Quick Start Guide

# Welcome Guide for HVB Online & Mobile Banking

## Requirements

✓ 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 (Direct Banking PIN)? We will help you here: hvb.de/hilfe

✓ You have chosen the appTAN procedure so you can authorize your transactions via smartphone, e.g. transfers: "HVB appTAN", is part of the HVB Mobile Banking App. Details on the alternative photoTAN procedure can be found on hvb.de/tan

✓ You own a compatible smartphone (iOS /Android) with an up-to-date operating system, at least iOS 14 or Android 7.0

## 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.

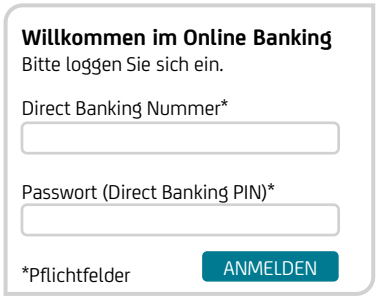
**Passwort (Direct Banking PIN)**
Your initial password consists of 5 digits and is issued when you set up HVB Online Banking for the first time. During the initial registration, you choose a 6- to 10-digit password yourself (numbers, letters, and special characters). You will need this password (Direct Banking PIN) to log in to HVB Online Banking (computer) or the HVB Mobile Banking App (smartphone).

**appTAN procedure / appTAN PIN**
When activating the Mobile Banking App, you set a PIN on your smartphone yourself. This "appTAN PIN" is a fixed 6- to 10-digit number (digits only) that you will need to authorize transactions, so please remember it well! The appTAN PIN is used only on the smartphone. This method of transaction authorization is called the "appTAN procedure".

## Step 1: Set up HVB Online Banking on your PC

Already set up HVB Online Banking? Then simply continue with Step 3.

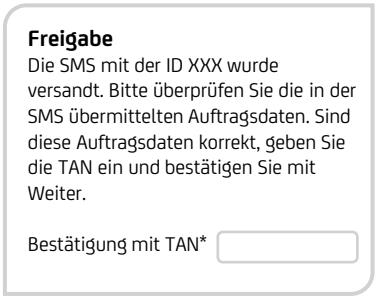
1




**Log in with your credentials via hvb.de**
- Direct Banking Number
- Initial password

Term explanation – see box at the top right.

2

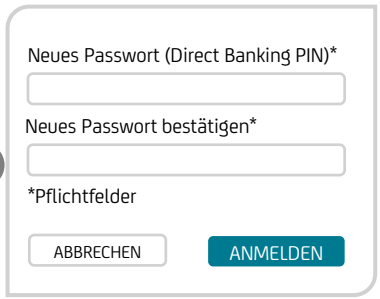



**Security check: Confirm with TAN from SMS**
The TAN is a 6-digit verification number sent to your registered mobile phone number via SMS.

## Step 2: Change password (Direct Banking PIN)

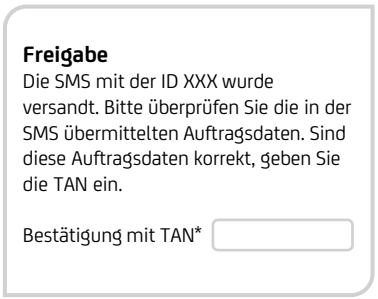
Already set up HVB Online Banking? Then simply continue with Step 3.

3




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

4




**Confirm password change with TAN from SMS**

**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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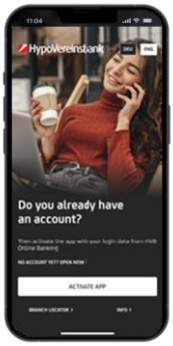
## Step 3: App Installation

1. **Open the store**
   Open the App Store, the Play Store, or the Huawei App Gallery on your smartphone.
2. **Search for the app**
   The app can be found by entering the search term “HVB” or “HVB Mobile Banking”.
3. **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.

## Step 4: App Activation*

1

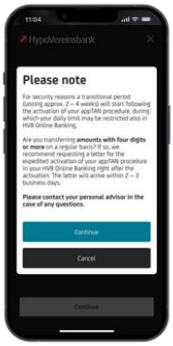



**Tap on ACTIVATE APP**

2

**Enter login credentials**
See definitions on page 1:
- Direct Banking Number
- Password (Direct Banking PIN)

3




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

4

**Assign a device name, e.g. “iPhone Jane“**
You can assign a custom name to your smartphone.

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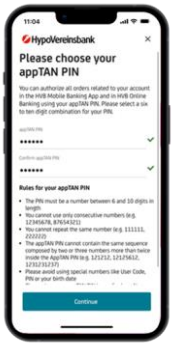


**Set your appTAN PIN**
Please remember: With this PIN, you authorize transactions. You must not share this PIN with anyone.

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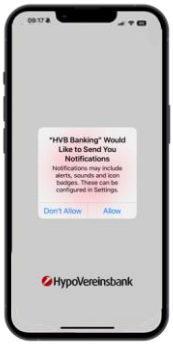
**Confirm PIN with TAN received via SMS**

7




**Allow notifications**
Please allow notifications so that push messages can reliably reach you, for example, in case of cash withdrawals.

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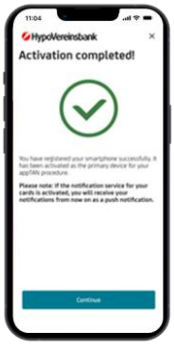


**Success!**

**Success!**
Your HVB Mobile Banking and appTAN procedure have been successfully set up.
Please log in again to personalize your app.

**Save paper and protect the environment:**
Is your digital mailbox already activated for all your accounts?
We're here to help if you have any questions.

### Help and Support

- hvb.de/onlinebanking
- hvb.de/app
- hvb.de/hilfe
- **E-Mail:** onlineservice@unicredit.de

You can reach us by phone at **089/378-48888**
(Monday to Friday from 8 am to 8 pm. Additionally, for private customers: Saturday from 8 am to 2 pm.)

*Effective from version 5.25.0