

» 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 11 or Android 6.0)

Definitions

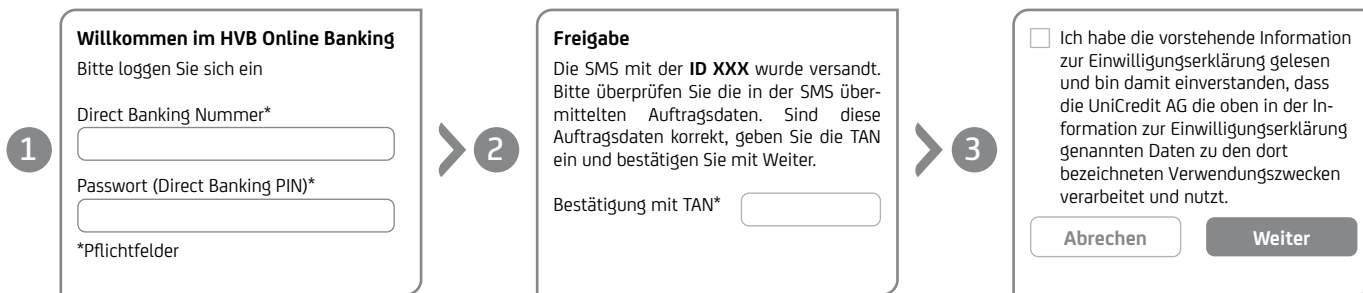
Direct Banking Number: You will receive your Direct Banking number while registering for Online Banking. This 10-digit number contains 4 random digits and your date of birth.

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.

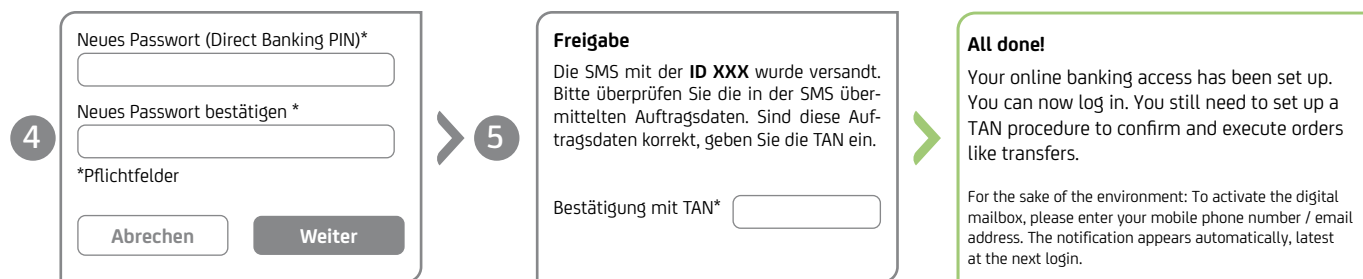
Confirm security request with TAN from SMS

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) on your PC

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

All 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.

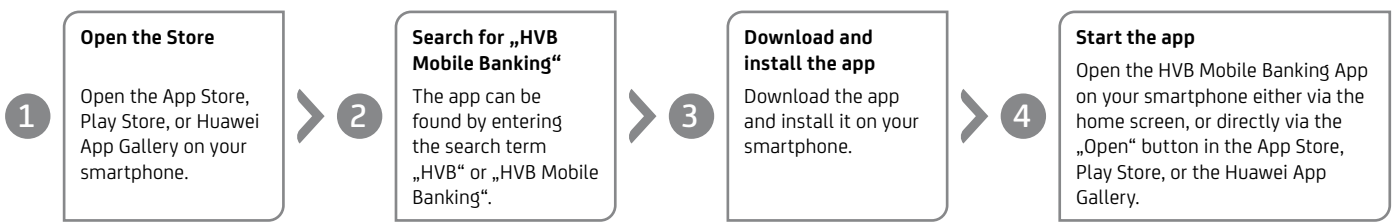
For the sake of the environment: To activate the digital mailbox, please enter your mobile phone number / email address. The notification appears automatically, latest at the next login.

