

Information about chipTAN

What can I use chipTAN for?

chipTAN is used for 2-factor authentication as well as for releasing orders in online banking.

What is chipTAN?

The TAN generator is the input or output medium for generating TANs. The TAN itself is calculated on the chip of the card used. Hence the name chipTAN.

Using the chipTAN procedure when logging in to online banking

After calling up the online banking application, you will be asked to enter your user ID and your personal password. For the 2-factor authentication, you will also need a chipTAN to complete the registration. To do so, please insert your bank card (girocard) or signature card into the reader and press the "TAN" key. Then confirm the process by pressing the "OK" key. Then transfer the TAN displayed in the reader to the 'TAN' field on your screen and complete the registration.

How does chipTAN work with payment orders?

After you have inserted your bank card (girocard) or signature card into the reader and pressed the "F" key, hold the reader with the printed arrows exactly on the arrows that are displayed on the screen. Please pay attention to the displays on the reader and confirm the individual details on the reader with the "OK" button. Then transfer the TAN displayed in the reader to the 'TAN' field on your screen and complete the transaction.

What technical requirements must the TAN generator meet?

The TAN generator must support version V 1.4

Service center:

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Our Service Center is available to answer your questions about online banking until 22:00 hours daily.