HypoVereinsbank

» Welcome Guide for HVB Online & Mobile Banking

✓ **HVB Online Banking setup on your computer**

✓ **Setup of the HVB Mobile Banking App and appTAN procedure on your smartphone**

This quick start guide describes how to activate Online Banking access and the Mobile Banking App for the first time. It also explains the setup process for the appTAN procedure needed for online and mobile banking.

Requirements for HVB Online Banking & HVB Mobile Banking App

✓ **You are already an HVB customer or have access to an HVB account**

✓ **You already have the following login credentials: Direct Banking Number and Initial Password**

- You do not yet have login credentials? See: hvb.de/registrierung
- You already have login credentials but forgot the password? We will help you here! (hvb.de/hilfe)

✓ **You have chosen the appTAN procedure so that you can authorize your transactions, e.g. transfers**

- Our most popular procedure, "HVP appTAN", is part of the HVB Mobile Banking App. You confirm your transactions using a fixed, self-selected PIN on your smartphone. This is described in detail in our instructions
- For more details about the photoTAN procedure, see: hvb.de/tan

✓ **You own a compatible smartphone**

- You need a smartphone (iOS/Android) with an up-to-date operating system, at least iOS 14 or Android 7.0
- You must have access to the official App Store, Play Store, or Huawei App Gallery
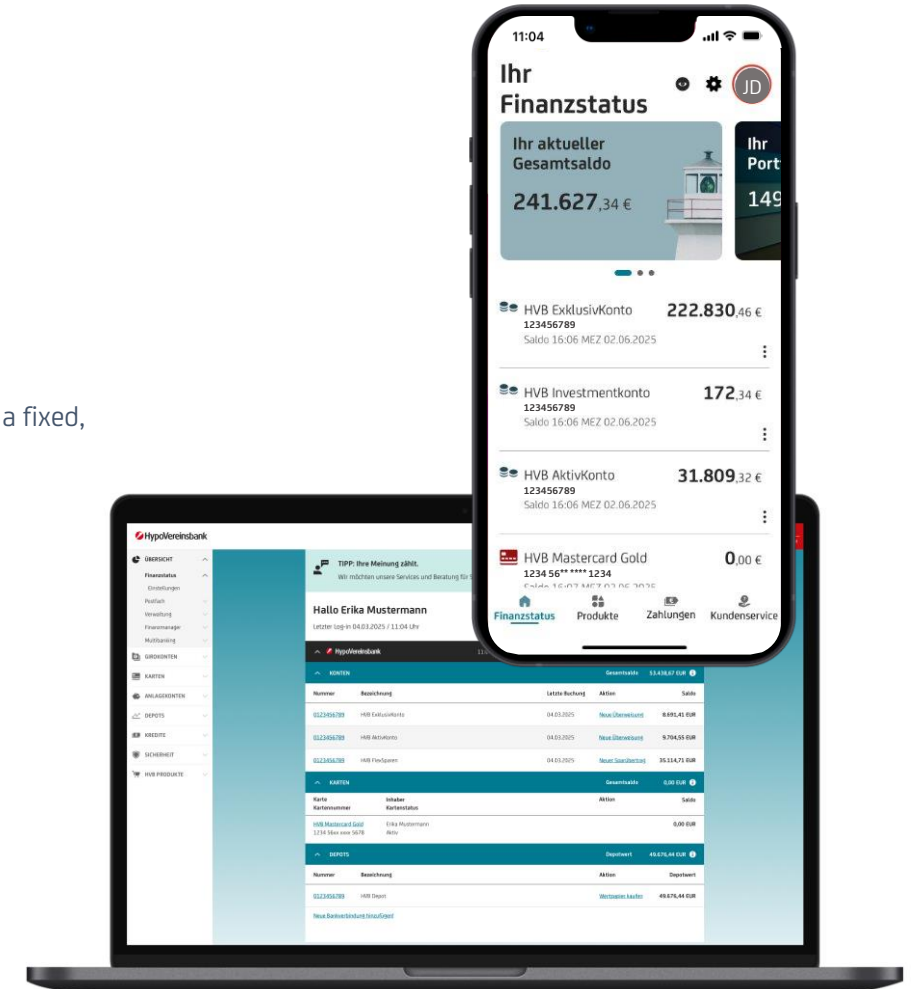
You already have a personal customer number and would like to use online banking now? See: hvb.de/registrierung

