

» Welcome Guide for Online and Mobile Banking

Requirements

- ✓ You are already a HVB client
- ✓ You will need your Online Banking Login data (Direct Banking number and password). If you have not set up Online Banking yet, please do so at hvb.de/onlinebanking
- ✓ You need a smartphone (iOS/Android) with current system software (at least iOS 13 or Android 7.0).

Definitions

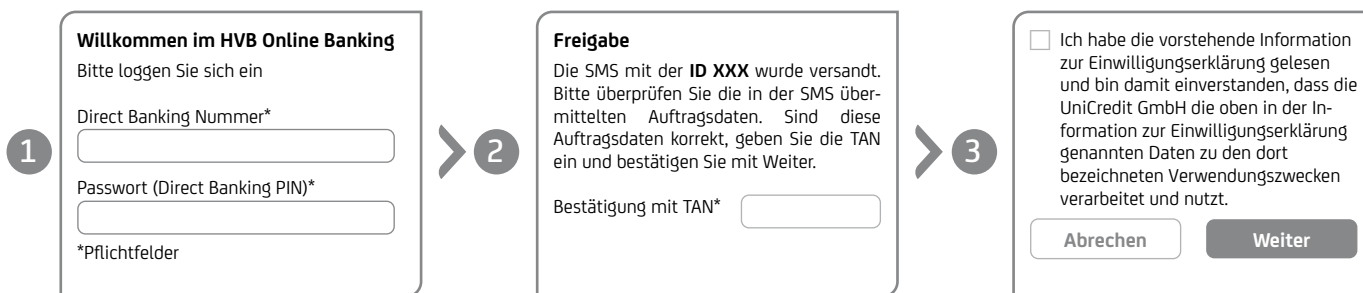
Direct Banking Number: You will receive your Direct Banking number while registering for Online Banking. This 10-digit number contains 4 random digits and your date of birth.

Password (Direct Banking PIN): You will receive your initial password while registering for Online Banking. It consists of 5 digits and must be changed after initial registration.

appTAN PIN: You will define your own personal appTAN PIN while setting up the appTAN procedure. The appTAN PIN is a 6-10 digital number that you need to confirm bank transfers and other orders.

Step 1: Online Banking Setup on your PC

i Already set up Online Banking?
Skip to step 3.



Log in with Online Banking Login data via hvb.de

- Direct Banking Number
- Initial Password (Direct Banking PIN)

For definitions, see the box at the top right.

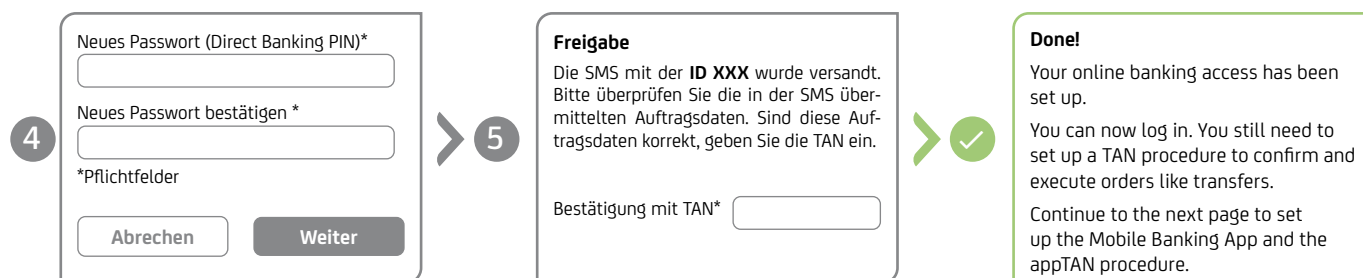
Confirm security request with TAN from SMS

The TAN is a 6-digit verification number sent to you via SMS to the mobile phone number you provided.

Accept the declaration of consent

Step 2: Change your password (Direct Banking PIN)

i Already set up Online Banking?
Skip to step 3.



