



ONLINE BANKING USER GUIDE

1. INTRODUCTION



HAUCK
AUFHÄUSER
LAMPE

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Phone: + 49 69 2161-1112 or
+ 49 521 582-1112
E-Mail: online.banking@hal-privatbank.com
Service Hours: Monday - Friday between 9:00 am until 5:00 pm
<http://onlinebanking.hal-privatbank.com>



In addition to this user manual, we have integrated real-time help on many pages in Online Banking. Please click on the symbol in the bottom left-hand corner.

For reasons of better readability, the simultaneous use of male and female language forms is avoided in this document. All designations apply equally to all genders.

This document is not accessible.

1. INTRODUCTION

Welcome to the Online Banking of Hauck Aufhäuser Lampe!

Experience our comprehensive and individual service, fast and direct communication, as well as the highest security standards - both in person and online. With our modern online banking, you have convenient access to your finances at any time and from anywhere - whether via computer, tablet or smartphone. You benefit from a flexible and convenient service that is available both as an online portal and as a mobile app for Android and iOS.

Security is our top priority. In addition to the tried-and-tested push TAN procedure with in-app approval and the photo TAN procedure, where you use a separate app with your own password, we also offer you the classic SMS TAN procedure. Optionally, you can receive a separate photo-TAN device from us for the photo-TAN procedure.

If you have any questions about your online banking or our products and services, our Customer Support team will be happy to help you not only by phone or email, but also via the chat function during our service hours. Alternatively, our Customer Support team can assist you via the practical co-browsing function. All contact options can be found in the quick access bar on the right-hand side of the screen.

We have summarized all the important information about our Online Banking portal for you on the following pages. If you have any further questions, our Customer Support team will be happy to help you:

Phone: + 49 69 2161-1112 or + 49 521 582-1112
E-Mail: online.banking@hal-privatbank.com
Service Hours: Monday - Friday between 9:00 am until 5:00 pm

2. FIRST STEPS

2.1 ACCESSIBILITY

Our online banking service should be easily accessible to everyone. For this reason, we have implemented the following basic principles:

- **Contrast & font:** Minimum sizes, sufficient contrast, scalable (zoom)
- **Keyboard access:** All functions accessible via tab, visible focus
- **Screen readers:** Semantic HTML elements and ARIA labels
- **ALT-texts:** For all graphics and interactive elements

Our online banking can now be used with a keyboard and screen reader. This allows you to navigate without barriers:



Tab: Jumps to the next interactive element



Shift + Tab: Returns to the previous element



Arrow keys: Navigation in menus/drop-downs



Enter / Space bar: Activates buttons and links

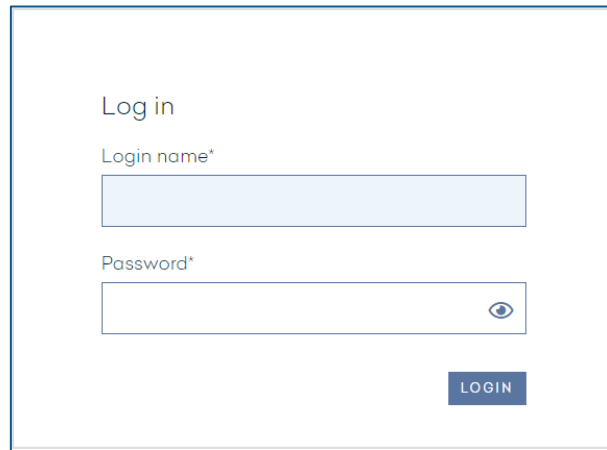
Screen readers such as NVDA and JAWS read ARIA labels and field labels

2.2 LOGIN

The login page for online banking can be found under the following link:

<http://onlinebanking.hal-privatbank.com>

You will need your login name and password to log in. You will receive this access data by post after concluding the agreement to participate in Hauck Aufhäuser Lampe Privatbank AG's Online Banking.

A login form with a light blue border. At the top, it says "Log in". Below that is a label "Login name*" followed by a light blue rectangular input field. Underneath is a label "Password*" followed by a white rectangular input field with a blue eye icon on the right side. At the bottom right of the form is a blue button with the text "LOGIN" in white capital letters.

For security reasons, you will be asked to change your start password to a personal password when you log in for the first time (for more information, see section 9.1.2).

In accordance with the PSD2 directive, two-factor authentication (Strong Customer Authentication - SCA) is required for logging in. You will therefore be asked to enter an additional TAN (e.g. push-TAN) every 90 days in order to gain access to your online banking.

3. FUNCTIONS AND SERVICES

Online banking has established itself as an indispensable part of modern banking. It allows you to manage your finances quickly, securely and conveniently - regardless of time and place. With a wide range of functionalities and services, our online banking offers not only simple transfers or account balance inquiries, but also innovative features such as real-time transactions, financial management tools, the integration of multi-banking services and a personalized user experience.

The highest security standards and continuous development ensure that you remain in control of your finances at all times. Discover the possibilities of online banking and experience how simple and efficient modern banking can be.

4. MY FINANCE

4.1 DASHBOARD

After logging in, you will be taken to your personal start page. This dashboard, which you can customize according to your wishes, can also be found under the “Overview” menu item. It offers you a quick and clear overview of your entire asset situation.

Here you can see an asset overview of the accounts or custody accounts you have selected, information on the performance of one of your portfolios and a number of quick accesses that you can also configure.

Overview Assets Payments Products and Services Mailbox Settings **Testine Musterine** Logout in: 14:37

Welcome, **Testine Musterine**

My Assets

My Selected Accounts and Portfolios	5,540,248.71 EUR
MUSTERINE, TESTINE DE9850220... / Testine Musterine	1,449.90 EUR
wg. Festgeld DE1050... / Testine Musterine	72,870.91 EUR
Securities account ... 001 / Gerald Blume	5,195,656.61 EUR
Securities account 30... 001 / Testine Musterine	65,478.30 EUR

Quick Shortcuts

- SECURITIES ACCOUNT STATEMENT
- FINANCIAL STATUS
- REPORT ON RESULTS

My Advisors

My Portfolio Performance
Last 12 months

Anlageberatung - 18... - BLUME, GERALD	6,007,563.29 EUR 20.02 %
--	-----------------------------

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Hauck Aufhäuser Lampe Privatbank AG
ZEEDIN CUSTOMER SERVICE TEAM
zeedin@hal-privatbank.com
+49 69 2161-1113

PERFORMANCE →

You can configure the individual areas of the dashboard according to your requirements. To do this, click on the respective action symbol.

4.2 ASSET OVERVIEW

The asset overview displayed contains your accounts and custody accounts held with Hauck Aufhäuser Lampe. You can also configure this view. To do so, please click on “Adjust table”.

Search			Sort		
Filter term			Please select ...		
Status	Bank name	Name IBAN / Number	Root-No. Portfolio-No.	Account holder	Account balance
Current account					74,320.81 EUR
	Hauck Aufhäuser Lampe Privatbank AG	MUSTERINE, TESTINE DE98 5022 0900 20XXXXXX	3000143 01	Testine Musterine	1,449.90 EUR >
	Hauck Aufhäuser Lampe Privatbank AG	wg. Festgeld DE10 5022 0900 30XXXXXX	3000143 02	Testine Musterine	72,870.91 EUR >
Savings account					20,519.75 EUR
	Volkswagen Leasing	Leo Mio Dio DE77 5015XXXXXX			1,720.03 EUR >

An arrow is displayed on the **right**-hand side for each position:

> Click on it to open up various options.

A status is displayed for each item in the **left**-hand column:

-  This position is updated automatically every time you log in to Online Banking.
-  This position must be updated by you. To do this, click on the arrow on the right and select “Update”.
-  This position is static. You have entered it once, but you can change or delete it at any time.

Asset Overview

For accounts managed by Hauck Aufhäuser Lampe, the value date balance is available.

Total 270,318.86 EUR

Asset	Value
Hauck Aufhäuser Lampe Privatbank AG	139,799.11
HCI Invest	65,000.00
Other	45,000.00
Volk	10,780.35
SPAR	9,739.40

Adjust table

Order	Column	Visible
=	Status	☒
=	Bank name	☒
=	Name IBAN / Number	☒
=	Root-No. Portfolio-No.	☒
=	Account holder	☒
=	Value balance	☐
=	Account balance	☒

Grouping by: Account type

Actions

- Add external accounts
- Add other asset
- Export to Excel
- Export to CSV
- Export to PDF

With the multibanking function, you can integrate your accounts and custody accounts from other banks into your online banking with Hauck Aufhäuser Lampe. The prerequisite is that the other bank supports this technically. This means you have all your accounts and custody accounts in one place and can keep track of them at all times. To do this, please click on “Actions”.

Then click on “Add external accounts”. In the dialog that opens, enter the bank using one of the options provided and click on “Next”. Enter the access data of the other bank here. Optionally, you can select “Save PIN”, otherwise you will need to enter the PIN each time you update the external accounts. After a successful reconciliation, the external accounts and custody accounts will be displayed.

By clicking on the “Add other asset” function, you can integrate additional assets, such as investments, real estate or collections, into your online banking. The data entered completes your total assets overview, but is not technically checked.

The export functions allow you to download the data from the table as an Excel, CSV or PDF file.

You can find the financial status under the menu item "Overview". All internal accounts for which you are the holder or authorized representative are listed here. The respective amount per account type is also displayed.

 Overview
 Assets
 Payments
 Products and Services
 Mailbox
 Settings
 Testine Mustina
 Logout in: 14:43

Financial status		
Bank accounts		
Name	Account holder	Balance
Account number		
Asset Manag. Acc. 00203XXXXXX	Testine Musterine	1,449.90 EUR
fixed-term deposit 00303XXXXXX	Testine Musterine	72,870.91 EUR
Total		74,320.81 EUR
Securities accounts		
Name	Securities account owner	Balance
Account number		
MUSTERINE, TESTINE 30XXXXXX - 001	Testine Musterine	65,478.30 EUR
Total		65,478.30 EUR

If you would like detailed information on individual accounts, custody accounts etc., click on the relevant account, custody account etc.. You will then be forwarded directly to the corresponding account transactions, custody account balances, etc.

For fixed-term deposits, overnight deposits and fixed-term loans, a pop-up window will open showing you further details.

Name	Financial transactions details	Balance
Account number		
MUSTERINE, TESTINE 3 - 001	Receipt Number GEH 421	65,478.30 EUR
Total	Transaction type Time deposit	65,478.30 EUR
	Trade date 06/19/2024	
	Capital 200,000.00 EUR	
Fixed deposits	Current interest rate 2.40000 % p.a.	EXPORT 
Name	Term 06/19/2024 - 06/21/2027	Balance
Contract number	Interest method act/360	
Testin Festgeld 421	Balance 202,706.67 EUR	202,932.22 EUR
Testin Festgeld 421		202,706.67 EUR
Testine Musterine 426		1,860.77 EUR

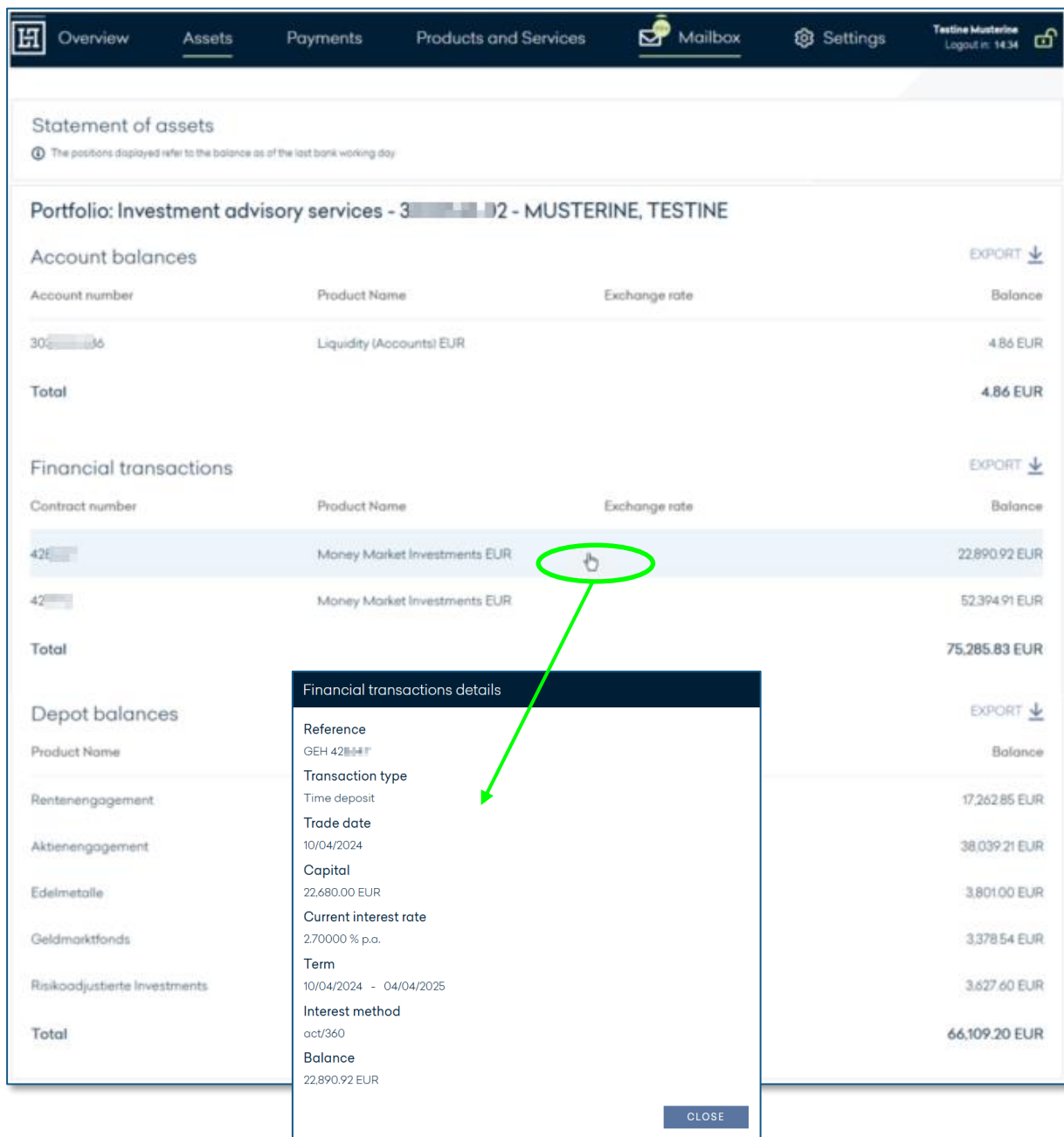
5. ASSETS

5.1 PORTFOLIOS

5.1.1 Statement of Assets

Under “Portfolio overview” you will find a detailed overview of your current assets (as at the last banking day). The tabular display includes your various portfolios and is structured according to the different account types.

For cash transactions, you can display further transaction details in a pop-up window by clicking on the corresponding line:



Statement of assets
 ⓘ The positions displayed refer to the balance as of the last bank working day

Portfolio: Investment advisory services - 30000002 - MUSTERINE, TESTINE

Account balances EXPORT

Account number	Product Name	Exchange rate	Balance
30000002	Liquidity (Accounts) EUR		4.86 EUR
Total			4.86 EUR

Financial transactions EXPORT

Contract number	Product Name	Exchange rate	Balance
42000001	Money Market Investments EUR		22,890.92 EUR
42000002	Money Market Investments EUR		52,394.91 EUR
Total			75,285.83 EUR

Depot balances EXPORT

Product Name	Balance
Rentenengagement	17,262.85 EUR
Aktenengagement	38,039.21 EUR
Edelmetalle	3,801.00 EUR
Geldmarktfonds	3,378.54 EUR
Risikoadjustierte Investments	3,627.60 EUR
Total	66,109.20 EUR

Financial transactions details

Reference: GEH 42000001
 Transaction type: Time deposit
 Trade date: 10/04/2024
 Capital: 22,680.00 EUR
 Current interest rate: 2.70000 % p.a.
 Term: 10/04/2024 - 04/04/2025
 Interest method: act/360
 Balance: 22,890.92 EUR

CLOSE

You can use the action icon to export an Excel, CSV or PDF file for each table section.

5.1.2 Portfolio structure

In this menu item, you can have the structures of your various portfolios evaluated, among other things. Select the relevant portfolio under "Select portfolio". You can also select your desired view under "Views". Click on the respective line to see the distribution of the individual currencies of an account type. Please note that the amounts listed here are currently only shown in EUR.

Portfolio structure

Select portfolio

Investment advisory services - 1-01 - BLUME, ANSAGR

The positions displayed refer to the balance as of the last bank working day.

Views

- Assets by currency
- Portfolio structure by type**
- Assets by currency
- Portfolio structure by type and currency

Kanadischer Dollar: 1.83 %

Norwegische Krone: 2.00 %

Neue Taiwan Dollar: 2.39 %

Dänische Krone: 3.02 %

Hongkong Dollar: 3.15 %

Euro: 37.93 %

US-Dollar: 47.50 %

Assets

EXPORT

Category	Percent	Total
Account balances	11.96 %	739,180.52 EUR
Depot balances	88.04 %	5,440,761.48 EUR
Total		6,180,142.00 EUR

Category	Percent	Total
Account balances	11.96 %	739,180.52 EUR
US-Dollar	1.41 %	87,285.17 EUR
Euro	10.55 %	651,895.35 EUR

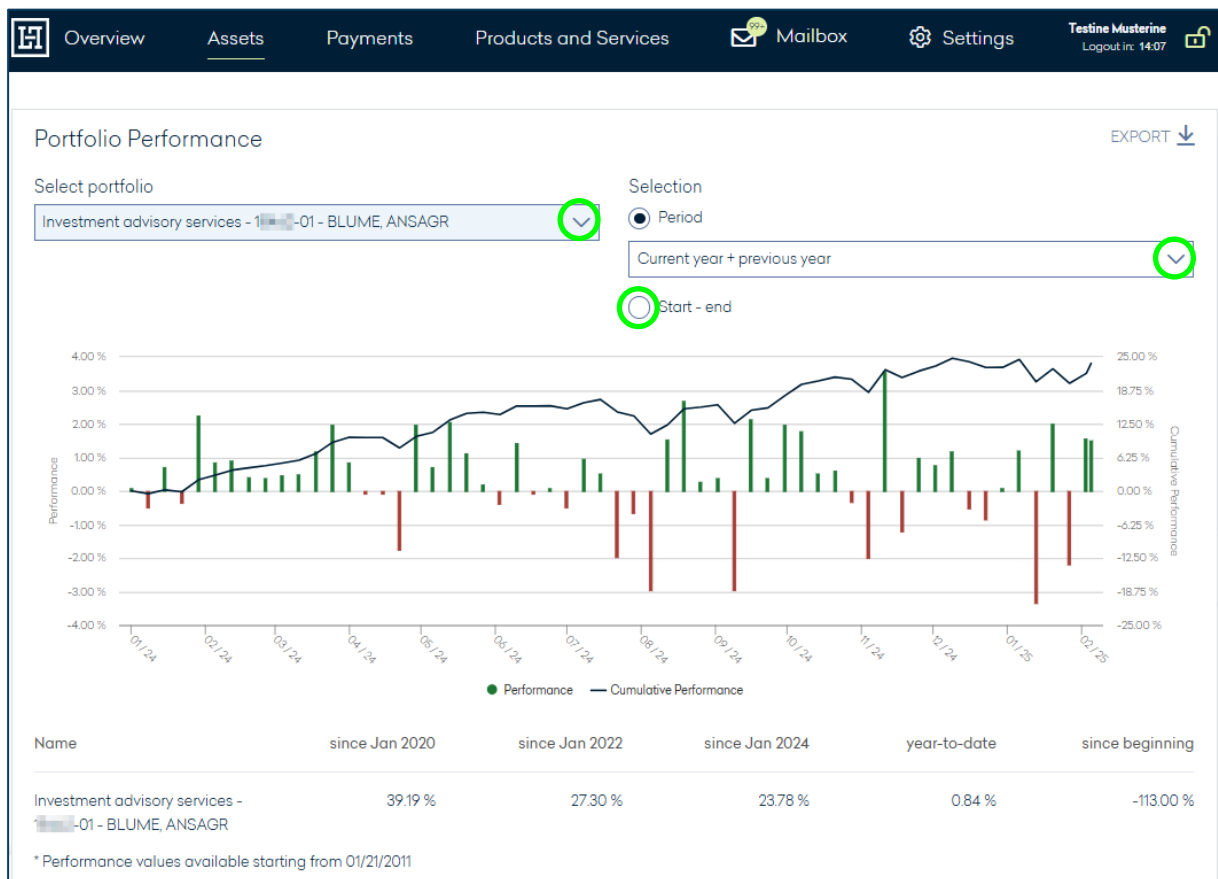
If you want an Excel, CSV or PDF export, please click on the respective action symbol on the right.

