

## Information about the appTAN

### What can I use the appTAN for?

The appTAN is used for 2-factor authentication and for releasing orders in online banking.

### How does the installation of the appTAN on the smartphone work?

Depending on the type of operating system on your smartphone, you can search for "ODDO BHF appTAN" either in the Google Store or the Play Store. To install appTAN, you agree to read your smartphone's IMEI and thus to manage and make calls

### Device Activation

To activate a device you need your activation letter which you have received from us. Log in to online banking and call up the menu item "Administration --> appTAN". Then select "Activate device". You will then be guided through the further steps.

### How does the appTAN work?

When you execute and approve your transaction entered in online banking, you will receive your personal and unique appTAN-TAN in the appTAN. You enter this in online banking. This authorizes your payment.

You will receive a new appTAN-TAN for each new transaction.

### What are the technical requirements for the smartphone?

The appTAN procedure supports smartphones with the operating systems iOS and Android. In order for you to install the app, the device must not have been rooted or otherwise modified.

### How can the appTAN procedure be deactivated?

To deactivate the procedure, log in to online banking and call up the menu item "appTAN administration". Select your device there and click on "Delete device". After confirming the deletion, the deleted device can only use the appTAN again once you have received a new activation code from us and have reinstalled and registered the app.

### Service Center:

**Phone +49 (0)69 718 3500**

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