

# ICT and E-Business Strategies for Development

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## **Summary of presentation by Hansabank**

Hansabank, today the largest commercial bank in the three Baltic countries, was established in 1991. It is servicing all customer segments, also offering variety of other financial services (like asset based financing, life insurance, asset management products) through its daughter companies. Hansabank has been providing internet banking facilities to its customers since 1996. Over the years e-channels have become the main channel for routine transactions (in case of Estonian corporate customers 97,5 % of all domestic payments are executed through remote channels).

While developing e-services, Hansabank has also closely co-operated with governmental institutions. This has enabled customers to use e-services provided by Estonian Tax Board. 35,6% of all income tax declarations by private individuals for the year 2002 was submitted through Internet.

New services for companies like online alerting of transactions or e-bills enable corporate customers to enhance their current services or create new ones. Services where digital signatures are required will be the next technological and legal challenge for all involved parties. Standardization of information exchange between banks and their customers will increase the efficiency of back-offices in both sides.

For further development of e-services offered by governmental institutions interest and action together with good co-ordination are required.

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***NB: presentation summaries are provided unedited as received from the authors and presenters***