



# Secure online payments with your HVB card

Simply with 2-factor authentication



Your security is very important to us when you shop online using your HVB card. As such, you will be asked more frequently to confirm your payment using 2-factor authentication.

## Approval via TAN and eCode

—> Requires a mobile phone to receive the TAN

## STEP-BY-STEP – 2 OPTIONS FOR SETTING UP YOUR 2-FACTOR AUTHENTICATION

Note: if you are setting up 2-factor authentication through your online banking, please use your computer or laptop to do so.

### Set up through online banking

#### 1. Register for notification service

Register your HVB debit or credit card for the HVB notification service in your HVB online banking

#### 2. Set up eCode

Set up your personal eCode in your HVB online banking

#### In HVB online banking:

**Karten > Mastercard und Visa Karten > Services & Einstellungen**

### Set up without online banking

#### 1. Register for notification service

Register your HVB debit or credit card for the HVB notification service. You can do this either through the HVB credit card service, or with your HVB advisor.

#### 2. Receive your eCode in the post

You should have received your eCode via letter. If you no longer have your eCode letter, you can request it again from the HVB credit card service.

**> HVB credit card service +49 89 435 49 490**

### Pay online

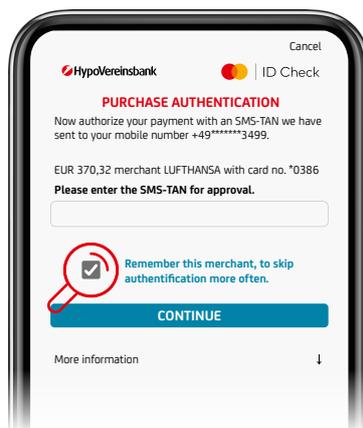
- If the merchant requests 2-factor authentication, the Mastercard ID Check or Visa-Secure dialogue will open. Please enter your 2 factors in this order:
  1. Your personal eCode (5 digits, numbers only)
  2. TAN (6 digits, numbers only)
- Confirm your entries



## ADD CONVENIENCE TO YOUR ONLINE SHOPPING

### Check online merchants when shopping:

Simply select **“Remember this merchant, to skip authentication more often”** during 2-factor-authentication.



Your trusted merchants will be saved per card number and you can amend them via the HVB card service: **+49 89 435 4949114**

## THE ANSWERS ON YOUR QUESTIONS CONCERNING ECODE, NOTIFICATION SERVICE AND 2-FACTOR AUTHENTICATION

### What should I do if I forget my eCode? How can I change my eCode?

Your eCode must be set up via HVB online banking. If you forget your eCode, you can change it here too. You can find the eCode in HVB online banking at Karten > Mastercard und Visa Karten > Services & Einstellungen > HVB ID Check. If you are not using HVB online banking, please call the HVB credit card service at +49 89 435 494 90.

### I do not use HVB online banking. How do I get my eCode?

You will receive your eCode in the post, or you have already received it. You can request a new eCode by calling the HVB credit card service at +49 89 435494 90.

### How do I register for TAN?

You must first register for the HVB notification service before you can receive TANs. You can register for the HVB notification service through your HVB online banking, by requesting it from your HVB advisor, or by calling the HVB credit card service at +49 89 435494 90.