5.1.3 Portfolio Performance

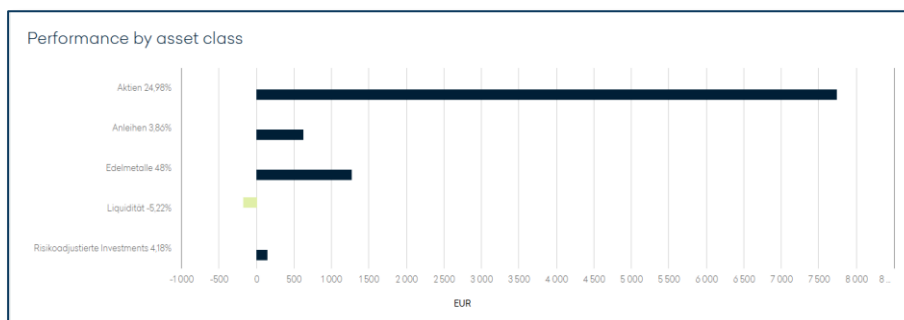
The “Performance” section provides you with detailed information on the performance of your individual portfolios in the period you have selected. Select the relevant portfolio under “Select portfolio”.

The chart at the top of the page shows both the performance (green or red bars) and the cumulative performance (blue line) for the selected portfolio as a percentage. You can choose between different time slices under “Selection” or set the period to be displayed individually via “Start - End”. Historical data can also be displayed here.

In the table below you will find an overview of the performance for the selected portfolio for various fixed periods (five years, three years, last year, since the start of the current year and since the start, i.e. since the portfolio was opened).



For asset management clients, the performance by asset class for the period selected above is also displayed in the lower section.



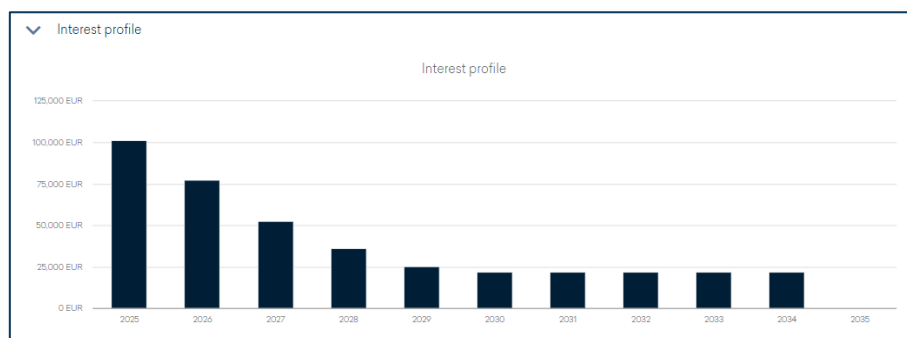
As an investment advice client, you can select the relevant portfolio under “Maturities/yield projection” under “Select portfolio”. An overview of the maturities (in the upper section) and the expected interest payments (in the lower section) is displayed for the securities in the selected portfolio.

Click on the arrow next to “Maturity schedule” to open a display of the due dates.

	January	February	March	April	May	June	July	August	September	October	November	December
2025			14	9			31		+		+	6
2026				+	22				+		9	
2027								+		4		
2028		11		+								
2029			11		15							
2030												
2031												
2032												
2033												
2034				18	23	22						

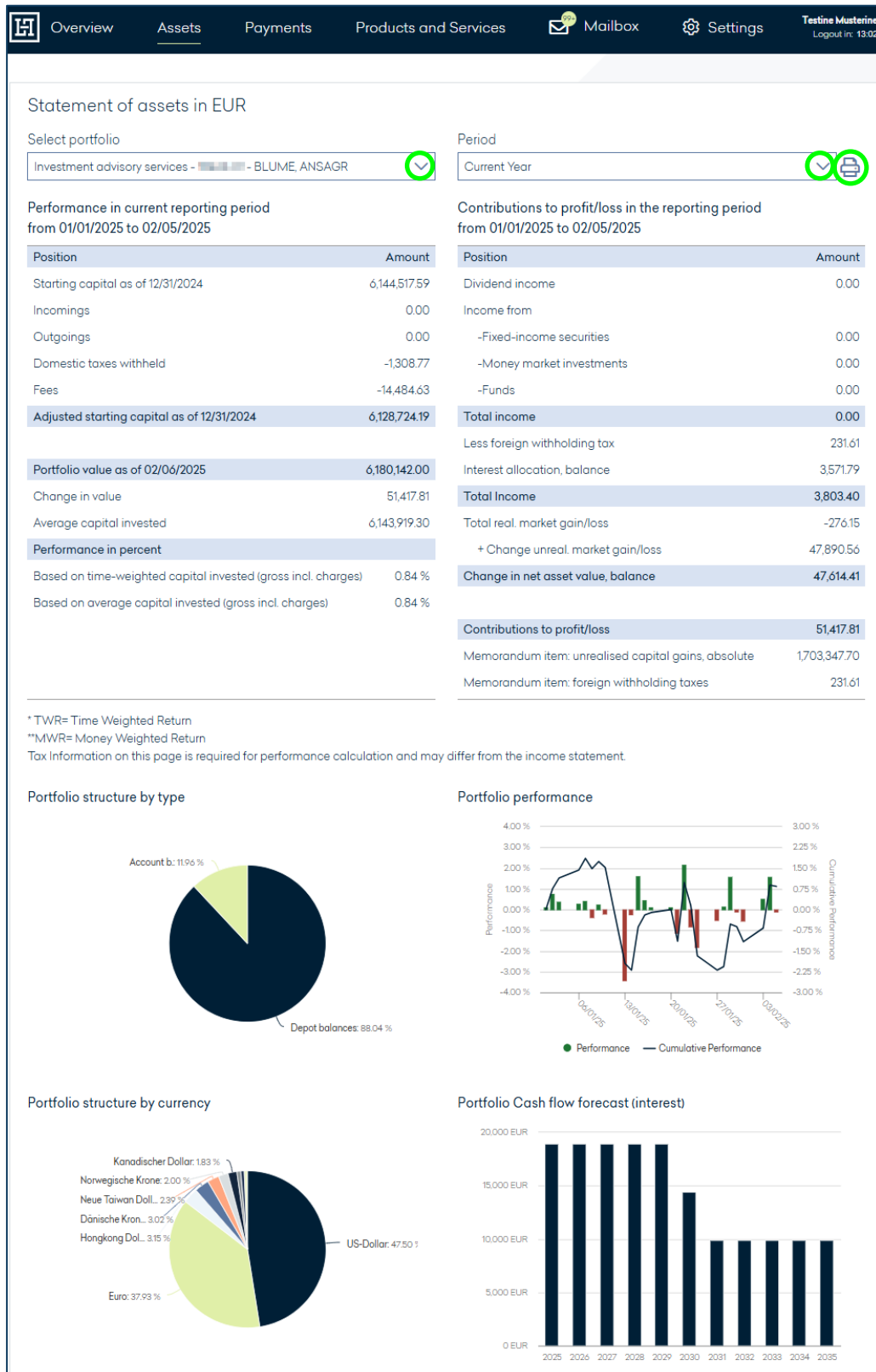
Interest forecast			
Interest forecast overview ADJUST TABLE  EXPORT 			
Date	Quantity Asset Class	Asset ISIN	Interest
2025 			
02/11/2025	200,000.00 EUR Bonds	0.300 % IBM 20/28 XS2115091717/EUR	600.00 EUR
03/11/2025	200,000.00 EUR Bonds	0.250 % SCHNEIDER EL 20/29 MTN FRO013494168/EUR	500.00 EUR
03/14/2025	200,000.00 EUR Bonds	1.000 % URW 15/25 MTN XS1218319702/EUR	2,000.00 EUR
04/02/2025	170,000.00 EUR Bonds	3.250 % UBS GROUP 20/26 FLRMTN CH0537261858/EUR	5,525.00 EUR
04/03/2025	200,000.00 EUR Bonds	1.500 % DT.TELEK.INTL F.16/28 MTN XS1382791975/EUR	3,000.00 EUR
04/09/2025	170,000.00 EUR Bonds	2.375 % HOLCIM F.LUX 20/25 MTN XS2156244043/EUR	4,037.50 EUR
04/11/2025	170,000.00 EUR Bonds	4.625 % JYSKE BANK 22/26 FLR MTN XS2544400786/EUR	7,862.50 EUR
04/18/2025	294,000.00 EUR Bonds	2.250 % PORTUGAL 18-34 PTOTEWEO0017/EUR	6,615.00 EUR
04/24/2025	200,000.00 EUR Bonds	2.625 % JCDECAUX SE 20/28 FRO013509643/EUR	5,250.00 EUR
04/29/2025	200,000.00 EUR Bonds	1.125 % UNIL.FIN.NED 16/28 MTN XS1403015156/EUR	2,250.00 EUR
Go to page 1 << < 1 2 3 > >>			
 Interest profile			Page 1 of 9 Entry 1 to 10 of 85

Click on the arrow next to “Interest profile” to open a diagram of the expected interest rates.



5.1.5 Report on result

In this menu item you will find the results or portfolio report for the portfolio you selected under “Select portfolio”. The tabular presentation of all performance-relevant bookings is supplemented by various graphical representations of your portfolio. You can choose between different time slices under “Period”.

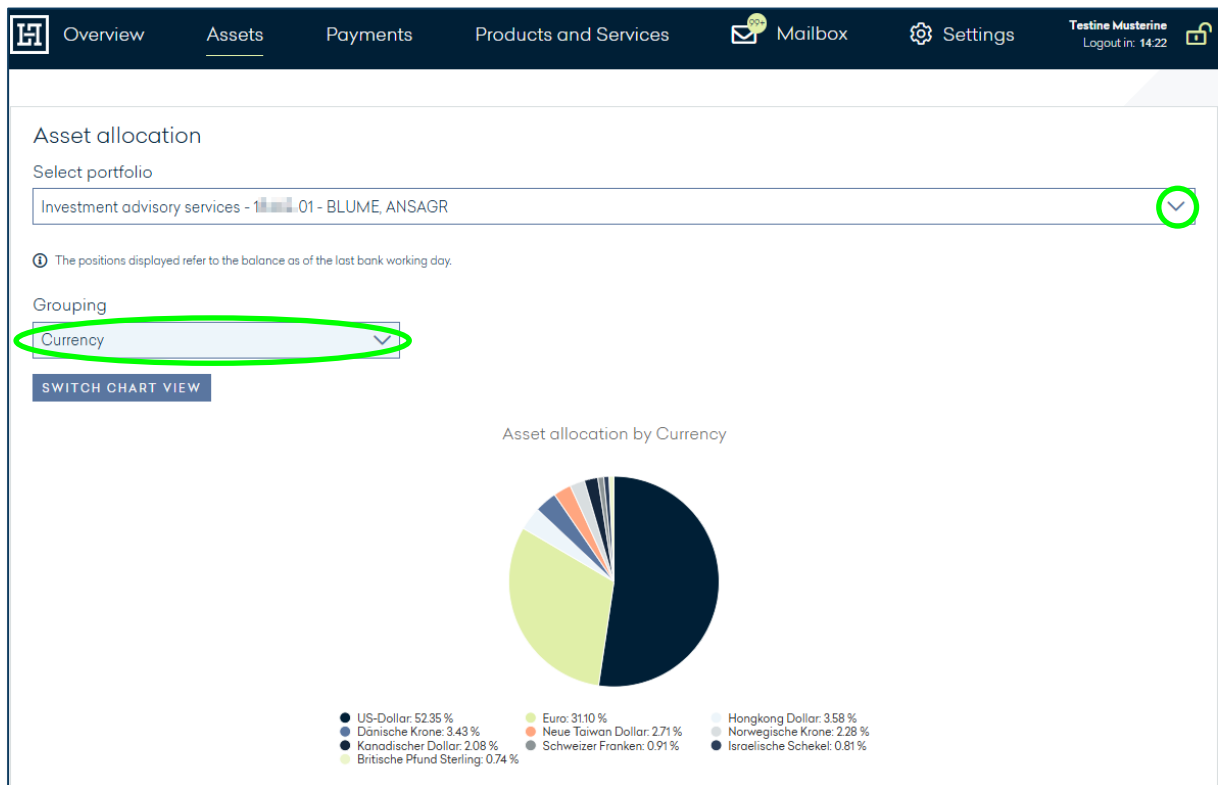


You can export the table as a pdf file and save or print it at any time using the print icon in the top right-hand corner.

5.2 INVESTMENTS

5.2.1 Asset allocation

The portfolio structure is displayed for the portfolio you selected under “Select portfolio”. Under “Grouping” you can display the chart broken down by investment category or currency. By clicking on “Switch chart view”, you can choose between a pie chart and a bar chart.



You can use “Customize table” to adapt the table design to your individual requirements. You have the option of exporting the values as an Excel, CSV or PDF file via “Export”.

ADJUST TABLE  EXPORT 		
Search	Sort	
Filter term	Security ascending	
Security	Currency	Current price
Wheaton Precious Metals Corp. Registered Shares o.N.	CAD	113,269.70 EUR
Partners Group Holding AG Namens-Aktien SF -,01	CHF	49,547.63 EUR
Deutsche Bank AG Namens-Aktien o.N.	EUR	179,568.00 EUR
Deutsche Börse AG Namens-Aktien o.N.	EUR	120,300.00 EUR

By clicking on a slice of the pie or a bar in the upper diagram, you can filter on this area and display further details, such as the country structure, sector, maturity, etc. for the selected asset. The table below is automatically adjusted to the selected filter.

Please note that the values displayed refer to the last bank working day.

5.2.2 Securities account statement

Here you will find a detailed overview of the current holdings of each of your securities accounts. To do this, please first select the securities account to be displayed under “Select securities account”.

You can configure the table with the securities in your securities account according to your requirements via “Customize table”. You can show or hide individual columns and drag and drop them into your preferred order. You can download the table as an Excel, CSV or PDF file via “Export”.

Under “Sorting” you can choose between different sorting options. By entering an appropriate keyword in the text field under “Search”, you can search or filter the list; the balance is adjusted to the current filtering in each case. Please note that no balance is displayed for securities accounts that are not managed in EUR.

Securities account statement

Select portfolio

BLUME, ANSAGR - 001 -

Account balance: 5,460,077.36 EUR

Gross change (since purchase): +1,733,508.41 EUR

DETAILS

ADJUST TABLE EXPORT

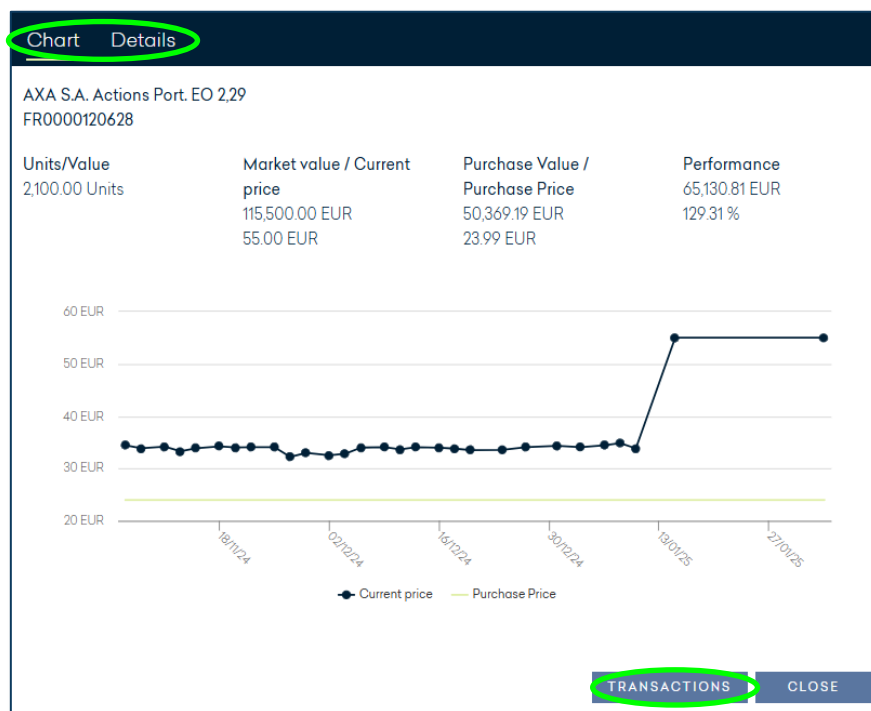
Search

Filter term

Sort

Security	Units/Value	Current price	Market value	Performance
ISIN	Portfolio item currency	Date	Value in EUR	in %
Asset category		Exch. rate		Accrued interest
ASML Holding N.V. Aandelen op naam EO -,09 NL0010273215 Equities	250.00 Units Euro	80.0000 EUR 02/06/2025	20,000.00 EUR	-164,034.11 EUR -89.13 %
AXA S.A. Actions Port. EO 2,29 FR0000120628 Equities	2,100.00 Units Euro	55.0000 EUR 02/06/2025	115,500.00 EUR	65,130.81 EUR 129.31 %
Accenture PLC Reg.Shares Class A DL-,0000225 IE00B4BNMY34 Equities	300.00 Units US-Dollar	357.7300 USD 02/06/2025 10380	107,319.00 USD 103,390.17 EUR	6,886.78 EUR 7.14 %

If you would like detailed information on a position, click on the corresponding position. The price chart and further details are displayed in the window that opens.



By clicking on “Turnover”, you will be shown all turnover for this security. For our bank's own funds, you can display the ten largest positions in the fund via “Composition/Fonds-Portfolio”.

