

Sparkasse app: Making a bank transfer using pushTAN

www.sparkasse-freiburg.de/app

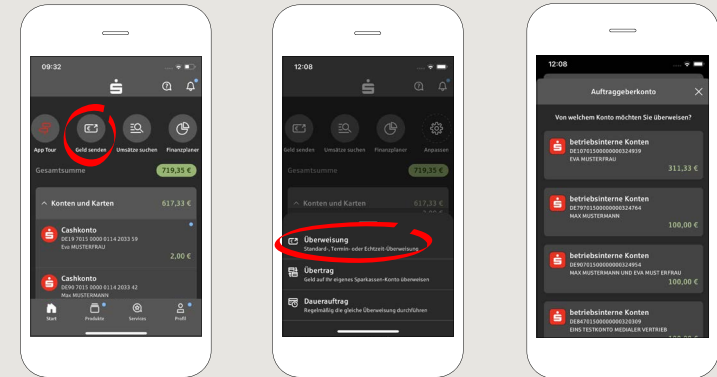
 Sparkasse
Freiburg-Nördlicher Breisgau

The following instructions apply to the iOS operating system. The procedure may vary slightly for other mobile phone operating systems.

- 1** Start the Sparkasse app by tapping the **app icon** and then entering your password.



- 2** On the homepage, tap the **„Geld senden“** icon. After tapping on **„Überweisung“**, choose the account you want to transfer the money from.

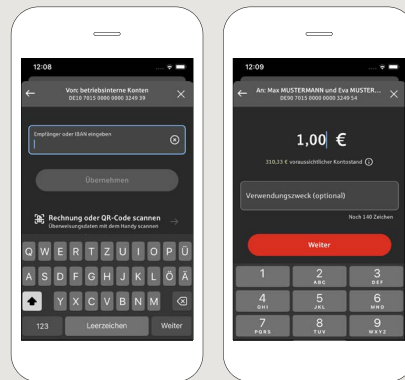


- 3** Enter the recipient.

Tip: If you have previously transferred money to or received money from the recipient, the recipient details will automatically appear.

Then tap on **„Übernehmen“**.

In the next step, enter the amount and reference. Confirm the data by clicking on **„Weiter“**.



You can also enter the transfer as follows:

- 3.1** Using the photo option: Tap on **„Rechnung oder QR-Code scannen“**. Camera access is necessary. In the next step, please scan your invoice by following the next steps given in the app. The data is transferred to the transfer template. It is vital that you check the data. Continue with steps 4 and 5.



- 3.2** Using a QR-Code: Tap on **„Rechnung oder QR-Code scannen“**. Camera access is necessary. Please scan the QR-Code on your invoice. The data displays automatically in the transfer template. Continue with steps 4 and 5.

DO YOU HAVE ANY QUESTIONS? WE WILL BE HAPPY TO HELP YOU.

Central service call number: You can contact us under **0761 215-0** Mon – Fri from 8 am – 6 pm.

Further information about the Sparkasse app is available at: www.sparkasse-freiburg.de/app

YOU CAN ALSO CONTACT US AT:

Direkt-Beratung

Video chat: <https://www.sparkasse-freiburg.de/dbc>

Available: Mon-Fri from 8 am – 8 pm by appointment

Text chat: <https://www.sparkasse-freiburg.de/iff/Beraterchat/ThirdPartyChat>

Available: Mon-Fri from 8 am – 9 pm, Sat from 10 am – 4 pm

Online banking support for private customers

Phone: **0761 215-0**

Available: Mon – Fri from 8 am – 6 pm

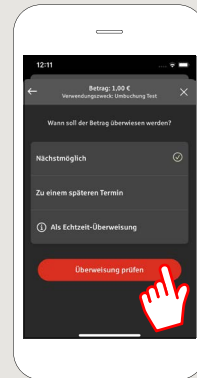
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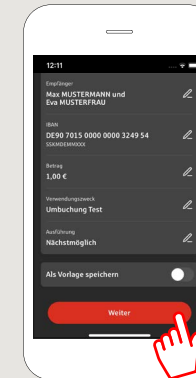
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- 4** Select the date of transfer: As soon as possible (→ „Nächstmöglich“), on a certain date (→ „Zu einem späteren Termin“) or in real time (→ „Als Echtzeit-Überweisung“). Please confirm by tapping on „Überweisung prüfen“.



- 5** Your transfer details are now displayed. Tap on „Weiter“. Now switch to the S-push TAN app.



- 6** Check the transfer details against the original documents, e.g. invoice.

Then tap on „Auftrag freigeben“. Done.

Your transfer has been sent.



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