You have opened an account (e.g. Check24) and want to activate HVB Online Banking? Please only call the hotline: +49 89 55 877 2907, Mon-Fri 8 am to 8pm

Definition of Terms

Direct Banking Nummer

- The number is 10 digits long and includes 4 random digits plus your date of birth
- You need the Direct Banking Number for HVB Online Banking and for the first-time activation of the HVB Mobile Banking App
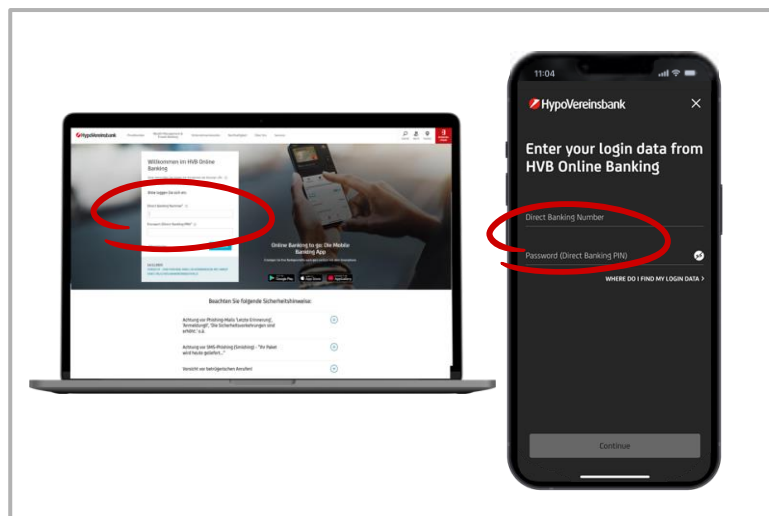
Passwort (Direct Banking PIN)

- Your initial password consists of 5 digits and is issued when you set up HVB Online Banking for the first time
- You later choose your own personal password (6-10 digits, combination of digits, letters, and special characters)
- You need it when logging into Online Banking (PC) and Mobile Banking (smartphone)
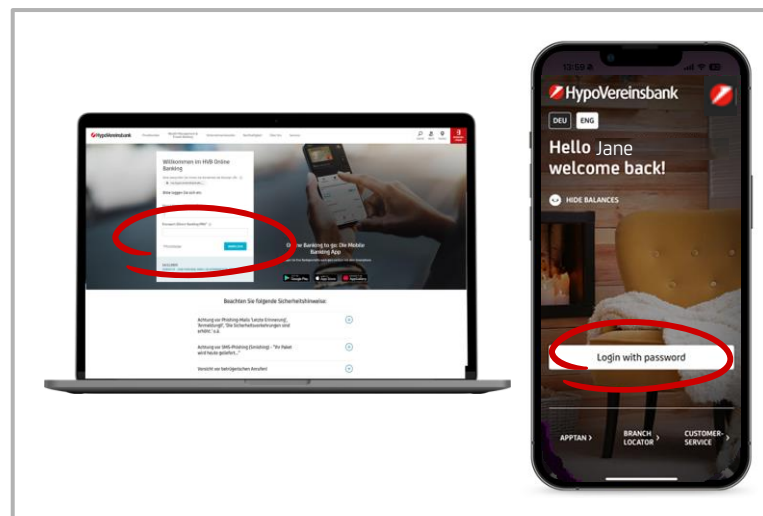
appTAN procedure / appTAN PIN

