

Sparkasse app: Change verification process

www.sparkasse-freiburg.de/app

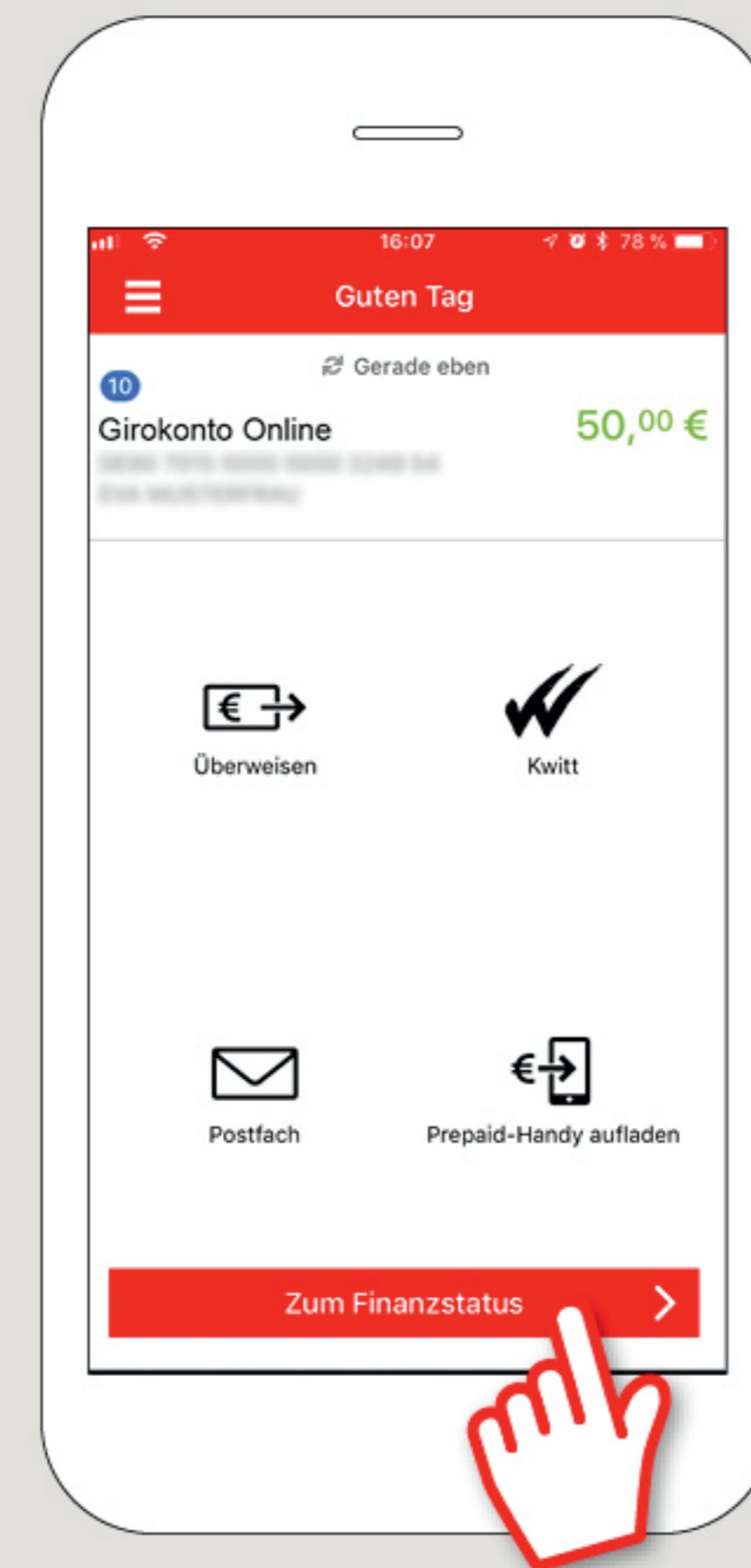
 Sparkasse
Freiburg-Nördlicher Breisgau

The following description applies to the operating system iOS. For other mobile operating systems, the procedure may differ slightly.

