Early Warning System

# EIB-20170720

## RBI AT IT DIGITAL PLATFORM

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### Quick Facts

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|---|---|
| **Countries** | Austria |
| **Financial Institutions** | European Investment Bank (EIB) |
| **Status** | Proposed |
| **Bank Risk Rating** | U |
| **Borrower** | RAIFFEISEN BANK INTERNATIONAL AG |
| **Sectors** | Finance |
| **Investment Type(s)** | Loan |
| **Investment Amount (USD)** | $ 175.06 million |
| **Project Cost (USD)** | $ 367.63 million |

## Project Description

According to the bank document, the project consists of the financing of RBI's 2018-2020 investment programme for the development and implementation of IT systems for the roll-out of new multichannel processes, cyber-security protection, re-engineering of the system architecture as well as regulatory requirements. The project will allow the promoter to modernise and redesign its business processes as well as develop the digital transformation of its client interaction system.

### Investment Description

- European Investment Bank (EIB)

The promoter has been assessed by the EIB as being a private company not being subject to EU rules on public procurement or concessions.

### Financial Intermediary

Financial Intermediary: A commercial bank or financial institution that receives funds from a development bank. A financial intermediary then lends these funds to their clients (private actors) in the form of loans, bonds, guarantees and equity shares. Financial intermediaries include insurance, pension and equity funds. The direct financial relationship is between the development bank and the financial intermediary.

- Raiffeisen Bank International AG (Financial Intermediary)

## Contact Information

*There is no further contact information disclosed at this project stage*

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary-General of the EIB, via email to the dedicated email address complaints@eib.org, by completing the online complaint form available at the following address: http://www.eib.org/complaints/form, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces

### Corporate Documents

- RAIFFEISEN BANK INTERNATIONAL AG

### Media

- Raiffeisen Bank International AG (RBIV.VI)