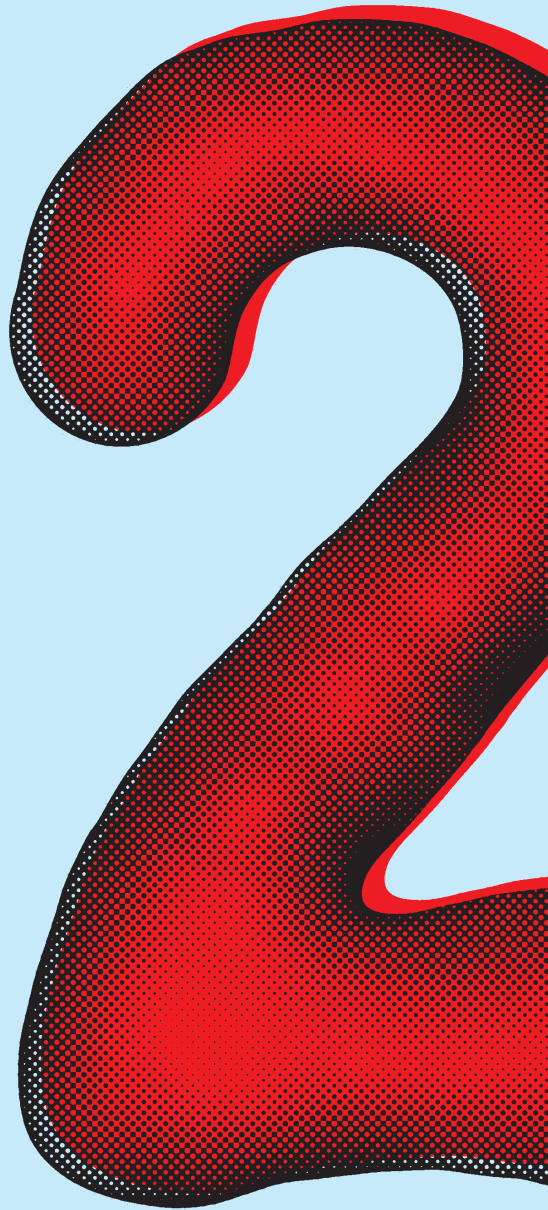


The Bank
for the
Unbankable.



Die Zweite
SPARKASSE 
In jeder Beziehung zählen die Menschen.

DIE ZWEITE SPARKASSE: HELPING PEOPLE HELP THEMSELVES

Mindful of the social challenges of our time and conscious of the dignity of each and every member of our society, an institution shall be created in a joint effort primarily dedicated towards a single task:

to contribute to enabling the economic participation of all people in our community. The savings bank offers financial services to people who cannot find any other partner to help them take their financial lives into their own hands. Die Zweite Wiener Vereins-Sparcasse supports people who need a helping hand. Because sometimes you just can't do it on your own.

Most of us may not be very aware of it, but we need it constantly in our daily lives: a bank account. Whether for paying the rent, electricity or gas bills, or for receiving our salaries, today everything happens via cashless transactions. Yet there are an estimated 40,000 people in Austria who do not hold bank accounts. For various reasons, mostly due to unemployment, divorce or illness, they have found themselves in social and/or economic difficulties and, eventually, have also lost access to banking services.

With these people in mind, ERSTE Foundation founded a savings bank in 2006: Die Zweite Wiener Vereins-Sparcasse, or Die Zweite Sparkasse for short. The bank offers current accounts with no overdraft facility to people who are in difficult situations. This is, however, just the first step in a long process of getting out of debt, and everyone who wishes to take it must be prepared to help themselves. To be entitled to such an account, customers must closely cooperate with welfare and counselling organisations such as Caritas and debt counselling services. Thanks to this comprehensive support service, people have a realistic chance of regaining control of their financial problems. This also means that they will be able to open a bank account with a regular bank at a later stage.

The foundation of Die Zweite Sparkasse is the first major project of ERSTE Foundation, which is thus fulfilling the task set out in its founding mandate: to demonstrate commitment to society and actively contribute to improving the lives of as many people as possible with sustainable projects.

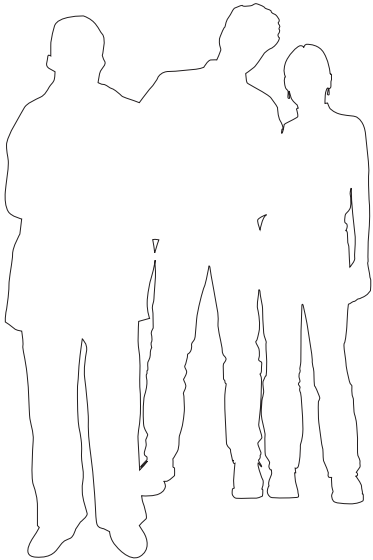
Die Zweite Sparkasse has no profit-making ambitions. The mission of the bank is to support people who need a helping hand by providing them with a service they cannot get anywhere else. Just like the counselling organisations that recommend customers to Die Zweite Sparkasse, the bank seeks to help people help themselves.

