

Sparkasse app: Making a bank transfer using pushTAN

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

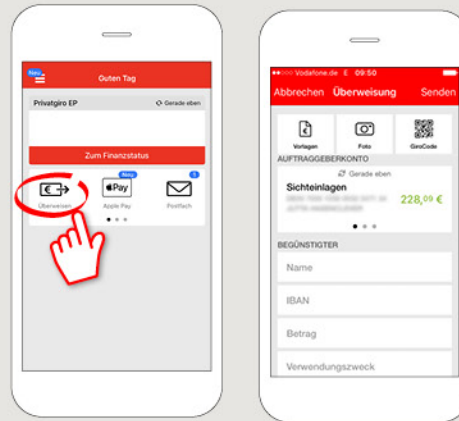


The following instructions apply to the iOS operating system. The procedure may vary slightly for other mobile phone operating systems.

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



2 On the homepage, tap the bank transfer (“Überweisen”) icon. You then have three options for entering transfer details.



3 Select a recipient under templates (“Vorlagen”) or enter the data into the transfer form.

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

Then tap send (“Senden”). Now switch to the S-pushTAN app (step 5).

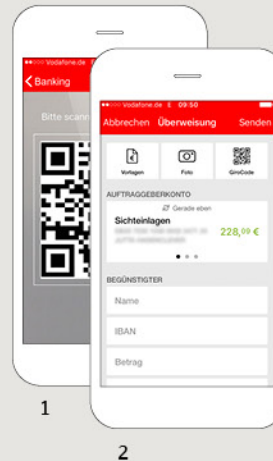


You can also enter the transfer as follows:

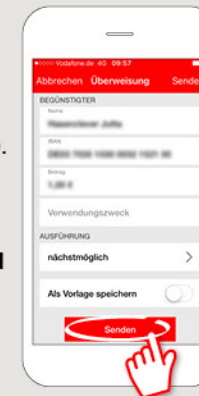
3.1 Using the photo option: Tap the “photo” icon. Photograph your invoice. The data is transferred to the transfer template. It is vital that you check the data. Continue with steps 4 and 5.



3.2 Using a QR code: Tap the “GiroCode” icon. Scan the QR code. The data displays automatically in the transfer template. Continue with steps 4 and 5.



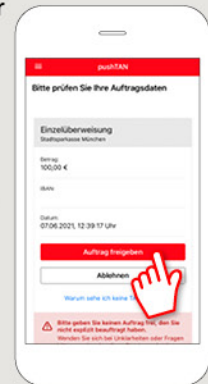
4 Your transfer details are now displayed. Tap send (“Senden”). Now switch to the S-push TAN app.



5 Check the transfer details against the original documents, e.g. invoice.

Then tap on approve transfer (“Auftrag freigeben”). Done.

Your transfer has been sent.



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