



Sparkasse

Online Banking

Information about Online Banking.

With Online Banking from your Sparkasse, you can access your account for everyday banking anytime and from anywhere. This means you can check your balance, transfer money and set up standing orders from a computer, laptop, smartphone or tablet.

How to become an Online Banking customer.



1.

Activate Online Banking

To register for Online Banking, you will need an account with a card, a mobile device and the S-pushTAN-App.

2.

Download the S-pushTAN-App

After downloading the S-pushTAN-App, you can activate Online Banking and enter your personal details.



Weil's um mehr als Geld geht.



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3.

Accept terms of use

Accept the legal notices and terms of use to access Online Banking.



4.

Enter a Anmeldenamen

Change your Anmeldenamen as desired. This is required to link your Online Banking to your card.



5.

Activate Online Banking via link

Activate your Online Banking via the link you were sent by email.

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Forgot your Anmeldenname or Passwort/PIN?

How to reactivate your Online Banking.

Click on „Zugangsdaten vergessen“ in the „Anmelde“ section in your Sparkasse's Online Banking. This option will always be available when you are required to log into Online Banking or enter your Online Banking login details.

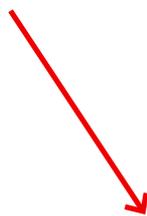
Do you know your Anmeldenamen?



① **YES:** Enter it and click „Weiter“.



① **NO:** Click on „Anmeldenamen vergessen“.

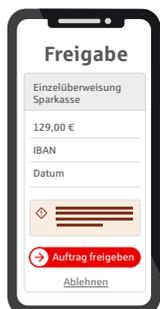


② Enter your personal details and click „Weiter“.

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Tell us whether your S-pushTAN-App is working:



3.

YES:

1. Confirm the action in the S-pushTAN-App.
2. Enter a new Online Banking PIN and re-enter it.
3. Confirm the action in the S-pushTAN-App.



3.

NO:

1. Request a PIN-Brief (with Anmeldenamen and Eröffnungs-PIN) as well as a Registrierungsbrief (for setting up your S-pushTAN-App)
2. You will receive the letters on different dates.
3. Set up the reset S-pushTAN-App again.
4. Log into Online Banking with the login details from the letter.
5. Change your Online-Banking PIN.
6. Confirm the action in the S-pushTAN-App.

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How to block access

If you suspect fraud, you should block access to your Online Banking account immediately.



**To do so, call the emergency
hotline at +49 116 116.**

Available 24/7, 365 days a year.

- i** Please have your IBAN (alternatively: account number, card number, and bank code) ready when calling.

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