“Because sometimes you just can't do it on your own.” More than 400 voluntary staff members of Erste Bank and the savings banks have taken this phrase to heart. Thanks to their efforts, it has been possible to turn the idea of a “bank for the unbankable” into reality.

HOW DOES DIE ZWEITE SPARKASSE WORK?

People who have got into financial difficulties and have been denied access to a bank account, but who are making an effort to solve their problems are recommended to Die Zweite Sparkasse by counselling organisations. Based on this recommendation, they obtain an account without an overdraft facility, which, for now, is limited to three years. The bank charges a low fee of EUR 9.00 per quarter for the account, but this sum is treated as a deposit and is returned to the customers as soon as they switch to another bank.

Customers may use their bank cards to make cashless payments worldwide (Maestro) and withdraw or deposit money using all electronic terminals and ATMs available in the foyers of Erste Bank and the savings banks. The bank card may also be used to print out statements. The customer can set up standing orders free of charge and make transfers. As soon as he or she has overcome his or her financial crisis and holds a bank account with another bank, the account at Die Zweite Sparkasse is closed.



WHAT DOES DIE ZWEITE SPARKASSE OFFER?

Each customer of Die Zweite Sparkasse will automatically receive:

A basic current account including bank card

Legal advice service, available once per quarter and free of charge

Accident insurance, free of charge and for underaged children living in the household

In addition, the customer may, if desired, take out:

An investment account with increased interest rates to encourage them to put money aside

A building loan contract (s Aufbau-Bausparvertrag)

Homeowner's insurance at an affordable premium

SECURITY FOR PEOPLE WITHOUT INSURANCE

Die Zweite Sparkasse has entered into a special partnership with Wiener Städtische Vienna Insurance Group, which has developed a special insurance package for customers.

The basic insurance coverage offered by WIENER STÄDTISCHE, which is provided free of charge, consists of:

Legal advice service, available once per quarter

Private accident insurance

Insurance sum:
EUR 50,000 in the event of disability (of 50 % and above),
EUR 5,000 lump-sum payment to dependants in the event of accidental death.

Customers of Die Zweite Sparkasse may insure their homes with a monthly premium of only EUR 3.00. This includes private liability coverage, which also protects their partners and children against any claims for damages up to EUR 220,000.



THE PARTNERS OF DIE ZWEITE SPARKASSE

Who can become a customer of Die Zweite Sparkasse? This question is answered by the partner organisations, which offer counselling and support services to people in financial distress. As professional NGOs Caritas and debt counselling services have also contributed to the development of this project.

In Vienna (and, presumably, at additional locations), these partner organisations recommend to Die Zweite Sparkasse people who are under their supervision and who require an account of this kind.

Caritas

www.caritas.at

Dachorganisation asb


 Staatlich
anerkannte
Schulden-
beratung

www.schuldnerberatung.at


 Lifenet

E-Mail: lifenet.association@gmx.at

MA40 **SOZIAL**
StaDt:Wien

www.wien.gv.at/
gesundheit/sozialabteilung


 Wiener
Berufs-
Boerse

www.berufsboerse.at


 NEU**START**

www.neustart.at


 HILFSWERK

www.wien.hilfwerk.at

dialog:

www.dialog-on.at


 anonyme-spieler.at

www.anonyme-spieler.at


 ARGE
SOZIAL

www.arge-sozial-villach.at


 aktion leben
osterreich

www.aktionleben.at


 interventionstelle-wien.at

www.interventionsstelle-wien.at


 neunerHAUS
Wir geben Charakter.

www.neunerhaus.at


 LIGHTHOUSE

E-Mail: lighthouse@gmx.eu


 volkshilfe.
BESCHÄFTIGUNG

www.volkshilfe.at


 AhZ
ARBEIT HAT ZUKUNFT

www.ahz.or.at


 schuldner-
hilfe.at
OBERÖSTERREICH

www.schuldner-hilfe.at


 es'a.ge
soziale arbeit, große

www.soziale-arbeit.at



WHERE CAN DIE ZWEITE SPARKASSE BE FOUND?

Die Zweite Sparkasse operates branch offices in Graz, Innsbruck, Klagenfurt, Linz, Villach, Salzburg and Vienna. In Lower Austria, Upper Austria and Burgenland Die Zweite Sparkasse is represented through local savings banks.

Branch office of Die Zweite Sparkasse:

Infrastructure and employees from:

Graz
Annenstraße 40
8020 Graz

Steiermärkische
SPARKASSE 

Innsbruck
Kirschtalergasse 10a
6020 Innsbruck

Tiroler
SPARKASSE 

Klagenfurt
Fischlstraße 67
9020 Klagenfurt

DieKärntner
SPARKASSE 

Linz
Franckstraße 41
4020 Linz

SPARKASSE 
Oberösterreich

Salzburg
Rainerstraße 4
5020 Salzburg

SPARKASSE 
Salzburg

Villach
Moritschstraße 11
9500 Villach

DieKärntner
SPARKASSE 

Vienna
Glockengasse 3
1020 Vienna

ERSTE 
BANK



A SUCCESS STORY

“Erste oesterreichische Spar-Casse” was founded on 4 October 1819. Exactly 187 years later, on 4 October 2006, Die Zweite Sparkasse welcomed its first customers.