Chart Details **Composition / Fonds-Portfolio**

HAL Bonds Classic Inhaber-Anteile XT
DE000A2JQLA8

Units/Value	Market value / Current price	Purchase Value / Purchase Price	Performance
365.00 Units	35,700.65 EUR 97.81 EUR	35,674.70 EUR 97.74 EUR	25.95 EUR 0.07 %

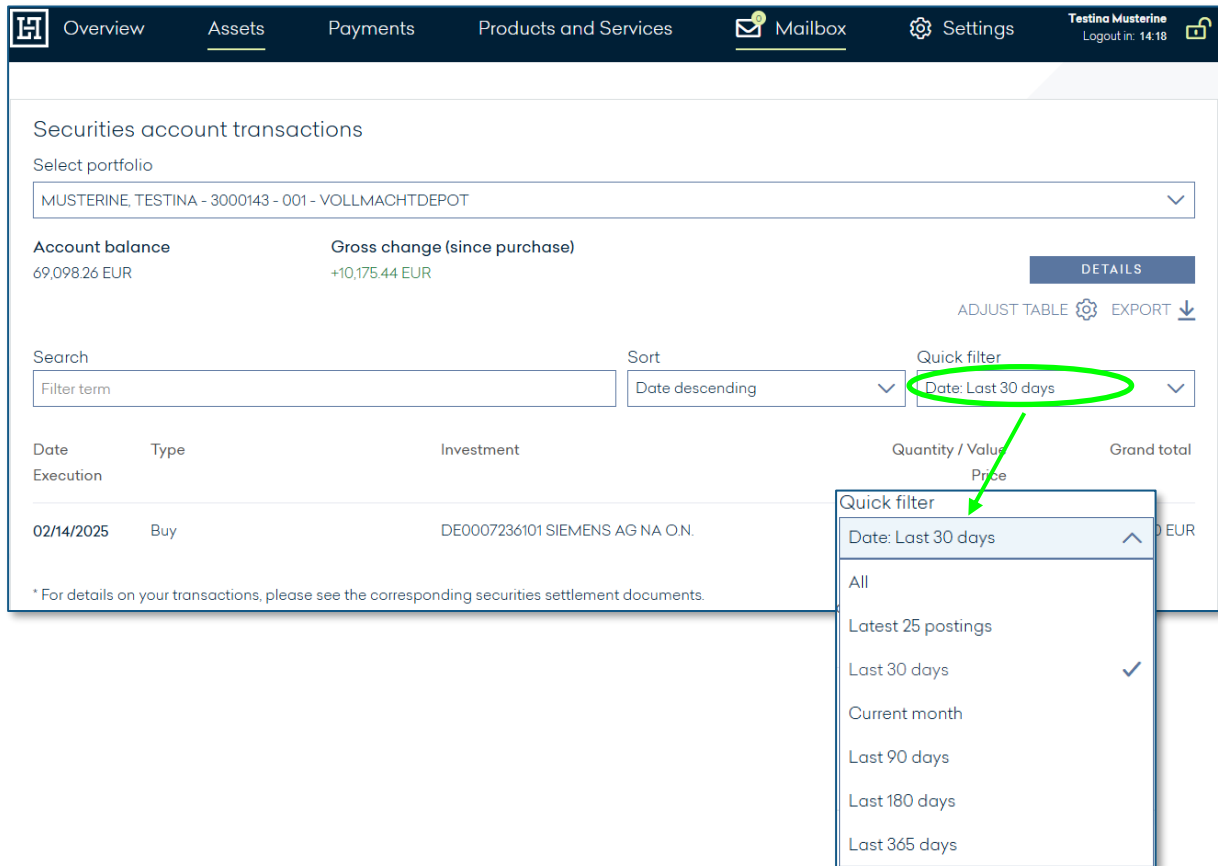
ISIN	Security	in percent
IT0005365165	Italien, Republik / EO-B.T.P. 2019(29)	8.14 %
FR0011883966	Frankreich / EO-OAT 2014(30)	7.14 %
DE000A352ED1	Kreditanst.f.Wiederaufbau / Med.Term Nts. v.24(34)	6.95 %

Asset category Renten

5.2.3 Securities account transactions

To display an overview of your securities account transactions, first select a securities account via “Select securities account” if you have several securities accounts. The securities account turnover for the last 30 days is then displayed in tabular form by default.

You can configure the table according to your requirements via “Customize table”. Here you can show or hide individual columns and drag and drop them into your preferred order. You can download the table as an Excel, CSV or PDF file via “Export”.



Securities account transactions

Select portfolio
MUSTERINE, TESTINA - 3000143 - 001 - VOLLMACHTDEPOT

Account balance: 69,098.26 EUR
Gross change (since purchase): +10,175.44 EUR

DETAILS

ADJUST TABLE EXPERT

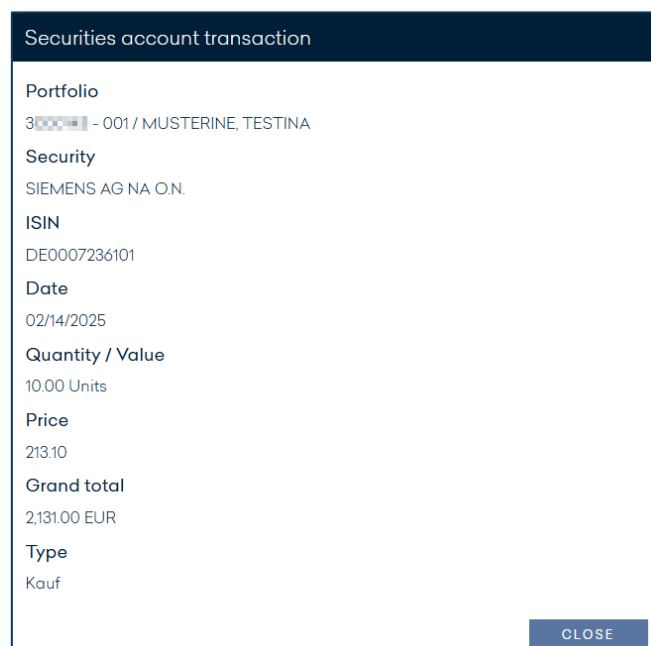
Search: Filter term
Sort: Date descending
Quick filter: Date: Last 30 days

Date	Type	Investment	Quantity / Value	Price	Grand total
02/14/2025	Buy	DE0007236101 SIEMENS AG NA O.N.			

* For details on your transactions, please see the corresponding securities settlement documents.

You can search or filter the list by entering a keyword in the text field under “Search”. Under “Sorting” you can choose between different sorting options. You can use the “Quick filter” to choose between different time slices.

Clicking on a securities account transaction opens a pop-up window with all available information.



Securities account transaction

Portfolio
3000143 - 001 / MUSTERINE, TESTINA

Security
SIEMENS AG NA O.N.

ISIN
DE0007236101

Date
02/14/2025

Quantity / Value
10.00 Units

Price
213.10

Grand total
2,131.00 EUR

Type
Kauf

CLOSE

6. PAYMENTS

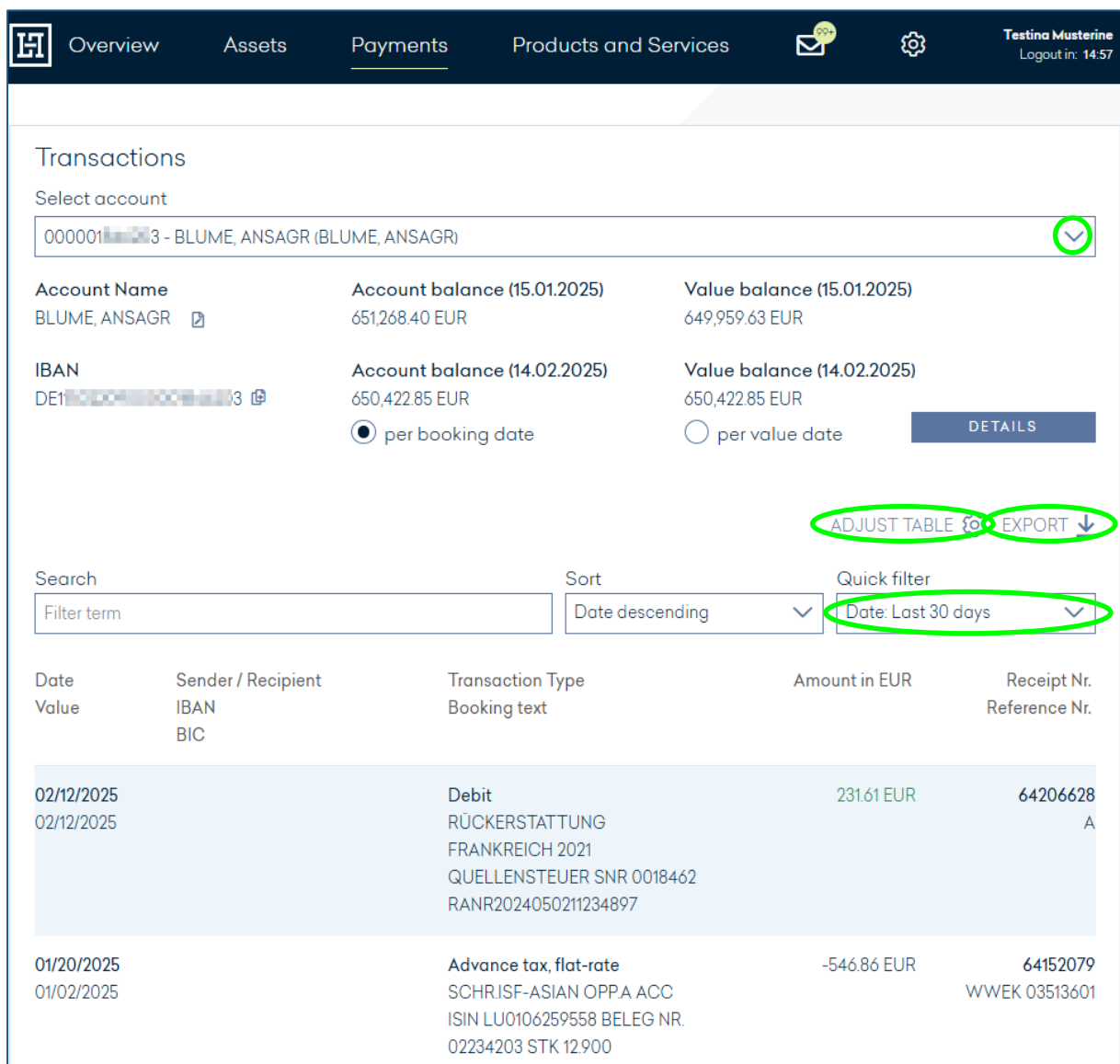
6.1 ACCOUNTS

6.1.1 Transaction

In this menu item you can display an overview of your account movements. Select the account to be displayed under “Select account”.

At the top of the page you will find the account name, the IBAN, the current account balance and the net change in value of the last 30 days for the selected account.

In the lower section of the page, the individual transactions for the account in question are displayed in tabular form.



The screenshot shows the 'Payments' section of an online banking interface. At the top, there's a navigation bar with 'Overview', 'Assets', 'Payments' (selected), 'Products and Services', and a user profile 'Testina Musterine' with a 'Logout in: 14:57' timer. Below the navigation bar, the 'Transactions' section is active. It features a 'Select account' dropdown menu currently showing '000001...3 - BLUME, ANSAGR (BLUME, ANSAGR)'. Below this, account details are displayed: 'Account Name: BLUME, ANSAGR', 'Account balance (15.01.2025): 651,268.40 EUR', 'Value balance (15.01.2025): 649,959.63 EUR', 'IBAN: DE1...', 'Account balance (14.02.2025): 650,422.85 EUR', and 'Value balance (14.02.2025): 650,422.85 EUR'. There are radio buttons for 'per booking date' (selected) and 'per value date', and a 'DETAILS' button. Below the account details, there are buttons for 'ADJUST TABLE' and 'EXPORT', both circled in green. A 'Search' field with 'Filter term' is on the left. A 'Sort' dropdown is set to 'Date descending'. A 'Quick filter' dropdown is set to 'Date: Last 30 days', also circled in green. The main part of the page is a table of transactions with columns: 'Date', 'Sender / Recipient', 'Transaction Type', 'Amount in EUR', and 'Receipt Nr.'. The table shows two transactions: one on 02/12/2025 for a debit of 231.61 EUR, and another on 01/20/2025 for an advance tax of -546.86 EUR.

Date	Sender / Recipient	Transaction Type	Amount in EUR	Receipt Nr.
Value	IBAN BIC	Booking text		Reference Nr.
02/12/2025		Debit	231.61 EUR	64206628
02/12/2025		RÜCKERSTATTUNG FRANKREICH 2021 QUELLENSTEUER SNR 0018462 RANR2024050211234897		A
01/20/2025		Advance tax, flat-rate	-546.86 EUR	64152079
01/02/2025		SCHRISF-ASIAN OPPA ACC ISIN LU0106259558 BELEG NR. 02234203 STK 12.900		WWEK 03513601

You can customize the display by selecting “Adjust table”. You also have the option of downloading the table as an Excel, CSV or PDF file via “Export”.

You can search or filter the table by entering an appropriate keyword in the text field under “Search”. Under “Sort” you can choose from various sorting options. The “Quick filter” gives

you the option of different time slices. You can also filter or search for any other time periods, the purpose or the amount under “Advanced filtering”.

If you would like more information on a specific transaction, please click on the corresponding line. A pop-up window will open with the transaction details.

Transaction details

Account

BLUME, ANSAGR / DE11 1234 5678 9010 03

Account holder

Ansgar Blume

Transaction Type

Advance tax, flat-rate

Amount

-546.86 EUR

Booking text

SCHRISF-ASIAN OPPA ACC ISIN LU0106259558 BELEG NR. 02234203 STK 12.900

Status

Booked

Date

01/20/2025

Value

01/02/2025

IBAN / Account number

BIC / Bank code

Reference Nr.

WWEK 03513601

Receipt Nr.

64152079



CLOSE

You can use the arrow in the top right-hand corner to export the overview as a PDF file and save or print it at any time.

By clicking on “Transfer”, you can create a new customizable transfer from an existing transfer, into which all existing data is transferred. In addition to the instant transfer, you can also create a scheduled transfer, a standing order or a transfer template. Details on payments can be found in section 6.2

6.1.2 Forecast (optional)

The forecast shows you a preview of the future balance. Select the account to be displayed under “Select account”. Transfers, standing orders and forward transfers initiated by you for the next 90 days are used to calculate the value date balance for the selected account.

Forecast

Select account

003030001436 - MUSTERINE, TESTINA (wg. Festgeld)

! The transactions for the next 90 days are being displayed. Today is not included.

Account number	Per date	Account balance
003030001436	03/07/2025	4.86 EUR
Account holder	Per date	Value balance
Testina Musterine	04/30/2025	-145.14 EUR

DETAILS

EXPORT 

Date	Order type	Recipient IBAN / Account number	Payment purpose	Amount	New value balance
04/30/2025	EUR SEPA Credit Scheduled Transfer	Ansgar Blume DE11 5022 0900 0000 0000 0000	Tuition fee	150.00 EUR	-145.14 EUR

You can download the table as an Excel, CSV or PDF file via “Export”.

If you need this function, you can request it from your customer advisor or Customer Support.

6.1.3 Credit card transactions

If you have a credit card from Hauck Aufhäuser Lampe, the corresponding transactions will be displayed in this menu item.

If you have several credit cards, first select a credit card via “Select credit card”.

In the upper area you will find the current card limit, the amount still available, the outstanding balance, the validity of your credit card and the card status.

Click on the “Details” button to open a pop-up window with further information about your credit card.

Credit card transactions

Select credit card

KARTE, SABINE - 5232 XXXX XXXX XXXX

Credit card holder: KARTE, SABINE
Card limit: 10,000.00 EUR
Available amount: 10,000.00 EUR
Balance: 0.00 EUR
Validity (Month / Year): 06/2028
Status: Active Card

DETAILS

ADJUST TABLE **EXPORT**

Search: Filter term

Sort: Valuta date descending

Quick filter: All

Valuta date	Text	Transaction Date	Local Amount
02/05/2025	Direct debit	02/05/2025	-30.00 EUR
02/04/2025			
01/13/2025	Replacement card costs	01/13/2025	30.00 EUR
01/13/2025	DEU		

You can customize the display by selecting “Customize table”. You also have the option of downloading the table as an Excel, CSV or PDF file via “Export”.

You can search or filter the table by entering an appropriate keyword in the text field under “Search”. Under “Sorting” you can choose from various sorting options. The “Quick filter” gives you the option of different time slices.

6.2 ACCOUNTS

All payment transactions must be authorized by entering a TAN.

6.2.1 SEPA Credit Transfer

In the SEPA transfer screen, please first select the order type under “Select transfer type” (external or internal bank transfer) and the account to be debited under “Account to be debited”. Please note that only the accounts activated for payments from Online Banking are available for selection. If the recipient is stored in your templates (see section 6.2.4) or has already received a transfer from you in the past, they can be selected by clicking on the magnifying glass symbol. The screen is then automatically filled with the stored data. Alternatively, please enter the payee (at least seven characters), their IBAN and BIC in the fields provided. Enter the amount to be paid under “Amount”. Please use the comma to separate euros and cents.

In the case of an internal bank transfer, the BIC and the name of the bank are already stored in the system.

Unless you make a different selection under “Execution”, we will execute your transfer order once and as quickly as possible.

Overview
Assets
Payments
Products and Services

Testina Musterine
Logout in: 12:49

1 Order
2 Submit
3 Confirmation

SEPA-Transfer

Select Order type

External remittance

SEPA Credit Transfers posted by 14:00 pm on working days are executed with the same-day value date. After that, we accept your order with value date of the following bank working day.
SEPA Credit Transfers including foreign exchange posted until 16:30 (UTC+1:00) on working days are debited to the ordering party's account on the same day. We will then accept your order for execution as a forward order for the following banking day.

Account selection

Ordering customer account*

BLUME, ANSAGR / 00000113 / Balance: 650,422.85 EUR

Recipient

Recipient*

Please select a preset remittance or specify the recipient.

IBAN*

Please enter an IBAN (account numbers are no longer supported).

BIC
Bank name

Will be filled automatically.

Remittance data

Amount*
EUR

Please enter the transfer amount in the currency of the selected ordering customer account.

Payment purpose

Execution

☒
SEPA Credit Transfer

☐
SEPA Scheduled Transfer

☐
Standing order

* Mandatory

AS PRESET TRANSFER
NEXT

When you confirm by clicking “Continue,” the **verification of payee** (VoP) takes place automatically. Verification of payee is a security procedure in payment transactions in which the recipient data entered (IBAN and name) is checked against the data stored at the recipient bank.

The VoP query can display **four possible results**.

1. Match:

The name of the recipient entered **matches** the name of the account holder. The result is correct and the transaction can be approved by clicking “Sign order.”

The screenshot shows a payment order form with the following details:

- Ordering customer account:** Tine Musterine / DE10 5022 0900 3030 0014 36
- Recipient:** KRONIUS ZEUS. A green checkmark indicates "IBAN matches the name of the payee."
- IBAN:** DE43 5022 0900 [redacted]
- BIC:** HAUKDEFF
- Bank name:** Hauck Aufhäuser Lampe Privatbank
- Remittance data:** Amount: 16.00 EUR; Payment purpose: Birthday Gift
- Execution:** SEPA Credit Transfer

A detailed view of the recipient information is shown on the right:

- Recipient:** KRONIUS ZEUS
- IBAN:** DE43 5022 0900 1234 5678 00
- BIC:** HAUKDEFF
- Bank name:** Hauck Aufhäuser Lampe Privatbank

2. Close Match:

The name of the recipient entered **does not match** the name of the account holder **exactly** (e.g., difference < 2 characters). In this case, the correct name is displayed.

The screenshot shows a recipient verification warning:

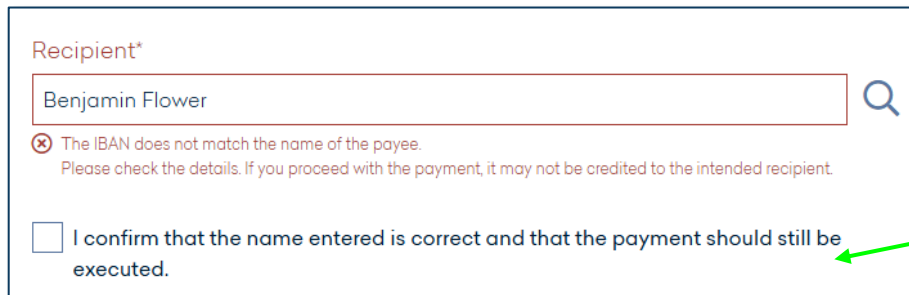
- Recipient*:** Benjamin Bluemchen
- Warning:** The IBAN almost matches the name of the payee. Correct payee name: Benjamin Blümchen. Please check the details. If you proceed with the payment, it may not be credited to the intended recipient.
- Action:** ☐ I confirm that I accept the deviation and would still like to make the payment.

