

How can I request a new user?

Application, administration, and initialisation process for a new user

CONTRACT

- You request your eBanking specialist to prepare a contract for a new user
- We send you the corresponding contracts, which have been filled out, for legally binding signature
- You send the contracts, with the legally binding signature, to the return address provided

ADMINISTRATION

- Specialist department sets up the user in the eBanking system, and sends a confirmation letter to you with the corresponding user information (User ID)
- You configure the new user in your eBanking software

INITIALISATION

- You initialise the user in your eBanking software and generate the INI letter
- You send the INI letter, which has been signed by the user in its original form to the address provided on the confirmation letter
- We activate the user following successful review of signature