Set new password (Direct Banking PIN)

Do not share your password (Direct Banking PIN) with third parties.

Confirm password change with TAN from SMS

Done!

Your online banking access has been set up.

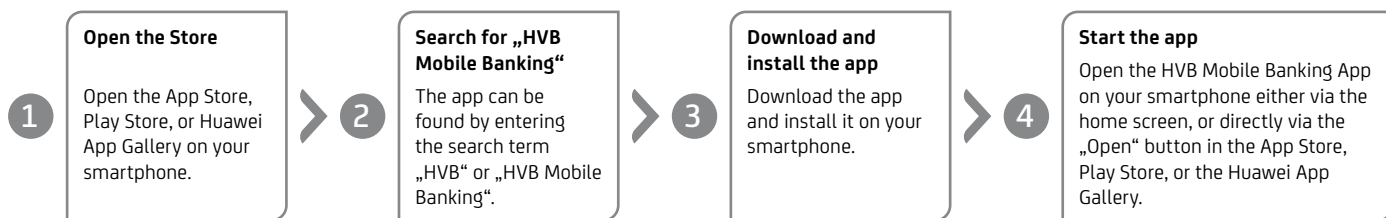
You can now log in. You still need to set up a TAN procedure to confirm and execute orders like transfers.

Continue to the next page to set up the Mobile Banking App and the appTAN procedure.

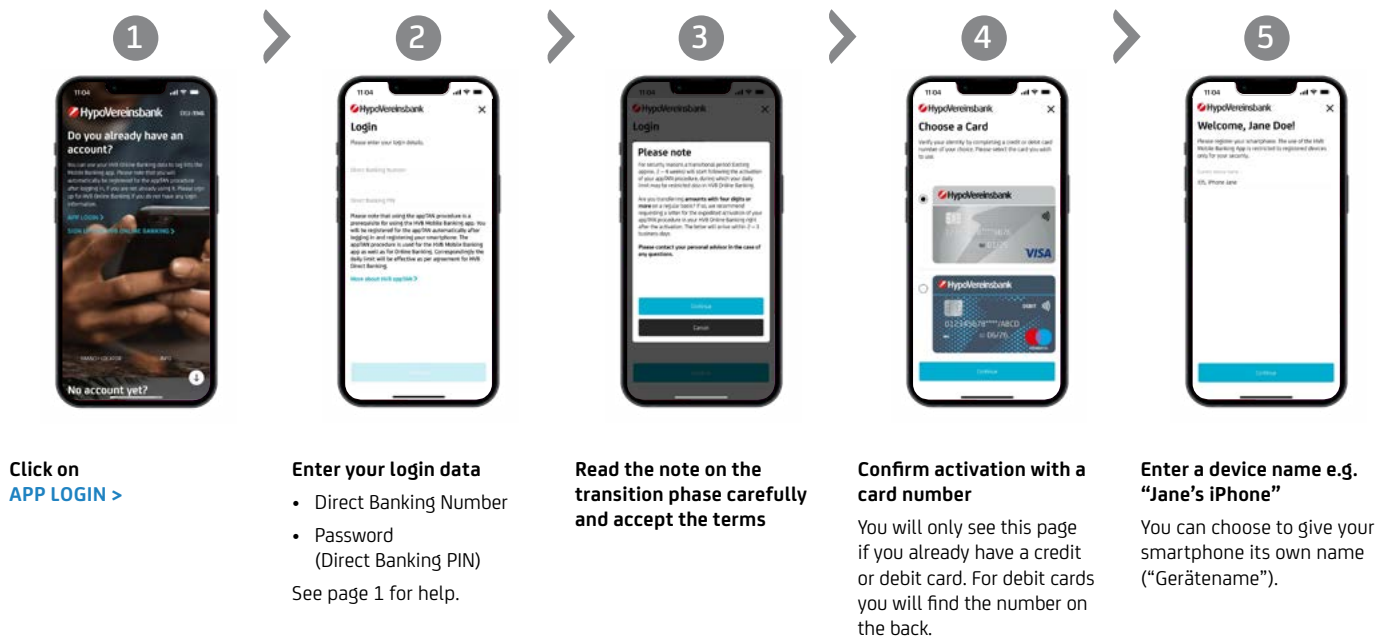
The photoTAN procedure is also available, should you wish to use a different procedure.