Options:

- A:** Correct the name in the input mask and start a new recipient verification (VoP).
- B:** You can keep the original entry and release the payment.

3. No Match:

The recipient name entered **does not match** the account holder's name (e.g., discrepancy > 1 character). In the event of a no match, no correction is displayed for data protection reasons.



Recipient*

Benjamin Flower

⊗ The IBAN does not match the name of the payee.
Please check the details. If you proceed with the payment, it may not be credited to the intended recipient.

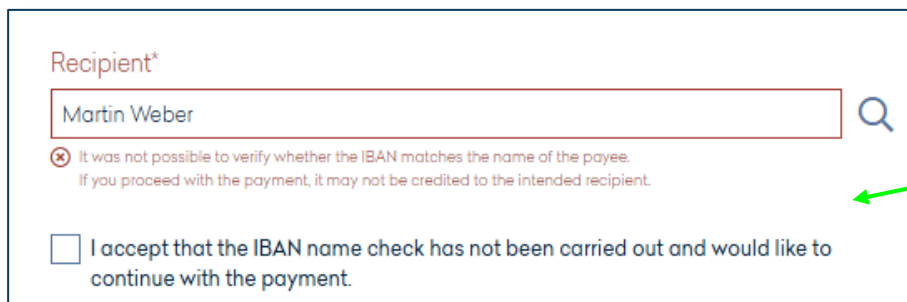
☐ I confirm that the name entered is correct and that the payment should still be executed.

Options:

- A:** Correct the name in the input mask and start a new recipient verification (VoP).
- B:** You can retain the original entry and release the payment after accepting the risk clause.

4. Not available (technical issue):

The recipient **could not be verified** because the necessary information or technical requirements are missing. No verification result is displayed.



Recipient*

Martin Weber

⊗ It was not possible to verify whether the IBAN matches the name of the payee.
If you proceed with the payment, it may not be credited to the intended recipient.

☐ I accept that the IBAN name check has not been carried out and would like to continue with the payment.

Options:

- A:** You can retain the original entry and release the payment after accepting the risk clause.
- B:** You cancel the process and try again later.

Of course, you can also set up your transfer as a scheduled transfer or standing order. Click on the radio button to open the corresponding fields.

For a **scheduled transfer**, you can enter a date manually under “Execution date” or select a date using the calendar. In the latter case, the selectable dates are highlighted in color. Please note that we currently only accept forward transfers up to a maximum of 90 days in the future.

Execution

☐ SEPA Credit Transfer
☒ SEPA Scheduled Transfer

Execution date*



* Mandatory

AS PRESET TRANSFER NEXT

February

2025

>

MO	TU	WE	TH	FR	SA	SU
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

DONE



In the **standing order**, you specify the start, the interval and optionally the time limit. You can also select the dates here using the calendar.

Execution

☐ SEPA Credit Transfer
☐ SEPA Scheduled Transfer
☒ Standing order

Valid from*



① Date on which the standing order is to be executed. Ultimate orders are executed on the last banking day of the month.

Execution Interval*



until



* Mandatory

AS PRESET TRANSFER NEXT

The following applies to all transfer types: If you need the recipient data in the future, you can save it as a template.

* Mandatory

AS PRESET TRANSFER NEXT

6.2.2 International Transfer

This page offers you a variety of options for setting up foreign payments, which we describe in detail below.


[Overview](#)
[Assets](#)
[Payments](#)
[Products and Services](#)


Testina Musterine
Logout in: 09:43

1 Order

2 Submit

3 Confirmation

International Transfer

ⓘ For questions about execution times and other questions about payment transactions, please visit our [FAQ page](#) for further information. The [official legal information](#) and our [SSIs \(Standard Settlement Instructions\)](#) remain unaffected.

ⓘ For transfers to the EU member states, Great Britain, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, as well as the British crown holdings Jersey, Guernsey and Isle of Man, we recommend using a standard transfer instead of an international transfer.

Ordering customer account

BLUME, ANSAGR / 00000-3 / Balance: 650,422.85 EUR

ⓘ Please select the account to be debited.

Payee*

ⓘ Please select a preset remittance or specify the recipient.

IBAN*

Bank name

☒ BIC

BIC

ⓘ A bank transfer is only possible with a valid BIC. If you do not have a BIC for your transfer, please contact your Relationship manager

☐ Clearing code and address

Reference Value

☒ The amount is transferred to the recipient in the specified currency.

Amount

USD

ⓘ Please understand that due to changes in the exchange rate, the "amount in account currency" shown here may differ from the amount that is actually deducted from your account.

☐ The amount is debited in the account currency and the countervalue is transferred to the recipient in the specified currency.

Payment purpose

Cost Regulation

SHARE - Shared costs

Intermediary Bank

☒ BIC
 BIC intermediary bank

☐ Clearing code and address

The international transfer you are trying to make requires the recipients address. Please enter the recipients address below to complete the transfer.

Recipient

Street*, Number*

Zip*, City*

Country*

We kindly ask you to consider all reporting requirements of the German Foreign Trade and Payments Regulation (Außenwirtschaftsverordnung). For more information please contact the Deutschen Bundesbank, Phone 0800 1234 111 (free of charge from the german landline).

Execution

☒ As soon as possible according to cut-off rules (see our List of prices and services)

☐ Scheduled Transfer by booking day

☐ Scheduled Transfer by value day

* Mandatory

AS PRESET TRANSFER

NEXT

Upper section

The foreign credit transfer corresponds to a SEPA credit transfer, whereby some additional information must be entered in the lower sections.

Overview Assets Payments Products and Services

Testina Musterine
Logout in: 09:43

1 Order

2 Submit

3 Confirmation

International Transfer

For questions about executin times and other questions about payment transactions, please visit our [FAQ page](#) for further information. The [official legal information](#) and our [SSIs \(Standard Settlement Instructions\)](#) remain unaffected.

For transfers to the EU member states, Great Britain, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, as well as the British crown holdings Jersey, Guernsey and Isle of Man, we recommend using a standard transfer instead of an international transfer.

Ordering customer account

Please select the account to be debited.

Payee*

Please select a preset remittance or specify the recipient.

IBAN*

“Bank name” section

You have two options in this section. The top option is preselected.

Option “BIC”: You enter the BIC or SWIFT code of the recipient bank.

Bank name

☒ BIC
 BIC

ⓘ A bank transfer is only possible with a valid BIC. If you do not have a BIC for your transfer, please contact your Relationshipmanager

☐ Clearing code and address

Option “Clearing code and address”: You enter the clearing code, the bank name, the street and house number, the zip code and city as well as the country in the field provided.

Bank name

☐ BIC
☒ Clearing code and address

Clearing code

Bank name

Street, Number

Zip, City

Country

“Reference amount” section

Two options are available under Reference amount, the upper one is preselected.

Option “The amount is transferred to the recipient in the specified currency”:

Reference Value

☒ The amount is transferred to the recipient in the specified currency.
 Amount

ⓘ Please understand that due to changes in the exchange rate, the “amount in account currency” shown here may differ from the amount that is actually deducted from your account.

☐ The amount is debited in the account currency and the countervalue is transferred to the recipient in the specified currency.

With this option, the amount is transferred in the currency you have selected, regardless of the account currency of the account to be debited.

Option “The amount is debited in the account currency and the equivalent amount is transferred to the recipient in the specified currency.”:

Ordering customer account

BLUME, ANSAGR / 000001846203 / Balance: 650,422.85 **EUR**

Please select the account to be debited.

Payee*

Please select a preset remittance or specify the recipient.

IBAN*

Reference Value

☐ The amount is transferred to the recipient in the specified currency.
 ☒ The amount is debited in the account currency and the countervalue is transferred to the recipient in the specified currency.

Amount in account currency, Credit Currency:

2000

CAD

Please understand that due to changes in the exchange rate, the "amount in account currency" shown here may differ from the amount that is actually deducted from your account.

With this option, the amount is transferred in the currency of the account to be debited and credited to the recipient in the currency you selected in this section.

Cost Regulation

SHARE - Shared costs

SHARE - Shared costs

OUR - Sender bears all costs

You will find the fee and cost regulations under the purpose of use. You can choose between SHARE and OUR. With SHARE, the costs are shared between the payee and the payer and with OUR they are borne in full by the payer of the transfer.

“Intermediary correspondent bank” Section

You have the option of entering an intermediary correspondent bank if this is specified by the payee.

Intermediary Bank

☒ BIC

BIC intermediary bank

☐ Clearing code and address

The international transfer you are trying to make requires the recipients address. Please enter the recipients address below to complete the transfer.

“Recipient” section

Please enter the street and house number, zip code and town, as well as the country of the payee.

Recipient

Street*, Number*

Zip*, City*

Country*

Please select ...

We kindly ask you to consider all reporting requirements of the German Foreign Trade and Payments Regulation (Außenwirtschaftsverordnung). For more information please contact the Deutschen Bundesbank, Phone 0800 1234 111 (free of charge from the german landline).

“Execution” section

The execution of the foreign transfer is available to you in the variants “As soon as possible” (according to our SSI), “per booking date” (day on which the transfer is processed) or “per value date” (day on which the money is actually available to the recipient).

Execution

☒ As soon as possible according to cut-off rules (see our List of prices and services)

☐ Scheduled Transfer by booking day

☐ Scheduled Transfer by value day

* Mandatory

AS PRESET TRANSFER
NEXT

If you wish to deactivate this function for your Online Banking, you can request this via your customer advisor or Customer Support.

6.2.3 Express Transfer

In this menu item you can initiate an express transfer. This is only possible from a euro account. This payment method is subject to a fee. Details can be found in the current list of prices and services.

This transfer type is essentially the same as the SEPA credit transfer, whereby no distinction is made between internal and external bank transfers.

3 Confirmation

① Express transfer in euro posted until 16:10 (UTC+1:00) on working days are debited to the ordering party's account on the same day. We will then accept your order for execution as a forward order for the following banking day. Scheduled express transfer will be executed as soon as possible on the specified day. Chargeable according to our List of prices and services.

Ordering customer account

BLUME, ANSAGR / 000000 3 / Balance: 650,422.85 EUR

 Please select the account to be debited.

Recipient*

Q

 Please select a preset remittance or specify the recipient.

IBAN*

BIC

 A bank transfer is only possible with a valid BIC. If you do not have a BIC for your transfer, please contact your Relationshipmanager

Amount*

--

EUR

 Please enter the transfer amount in the currency of the selected ordering customer account.

Payment purpose

--

Cost Regulation

SHARE - Shared costs

Execution

- ☒ As soon as possible according to cut-off rules (PLV)
- ☐ Postdated remittance per execution day

* Mandatory

AS PRESET TRANSFER

NEXT

The recipient bank must be a TARGET participant. We will check this for you. If this is not the case, you have the option of entering the order as a normal SEPA transfer (see section 6.2.1) or as a foreign transfer (see section 6.2.2).

Cost Regulation

SHARE - Shared costs

SHARE - Shared costs

OUR - Sender bears all costs

You will find the fee and cost regulations under the purpose of use. You can choose between SHARE and OUR. With SHARE, the costs are shared between the payee and the payer and with OUR they are borne in full by the payer of the transfer.

Of course, you can also create your express transfer as a scheduled transfer. Click on the radio button to open the corresponding field.

Execution

☐ As soon as possible according to cut-off rules (PLV)

☒ Postdated remittance per execution day

execution date*

* Mandatory

AS PRESET TRANSFER

NEXT

For **scheduled transfers**, you can enter a date manually under “Execution date” or select a date using the calendar. In the latter case, the selectable dates are highlighted in color. Please note that we currently only accept forward transfers up to a maximum of 90 days in the future.

February

2025

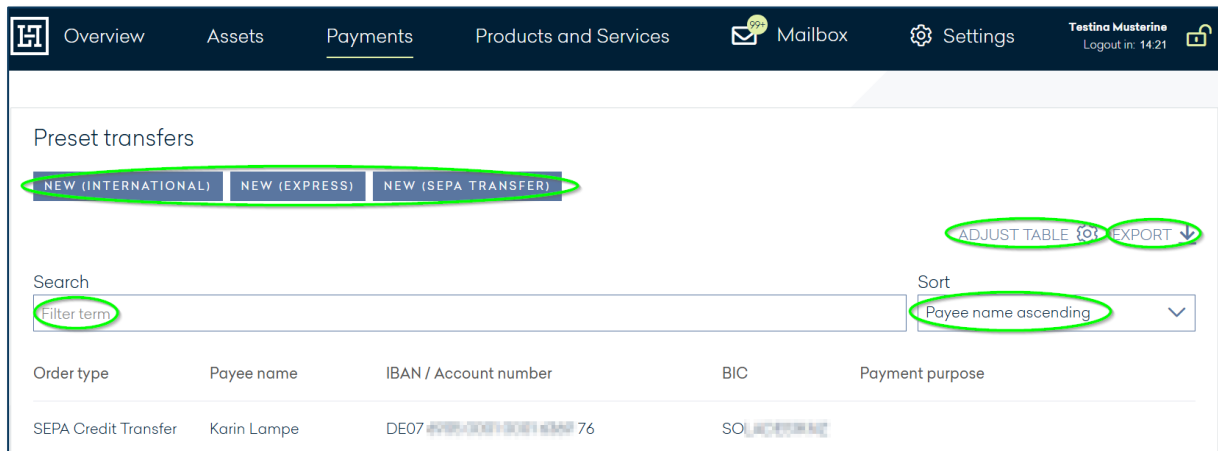
>

MO	TU	WE	TH	FR	SA	SU
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

DONE

6.2.4 Preset Transfers

All the transfer templates you have created are displayed here.



Clicking on the “NEW (FOREIGN)”, “NEW (EIL)” or “New (Domestic)” button opens the screen for entering a new transfer template, which corresponds to the screen for the respective transfer type.

You can customize the display by selecting “Customize table”. You also have the option of downloading the table as an Excel, CSV or PDF file via “Export”.

You can search or filter the table by entering an appropriate keyword in the text field under “Search”. Under “Sorting” you can choose from various sorting options.

Once you have found the desired template in the list, click on it to use it. A screen will then open in which you can use or adapt the template.

Preset transfers

Payee name
Karin Lampe
IBAN
DE07 2500 0000 0000 0000 0000 76
BIC
SOLA3333
Payee bank name
Sparkasse Bodensee
Payment purpose
Reference number

DELETE
EDIT
TRANSFER
CLOSE

Click on “Transfer” to open the corresponding pre-assigned form. To execute the transfer, proceed as described in section 6.2 “Payments”.

Direct debit return

Select account
000002254308 - CONTE, ANTONELLA (CONTE ANTONIO) ✓

ⓘ Please note: Direct debit returns can only be made 8 weeks after the booking date.

ADJUST TABLE ⚙️ EXPORT ↴

Search: Filter term Sort: Date descending Quick filter: Directdebit (8 weeks from booki... ✓

Date Value	Sender / Recipient IBAN BIC	Transaction Type Booking text	Status	Receipt Nr. Reference Nr.	Amount in EUR
03/06/2025	CREDITORNAME1	Debit entry recurrent	Booked	64242965	-346.43 EUR
03/06/2025	CREDITORNAME 2 DE88 [REDACTED] 61 DE [REDACTED]	End to End Referenz: NOTP ID [REDACTED] DE [REDACTED] VERW [REDACTED]		911813960	

Clicking on a transaction opens a new window.

You can export the overview as a pdf file and save or print it at any time using the arrow in the top right-hand corner.

You can initiate the revocation by clicking on the “Direct debit return” button. On the following page, you must confirm the order by entering a TAN.

The button is deactivated while the direct debit return is being processed.

Details ⬇️

CONTE ANTONIO / DE85 5022 0900 [REDACTED]

Account holder
Antonella Conte

Transaction Type
Debit entry recurrent

Amount
-1,901.75 EUR

Booking text
End to End Referenz: NOTPROVIDED Mandatsreferenz: 32 [REDACTED] Gläubiger-ID: DE [REDACTED] Mandatsdatum: 02.02.2023 Ultimate Creditor: BK [REDACTED]

Status
Booked

Date
02/28/2025

Value
02/28/2025

Sender / Recipient
ZAHLUNGSEMPFÄNGER [REDACTED]

IBAN / Account number
DE59 [REDACTED]

BIC / Bank code
[REDACTED]

Reference Nr.
911812832

Receipt Nr.
64227322

DIRECT DEBIT RECALL TRANSFER CLOSE

6.3 SIGNATURE FOLDER (ISSUE PAYMENT ORDERS USING THE 4-EYES PRINCIPLE)

6.3.1 Payment approvals

Our Online Banking enables the release of payments using the dual control principle. This means that, depending on the user rights applied for, payment orders generally have to be signed by two people with a TAN before they are executed by the bank.

Under “Payment transactions” in the “Signature folder” section, you will find the payments available for release under “Payment releases”.

Sign & Upload

Select account:

Please note the cut-off times for some-day orders. SEPA Credit Transfer: 14:00 - International Transfer: 16:30 - Express Transfer: 16:10

CSV-IMPORT ADJUST TABLE EXPORT

Search: Sort: Quick filter:

☐	Order type Created on Order reference	Payee IBAN / Account number BIC / Bank code	Ordering customer Account	Signatures Status	Amount
☐	Standing Order 03/07/2025 05:14 PM 112001_160473	Fritz Maier DE07 [REDACTED] 76 SC [REDACTED]	Manfred Anleihe DE62 [REDACTED] 12	X X Processible	50.00 EUR ➤
☐	EUR SEPA Credit Scheduled Transfer 03/07/2025 05:14 PM 112000_160473	Liliane Blum DE07 [REDACTED] 76 SC [REDACTED]	Manfred Anleihe DE62 [REDACTED] 12	X X Processible	120.00 EUR ⏏

If you have several accounts, you can restrict the view to a single account under “Select account”.

Details on “CSV import” can be found in section 6.3.5. You can customize the display by selecting “Customize table”. You also have the option of downloading the table as an Excel, CSV or PDF file via “Export”.

You can search or filter the table by entering an appropriate keyword in the text field under “Search”. Under “Sorting” you can choose from various sorting options.

In your payment releases (hereinafter referred to as “U-Folder”) you will find all those payments that are

- are **recorded and unsigned** (indicated by)
- or
- have already been **partially signed** by a first user (indicated by).

Fully signed orders are processed immediately in the banking system and are no longer displayed in the payment releases. The payment releases only contain those payment orders for which one or both signatures are still required.

Executed EUR payments are immediately visible in “Account transactions”. Payments that must first be scheduled are only displayed in the account transactions afterwards. Under certain circumstances, there may be a delay in foreign payments.

Different user rights can be requested as part of the dual control principle:

- **Single authorized signatory (e-user)**
The e-user can enter orders and release them directly by signing them **alone**. They can also sign, delete (including signatures) or duplicate orders entered by other users in the U-folder. This signature always results in the order being sent to the bank for processing and is therefore no longer visible in the payment releases.
- **Manager (A-User)**
The A user can enter orders and release them **together** with an E, A or B user. They can also sign, delete (including signatures) or duplicate orders entered by other users (T, B or A users). If the order has already been **partially signed** by another user (A user, B user), the signature causes the order to be sent to the bank for processing and is therefore no longer visible in the payment approvals.
- **Jointly authorized signatory (B-User)**
The B user can enter orders and release them **together** with an E or A user or sign, delete (including signatures) or duplicate orders entered by other users (A or T users). If the order has already been **partially signed** by another user (A user), the signature results in the order being sent to the bank for processing and is therefore no longer visible in the payment releases.
- **Transport signature (T-User)**
The T-user can enter, duplicate or delete payment orders. The entered or duplicated payment orders are immediately visible in the payment releases and can then be signed by authorized participants (A, B or E users). A signature cannot be provided by the T user.
- **Viewing rights “read only” (N-User)**
The N user has no access rights to the payment approvals and cannot enter any payment orders. Securities account balances, account balances and transactions can be viewed.

