

### **Bank-customer relationships development in majority foreign owned banking system**

**Aarma, August; Vensel, Vello** Papers of the 5th Conference on Financial Sector Reform in Central and Eastern Europe : The Impact of Foreign Banks' Entry : 26-27 April 2002, Tallinn 2002 / p. 3-20

### **Banking services in Estonia : the results of survey**

**Listra, Enn** International Conference "Economics and Management - 2003". Volume 3, Section "Financial Management Trends - 2003" : 25-26 April 2003, Kaunas 2003 / p. 32-34

### **The changing landscape of financial intermediation : overview of literature and Estonian experience**

**Vensel, Vello** The Future of Retail Banking and Customer Relations : a report from the first workshop of The Göran Collert Research Foundation, September 13-14, 2001 2001 / p. 71-72 [https://www.ester.ee/record=b4905982\\*est](https://www.ester.ee/record=b4905982*est)

### **Competing around the Baltic Sea : pricing differences of banking services**

**Listra, Enn; Kulla, Gert** 21st International Scientific Conference Smart and Efficient Economy : Preparation for the Future Innovative Economy : proceeding of selected papers : May 19-20, 2016, Brno, Czech Republic 2016 / p. 40-46 : tab  
[http://www.icem.lt/public/icem/ICEM\\_2016\\_selected%20papers.pdf](http://www.icem.lt/public/icem/ICEM_2016_selected%20papers.pdf)

### **Development of financial sector and banking services**

**Listra, Enn** Topical Financial Problems in Transition Economies : IV International Scientific Conference : Tartu, 9-10 November 2001 : [ettekannete kogumik] 2001 / p. 181-190 : ill

### **Development of the financial sector and banking services**

**Listra, Enn** Estonia on the threshold of the European Union : financial sector and enterprise restructuring in the changing economic environment : collection of papers 2001 / p. 107- 122 : ill

### **Empirical research of the development of bank-customer relationships : an Estonian case**

**Vensel, Vello** Proceedings of the 9th Annual Conference on Marketing and Business Strategies for Central & Eastern Europe, December 5-7, 2001, Vienna, Austria 2001 / p. 218-237 : ill

### **Kui soodsad pankade pakkumised ikkagi on?**

**Rajangu, Väino** Äripäev 2005 / 9. nov., lk. 23 [https://artiklid.elnet.ee/record=b1405279\\*est](https://artiklid.elnet.ee/record=b1405279*est)

### **Life insurance and its selling possibilities in retail banking**

**Kirikal, Ly** The Future of Retail Banking and Customer Relations : a report from the first workshop of The Göran Collert Research Foundation, September 13-14, 2001 2001 / p. 78 [https://www.ester.ee/record=b4905982\\*est](https://www.ester.ee/record=b4905982*est)

### **Operation of the conflict resolution mechanism and business supporting services**

**Vensel, Lia; Vensel, Vello** Estonia on the threshold of the European Union : financial sector and enterprise restructuring in the changing economic environment : collection of papers 2001 / p. [257]-274

### **Payment intermediation in the Baltic Countries**

**Hartšenko, Jelena** Integration of financial sectors of Baltic States into the European Union: challenge and experience : collection of papers 2004 / p. [235]- 252 : ill

### **Satisfaction with bank services and development of bank-customer relationships - an Estonian case**

**Aarma, August; Vensel, Vello** The Future of Retail Banking and Customer Relations : a report from the first workshop of The Göran Collert Research Foundation, September 13-14, 2001 2001 / p. 68-70 [https://www.ester.ee/record=b4905982\\*est](https://www.ester.ee/record=b4905982*est)

### **Soppa julgesti ka pangateenuseid!**

Sarv, Robert Studioosus 2011 / lk. 28-30 [https://www.ester.ee/record=b1558644\\*est](https://www.ester.ee/record=b1558644*est)

### **The quality of banking services and relationships development in foreign owned Estonian banks**

**Vensel, Vello** Foreign banks and economic transition : papers in progress 2002 / p. 195-217

### **Universal banking and banking services in Estonia**

**Listra, Enn** The Future of Retail Banking and Customer Relations : a report from the first workshop of The Göran Collert Research Foundation, September 13-14, 2001 2001 / p. 73-75 [https://www.ester.ee/record=b4905982\\*est](https://www.ester.ee/record=b4905982*est)

### **Using econometric models for forecasting the amount of the banking services**

**Aarma, August; Vainu, Jaan** Emerging markets : social, political, and economic challenges. Volume 2 2004 / p. 431-435

### **Using econometric models for forecasting the amount of the banking services**

**Aarma, August; Vainu, Jaan** New world order : economic, social and political tendencies at the beginning of third millennium. Volume 3 2005 / p. 1041-1048

**Рынок электронных банковских услуг в Эстонии : региональные предпочтения в осуществлении платежей**  
**Sokolov, Dmitri** Сборник научных трудов "Актуальные проблемы финансов и банковского дела" 2007 / [1] с