

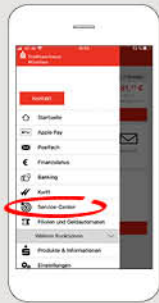
pushTAN: Setting up a new smartphone (via Sparkasse app)

www.spkwml.de/online-banking

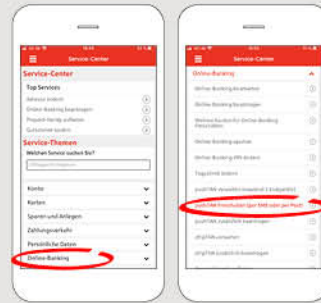
 Sparkasse
Westmünsterland

If you have forgotten your password for the S-pushTAN app, your access to the app is blocked because you have entered the wrong password or if you have a new smartphone, you can set up the S-pushTAN app again and connect it to your online banking in just a few steps.

- 1** Open the Sparkasse app and select “Service-Center (Service Centre)” from the menu.



- 2** Tap “Online Banking” and “pushTAN freischalten (per SMS oder per Post) (Activate pushTAN (by SMS or post))”.

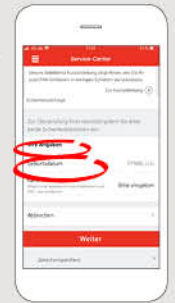


- 3** Now decide how you want to receive your registration details.

If a mobile phone number is stored for you to receive the details by SMS, select the number and “SMS” as the method of delivery. Alternatively, select “Post”. Then tap “Zurücksetzen (Reset)”.



- 4** Enter your date of birth and the card number of your Sparkasse card (debit card) (not the account number!) to confirm your identity. Tap “Weiter (Next)”. In the next window, tap “Jetzt freischalten (Activate now)”.



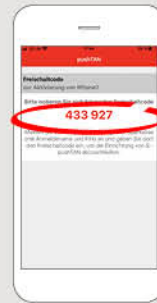
- 5** You will receive an SMS with the activation link.

Please tap on the link.

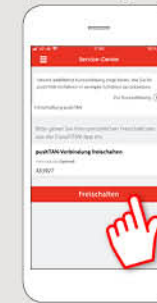


- 6** Now your S-pushTAN app will open. Please log in to this.

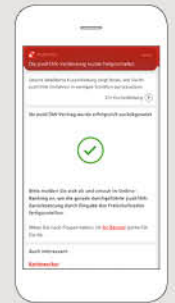
If you are starting the app for the first time after a new installation, first assign a new password. The activation code is then displayed. Now go back to your Sparkasse app.



- 7** In the Sparkasse app, now enter the activation code from the S-pushTAN app and tap “Freischalten (Activate)”.



- 8** Done – You can now use your S-pushTAN app to create TANs as usual.



DO YOU HAVE ANY QUESTIONS? WE ARE HAPPY TO HELP YOU.

Central service telephone number: 02563 403-0, we are there for you Mo – Fr from 8 am – 7 pm.

For further information on the chipTAN process, please visit: www.spkwml.de/online-banking

YOU CAN ALSO CONTACT US AT:

Direct advice

Text chat: <http://s.de/16kw>

Overview of all contact details: www.spkwml.de/toolbar

Online banking support for private customers

Phone: 02563 403-0

Service hours: Mon-Fri from 8-19