In 2007 it began its cooperation with the Vienna Insurance Group. Since then, all customers of Die Zweite Sparkasse have received not only a bank account but also insurance coverage. In 2007 Die Zweite Sparkasse was rewarded with the “SozialMarie 2007” and the “Greinecker Seniorenpreis” from the Austrian national broadcasting corporation (ORF). The “Social Award for Enterprises” from the

Fair Finance association followed in 2009. In 2010 Die Zweite Sparkasse was nominated for the „Trigos” prize, in 2011 it was again rewarded with the „SozialMarie”.

By the end of 2010, Die Zweite Sparkasse had set up branches in six Austrian provinces and was cooperating with local savings banks throughout Austria. More than 400 employees and retirees from Erste Bank and the savings banks provide services to over 7,000 clients. These employees offer up their time and knowledge on a voluntary basis.



On 4 October 1819, the name day of Emperor Franz I, the Erste oesterreichische Spar-Casse was founded at the parsonage of St. Leopold Church in Vienna's Leopoldstadt district.

HOW IS DIE ZWEITE SPARKASSE ORGANISED?

Die Zweite Sparkasse is an independent bank and is unique insofar as it is exclusively operated by voluntary staff members. More than 400 volunteers from Erste Bank and the Austrian savings banks are actively involved in this project, which plays an important role in creating a sense of identification in the banks involved.

The business is managed and coordinated by a managing board that also works on a voluntary basis. Chairwoman Dr. Evelyn Hayden and second Chairman Dr. Gerhard Ruprecht also organise training

courses for volunteers and are the public face of the savings banks. In this role, they have accepted several awards on behalf of Die Zweite Sparkasse.

Reinhard Ortner presides over the Savings Bank Board, which includes Franz Karl Prüller, Director of ERSTE Foundation's Social Development programme responsible for Die Zweite Sparkasse. The board members were all appointed by the association Die Zweite Wiener Vereins-Sparkasse.



On 15 May 2006 an association was founded to create “Die Zweite Wiener Vereins-Sparkasse” in a ceremony conducted in front of a painting of pastor Johann Baptist Weber, the founder of the original organisation back in 1819.

I €AN

“I €AN” – Workshops to get off to a good start in “financial life”

Since the beginning of 2010, Die Zweite Sparkasse has been exploring a new challenge. “I €AN” is a new initiative that aims to systematically reduce the number of new customers of Die Zweite Sparkasse through debt prevention. Special attention is paid to young people who are at risk of walking into the debt trap.

In collaboration with the Debt Advisory Centre Vienna and the organisation “Jugend am Werk” a series of workshops for apprentices has been developed, which aims at providing young people with basic financial knowledge, enabling them to get off to a good start in their “financial lives”. The workshops are held by employees of Erste Bank and the savings banks on a voluntary basis and are thus free of charge for the participants and partner organisations.



ERSTE FOUNDATION

In 2003, ERSTE Foundation evolved out of the Erste oesterreichische Spar-Casse, the first Austrian savings bank. It currently holds a 25.3% stake in the capital of Erste Group. ERSTE Foundation invests its dividends in the development of societies in Austria and Central and South Eastern Europe. It supports social participation and civil-society engagement; it aims to bring people together and to disseminate knowledge of the recent history of a region that has been undergoing dramatic changes since 1989. As an active foundation, it develops its own projects within the framework of three programmes: Social Development, Culture and Europe.

In Austria, private savings banks foundations are committed to serving the common good while also carrying a special responsibility as main shareholders of their banking institutions. Therefore, ERSTE Foundation invests part of its revenue from dividends in the growth of Erste Group. The independence and success of Erste Group, in turn, safeguard the future of its major shareholder ERSTE Foundation and its commitment to the common good.

ERSTE Foundation initiates and supports projects within the framework of three programmes: Social Development, Culture and Europe. The programme Social Development comprises the thematic

area “social integration”, which aims to develop ideas and concepts to promote social participation. The best-known project to date in Austria is Die Zweite Sparkasse. While never losing sight of its traditional principles, ERSTE Foundation focuses on reinventing the old idea of the savings banks by creating access to banking through alternative financial services for people who are unbanked or “unbankable”. This major effort reflects our strong belief that improving the lives of individuals can help stabilise communities.

The alternative financial services provider “good.bee” was created in 2008 with the aim of further developing the concept of Die Zweite Sparkasse in other countries in the region. Through micro banking and social enterprise financing, “good.bee” aims to enable the financial inclusion of people who live in remote areas or who do not have access – or only limited access – to banking services.

For more information, please go to: www.erstestiftung.org



ERSTE Stiftung

Die Zweite **SPARKASSE**

Initiated and funded by ERSTE Foundation.

www.erstestiftung.org/zweite-sparkasse
www.diezweitesparkasse.at

Social Development,
Culture, Europe

www.erstestiftung.org



ERSTE Stiftung