To track who has processed an order in the U-folder, please proceed as described in section 6.3.6 “Audit”.

6.3.2 Types of Orders in the payment releases

The following types of orders can be executed within the Signature Folder:

- SEPA credit transfer
- SEPA scheduled transfer
- Standing order
- Foreign bank transfer
- Foreign scheduled transfer
- Express transfer

6.3.3 Functions of the Signature Folder

6.3.3.1 Functions for individual transfers

Use the arrow in the right-hand column to open the respective function bar.

Sign & Upload

Select account

All

Please note the cut-off times for same-day orders. SEPA Credit Transfer: 14:00 - International Transfer: 16:30 - Express Transfer: 16:10

CSV-IMPORT ↑ ADJUST TABLE ⚙ EXPORT ↓

Search: Filter term Sort: Please select ... Quick filter: All

☐	Order type	Payee	Ordering customer	Signatures	Amount
	Created on	IBAN / Account number	Account	Status	
	Order reference	BIC / Bank code			
☐	International Transfer 03/07/2025 05:14 PM 111999_1604	Berta Hauck PS 01 PAUL 0000 00 0000 0000 0000 0000 0000 2 PAL 0000 0000	Manfred Anleihe DE75 0000 0000 0000 0000 0001 0781	✓ ⊗ Processible	125.00 CAD
☐	EUR SEPA Credit Transfer 03/07/2025 05:14 PM 111998_1604	Anita Aufhäuser DE01 0000 0000 0000 0000 0000 6300 0000 SO 0000 0000	Manfred Anleihe DE62 0000 0000 0000 0000 0001 0781	✓ ⊗ Processible	1,500.00 EUR

REMOVE SIGNATURE DELETE CREATE DUPLICATE EXPORT (XML) DETAILS SIGN

DELETE REJECT SIGN

The following functions are available here:

- **Remove signature:** A signature that has already been provided is removed. This function is available for E, A and B users. (TAN entry required)
- **Delete:** The payment order is deleted, e.g. because it has been entered incorrectly. This function is available for E, A, B and T users. (TAN entry required)

- **Create duplicate:** The payment order is created identically to the existing one and can be modified. This function is available for E, A, B and T users.
- **Export (DTAZV):** The payment order is exported in PAIN format. The generated file is visible at the top of the screen and can be opened. The export has no influence on further editing/processing. This function is available for E, A, B and T users.
- **Details** The details of the payment order are displayed, e.g. the reason for payment. This function is available for E, A, B and T users.
- **Sign (TAN entry required)**
The payment order is signed by confirming with a TAN. With the full signature (second signature), the system checks that the two signatories are not two B users and that the first and second signatories are different users. This function is available for E, A and B users.

Important notice:

A function for changing an existing order is not directly available in the payment approvals due to auditing. However, it is possible to create a duplicate for an incorrect order, correct it and then delete the original, incorrect order.

6.3.3.2 Functions for one or more orders

One or more orders can be selected using the selection checkboxes on the left and deleted or signed using the buttons at the bottom right.

The following functions are available here:

- **Delete:** Selected payment orders are deleted, e.g. if the entry was incorrect. This function is available for E, A, B and T users. (TAN entry required)
- **Reject:** Payment orders from Bizagi cannot be deleted. They must be rejected using the "Reject" button.
- **Sign:** Selected payment orders are signed. With the full signature (second signature), the system checks that the two signatories are not two B users and that the first and second signatories are different users. This function is available for E, A and B users. (TAN entry required)

You can use the selection checkboxes on the left to select one or more orders and sign them.

Sign & Upload

Select account
All ▾

Please note the cut-off times for same-day orders: SEPA Credit Transfer: 14:00 - International Transfer: 16:30 - Express Transfer: 16:10

CSV-IMPORT ↗ ADJUST TABLE ⚙ EXPORT ↓

Search	Sort	Quick filter
	Please select ... ▾	Please select ... ▾

☒ Order type	Payee	Ordering customer	Signatures	Amount
Created on	IBAN / Account number	Account	Status	
Order reference	BIC / Bank code			
☒ International Transfer 03/07/2025 05:14 PM 111999_160-HFI	Berta Hauck PS [REDACTED] 00[REDACTED] 2 PALIPSEXXX	Manfred Anleihe DE [REDACTED] 07 [REDACTED]	☒ ☒ Processible	125.00 CAD
☒ EUR SEPA Credit Transfer 03/07/2025 05:14 PM 111998_160-HFI	Anita Aufhäuser DE [REDACTED] 636 [REDACTED] SOLAARDINGE	Manfred Anleihe DE [REDACTED] 07 [REDACTED]	☒ ☒ Processible	1,500.00 EUR

First select the type of signature (TAN procedure), if several variants are possible, and confirm your entry.

Sign

Details

☐ Final signature

Orders

2

Positions

2

Number of credits

2

Check value

BD0FDF204

Order confirmation

How do you want to sign your order?

Signature

SMS-TAN

CANCEL

SUBMIT

After confirming, request an SMS-TAN for approval, for example.

Sign

Details

☐ Final signature

Orders

2

Positions

2

Number of credits

2

Check value

BD0FDF204

Order confirmation

Please press the button to request a SMS TAN to your mobile phone.

CANCEL

REQUEST SMS-TAN

Enter the SMS-TAN that you have received on your cell phone under "SMS-TAN" and confirm your entry.

Sign

Details

☐ Final signature

Orders

2

Positions

2

Number of credits

2

Check value

BD0FDFF204

Order confirmation

Please commit your order by inserting the TAN which has been sent to you by SMS within the next five minutes.

SMS TAN*



* Mandatory

CANCEL

SUBMIT

You will then receive a confirmation message from the system with further information.

Confirmation

i You have granted the first approval for 0 transfer order(s) and released 2 transfer order(s) on 3/7/25, 5:56 PM. Released transfer order(s) will be executed after successful verification.

i Here, an order that can no longer be executed today was accepted as a deadline order for the next working day.

i Used SMS-TAN: 555555

Details

☐ Final signature

Orders

2

Positions

2

Number of credits

2

Check value

BD0FDFF204

CLOSE

The fully signed orders are no longer displayed in the payment approvals.

6.3.4 CSV upload for simplified order entry

With the CSV upload, users of the signature folder have the option of uploading several orders to the payment transaction releases at the same time. These are then stored as unsigned orders in the payment releases. Within the payment releases you will find the “CSV import” field.

The screenshot shows the 'Sign & Upload' section of the online banking interface. At the top, there's a navigation bar with 'Overview', 'Assets', 'Payments', 'Products and Services', 'Mailbox', and 'Settings'. The 'Payments' tab is active. Below the navigation bar, there's a 'Sign & Upload' heading and a 'Select account' dropdown menu set to 'All'. A note about cut-off times for same-day orders is displayed. Below this, there's a table with columns: Order type, Payee, Ordering customer, Signatures, and Amount. The 'CSV-IMPORT' button is circled in green. Other buttons like 'ADJUST TABLE', 'EXPORT', 'DELETE', 'REJECT', and 'SIGN' are also visible.

Click on “CSV import” to open a new window and download the template in CSV format. This is also optionally available as an Excel file. Please note that only CSV files can be imported for the subsequent upload.

The screenshot shows the 'CSV-Import' window in Google Chrome. The window title is 'CSV-Import - Google Chrome'. The URL is 'preview.abaxx-hua.crealogix-online.com/hauckaufhauser/csv-import/index.html'. The interface is divided into four sections: 1. File Upload, 2. Settings, 3. Verification, and 4. Import. In the '1. File Upload' section, there's a 'Choose file' button. In the '2. Settings' section, there are dropdowns for 'Charset' and 'Column separator', and radio buttons for 'Decimal separator' and 'date format'. In the '3. Verification' section, there's a 'start verification' button. In the '4. Import' section, there's a 'start import' button. At the bottom, there's a 'View' section with radio buttons for 'Original', 'Records only', 'Recognized', and 'Failed'. The 'Download template' button is circled in green.

Format of the file:

Each order has exactly one row of data and starts with the field that identifies the order as a SEPA (S) or international payment (I).

For a **SEPA credit transfer (S)**, the following fields are mandatory:

- account to be debited
- recipient name

- receiver account (IBAN)
- recipient BIC/Bank Code
- amount
- currency (currency code according to ISO 4217 e.g.: EUR, USD)

The following field must also be entered for a **scheduled transfer (T)**:

- - Forward transfer execution date

In the case of a **standing order (D)**, the following fields must also be entered:

- - Standing order Valid from
- - Standing order interval

For **international transfers (I)**, the following fields must also be filled in:

- recipient street
- recipient's house number
- recipient postcode/zip code
- recipient city/location
- recipient country (two-character country code according to ISO 3166-2)
- fee regulation (SHARE = cost sharing / OUR = costs borne by the remitter)
- Reference amount,
 - B= The amount is transferred to the recipient in the specified currency
 - A= The amount is debited in the account currency and the equivalent amount is transferred to the recipient in the specified currency
 - if empty, then 'B'

The following field must also be entered for an **international scheduled transfer by booking date (IB)**:

- Forward transfer execution date

The following field must also be entered for an **international scheduled transfer by value date (IV)**:

- Forward transfer by value date

The following fields are mandatory for an **express transfer (E)**:

- Payer account
- Recipient name
- Recipient account (IBAN)
- Recipient BIC/bank code
- Amount
- Currency (currency code according to ISO 4217 e.g.: EUR, USD)

The following field must also be entered for an **express scheduled transfer (ET)**:

- Forward transfer by value date

6.3.4.1 File Upload:

After you have edited the document in Excel, it is now ready for upload. To do this, select "Select file" under 1. file upload. You can now upload your saved CSV file.

The screenshot shows the 'CSV Import' interface in a Google Chrome browser. The URL is 'preview.abaxx-hua.crealogix-online.com/hauckaufhauser/csv-import/index.html'. The interface is divided into four main sections: 1. File Upload, 2. Settings, 3. Verification, and 4. Import. In the '1. File Upload' section, the 'Choose file' button is highlighted with a green circle. The '2. Settings' section includes dropdown menus for 'Charset' and 'Column separator', and radio buttons for 'Decimal separator' and 'date format'. The '3. Verification' section has a 'start verification' button. The '4. Import' section has a 'start import' button. At the bottom, there is a 'View' section with radio buttons for 'Original', 'Records only', 'Recognized', and 'Failed', and a 'Download template' link with a checkbox for 'for Excel'.

When the file is imported, its content is automatically checked for completeness and form and incorrect data records are marked.

Example without errors:

The screenshot shows the 'CSV Import' interface after a successful import. The '1. File Upload' section shows the file 'csv-import-vorlag...' (2 kB) uploaded on 30.12.2021, 01:04. The '2. Settings' section shows 'UTF-8 | Standard (intern)' for 'Charset', 'Semicolon - detected' for 'Column separator', 'Comma' for 'Decimal separator', and 'dd.mm.yyyy' for 'date format'. The '3. Verification' section shows 'accepted: ✓ Header, 5 records' and a 'start verification' button. The '4. Import' section has a 'start import' button. Below these sections is a table with columns A through H. The table contains 10 rows of data, with the first row highlighted in green. The 'Status' column on the left indicates the status of each record: 'Header' (green), 'Record' (green), 'Record' (green), 'Record' (green), 'Record' (green), 'Record' (green), 'Record' (green), 'Record' (green), 'Record' (green), and 'Record' (green). The table data is as follows:

Status	A	B	C	D	E	F	G	H
1	Please insert the transactio...							
2	Then save this file in CSV f...							
3								
4	S = SEPA I = SWIFT/International T = Postdated remittance D = Standing order	Account number Hauck Auf...		IBAN / Account number	BIC / Bank code		Currency code according to ISO 4217	manu
5	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	Purpose
6	S	00081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	10.1	EUR	CSV Ueberweisung
7	S	00081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	20.2	EUR	CSV Ueberweisung
8	T	00081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	52.2	EUR	CSV Terminueberweisung
9	D	00081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	60.6	EUR	CSV Dauerauftrag
10	I	00081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	70.7	USD	CSV AZV

Example with error:

On the left-hand side, you can see the status of the individual data records. All incorrect data records are highlighted in red and the fields with errors are also highlighted in red. The file can only be imported as a whole **without** errors, so all errors must first be corrected before the file can be imported.

CSV Import

1. File Upload

csv-import-vorlag... (2 kB)
uploaded: 30.12.2021, 01:07

Replace file

2. Settings

Charset:

Column separator: ☐ Comma ☒ Semicolon – detected ☐ Tabulator

Decimal separator: ☐ Period ☒ Comma

date format: ☒ dd.mm.yyyy ☐ yyyy/mm/dd

3. Verification

accepted:
✓ Header
4 of 5 records

start verification

4. Import

start import

Status	A	B	C	D	E	F	G	H	
1	Please insert the transactio...								
2	Then save this file in CSV f...								
3									
4	S = SEPA I = SWIFT/International T = Postdated remittance D = Standing order	Account number Hauk Auf...		IBAN / Account number	BIC / Bank code		Currency code according to ISO 4217		
Header	5	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	
Record	6	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	10,1	missing	
Record	7	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	20,2	EUR	
Record	8	T	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	52,2	EUR	
Record	9	D	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	60,6	EUR	
Record	10	I	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	70,7	USD	
								Purpose	
									CSV Ueberweisung
									CSV Ueberweisung
									CSV Terminueberweisung
									CSV Dauerauftrag
									CSV AZV

View: ☒ Original ☐ Records only ☐ Recognized ☐ Failed

[Download template](#) ☒ for Excel

6.3.4.2 Settings

Under Settings 2, you can choose between different formats, including the separators. The imported file is analyzed directly. If data records are marked as incorrect although they are correct, it is still possible to make adjustments here.

CSV Import

1. File Upload

csv-import-vorlag... (2 kB)
uploaded: 30.12.2021, 01:04

Replace file

2. Settings

Charset:

Column separator: ☐ Comma ☒ Semicolon – detected ☐ Tabulator

Decimal separator: ☐ Period ☒ Comma

date format: ☒ dd.mm.yyyy ☐ yyyy/mm/dd

3. Verification

accepted:
✓ Header
5 records

start verification

4. Import

start import

Status	A	B	C	D	E	F	G	H	
1	Please insert the transactio...								
2	Then save this file in CSV f...								
3									
4	S = SEPA I = SWIFT/International T = Postdated remittance D = Standing order	Account number Hauk Auf...		IBAN / Account number	BIC / Bank code		Currency code according to ISO 4217		
Header	5	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	
Record	6	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	10,1	EUR	
Record	7	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	20,2	EUR	
Record	8	T	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	52,2	EUR	
Record	9	D	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	60,6	EUR	
Record	10	I	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	70,7	USD	
								Purpose	
									CSV Ueberweisung
									CSV Ueberweisung
									CSV Terminueberweisung
									CSV Dauerauftrag
									CSV AZV

View: ☒ Original ☐ Records only ☐ Recognized ☐ Failed

[Download template](#) ☒ for Excel

6.3.4.3 Verification

To check the content of the data records (IBAN and BIC) click on the button "start verification" under 3. Verification.

CSV Import

1. File Upload
csv-import-vorlag... (2 kB)
uploaded: 30.12.2021, 01:04
[Replace file](#)

2. Settings
Charset: ☐ UTF-8 | ☒ Standard (internal)
Column separator: ☐ Comma ☒ Semicolon – detected ☐ Tabulator
Decimal separator: ☐ Period ☒ Comma
date format: ☒ dd.mm.yyyy ☐ yyyy/mm/dd

3. Verification
accepted:
✓ Header
5 records
[start verification](#)

4. Import
[start import](#)

Status	A	B	C	D	E	F	G	H	I
1	Please insert the transaction...								
2	Then save this file in CSV f...								
3									
4	S = SEPA I = SWIFT/International T = Postdated remittance D = Standing order	Account number Hauck Auf...	IBAN / Account number	BIC / Bank code			Currency code according to ISO 4217		mand
Header	5	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	Purpose
Record	6	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	10,1	EUR	CSV Ueberweisung
Record	7	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	20,2	EUR	CSV Ueberweisung
Record	8	T	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	52,2	EUR	CSV Terminueberweisung
Record	9	D	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	60,6	EUR	CSV Dauerauftrag
Record	10	I	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	70,7	USD	CSV AZV

View: ☒ Original ☐ Records only ☐ Recognized ☐ Failed [Download template](#) ☒ for Excel

Any data that is not correct is marked in red.

CSV Import

1. File Upload
csv-import-vorlag... (2 kB)
uploaded: 30.12.2021, 03:40
[Replace file](#)

2. Settings
Charset: ☐ ISO-8859-1 | ☒ Standard – ()
Column separator: ☐ Comma ☒ Semicolon – detected ☐ Tabulator
Decimal separator: ☐ Period ☒ Comma
date format: ☒ dd.mm.yyyy ☐ yyyy/mm/dd

3. Verification
accepted:
✓ Header
5 records
[start verification](#)

4. Import
4 of 5 successfully verified
[start import](#)

Status	A	B	C	D	E	F	G	H	I
Header	5	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	Purpose
Record ✓	6	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	10,1	EUR	CSV Ueberweisung
Record ✓	7	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	20,2	EUR	CSV Ueberweisung
Record ✓	8	T	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	52,2	EUR	CSV Terminueberweisung
Record ✓	9	D	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	60,6	EUR	CSV Dauerauftrag
Record	10	I	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	70,7	USD	CSV AZV
					The BIC you have entered is invalid. The BIC SOLADES1KNZ must be used for the specified IBAN.				

5 records

View: ☐ Original ☒ Records only ☐ Recognized ☐ Failed [Download template](#) ☐ for Excel

6.3.4.4 Import

Once all records have been verified, click on the "start import" button under 4 Import.

CSV Import

1. File Upload
csv-import-vorlag... (2 kB)
uploaded: 30.12.2021, 03:41
[Replace file](#)

2. Settings
Charset: ISO-8859-1 | Standard - c
Column separator: ☐ Comma ☒ Semicolon – detected ☐ Tabulator
Decimal separator: ☐ Period ☒ Comma
date format: ☒ dd.mm.yyyy ☐ yyyy/mm/dd

3. Verification
accepted:
✓ Header
5 records
[start verification](#)

4. Import
5 successfully verified
[start import](#)

Status	A	B	C	D	E	F	G	H	I	J
Header	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	Purpose	Recipient Street Address	Recipient City
Record ✓	6	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	10,1	EUR	CSV Ueberweisung	
Record ✓	7	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	20,2	EUR	CSV Ueberweisung	
Record ✓	8	T	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	52,2	EUR	CSV Terminueberweisung	
Record ✓	9	D	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	60,6	EUR	CSV Dauerauftrag	
Record ✓	10	I	000081418000EUR	Max Muster	DE07690500010001636976	SOLADES1KNZ	70,7	USD	CSV AZV	Musterstraße 1 London SW

5 records

View: ☐ Original ☒ Records only ☐ Recognized ☐ Failed [Download template](#) ☐ for Excel

During the import, the order that has just been imported is highlighted in yellow.