- When activating the Mobile Banking App, you set a PIN on your smartphone yourself
- This „appTAN PIN" is a consistent 6-10-digit number (only digits) used for authorizations, so it's important to remember!
- The appTAN PIN is only used on the smartphone
- This type of authorization is called the „appTAN procedure"
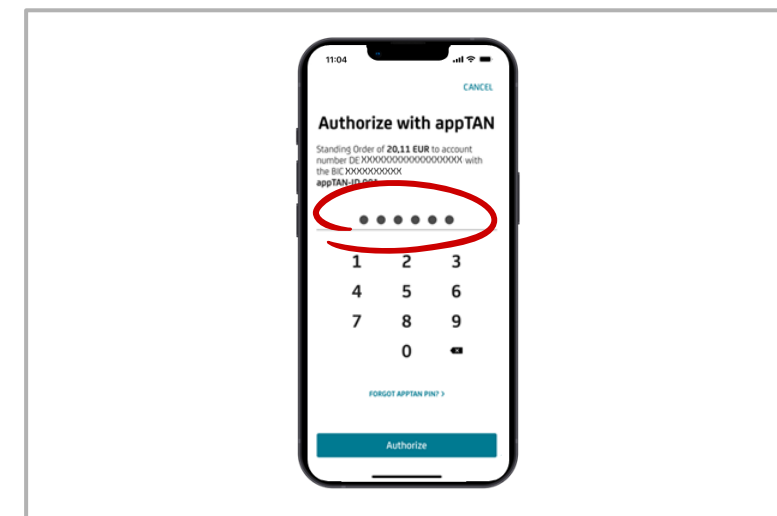
HVB Online Banking refers to the banking program that you access via your browser at www.hvb.de, for example on your laptop, Tablet or PC.

HVB Mobile Banking App is the name of the app through which you can carry out your banking on your smartphone.

Part 1: Set up Online Banking on your PC

(i) **Already set up Online Banking? Then simply continue with Part 2.**
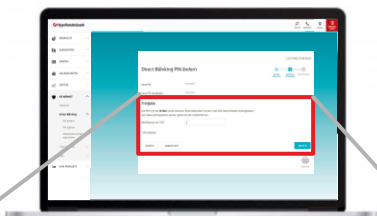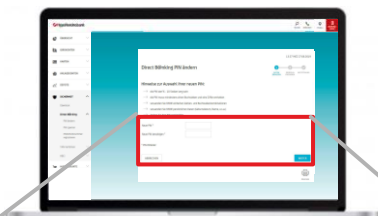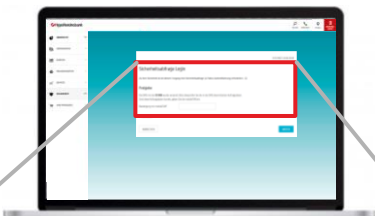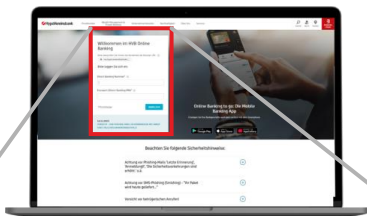
Willkommen im HVB Online Banking

Bitte loggen Sie sich ein.

Direct Banking Nummer*

Passwort (Direct Banking PIN)*

*Required fields

ANMELDEN

Freigabe

Die SMS mit der **ID XXX** wurde versandt. Bitte überprüfen Sie die in der SMS übermittelten Auftragsdaten. Sind diese Auftragsdaten korrekt, geben Sie die TAN ein und bestätigen Sie mit Weiter.

Bestätigung mit TAN*

Neues Passwort (Direct Banking PIN) *

Neues Passwort bestätigen *

* Pflichtfelder

ABBRECHEN   ANMELDEN

Freigabe

Die SMS mit der **ID XXX** wurde versandt. Bitte überprüfen Sie die in der SMS übermittelten Auftragsdaten. Sind diese Auftragsdaten korrekt, geben Sie die TAN ein.

Bestätigung mit TAN*

Log in using your access data at hvb.de

Definitions can be found on page 3:
- Direct Banking Number
- Initial Password (Direct Banking PIN)

Security check: Confirm with TAN via SMS

The TAN is a 6-digit verification number sent to your registered mobile phone number via SMS.

Enter new password (Direct Banking PIN)

Please note that you must not share your password (Direct Banking PIN) with third parties.

Password change confirmed via SMS TAN

✅ **Milestone reached! Your HVB Online Banking is set up.**

To authorize transactions, e.g. transfers, you will need the appTAN procedure - see the next page.

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Part 2: Setting up the HVB Mobile Banking App and appTAN procedure: Step 1 – App installation

① Open the store

Open the App Store, Google Play Store, or Huawei App Gallery on your smartphone.

