

Operation and support provided on API Developer Portal

This API portal www.cee.bnpparibas-pf.com has been set up mainly for the purpose of making the API technical documentation available and for the purpose of providing support to its users. Portal offers following support options:

1. API documentation

API documentation is page accessible both from public and private part of API developer portal. It contains detailed description of each of exposed services and description of Sandbox services.

2. FAQs

Frequently asked questions is page accessible both from public and private part of API developer portal. Please study them first before raising your questions in Ticket management tool. Maybe somebody else has already asked.

3. Ticket management tool

Ticket management tool is available only for logged-in users (from private part of Portal). This tool allows registered users to raise trouble tickets and track their progress during production operation. Launch of Ticket management tool is planned to September 2019.

Operation and support provided for API SandBox

For SandBox services, Bank has separate support model:

1. SandBox documentation

API documentation is page accessible both from public and private part of API developer portal. It contains detailed description of each of exposed services and description of Sandbox services. API developer portal is webpage: www.cee.bnpparibas-pf.com

2. Temporary support for Sandbox

Starting from March 2019, Sandbox services are exposed for third party developers and IT experts. Support for sandbox is provided via mail address:

For Czech Republic	CZ1stlinesupport@hellobank.cz
For Hungary	sandboxsupport@cetelem.hu

Please note:

Support for SandBox is provided by L1 Support, who can provide support directly or distribute requests toward other responsible people within the organization.