

pushTAN: Bank transfers in the internet branch

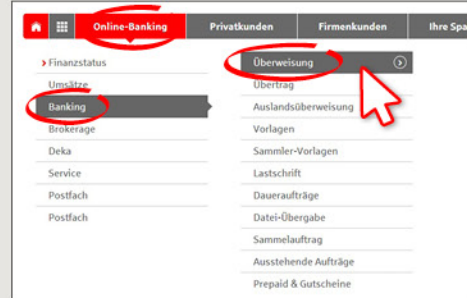
www.berliner-sparkasse.de/online-banking-hilfe



1 Log on to online banking.



2 Tap „Online-Banking“ → „Banking“ → Bank transfer („Überweisung“) from the „Online-Banking“ menu.



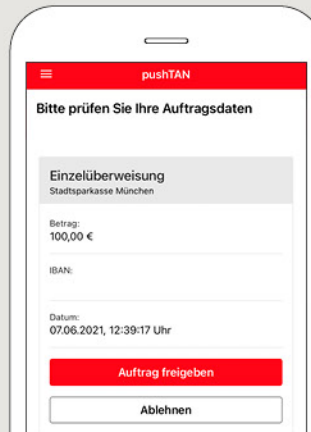
3 The bank transfer form now displays. Select the account from which you want to debit. Enter the recipient's name, their IBAN and BIC, the amount (Betrag) to be transferred and the reference details (Verwendungszweck). These entries are mandatory.

You can make further settings in the lower part of the transfer form. Tap Next (“Weiter”).

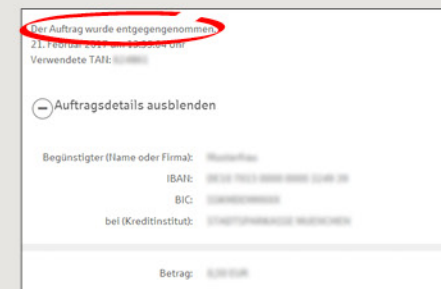
4 A message is sent to your smartphone informing you that you have a new pushTAN. Open the S-pushTAN app and enter your password.

Tap on “Auftrag freigeben”.

Important security information: Compare the details in the pushTAN message with your original documents, e.g. invoice.



5 Your transfer has been carried out and you receive confirmation.



Tips: Enter the details directly. Errors can occur when copying. Avoid using umlauts and special characters. Euro and cents are separated with a comma. Avoid using any separator for thousand amounts: (correct: 1500; incorrect: 1.500).

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

Central service number: On 030 869 86957 we are at your service Mo-Su around the clock.

Further information on online banking is available at: www.berliner-sparkasse.de/online-banking-hilfe

IN ADDITION, YOU CAN REACH US AT:

Direkt-Beratung
Video and text chat: www.berliner-sparkasse.de/chat
Service hours: Mon-Fri from 8 am-1 pm

Online banking support for private customers
Phone: 030 869 86957
Service hours: Mon-Sun around the clock