CSV Import

1. File Upload
500301 Massente... (10 kB)
uploaded: 30.12.2021, 17:53
[Replace file](#)

2. Settings
Charset: UTF-8 | Standard (interna
Column separator: ☐ Comma ☒ Semicolon – detected ☐ Tabulator
Decimal separator: ☐ Period ☒ Comma
date format: ☒ dd.mm.yyyy ☐ yyyy/mm/dd

3. Verification
accepted:
✓ Header
68 records
[start verification](#)

4. Import
68 successfully verified
[importing row 14...](#)

Status	A	B	C	D	E	F	G	H	I	J
Header	Type	Ordering Customer Account	Recipient Name	Recipient Account Number	Recipient Bank Code	Amount	Currency	Purpose	Recipient Street Address	Recipient City, ZIP
✓ imported	6	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	30	EUR	CSV MassenTest TMU SEPA 1	
✓ imported	7	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	30,5	EUR	CSV MassenTest TMU SEPA 2	
✓ imported	8	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	31	EUR	CSV MassenTest TMU SEPA 3	
✓ imported	9	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	31,5	EUR	CSV MassenTest TMU SEPA 4	
✓ imported	10	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	32	EUR	CSV MassenTest TMU SEPA 5	
✓ imported	11	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	32,5	EUR	CSV MassenTest TMU SEPA 6	
✓ imported	12	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	33	EUR	CSV MassenTest TMU SEPA 7	
✓ imported	13	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	33,5	EUR	CSV MassenTest TMU SEPA 8	
importing...	14	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	34	EUR	CSV MassenTest TMU SEPA 9	
Record ✓	15	S	000081418000EUR	Test Frau	DE07690500010001636976	SOLADES1KNZ	34,5	EUR	CSV MassenTest TMU SEPA 10	

View: ☐ Original ☒ Records only ☐ Recognized ☐ Failed [Download template](#) ☐ for Excel

After successful import, the “CSV import” window closes and you are back in the payment approvals. The imported payment orders are then visible there and are ready for further processing.

Overview
Assets
Payments
Products and Services

Testina Musterine
Logout in: 14:54

Sign & Upload

Select account

All

Please note the cut-off times for same-day orders. SEPA Credit Transfer: 14:00 - International Transfer: 16:30 - Express Transfer: 16:10

CSV-IMPORT
ADJUST TABLE
EXPORT

Search

Filter term

Sort

Please select ...

Quick filter

All

☐	Order type	Payee	Ordering customer	Signatures	Amount
	Created on	IBAN / Account	Account	Status	
	Order reference	number			
		BIC / Bank code			
☐	Standing Order	Fritz Maier	Manfred Anleihe		50.00 EUR
	03/07/2025 05:59 PM	DE44 2512 0510 0001 0001 0001 0001 0001	DE44 2512 0510 0001 0001 0001 0001 0001	Processible	>
	112005_160	630	07		
		SOL			
☐	EUR SEPA Credit	Liliane Blum	Manfred Anleihe		120.00 EUR
	Scheduled Transfer	DE44 2512 0510 0001 0001 0001 0001 0001	DE44 2512 0510 0001 0001 0001 0001 0001	Processible	>
	03/07/2025 05:59 PM	630	078		
	112004_160	SOL			
☐	International Transfer	Berta Hauck	Manfred Anleihe		125.00 CAD
	03/07/2025 05:59 PM	DE44 2512 0510 0001 0001 0001 0001 0001	DE44 2512 0510 0001 0001 0001 0001 0001		
	112004_160	630	078		
		SOL			

Orders are released as described in section 6.3.1.

6.3.5 Signature folder audit

In the audit function of the signature folder, you have the option of checking who has entered the payment order, provided the first signature and the second signature.

To call up the audit function, click on "Payment transactions" and then on "Audit" in the submenu.

Here you have the option of restricting the search by using filters.

Date

The date can be used to limit the search to a desired period. If a payment was processed on a day that does not fall within the period, it will not be displayed.

Sender account

Only accounts for which you have U-folder rights can be selected here.

Order type

You can select according to a specific transfer type.

Order reference

The order reference consists of a serial number and the login name of the first person to enter it.

Issuer

You can select the respective processor of an order using their login name (not the alias).

Payee account

You can limit the orders in favor of a recipient by entering the IBAN or the recipient's account number.

To confirm the filters, please click the "Search" button.

You have the option of downloading the table as an Excel, CSV or PDF file using "Export". Under "Sorting" you can choose from various sorting options.

Definition Action:

- a) **Created or Imported:** Lists the date and the user who created or imported the job in the signature folder.
- b) **First signature:** Shows which user signed the order first and when.
- c) **Second signature:** Indicates when and by whom the order was given the second signature.
- d) **Transmit:** Shows the date when the order was delivered to OBS.

EXPORT 				
Sort Please select ... 				
Action	Order reference	Payee	Ordering customer	Total amount
Order type	Issuer	IBAN / Account number	Account	
Created on	Reference number	BIC / Bank code		
Transmit	112000_160473	Liliane Blum	Manfred Anleihe	120.00 EUR
EUR SEPA Scheduled Transfer	100100	DE07 2504 0510 0000 0007 66 76	DE62 2504 0510 0000 0007 66 12	
03/07/2025 05:38 PM	9011814024	SOL 2504 0510 0000 0007 66		
Second signature	112000_160473	Liliane Blum	Manfred Anleihe	120.00 EUR
EUR SEPA Scheduled Transfer	100100	DE07 2504 0510 0000 0007 66 76	DE62 2504 0510 0000 0007 66 12	
03/07/2025 05:38 PM	9011814024	SOL 2504 0510 0000 0007 66		
First signature	111998_160473	Anita Aufhäuser	Manfred Anleihe	1,500.00 EUR
EUR SEPA Credit Transfer	160473	DE07 2504 0510 0000 0007 66 76	DE62 2504 0510 0000 0007 66 12	
03/07/2025 05:25 PM	9011814026	SOL 2504 0510 0000 0007 66		
First signature	111999_160473	Berta Hauck	Manfred Anleihe	125.00 CAD
International Transfer	160473	PS91 2504 0510 0000 0007 66 34	DE75 2504 0510 0000 0007 66 17	
03/07/2025 05:25 PM	9011814025	56 2504 0510 0000 0007 66		
		PA 2504 0510 0000 0007 66		

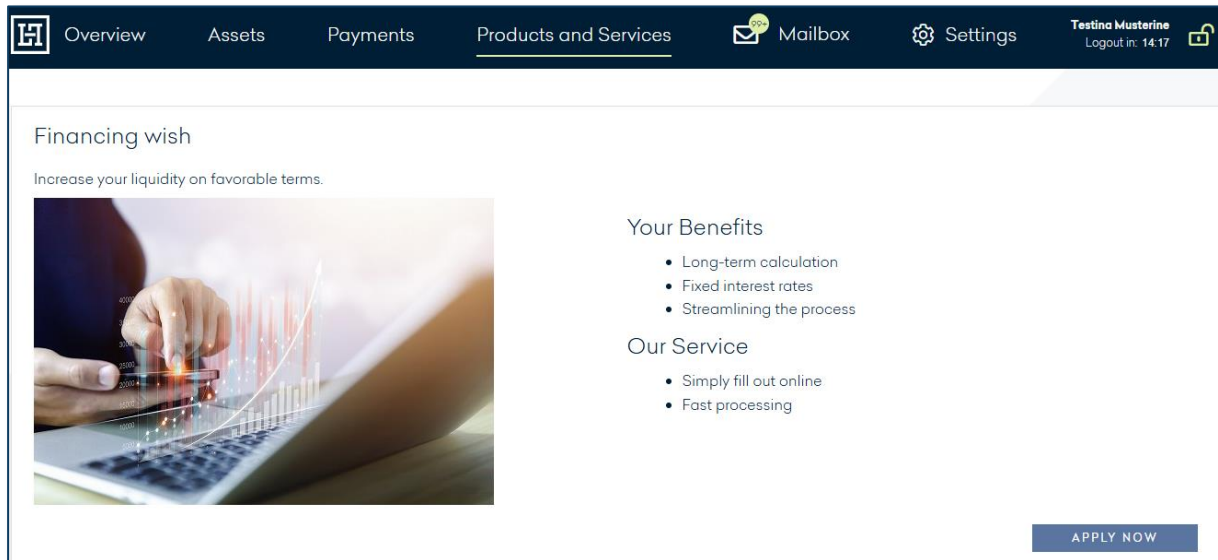
By clicking on the desired entry in the audit list, details of the corresponding process are displayed.

7. PAYMENTS

7.1 PRODUCTS

7.1.1 Financing wish

Here you have the opportunity to place your financing request around the clock and thus increase your liquidity at favorable conditions and thus calculate independently of interest rates and for the long term.



Financing wish

Increase your liquidity on favorable terms.

Your Benefits

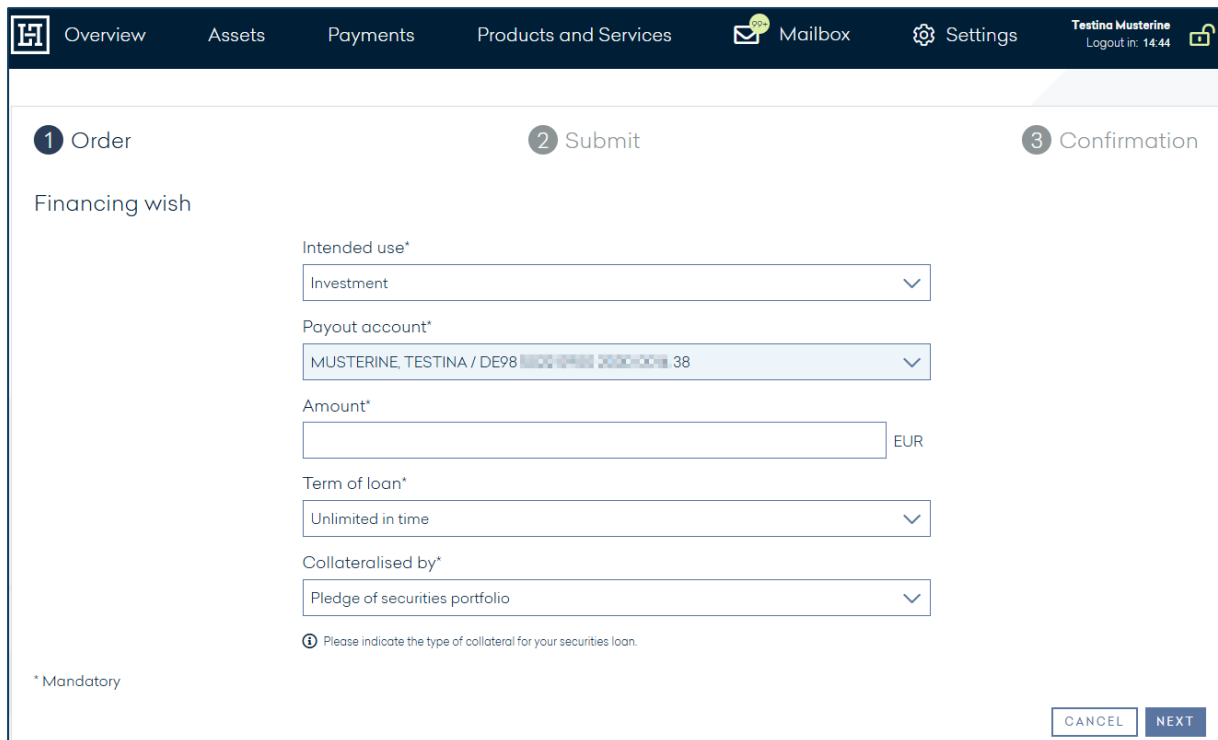
- Long-term calculation
- Fixed interest rates
- Streamlining the process

Our Service

- Simply fill out online
- Fast processing

APPLY NOW

Simply fill out the appropriate form online.



Financing wish

1 Order **2 Submit** **3 Confirmation**

Intended use*

Investment

Payout account*

MUSTERINE, TESTINA / DE98 1234 5678 9010 11 38

Amount*

EUR

Term of loan*

Unlimited in time

Collateralised by*

Pledge of securities portfolio

* Mandatory

Please indicate the type of collateral for your securities loan.

CANCEL **NEXT**

Your customer advisor will contact you after reviewing your application and discuss the next steps with you personally. This ensures that your request is processed quickly. The desired amount should be between EUR 500,000 and EUR 10 million.

If you are a customer of our digital asset management service “Zeedin”, you can set up a monthly savings plan via “Zeedin Savings” to continuously increase your assets.

Please fill out all fields on the form. The minimum monthly payment is EUR 250.

7.2 SERVICES

7.2.1 Tax Data

In the “Tax data” menu item, you will find your current data on loss offsetting, the exemption order and the non-assessment certificate, provided that the relevant information is available. If you have access to several master numbers in our company, please select the corresponding master number under “Select master number”.

Here is an example with a “Freistellungsauftrag”:

Tax data

Auswahl Stammnummer

Testina Musterine - 3000143

Verlustverrechnung

Allgemein / Sonstige Verluste
0.00 EUR

Aktienverluste
0.00 EUR

Anrechenbare Quellensteuer
0.00 EUR

Exemption orders

Valid from 01/01/2025	Valid until Unbefristet
Beantragter Betrag 1,124.00 EUR	
Verbraucher Betrag 197.12 EUR	
Gemeinschaftsveranlagung Ja	

Persönliche Daten

Name Testina Musterine	Geburtsdatum 04/16/1973
Steueridentifikationsnummer 84-XXXXXX	

Angaben Ehe-/Lebenspartner

Name Tom Muster	Geburtsdatum 02/25/1967
---------------------------	-----------------------------------

As this page is only relevant for tax residents, the information is only available in German.

7.2.2 General Meeting Service

Our online banking service allows you to order a digital ticket for the Annual General Meeting of your shareholding. Under the menu item “Digital General Meeting Service,” you will find your current data on upcoming Annual General Meetings, provided that this information is available.

Digital General Meeting Service

Select portfolio

001 -

Voting Authorization
First Party Property

Here you will find a list of active Annual General Meeting dates for your securities account. In the AGM Services section, you will find links to the documents published by the companies in the table below, including the invitation with agenda items and additional information. Additionally, you can either order admission tickets or exercise your voting rights via the "Voting" menu item, as well as view the current price chart.

ADJUST TABLE EXPORT

Search
Filter term

Sort
Received Date ascending

Quick filter
Date: Last 30 days

Received Date	Issuer ISIN	Meeting Type	Voting Deadline	Status Ballot Date	Actions
08/26/2025	EUTELSAT COMMUNICATIONS FR0010221234	Mix of General Meetings	09/23/2025	NEW	GM SERVICE

Clicking on the “GM Service” button opens a pop-up window with further information and links to the stock corporation:

GM documents
Chart
Voting

Eutelsat Communications Actions Port. EO 1
FR0010221234

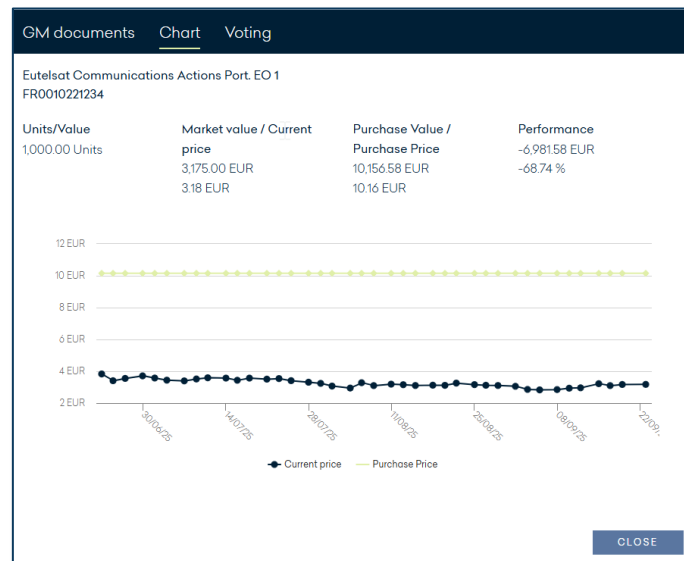
Here you can view the documents that the company is legally obliged to make available to shareholders in preparation for the Annual General Meeting. The basis for a decision is also the share price development in recent times. You can therefore switch directly to the price chart here.

Company Site

Shareholder Information

CLOSE

In the “Chart” tab, you will find the price history of your stock:



You can access the voting function via the “Voting” tab:

GM documents Chart **Voting**

Eutelsat Communications Actions Port. EO 1
FR0010221234

Here you will find the link via which you can submit your instructions on the individual agenda items in accordance with your voting rights on the cut-off date.

If you wish to attend the meeting in person, you can also order an admission ticket via the link.

[CLOSE](#) [VOTING](#)

The link will take you to the platform where you can order a digital ticket or submit your instructions on the individual agenda items.

7.2.2.1 Ordering a ballot for annual general meetings

1. Click on the option to attend the meeting “Attend a Meeting” located at the top right of the screen:

HAL (PRIVATE CLIENTS)

[Meeting Agenda](#) [Learn Before You Vote](#) [Attend a Meeting](#)

EUTELSAT COMMUNICATIONS | **2025 Mix Meeting**
To be held Tuesday, September 30, 2025
[View Additional Meeting Details >](#)

Meeting Agenda

2. Enter the details of the attendee. This will be done in two steps: In the first step, please indicate whether the person filling out the form is attending the Annual General Meeting themselves or whether they are a proxy by selecting the appropriate radio button:

Who will be attending this meeting?

☐ Myself

☒ A proxy, who will exercise my voting rights:

3. The second step is to include the full details of the attendee which will be needed for processing. Mandatory fields are marked with “*” and are based on what most markets require to be able to process the attendance ticket. We recommend that as many fields as possible are completed:

Attendee Details

Share Registration Name

Business Phone Number *Required Field

First Name*

Email Address (Please supply in case of any issues with your request.)

Last Name*

Date Of Birth

Street Address*

Country Of Birth

City*

Gender* (Acknowledgement of gender may be a market-specific or issuer-specific requirement)

State / province

Passport Number

ZIP / Postal Code

Country*

Country Of Issue

Other Identification (if no passport)

Comments / Special Instructions

0 / 1024

Attendance Card Option

☒ Send to Attendee's address, entered above

☐ Send to Attendee at a different address

4. For special requests or requirements, such as a ticket for a second attendee, please use the box at the bottom right marked “Comments / Special Instructions” to provide the name, address and personal details of the additional attendee, remembering to state the number of shares that they and the main attendee will each represent out of the total available.

Comments / Special Instructions

0 / 1024

5. Once we receive the ticket order, we will check all the information provided and forward the request to the local market. There, the order will be processed, all necessary documents will be issued, and, if applicable, sent directly to the participant. If this documentation is sent to Broadridge, it will be forwarded to us so that we can

notify you. If you do not receive anything, we recommend that you attend the Annual General Meeting with the identification documents used when ordering the tickets. We assume that you will be admitted to the Annual General Meeting and voting.

7.2.3 Start MOVEit

This menu item opens the Hauck Aufhäuser Lampe data room homepage in a new window.

If you require this function, you can request the setup via your customer advisor or Customer Support.

8. MAILBOX

8.1 OVERVIEW

To make it as easy and convenient as possible for you to communicate with us, our online banking portal includes a personal mailbox for each user. It contains all documents and messages from us for you, electronically and therefore securely and efficiently.

The number of new messages in your mailbox is displayed next to the letter icon in the menu bar.

Mailbox (468/2,103) > Inbox

Mailbox

Select folder

Inbox (356/1,909)

ADJUST TABLE EXPORT

Search: Filter term

Sort: Please select ...

Quick filter: All

☐	Received	Document Type Subject (Account/Portfolio Nr.)	Document no.	Reference Nr.	Type		
☐	03/04/2025 03:34 PM	Daily account statement 137	642	00115			
☐	03/04/2025 01:28 AM	Current account interest table 0081	000	00115			
☐	03/04/2025 01:27 AM	Regular account statement 24	642	00115			
☐	03/04/2025 01:26 AM	Daily account statement 008	642	00115			

Under “Folder selection” you can switch between different folders. The folders “Inbox”, “WP cost information” and “Trash” are available for selection.