You can find more about the photoTAN procedure here: hvb.de/photoTAN

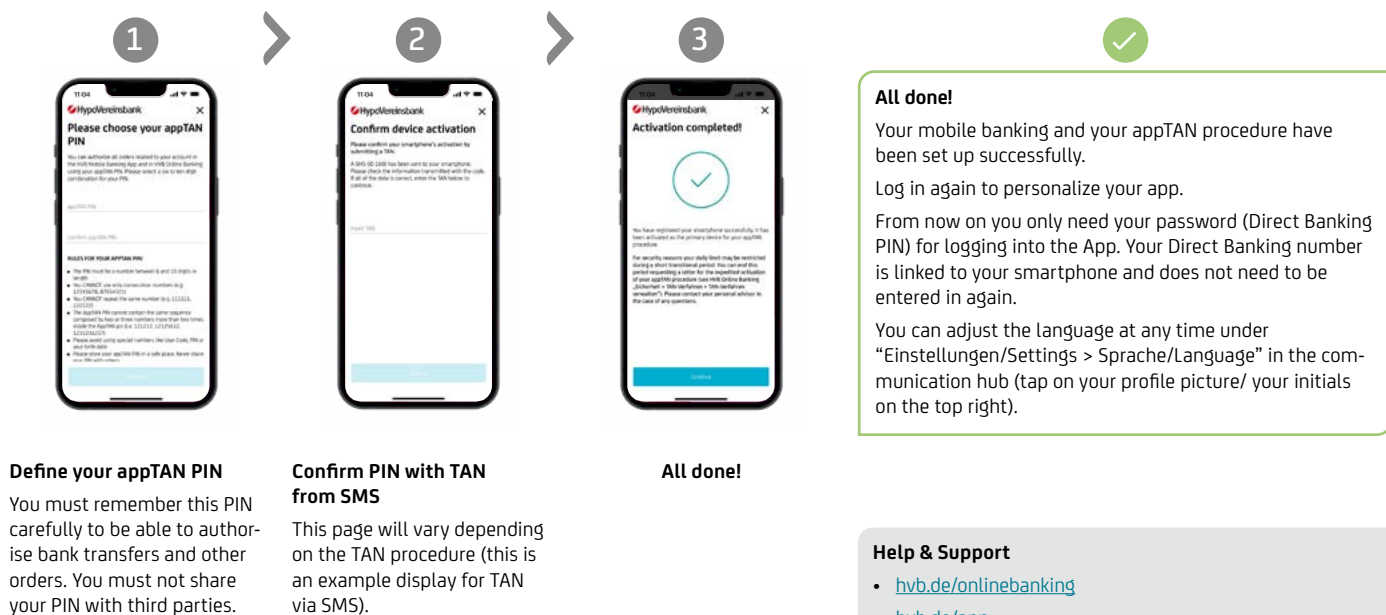
Step 3: App Installation



Step 4: First Login



Step 5: appTAN Activation



Help & Support

- hvb.de/onlinebanking
- hvb.de/app
- hvb.de/app-support
- **E-mail:** support@hypovereinsbank.de

You can reach us at **089 378-48888** (Monday to Friday from 8 a.m. – 8 p.m., and on Saturday from 8 a.m. – 2 p.m. for private clients only).

Save paper and protect the environment:
 Activate your digital mailbox. The next time you log in to Online Banking (via www.hvb.de), a notification will appear automatically. Thank you!