



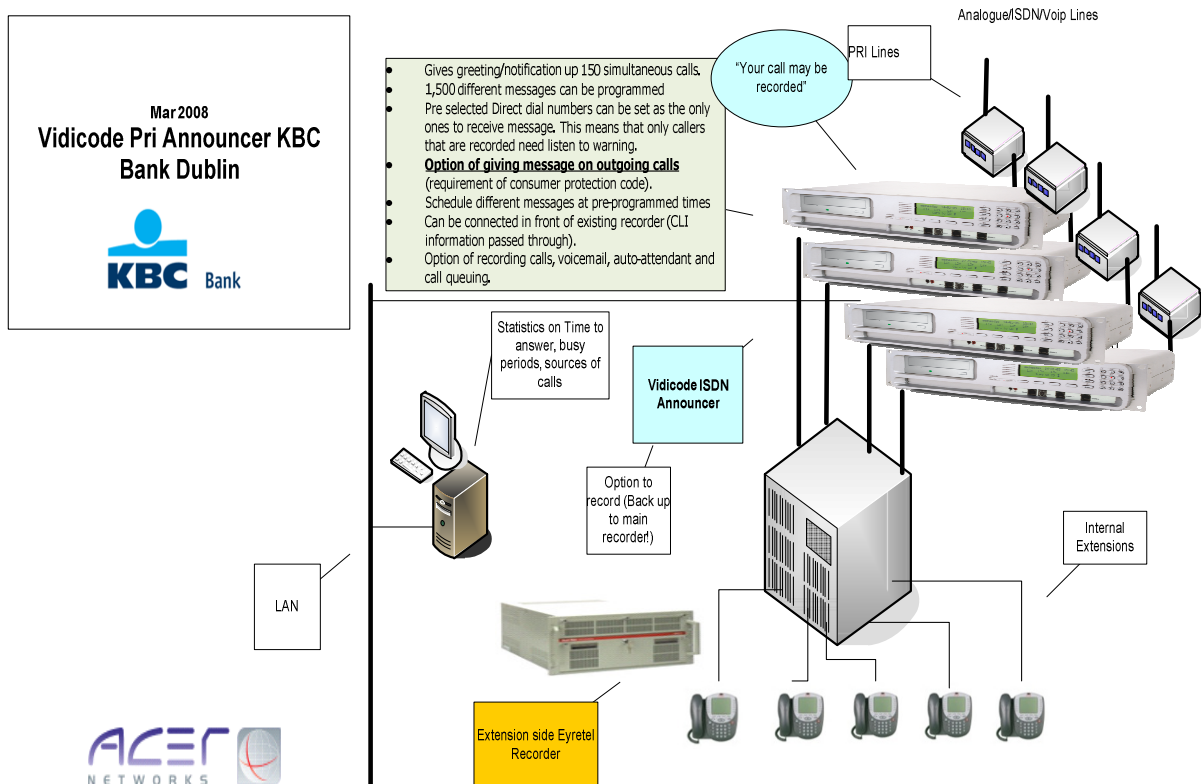
KBC Bank;

**Requirement:** KBC Bank Head Office, Dublin had a 60 port extension side Phone Recorder to record all calls for compliance and dispute resolution in their treasury and credit control sections. Because of Data Protection and Financial Ombudsman’s directives they needed to inform callers that their calls could be recorded.

In 2008 Acer Networks installed Vidicode Announcers on 5 of their Primary Rate ISDN Lines. Their IT department selected which Direct Dial numbers should receive the notification and Acer programmed this list into the system.

One of their receptionists recorded the greeting and Acer uploaded this to the Announcer units. Note: KBC also wanted to have the facility that notification would be given on outgoing calls but even though this option is available it has not been used.

**Ongoing changes and maintenance:** Acer are regularly asked to add to or change notification list or schedule. We monitor fault reports and will upgrade software levels and firmware.



**“The Vidicode product is reliable economical and it does more than we have asked of it. I would recommend to anyone that if they have a recording need to use these units.” Niall Lucas Treasury**