② Search for „HVB Mobile Banking"

The app can be found by entering the search term "HVB" or "HVB Mobile Banking".
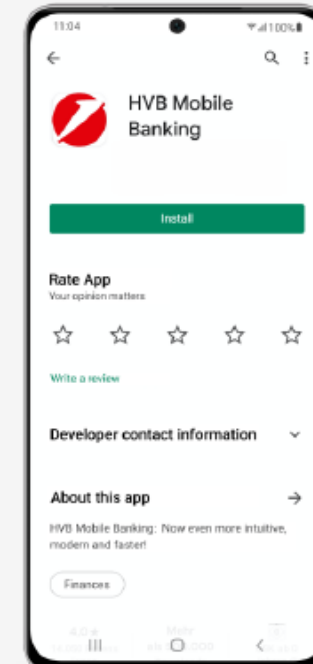
③ Download & install the app

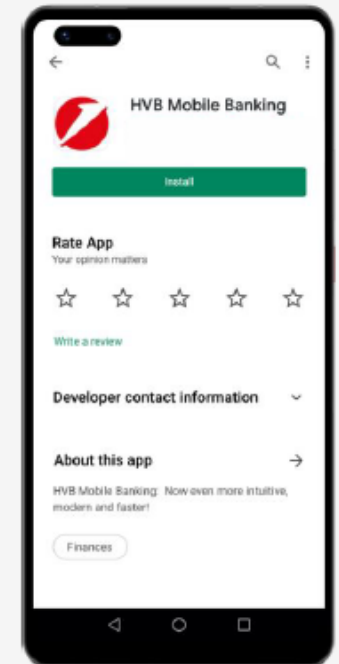Download the app and install it on your smartphone.

④ Start the app

Open the HVB Mobile Banking App on your smartphone either from the home screen or via the 'Open' button in the App Store, Play Store, or Huawei App Gallery.
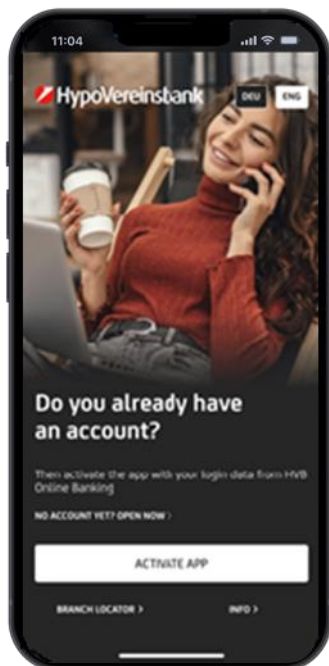
Apple App Store

Download on the App Store

Google Play Store

GET IT ON Google Play
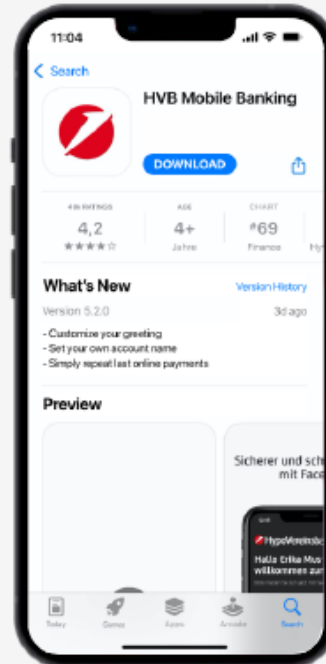
Huawei App Gallery