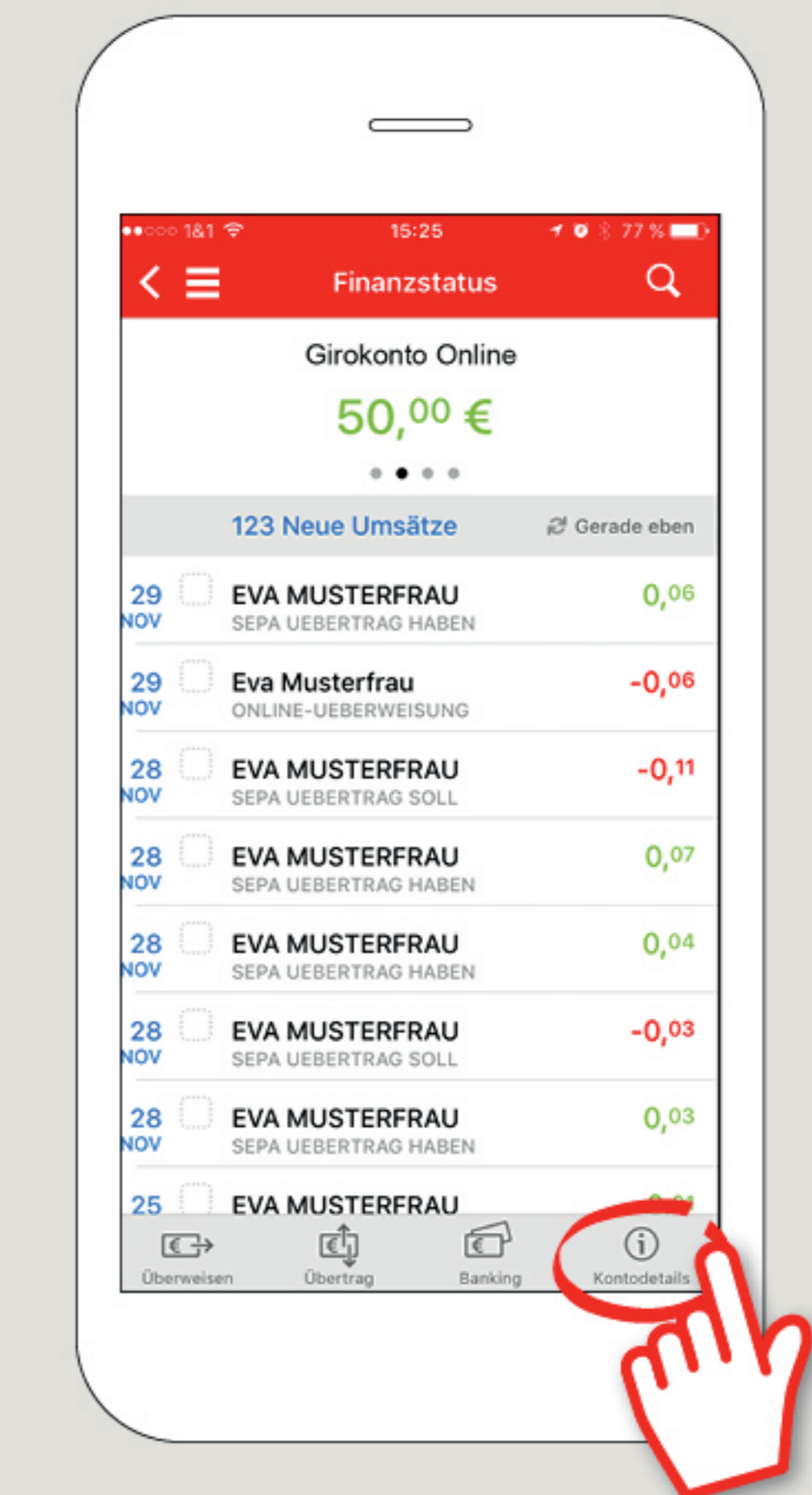
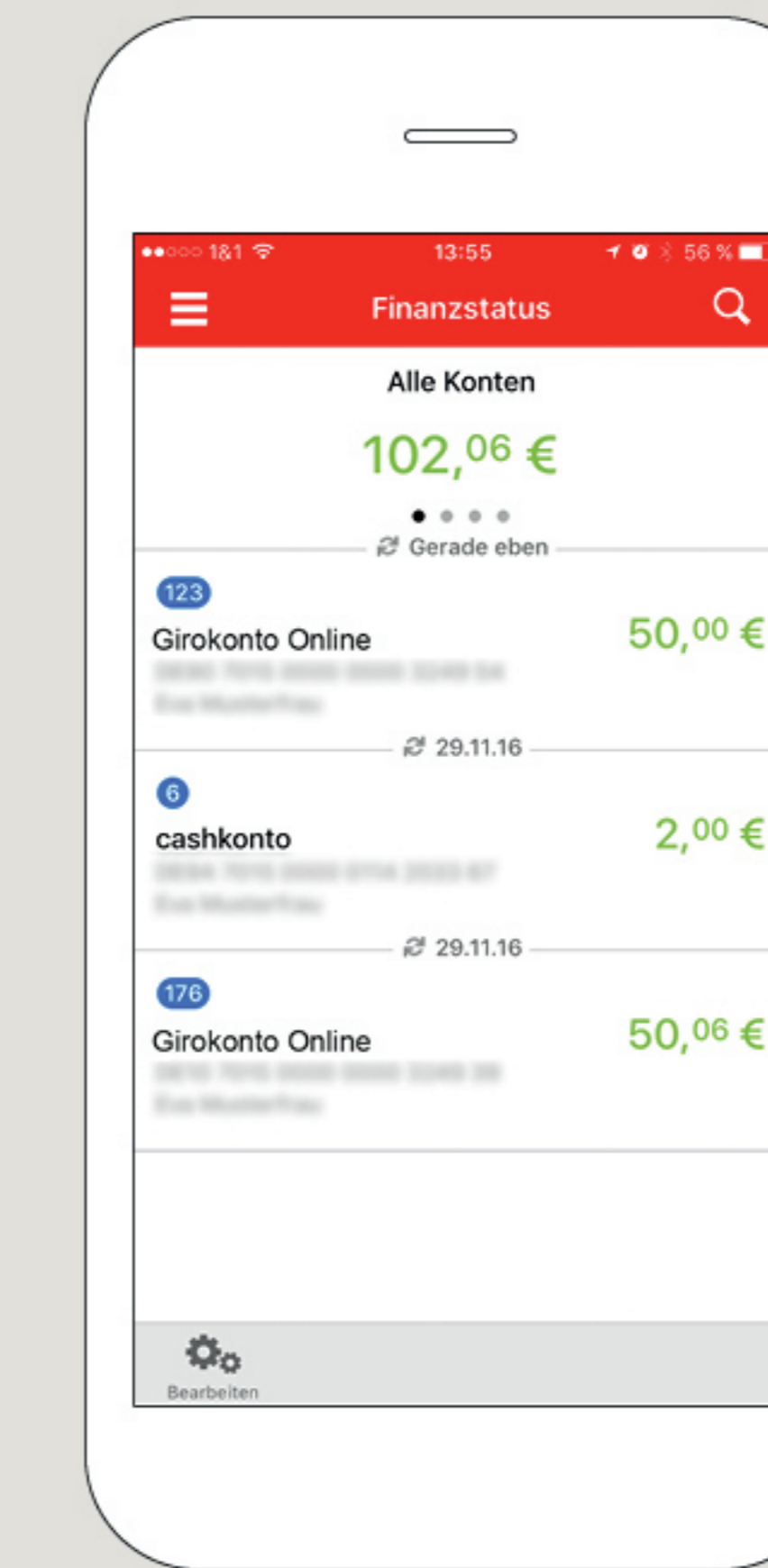
- 1** Start the Sparkasse app with a hint on the **app symbol** and enter your password.