You can customize the display by selecting “Customize table”. You also have the option of downloading the table as an Excel, CSV or PDF file via “Export”.

You can search or filter the table by entering an appropriate keyword in the text field under “Search”. Under “Sorting” you can choose from various sorting options. You can use the “Quick filter” to choose between different time slices or advanced filtering.

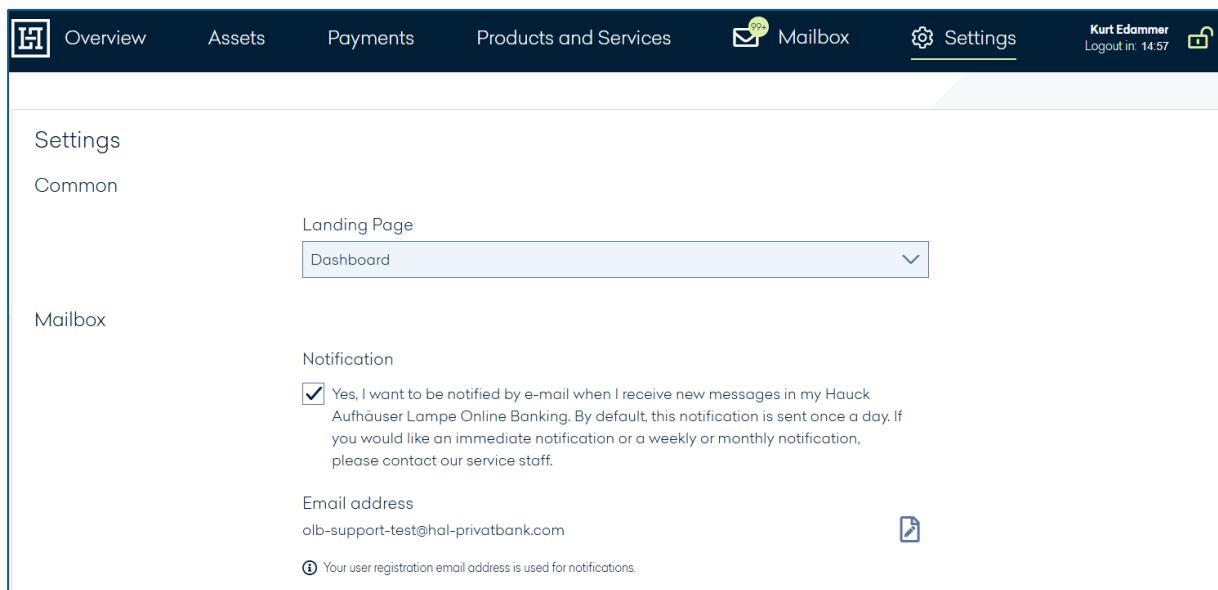
You can also filter the messages contained in the table by clicking on the filter next to the desired sorting criterion. For example, you can filter directly to your income statement or tax certificate under “Document type”.

To display an individual message in the postbox, simply click on it. A PDF file is then created, which you can either open or save in the next step. If you click on the arrow on the right-hand side of a message, you have the option of marking it as read or unread, deleting it or moving it. The messages are currently available to you for an unlimited period of time.

You can download several messages at the same time by selecting the desired messages by clicking on the checkbox on the left-hand side and then clicking on “more” at the bottom right. In the menu that now appears, please select “Download”. The selected messages will be downloaded to your device in a data container in zip format and will be available to you locally.

To set up your mailbox in the way that is clearest and most convenient for you, you can create different folders in which to archive your messages. To do this, click on “New folder” at the bottom right and give the new folder a name that suits you. You will find all the folders you have created at the top left.

To stay informed at all times, you can be notified by e-mail as soon as new messages arrive in your mailbox. To activate this service, tick the appropriate box in the “Settings” section after you have entered your e-mail address in the personal data.



The screenshot shows the 'Settings' page of an online banking interface. The top navigation bar includes links for Overview, Assets, Payments, Products and Services, Mailbox, and Settings. The user is logged in as Kurt Edammer, with a logout time of 14:57. The 'Settings' page is divided into sections: 'Common' and 'Mailbox'. Under 'Common', the 'Landing Page' is set to 'Dashboard'. Under 'Mailbox', the 'Notification' section has a checked checkbox indicating the user wants to be notified by e-mail. The text below the checkbox states: 'Yes, I want to be notified by e-mail when I receive new messages in my Hauck Aufhäuser Lampe Online Banking. By default, this notification is sent once a day. If you would like an immediate notification or a weekly or monthly notification, please contact our service staff.' The 'Email address' field contains 'olb-support-test@hal-privatbank.com'. A small icon of a document with a checkmark is next to the email address. At the bottom, a note states: 'Your user registration email address is used for notifications.'

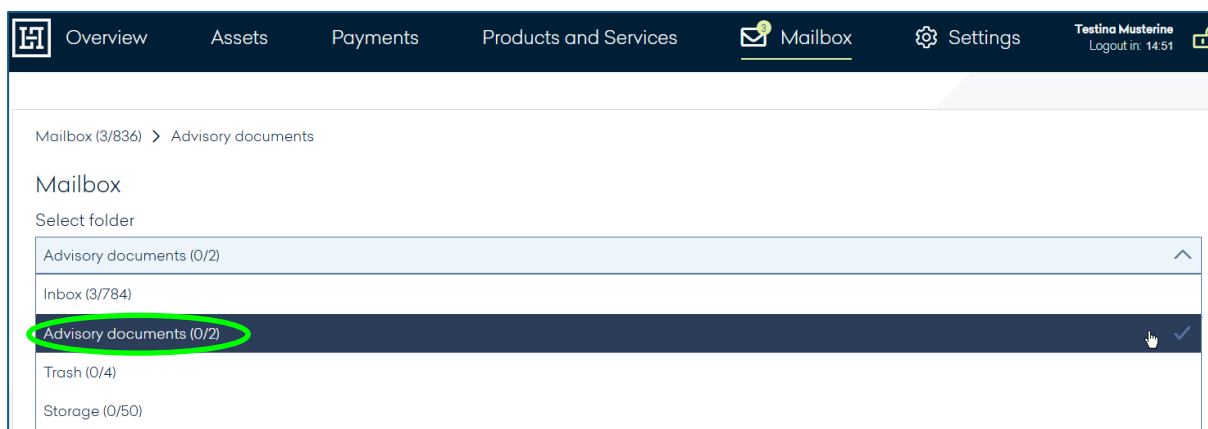
8.1.1 Ex-Ante Cost Information

8.2 EX-ANTE COST INFORMATION

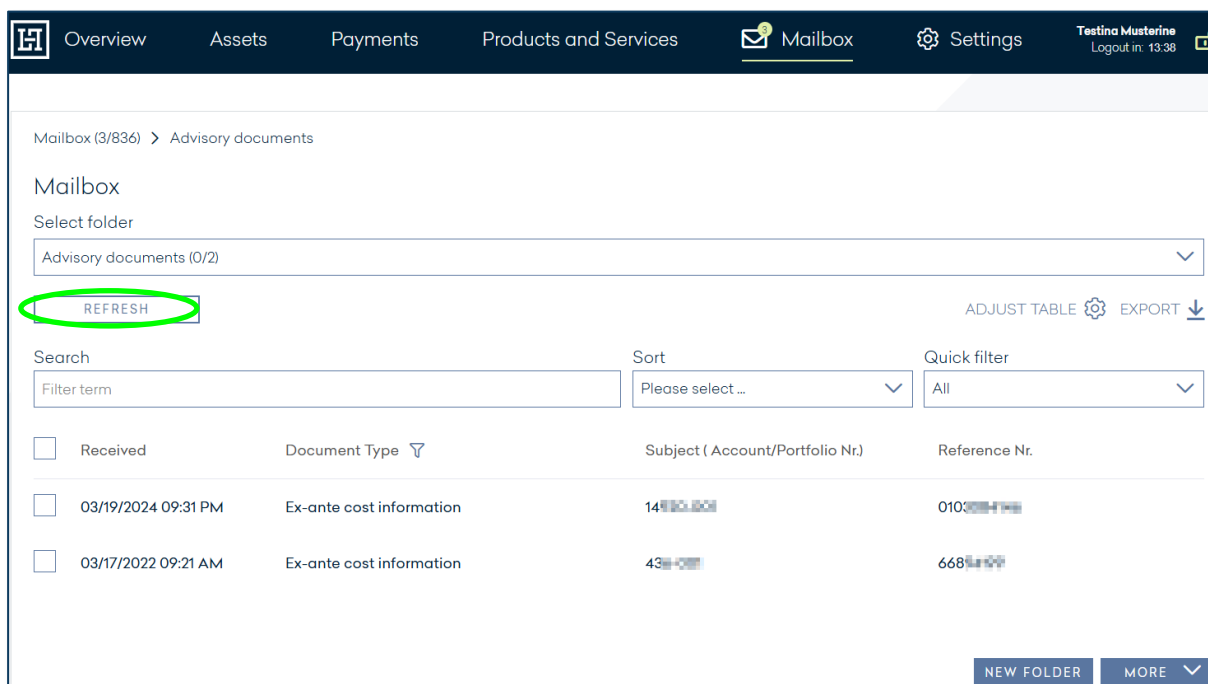
Your advisor has the option of sending you the Ex-Ante cost simulation in your mailbox as part of a securities consultation. Unlike other documents, this cost report is made available to you without delay.

As soon as your advisor has entered your order details, he triggers a cost simulation in the core banking system and makes it available to you immediately.

To view the simulation, open the mailbox in Online Banking and select the “advisory documents” subfolder.



Your previous cost simulations are displayed here. If the current simulation is not displayed, you can refresh the display by clicking on the “Refresh” button. The current document will then be displayed immediately in the “advisory documents” mailbox.



If you have not updated the mailbox yourself, the cost simulation will be displayed the next time you log in to Online Banking.

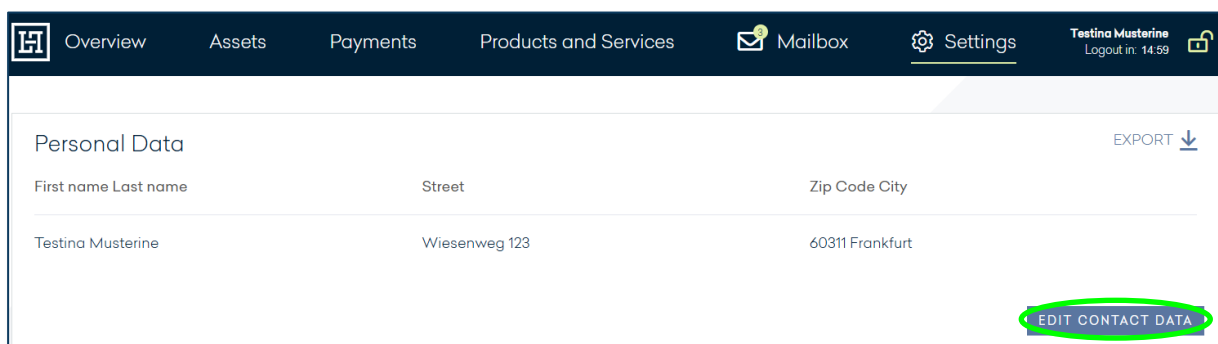
9. SETTINGS

9.1 PERSONAL DATA

9.1.1 Personal data

Here you can view your personal data that is stored in the system for you. In addition to your registration address, this also includes the shipping address stored for you in the system, as well as your telephone number and email address.

If your contact details have changed, you can change them yourself online using the “Change contact details” button. Please note that it may take approximately one week for your change to be fully accepted and effective in the system.



First name Last name	Street	Zip Code City
Testina Musterine	Wiesenweg 123	60311 Frankfurt

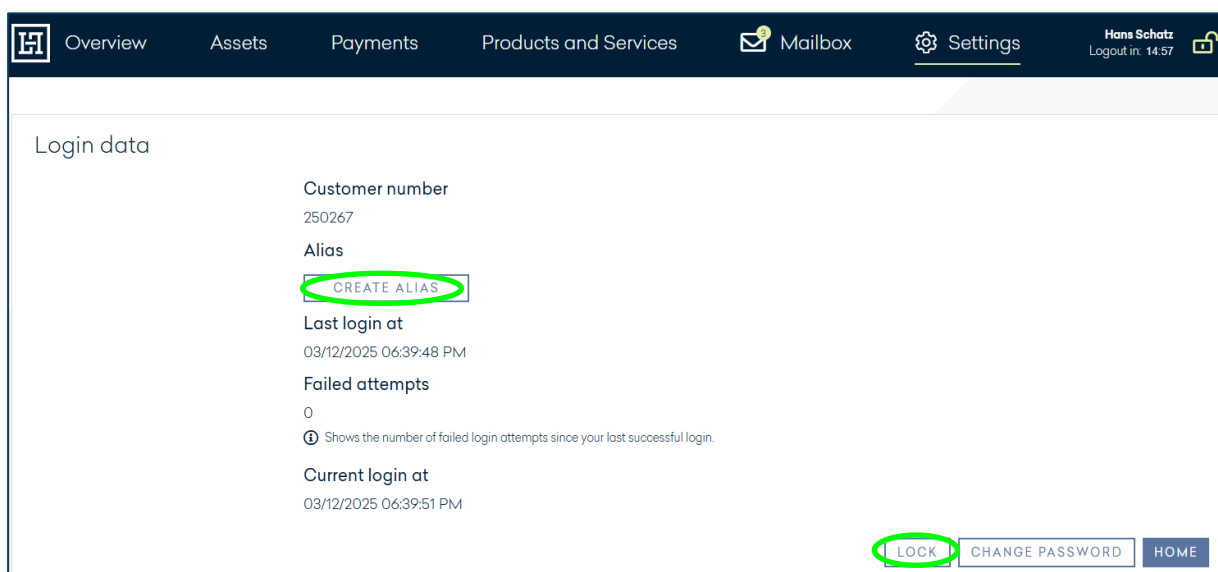
[EXPORT](#) 

[EDIT CONTACT DATA](#)

In the event of a name change, please inform your customer advisor immediately.

9.1.2 Login Data

This overview shows you which login name you use to participate in Online Banking, when your current login took place and how many failed login attempts the system has registered since your last successful login.



Login data

Customer number
250267

Alias
[CREATE ALIAS](#)

Last login at
03/12/2025 06:39:48 PM

Failed attempts
0
Shows the number of failed login attempts since your last successful login.

Current login at
03/12/2025 06:39:51 PM

[LOCK](#) [CHANGE PASSWORD](#) [HOME](#)

Here you can change your login name to an alias of your choice, provided it has not already been assigned elsewhere. This can then be used as an alternative to the login name.

You can also change your password at any time. For security reasons, you must do this immediately after logging in for the first time using the start password sent to you. Please enter your previous password and your desired new password; a bar will show you whether the desired new password is secure enough.

In this section you have the option of blocking your access to Online Banking with immediate effect. As soon as you confirm the order to block access with a TAN, you will be automatically logged out. To unblock access again, please contact our Customer Support or your advisor.

Finally, you can jump directly to your start page from here.

9.2 MANAGEMENT

9.2.1 Transaction limits

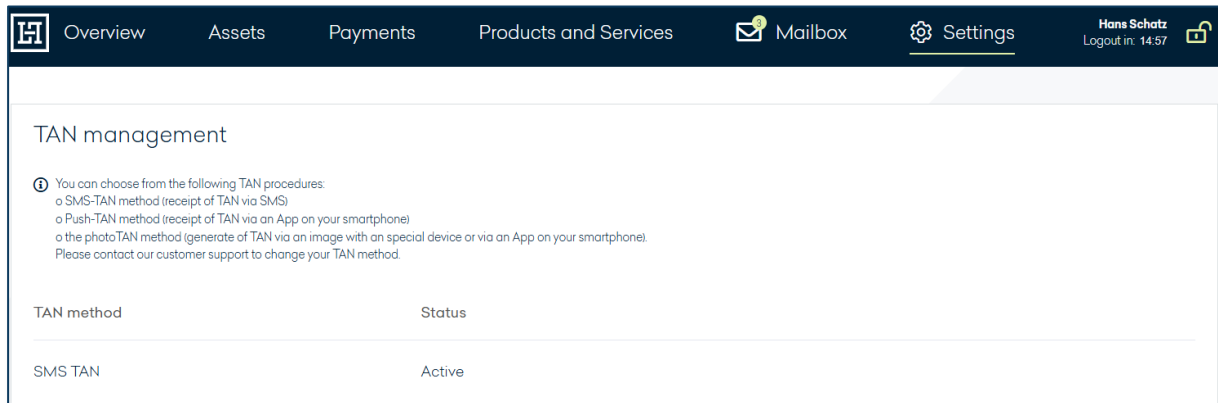
Under “Transaction limits” you will find an overview of all possible transfer limits and the transfer limits activated for you, as well as the remaining amount available for the period. If you are the account holder, you have the option of setting your permanent transfer limits individually. This can be between EUR 1,000.00 and EUR 50,000.00 for the “Transfer limit per day”, for example.

 Overview Assets Payments Products and Services Mailbox Settings Log			
Transaction limits			
① As the account holder, you can set a transfer limit per day, calendar week or transaction here. If you are an authorised representative, please speak to your proxy about this. The following transfer limits are available.			
Limit	Total amount	Remaining amount	
Daily transaction limit	not assigned		CHANGE
① If you are the account holder, you can set a daily transfer limit here. If you are authorized to do so, please contact the authorizer.			
Weekly transaction limit	not assigned		CHANGE
① If you are the account holder, you can set a weekly transfer limit here. If you are authorized to do so, please contact the authorizer.			
Limit per transaction	not assigned		CHANGE
① If you are the account holder, you can set a transfer limit per transaction here. If you are authorized to do so, please contact the authorizer.			
Daily transaction limit until 15.04.2025 (time restricted exception limit)	150,000.00 EUR	149,982.60 EUR	
① A time restricted exception limit can be arranged via your customer advisor.			

If you would like to set a temporary daily limit or cancel your transfer limit, please contact your customer advisor.

9.2.2 TAN-management

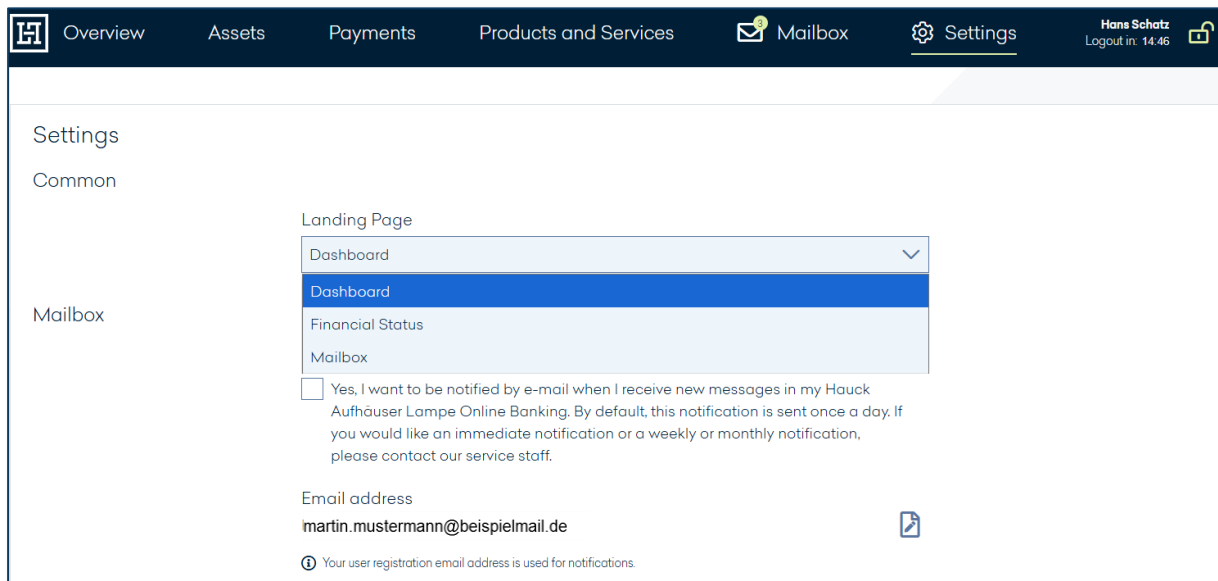
Here you will find an overview of the TAN procedures and devices you are currently using.