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

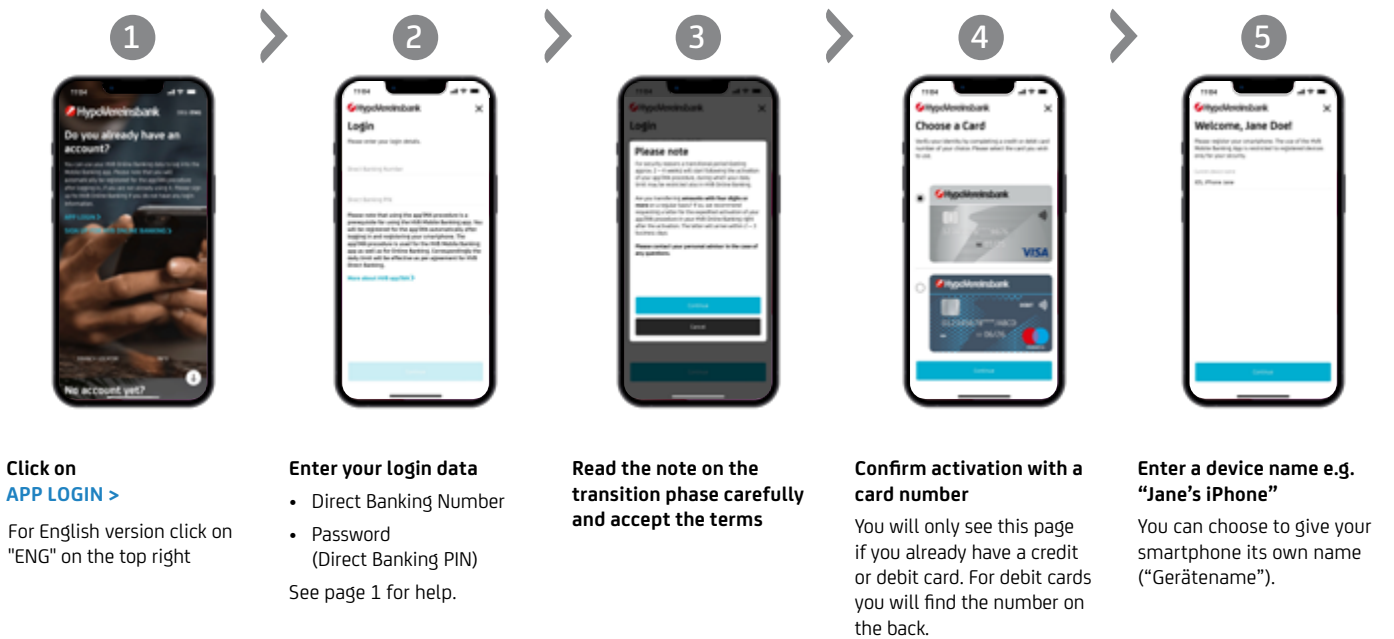
The photoTAN procedure is also available, should you wish to use a different procedure.

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

Step 3: App Installation



Step 4: First Login



Click on **APP LOGIN** >

For English version click on "ENG" on the top right

Enter your login data

- Direct Banking Number
- Password (Direct Banking PIN)

See page 1 for help.

Read the note on the transition phase carefully and accept the terms

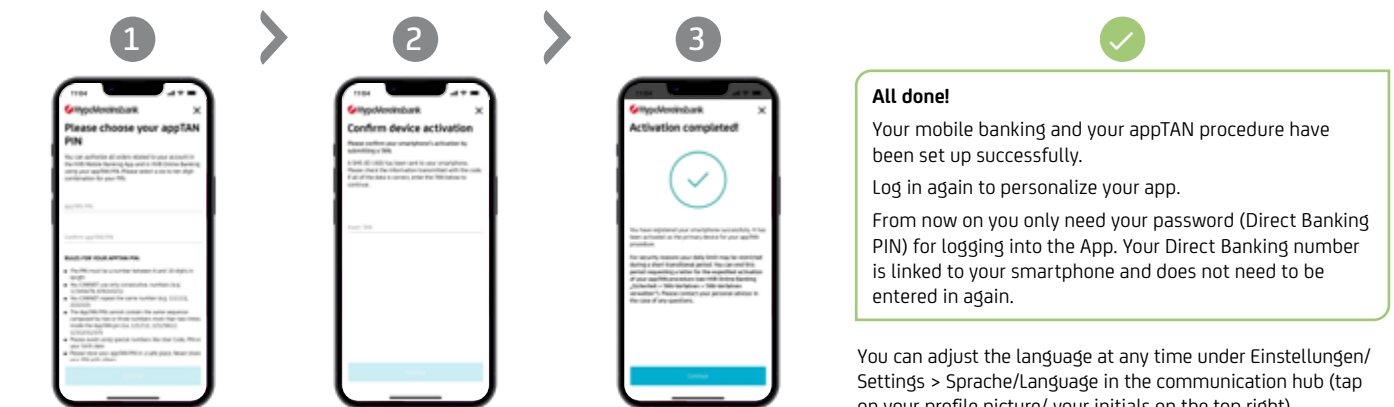
Confirm activation with a card number

You will only see this page if you already have a credit or debit card. For debit cards you will find the number on the back.

Enter a device name e.g. "Jane's iPhone"

You can choose to give your smartphone its own name ("Gerätename").

Step 5: appTAN Activation



Define your appTAN PIN

You must remember this PIN carefully to be able to authorize bank transfers and other orders. You must not share your PIN with third parties.

Confirm PIN with TAN from SMS

This page will vary depending on the TAN procedure (this is an example display for TAN via SMS).

All done!

All done!

Your mobile banking and your appTAN procedure have been set up successfully. Log in again to personalize your app. From now on you only need your password (Direct Banking PIN) for logging into the App. Your Direct Banking number is linked to your smartphone and does not need to be entered in again.

You can adjust the language at any time under Einstellungen/ Settings > Sprache/Language in the communication hub (tap on your profile picture/ your initials on the top right).

Help & Support

- hvb.de/onlinebanking
- hvb.de/app
- hvb.de/app-support
- E-mail: onlineservice@unicredit.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).