On the Home screen, select **To financial overview** (“Zum Finanzstatus”).

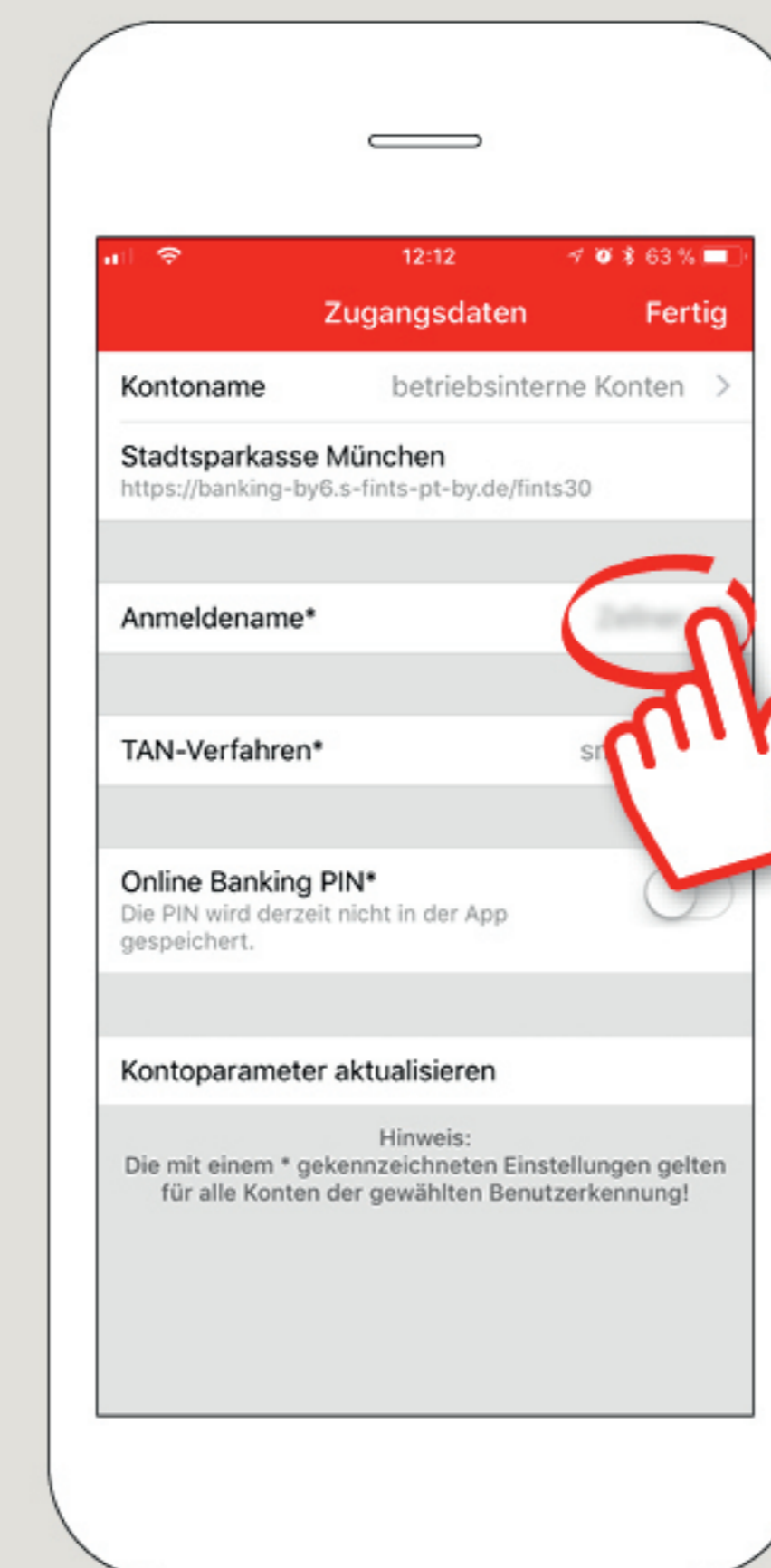
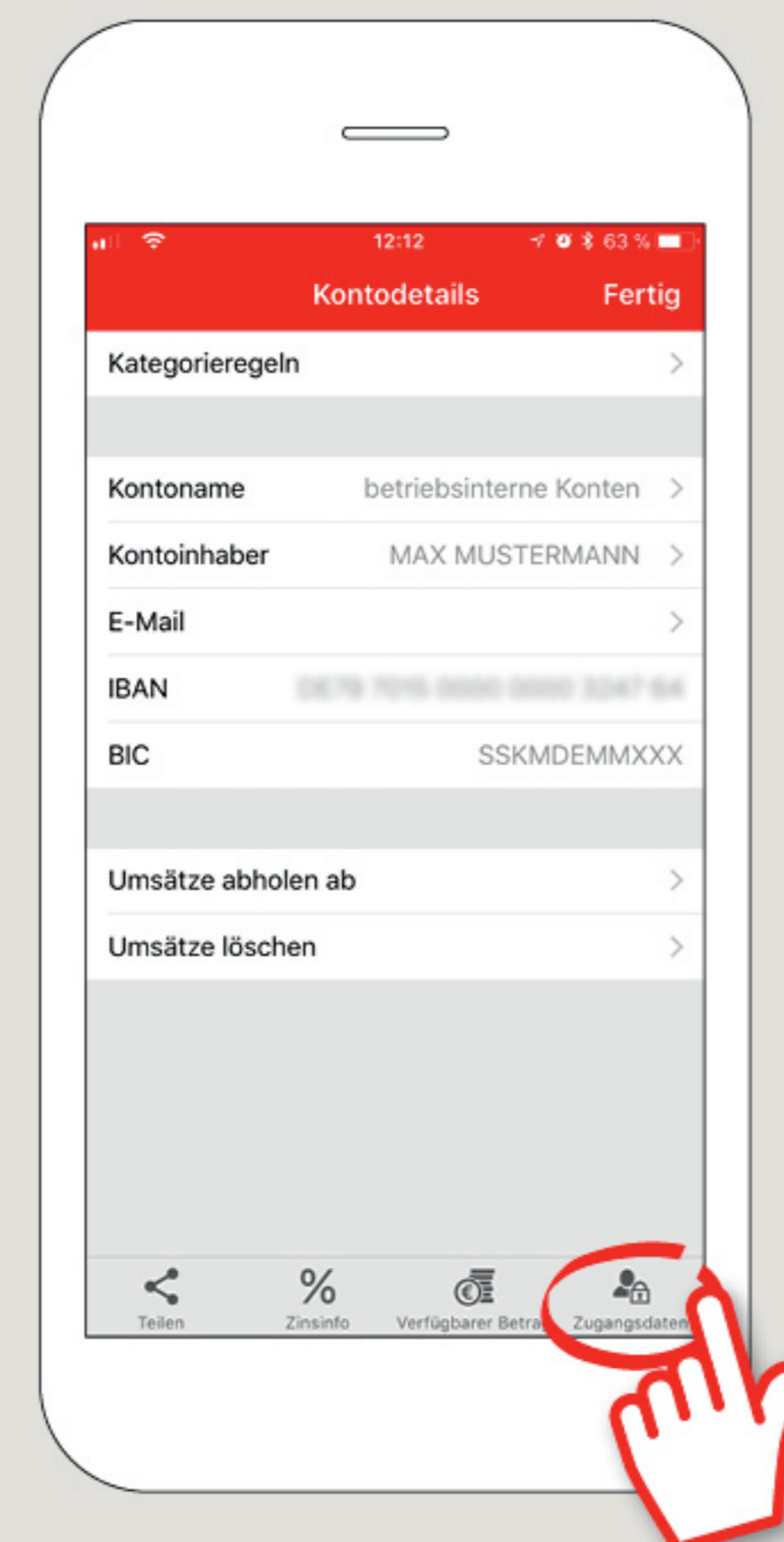


