conditions for the use of API are a concluded contract with KB and a registration at https://www.kb.cz/en/api.

HOW DOES IT WORK?

After registering at the API Portal, you can simply link your application with the Contact Request service and generate an API call key (for more information, see the Help section of the API Portal, which is available at the website https://www.kb.cz/en/api).