

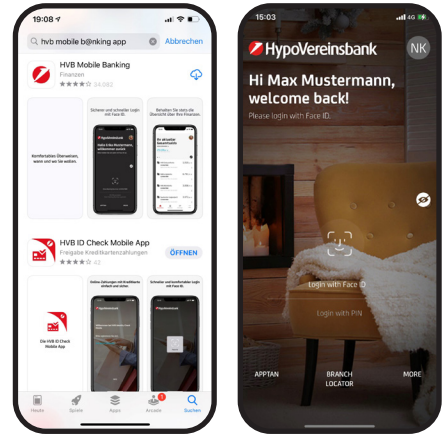
# The new appTAN procedure – this is how the update works

## Get ready for the new app release in a few steps

You are already using the HVB appTAN procedure and would now like to switch to the new app version (5.0.0 or higher)?

Below we show you how it is done:

- Update the HVB Mobile Banking App in the App Store (iOS) or Google Play Store (Android). You can find the app for download by entering the search term “HVB” or “HVB Mobile Banking App”.
- Start the update by tapping on “Update”.



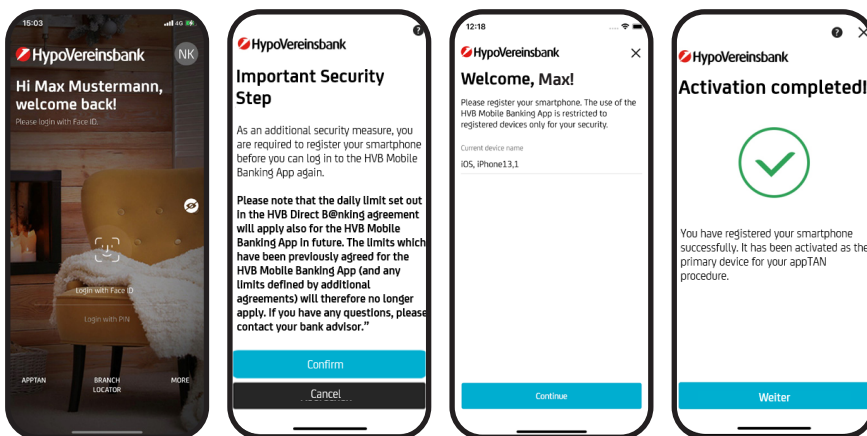
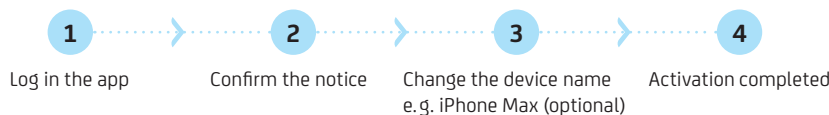
**Tip:** If you have set your smartphone to automatically download the new version of the app as soon as it is available, you can skip the steps in the App Store or Play Store.

## Getting started with the new appTAN procedure in a few steps:

- Once you have successfully downloaded the latest version of the HVB Mobile Banking App, you will be guided through the steps below after logging in for the first time. These steps are no longer necessary with future updates.
- Important: Our new security concept only allows registration of one Direct Banking access per device. If you have previously managed several HVB Direct Banking accesses with your smartphone, you will be asked which Direct Banking Number (DBN) you would like to adopt.

## You are already an appTAN user? Then proceed as follows:

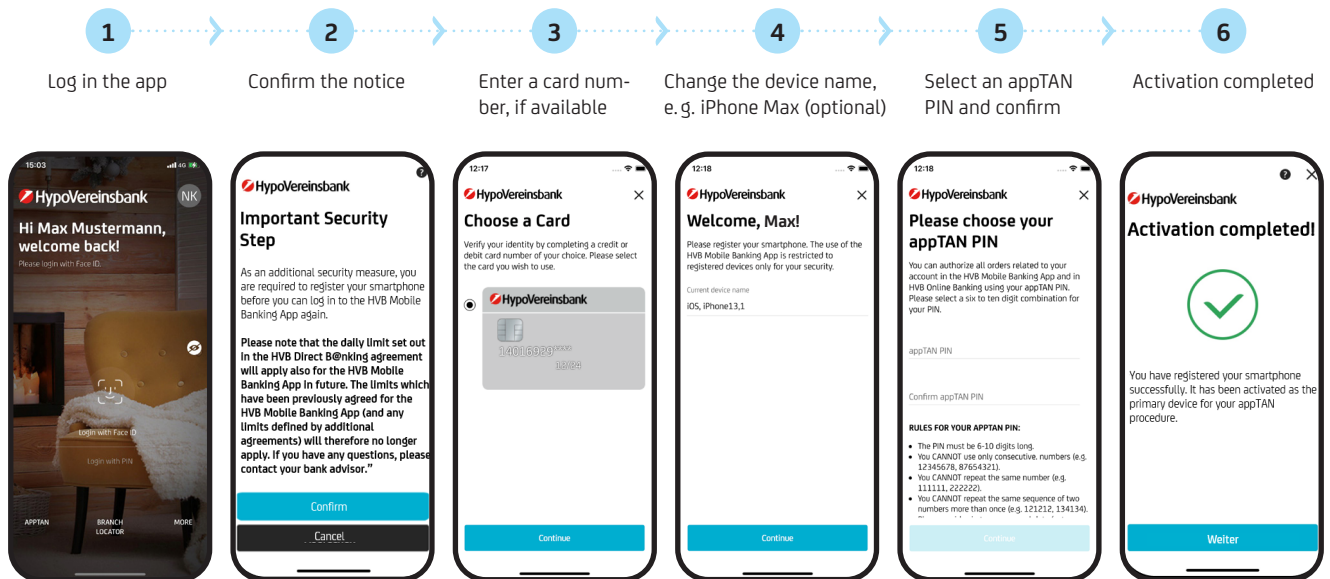
- In step 3, you can select an individual device name to clearly identify your smartphone later on in the new “Device management”.



You have successfully activated the new appTAN procedure. Get started right away and discover the new advantages – by the way, your previous appTAN PIN will remain valid.

**You are not an appTAN user yet? Then proceed as follows:**

- Step 3 can be skipped if you have no cards or do not use photoTAN.
- In step 4, you can select an individual device name to clearly identify your smartphone later on in the new “Device management”.



**Important:** If the activation is carried out via a one-time SMS-TAN, a (two- to four-week) transition period will start during **which there is a daily limit for security reasons**. If you **regularly effect transactions in the 4-digit range or higher**, we recommend that you directly request a letter for premature full activation in HVB Online Banking. This letter will enable you to end the transition period prematurely under: “HVB Online Banking > Security > TAN procedure > Manage TAN procedure”. You will receive the letter within 2-3 working days.

If the activation is carried out via photoTAN, there will be no transition period.

**Any questions? Our online service team will be happy to answer them!**  
**Mon – Fri 8 am – 8 pm**  
**Sat 8 am – 2 pm**  
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**Email: [onlineservice@unicredit.de](mailto:onlineservice@unicredit.de)**