- 2** Select an account. Then tap (“Kontodetails”).



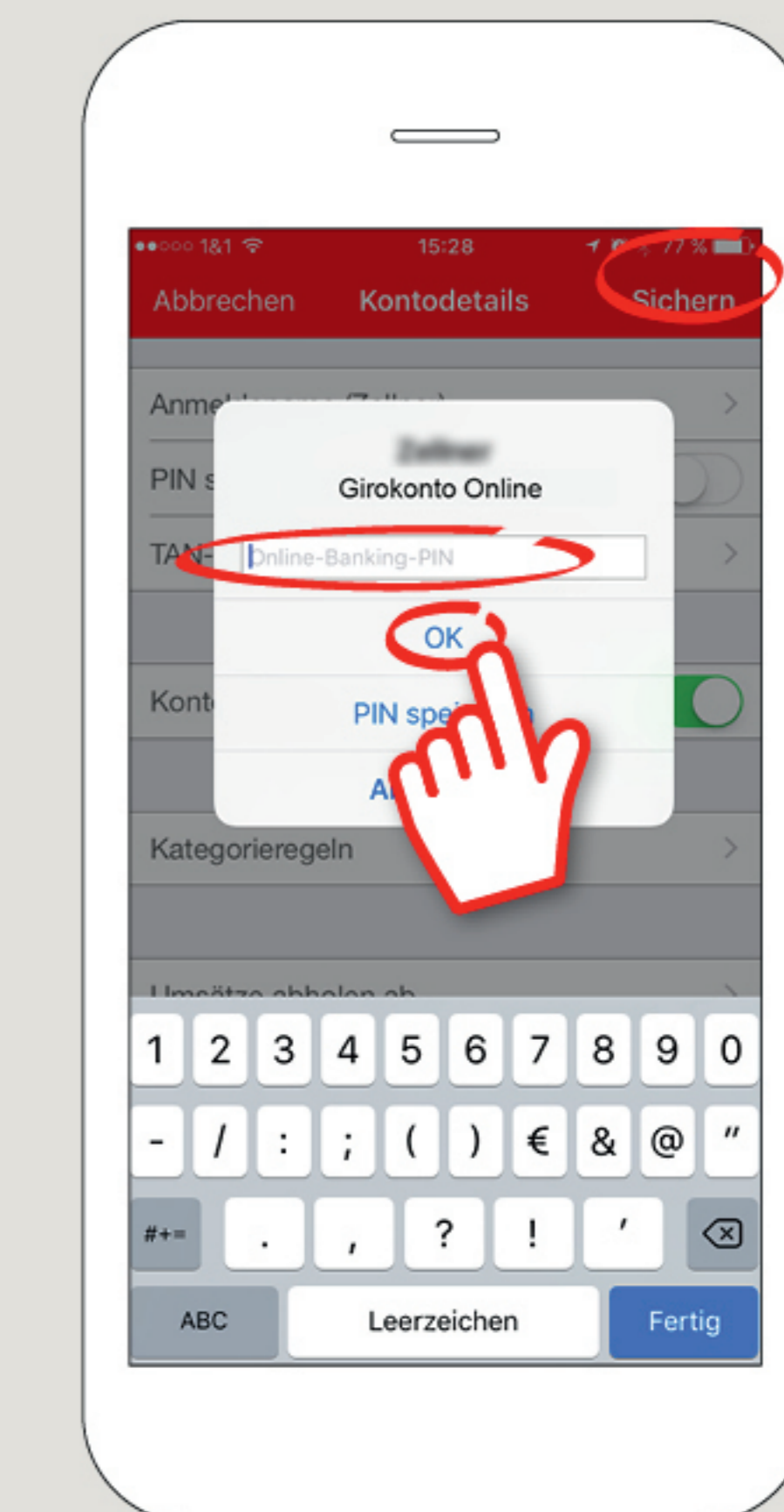
- 3** Select **Access data** (“Zugangsdaten”) at the bottom right.

In the next step you can change the login name. Enter the login name for the new procedure that you received by letter from the Sparkasse.



- 4** Tap on “Change” (“Ändern”) to save the changed data. Enter your PIN to confirm and tap “OK”. Tap Done (“Fertig”) 2 times to return to the financial status.

Ready! From now on, you will receive your TANs via the new procedure if you register with the corresponding login name.



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/if/Beraterchat/ThirdPartyChat>

Available: Mon-Sun from 12 pm – 12 pm

Online banking support for private customers

Phone: 0761 215-0

Available: Mon–Fri from 8 am – 6 pm