

CUSTOMERS

- Branches
- Website
- Call centre
- Telephone
- E-mail
- Millennium TV
- Newsletters
- M Magazine
- Millennium Meetings
- Seminars
- Ombudsman
- Customer Support Centre
- Satisfaction surveys

SHAREHOLDERS, INVESTORS AND ANALYSTS

- Investors Day
- General Meeting of Shareholders
- Roadshows
- Millennium Meetings
- Press conferences
- Conferences call
- One-to-one meetings
- Specific e-mail
- Website
- Responses to questionnaires and reports

MEDIA

- Website
- Press conferences
- Interviews
- E-mails

REGULATORY ENTITIES

- Periodic meetings
- Regular reports
- E-mail
- Website
- CMVM Website
- Bank of Portugal Website



CIVIL SOCIETY

- Website
- E-mail
- Branches
- Millennium Meetings

EMPLOYEES

- Website
- Employee's branch
- Intranet
- Millennium TV
- E-mail
- Newsletters
- M Magazine
- Millennium Meetings
- Meetings of objectives
- Structural meetings
- Satisfaction surveys
- Evaluation system
- Internal Customer surveys
- Workers Committee
- Syndicate structures
- Whistleblowing

SUPPLIERS

- Website
- Periodic meetings
- Annual evaluations
- Technical centres
- E-mail

NON-GOVERNMENTAL ORGANISATIONS

- Website
- Meetings
- E-mail
- Conferences and seminars