To make changes, please contact our Customer Support.

9.2.3 Settings

The individually configurable dashboard is set up as your personal start page in Online Banking by default. However, under "Start page" you have the option of alternatively making your financial status or your mailbox your personal start page. Simply select the appropriate option from the list.



Users of the signature folder have the option of saving it as their start page

9.2.4 Lock Account

If it is necessary to block your access, you can do so here at any time. If you use several TAN procedures or several end devices for your TAN procedures, you must select under Signature what you wish to block access with.

As soon as you have confirmed the order to block access, it will be blocked with immediate effect.

The screenshot shows the 'Lock account' page within an online banking application. The top navigation bar is dark blue with white text and icons for 'Overview', 'Assets', 'Payments', 'Products and Services', 'Mailbox', and 'Settings'. The user's name 'Hans Schatz' and a logout timer 'Logout in: 14:58' are in the top right corner. The main content area has a light gray header with the title 'Lock account'. Below this, an information icon (i) is followed by the text: 'Here, you can deactivate your Onlinebanking-Account. After successful confirmation the account is immediately deactivated and you are automatically logged out.' The section 'Order confirmation' follows, with the question 'How do you want to sign your order?'. Underneath, the word 'Signature' is bolded, and 'SMS-TAN' is listed below it. A blue button labeled 'SIGN ORDER' is positioned in the bottom right corner of the main content area.

10. SECURE SCA-Method „photoTAN“

10.1 GENERAL INFORMATION ON THE METHOD

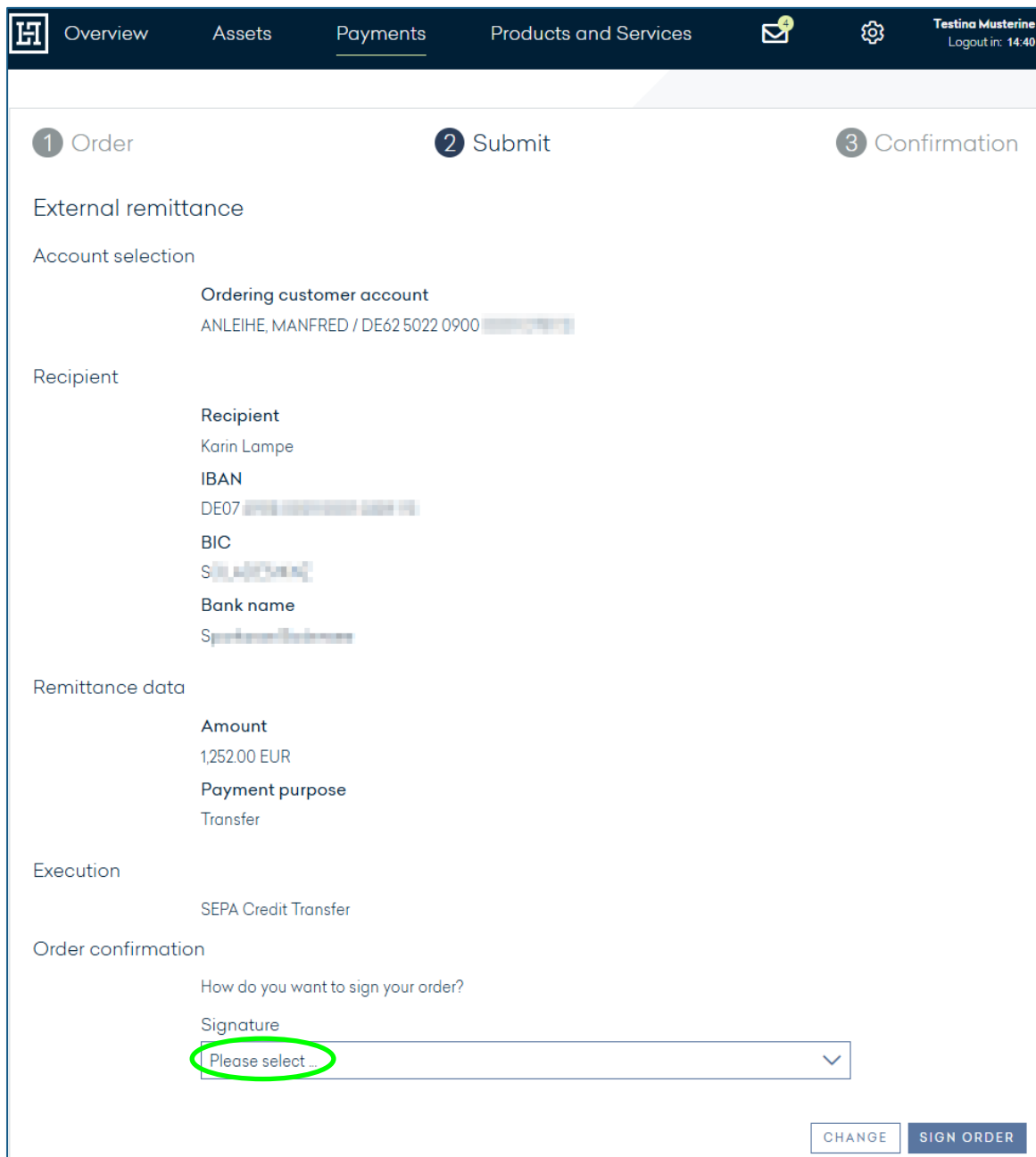
In order to use this procedure, you must obtain a “photoTAN device” from Hauck Aufhäuser Lampe or install the “HALTAN app” on your smartphone. The photoTAN procedure is then activated by means of an activation letter.

A TAN required for authorization is generated by scanning the graphic on the screen with the aforementioned reader and shown on its display.

The instructions for activating the reader can be found in section 10.2.

10.1.1 Recording a transfer with photoTan

After entering all transfer data, the signature dialog is displayed to the participant under “Release”. If several TAN procedures are available to you, please select “photoTAN” under “Signature”.



The screenshot displays the 'Submit' step of a transfer process in an online banking interface. The navigation bar at the top includes 'Overview', 'Assets', 'Payments' (highlighted), and 'Products and Services'. The user is logged in as 'Testina Musterine' with a logout time of 14:40. The main content area shows the transfer details, including account selection, recipient information, remittance data, and execution type. The 'Signature' section is highlighted with a green circle, showing a dropdown menu with 'Please select' as the current selection.

1 Order **2 Submit** **3 Confirmation**

External remittance

Account selection

Ordering customer account
ANLEIHE, MANFRED / DE62 5022 0900 [REDACTED]

Recipient

Recipient
Karin Lampe

IBAN
DE07 [REDACTED]

BIC
S [REDACTED]

Bank name
Sparkasse [REDACTED]

Remittance data

Amount
1,252.00 EUR

Payment purpose
Transfer

Execution

SEPA Credit Transfer

Order confirmation

How do you want to sign your order?

Signature
Please select

CHANGE SIGN ORDER

You can then select the photoTAN procedure in the drop-down field.

The screenshot shows the 'Order confirmation' screen. Under the heading 'How do you want to sign your order?', there is a 'Signature' section with a drop-down menu. The menu is open, showing options: 'Please select ...', 'Please select ...', 'SMS-TAN', and 'photoTAN'. The 'photoTAN' option is highlighted in blue and circled in green. To the right of the menu are buttons labeled 'CHANGE' and 'SIGN ORDER'.

Scan the graphic that is now displayed with your photoTAN device or with the function in the HAL TAN app.

The screenshot shows the 'Order confirmation' screen. It displays the instruction 'Please commit your order by inserting the generated TAN within the next five minutes.' Below this is a square QR code. Underneath the QR code is a text input field labeled 'photoTAN*' with a cursor inside. To the right of the input field is a small icon of a smartphone. At the bottom left, there is a note '* Mandatory'. At the bottom right, there are buttons labeled 'CHANGE' and 'SUBMIT'.

When scanning the graphic, you will first be asked to enter your PIN (Personal Identification Number) on the photoTAN device. Once you have scanned the graphic and entered your PIN, the photoTAN will be displayed on the device.

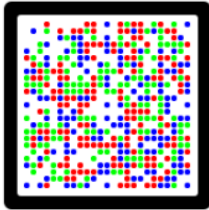
After scanning, the TAN will be displayed on your smartphone in the HAL TAN app and can be transferred directly to online banking by clicking "Approve".



You can then enter the photoTAN in Online Banking to confirm the order. However, the photoTAN expires after five minutes and must be entered in Online Banking within this time window.

Order confirmation

Please commit your order by inserting the generated TAN within the next five minutes.



photoTAN*


* Mandatory

CHANGE

SUBMIT

The successful release of the transaction is then displayed in Online Banking.

[Overview](#)
[Assets](#)
[Payments](#)
[Products and Services](#)

Testina Musterine
 Logout in: 14:34

1 Order

2 Submit

3 Confirmation

External remittance

Your transfer order was put into the signature folder on 3/26/25, 1:04 PM for release.

Used photoTAN: 089272

Account selection

Ordering customer account
 ANLEIHE, MANFRED / DE62 5022 0900

Recipient

Recipient
 Karin Lampe
IBAN
 DE07
BIC
 SOLA3333
Bank name
 Sparkasse

Remittance data

Amount
 1,252.00 EUR
Payment purpose
 Transfer

Execution

SEPA Credit Transfer

HOME

ANOTHER APPLICATION

10.1.2 Signing within the Signature Folder by using the photoTAN-Method

The photoTAN dialog is called up identically in the U-Mappe. After clicking on “Sign”, the photoTAN is offered as a signature procedure.

Overview
Assets
Payments
Products and Services

Testina Musterine
Logout in: 12:46

Sign & Upload

Select account

All

Please note the cut-off times for same-day orders. SEPA Credit Transfer: 14:00 - International Transfer: 16:30 - Express Transfer: 16:10

CSV-IMPORT
ADJUST TABLE
EXPORT

Search

Sort

Quick filter

Filter term

Please select ...

All

☒	Order type Created on Order reference	Payee IBAN / Account number BIC / Bank code	Ordering customer Account	Signatures Status	Amount
☒	Standing Order 03/26/2025 01:12 PM 112070_100100	Fritz Maier DE25 0000 0000 0000 0000 0000 GLS BANK AG GLS	Manfred Anleihe DE62 5022 0900 0000 0000 0000 MANFRED ANLEIHE GLS	☒ ☒ Processible	50.00 EUR
☒	EUR SEPA Credit Scheduled Transfer 03/26/2025 01:12 PM 112069_100100	Liliane Blum DE25 0000 0000 0000 0000 0000 GLS BANK AG GLS	Manfred Anleihe DE62 5022 0900 0000 0000 0000 MANFRED ANLEIHE GLS	☒ ☒ Processible	120.00 EUR
☒	International Transfer 03/26/2025 01:12 PM 112068_100100	Berta Hauck FR04 0000 0000 0000 0000 0000 BANK OF FRANCE GLS	Manfred Anleihe DE75 5022 0900 0000 0000 0000 MANFRED ANLEIHE GLS	☒ ☒ Processible	125.00 CAD
☒	EUR SE Transfe 03/26/2 112067_			☒ ☒ Processible	1,500.00 EUR

Sign

Details
☐ 1. signature
☐ Final signature

Orders
4
Positions
4
Number of credits
4
Check value
F5D609A991
Order confirmation
How do you want to sign your order?
Signature

Please select ...
Please select ...
photoTAN
SMS-TAN

DELETE
REJECT
SIGN

After successful entry, the photoTAN used is displayed again for the user to check.

Confirmation

i You have granted the first approval for 1 transfer order(s) and released 3 transfer order(s) on 3/26/25, 1:22 PM.
Released transfer order(s) will be executed after successful verification.

i Used photoTAN: 937419

Details

☐ 1. signature

☐ Final signature

Orders

4

Positions

4

Number of credits

4

Check value

F5D609A991

CLOSE

10.1.3 Incorrect entry

If an incorrect TAN is entered, an error message is displayed.

After three incorrect entries, the TAN procedure is blocked and can only be reactivated by Customer Support.

Sign

Details

☐ 1. signature

Orders

1

Positions

1

Number of credits

1

Amount of credits

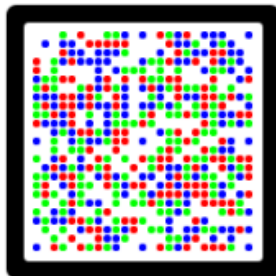
50.00 EUR

Check value

F6F315583F

Order confirmation

Please commit your order by inserting the generated TAN within the next five minutes.



photoTAN*



✗ The entered photoTAN is invalid.

* Mandatory

CANCEL

SUBMIT

10.1.4 Unlocking after incorrect PIN entry

If the photoTAN device is locked due to the PIN being entered incorrectly several times, it can be unlocked again using the corresponding activation letter.

The activation letter should therefore be kept in a safe place. If the activation letter can no longer be found, you can request a new activation letter to be sent via Customer Support.

10.2 ACTIVATING THE PHOTOTAN DEVICE

To activate your photoTAN device, select “TAN management” in the “Settings” menu.

Please click on the “Activate reader device” button to the right of the “photoTAN” procedure.

TAN management

① You can choose from the following TAN procedures:

- o SMS-TAN method (receipt of TAN via SMS)
- o Push-TAN method (receipt of TAN via an App on your smartphone)
- o the photoTAN method (generate of TAN via an image with an special device or via an App on your smartphone). Please contact our customer support to change your TAN method.

TAN method	Status
SMS TAN	Active
Push TAN Thor iPhone 13	Active
photoTAN	Active

ACTIVATE DEVICE

This is only relevant if you want to use a separate device. This is not necessary to activate the photoTAN function on your smartphone.

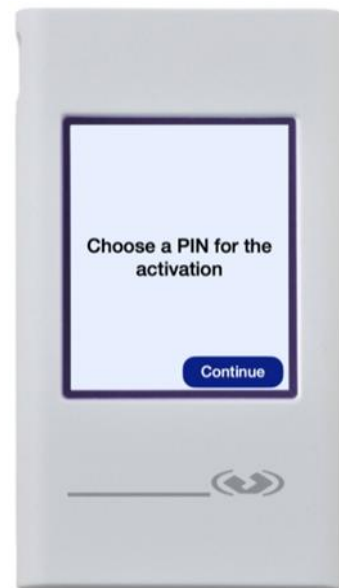
Now switch on your HAL photoTAN device.

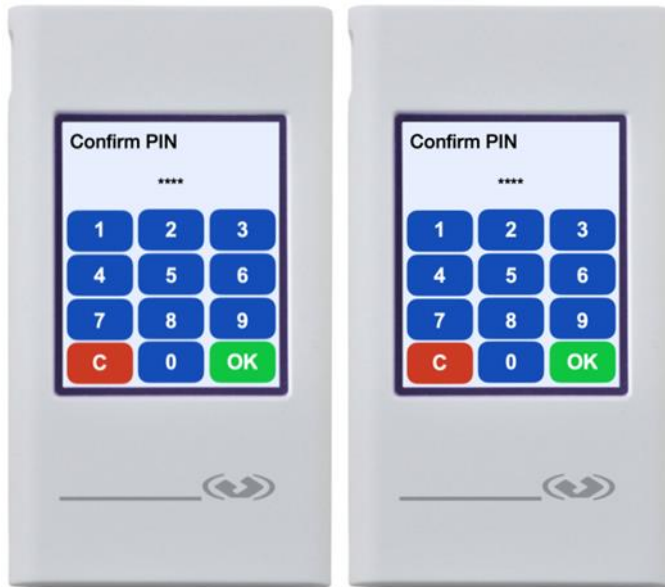


Please scan the activation graphic from your cover letter first.



Then assign a personal identification number (PIN). To do this, select four numbers and confirm them.





If the PIN is too weak, it will be rejected by the device and you will be asked to assign a new PIN.

If both are identical, you will receive the message "PIN set correctly".



Please enter the activation code in your online banking and confirm with "Continue". The hyphens are not included.

[Overview](#)
[Assets](#)
[Payments](#)
[Products and Services](#)

Muster Müller
 Logout in: 09:20

1 Activation Code

2 Approval

3 Confirmation

Activation Code

Please scan the activation graphic on your activation letter with a photoTAN reader and follow the instructions on the display. If you wish to request a new activation letter or device, please contact your customer advisor or our Customer Support.

Activation Code*

CANCEL
CONTINUE

Your photoTAN device will then ask you to confirm the code entry.



You will now be asked to scan the graphic in Online Banking for final confirmation.

After the scan, enter the TAN displayed on your photoTAN device in Online Banking below the graphic and confirm with "Continue".




[Overview](#)
[Assets](#)
[Payments](#)
[Products and Services](#)



Muster Müller
 Logout in: 14:53

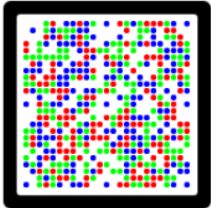
1 Activation Code

2 Approval

3 Confirmation

Approval

 Please scan the following graphic with your photoTAN reader and follow the instructions on the display. By entering the displayed TAN, you complete the activation.



photoTAN*



* Mandatory

CANCEL

CONTINUE

Your photoTAN device and online banking confirm the successful completion of the activation.


[Overview](#)
[Assets](#)
[Payments](#)
[Products and Services](#)



Muster Müller
 Logout in: 14:58

1 Activation Code

2 Approval

3 Confirmation

Confirmation

 Your photoTAN reader device FDU531 has been successfully activated and can now be used to sign orders.

TAN MANAGEMENT

11. IMPORTANT NOTICES

Which technical requirements are necessary for the participation in the online banking of Hauck Aufhäuser Lampe?

In order to participate in the Online Banking of Hauck Aufhäuser Lampe Privatbank AG, you do not need any special technical requirements, except an internet access and an up-to-date internet browser.

Our online banking has been tested on the market-leading browsers and their most common versions. If an error message appears when you try to access the online banking platform, this could be due to an outdated browser. For security reasons and to ensure optimum display of the functions and content of our online banking, we recommend that you always keep your browser up-to-date.

In addition, you will also need a SMS-capable mobile phone in order to use the mTAN procedure to approve your orders. You will need a smartphone to use the Push-TAN procedure. To use the photoTAN procedure, you can choose between a separate photoTAN device or your smartphone.

What happens if I cannot remember my login name?

If you forget your login name, you can find it in your contract documents for participation in the online banking with Hauck Aufhäuser Lampe Privatbank AG. If this is not possible, please contact our Customer Support.

SCA – Two-Factor-Authentication

Since the PSD2-Directive prescribes a Login using a two-factor authentication (Strong Customer Authentication – SCA), you will additionally have to enter a TAN (e.g. SMS-TAN) every 90 days after logging in with your customer number and PIN to gain access to your online banking.

What happens if I forget my PIN?

Please contact our Customer Support.

I entered my PIN incorrectly three times and my access was automatically blocked. What can I do?

If your access to online banking was automatically blocked for security reasons, please contact our Customer Support.

What should I do if I have lost my mobile phone or it has been stolen?

For security reasons, please contact our Customer Support immediately.

My mobile phone number has changed - what do I have to do?

If you have a new mobile phone number and would like to use the mTAN procedure with it in the future, please inform your advisor in writing.

12. CONTACT

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Online Banking Customer Support

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online.banking@hal-privatbank.com
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As of: October 2025