EXPLORE IT ON AppGallery

Step 2: Activating the HVB Mobile Banking App

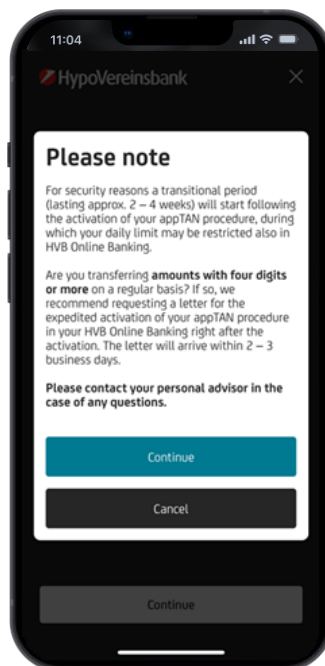① ———————— ② ———————— ③ ———————— ④ ———————— ⑤ ⟶
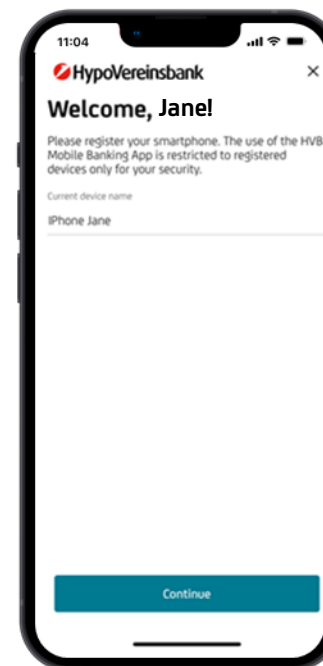

Tap on ACTIVATE APP

Enter login credentials

See definitions on page 3:
- Direct Banking Number
- Password (Direct Banking PIN)

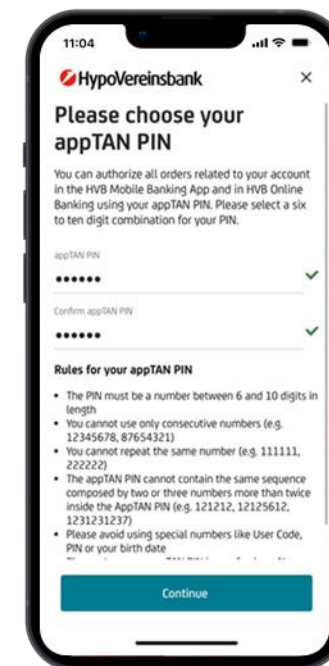**Please read and accept the transition phase notice**

Assign a device name, e.g. „iPhone Jane"

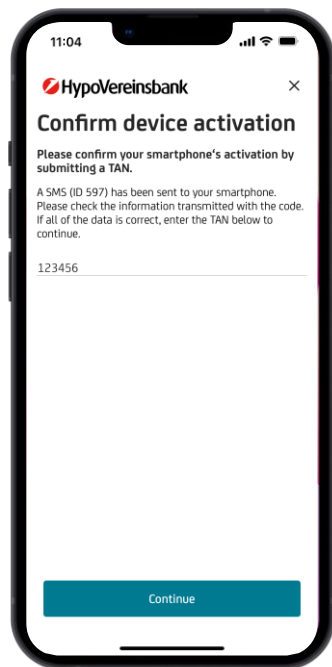You can assign a custom name to your smartphone.

Set your appTAN PIN

Please remember: With this PIN, you authorize transactions. You must not share this PIN with anyone.
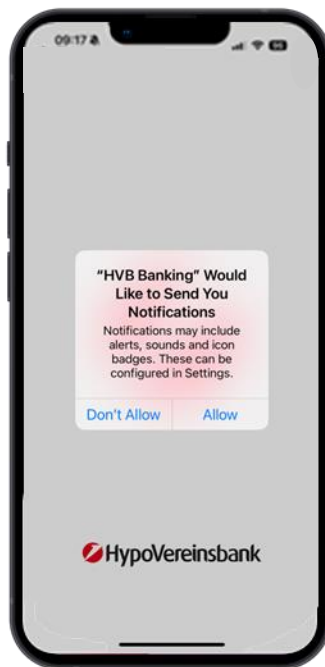
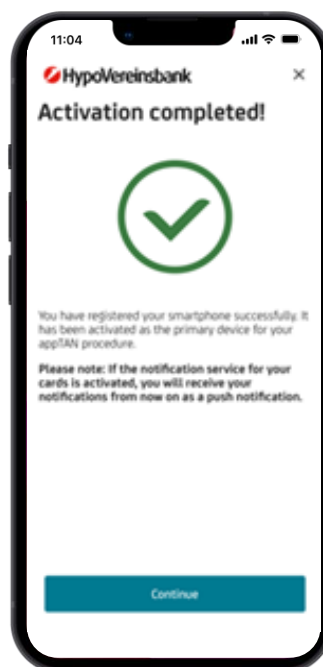## Step 2: Activating the HVB Mobile Banking App

Confirm PIN via TAN from SMS

Allow notifications

Success!

