



Sparkasse

## Online banking

# Information about online banking.

With online banking from your Sparkasse, you can carry out your everyday financial transactions whenever and wherever you want. You always have access to your finances, you can check your account balance, make transfers or set up standing orders – all from your computer, laptop, smartphone or tablet.

### **i** Note:

A Verification of Payee will be carried out for all outgoing transfers from October 2025. The Verification of Payee applies to normal transfers, real-time transfers, standing orders and scheduled transfers. In order to give you better protection against fraud, transposed digits and incorrect invoices, a check is carried out automatically for all transfers to ensure that the name and IBAN of the payee match. You usually see the results of the Verification of Payee in just a few seconds.

## How to become an online banking customer.



- 1. Activate online banking**  
The prerequisites for activation are an account with an associated account card, a mobile end device and the S-pushTAN-App.
- 2. Download the S-pushTAN-App**  
Once you have downloaded the S-pushTAN-App, you can activate your online banking access and enter your personal details.

**Weil's um mehr als Geld geht.**



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**3. Accept the Terms of Use**

Accept the legal notices and Terms of Use to access online banking.



**4. Set your Anmeldenname**

Change your Anmeldenname (username) as you wish. You need this to link your online banking to your card.



**5. Enable with the link**

Enable your online banking by clicking the link that you receive by email.

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## Forgotten your username or password/PIN?

### Reactivation of your online banking

In the “Anmelden” (Login) section of your Sparkasse online banking, click on “Zugangsdaten vergessen” (“Forgotten login details”). You will see this option wherever a login to online banking or entry of your online banking access details is required.

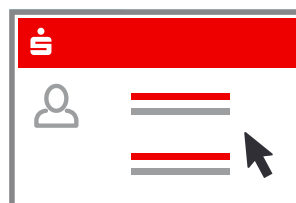
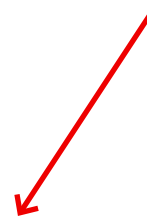
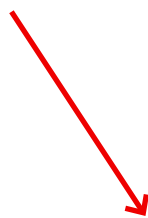
### Do you know your username?



**1.**  
**YES:** Enter it and click on “weiter” (“Next”).



**1.**  
**NO:** Click on “Anmeldenamen vergessen” (“Forgotten username”).



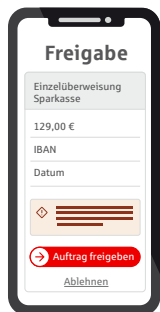
**2.**  
Enter your **personal details** and click on “weiter” (“Next”).

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## Check whether your S-pushTAN-App is working



### **3.** **YES:**

1. Confirm the transaction in the S-pushTAN-App.
2. Assign a new online banking PIN and enter it again.
3. Confirm the transaction in the S-pushTAN-App.



### **3.** **NO:**

1. Request a PIN-Brief (PIN letter) (with Anmeldenamen (Username) and Eröffnungs-PIN (Activation PIN)) and a Registrierungsbrief (Registration letter) (for setting up your S-pushTAN-App).
2. You will receive the letters at slightly different times.
3. Set up the reset S-pushTAN-App again.
4. Log in to online banking with the details in the letter.
5. Change your online banking PIN.
6. Confirm the transaction in the S-pushTAN-App.



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## Blocking your login

If you suspect your online banking access is being misused, you should immediately have it blocked.



**Call the emergency  
block number  
+49 116 116.**

**Available around the clock, 365 days a year.**

- i** Have your IBAN (or your account number, card number and sort code) to hand when you call.

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