

Glossaire

ALM	Asset & Liability Management
BCP	Business Continuity Plan
C2N	Connect2Net
CBR	Core Banking Renewal
CFSO	Chief Financial and Strategic Officer
CRM	Customer Relationship Management (outil informatique de gestion de la relation client)
CRM	Credit Risk Management
FED	Banque centrale des USA
Horeca	Hotels, restaurants et cafés
ICM	Integrated Corporate Management
KPI	Key Performance Indicator
KYC	Know Your Customer
KYT	Know Your Transaction
Mia	Milliard (d'Euros)
Mio	Million (d'Euros)
OPEP	Organisation des Pays Exportateurs de Pétrole
PBR	Private, Business and Retail
SRM	Strategic Risk Management
TOP	Target Origination Platform
TXB	Transaction Banking
WEP	Wealth, Enterprises and Public