Please allow notifications so you can reliably receive push messages – for example, for cash withdrawals.

Success!

Your HVB Mobile Banking and appTAN procedure have been successfully set up.

Please log in again to personalize your app.

Step 3: Personalizing the App

① ② ③ ④

(i) **Biometric Login**

You can use biometrics (fingerprint or facial recognition) as an alternative to entering your appTAN PIN.

Please understand that biometric recognition may not be supported by all devices or may work at different security levels (e.g., Face ID from Apple).

Don't worry – the bank does not have access to your biometric data. This information is stored locally on your device and is not visible to the provider or HypoVereinsbank.
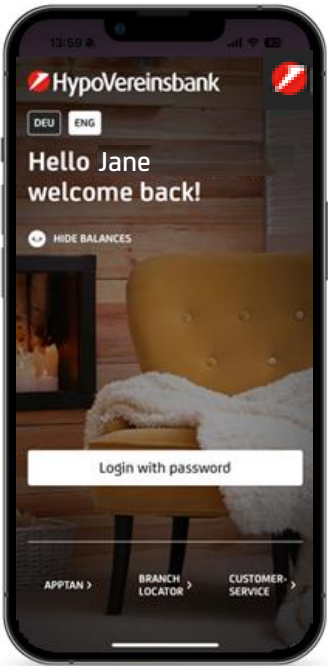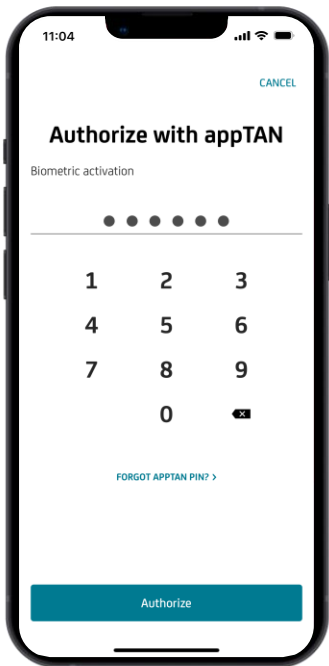
Log into the app

You need your password (Direct Banking PIN) for login. Your Direct Banking Number is already stored on your device.
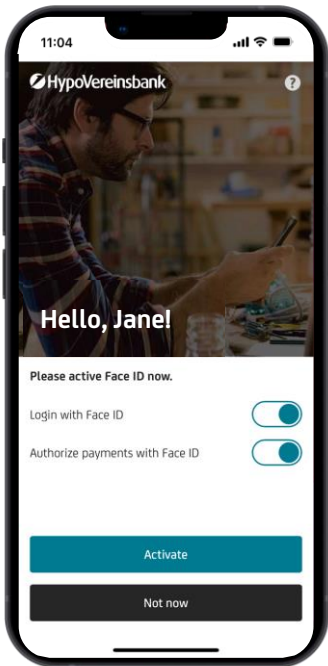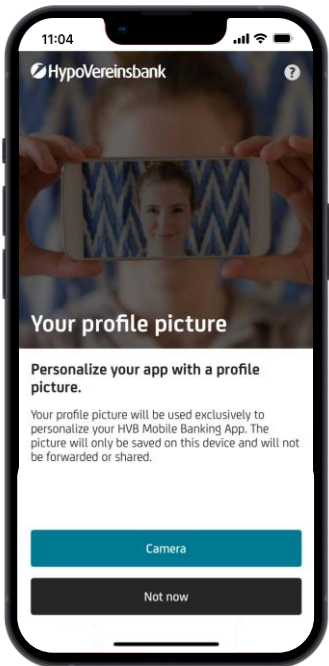
Enable biometric login

You can choose to set up biometrics to log into the app and/or to approve orders.

Confirm authorization with appTAN PIN

Authorization will only appear when you set up biometrics. You will then need to confirm, e.g. via Face ID, and possibly allow access.
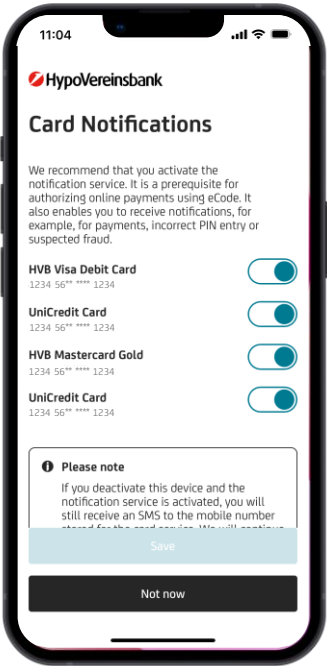
Set up your profile picture

You can choose a profile picture. The bank does not have access to your image.
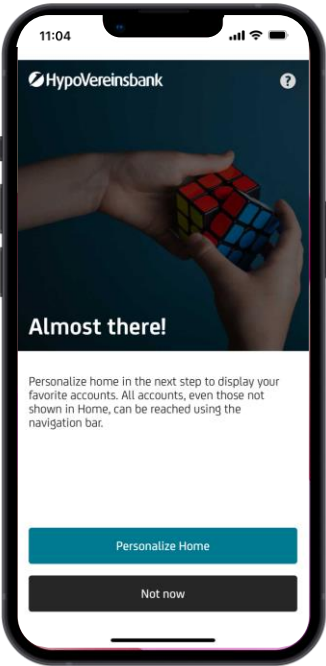
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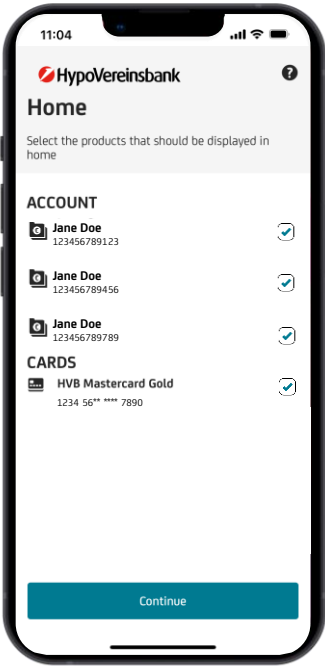## Step 3: Personalizing the App (continued)

5 — 6 — 7 — 8

Manage card notifications

We recommend keeping notifications enabled so you always know what's happening with your card.
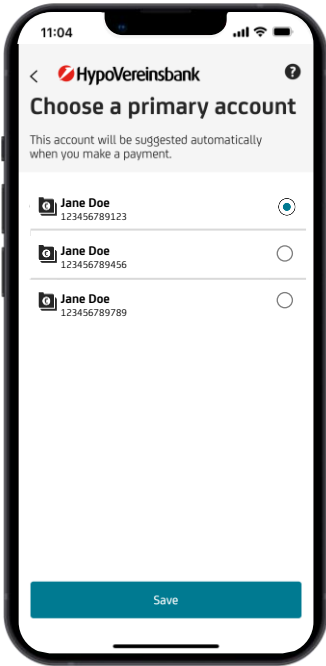
Personalize financial status

You can choose which accounts you want to see prominently in your financial overview.

Select accounts to display in the financial status

This screen only appears if you have multiple accounts.

Set main account for transfers

This screen only appears if you have multiple accounts.

Success!

You have fully set up and personalized the Mobile Banking App.

All features of the app are now available to you. With the appTAN procedure, you can authorize transactions – whether done in the HVB Mobile Banking App or initiated in HVB Online Banking* on your PC.

*respectively FinTS (HBCI)

Would you like to learn more?

Help & Support

Do you need help with services such as changing your address, blocking your card, etc.? Quick solutions can be found here: hvb.de/hilfe.

Further information is available at:
www.hvb.de/onlinebanking
www.hvb.de/app

Additional tips and assistance have been compiled for you here:
www.hvb.de/app-support

Telephone

You can reach us at 089/378-48888 (Monday to Friday from 8 am – 8 pm).
For private customers also on Saturdays from 8 am – 2 pm.

E-Mail

You can also contact us in writing via email at:
onlineservice@unicredit.de. We usually respond within 1-2 business days.