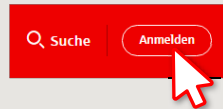


# chipTAN: Unlocking in the online branch (first time use)

[www.frankfurter-sparkasse.de/chiptan](http://www.frankfurter-sparkasse.de/chiptan)

Frankfurter Sparkasse 1822

## 1 Log into your online banking account



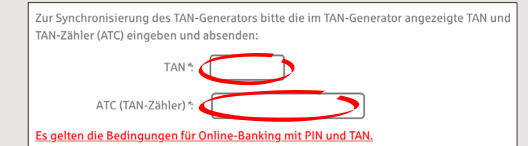
You have received a verification letter for online banking from your Sparkasse. Please use the login data in that letter for your first login.

## 2 In the next step, you will be requested to change your PIN for online banking. In order to do so, you must first synchronise your Sparkasse Card (debit card) for the chipTAN system. Depending on which TAN generator you use, you will be able to switch between the display of the QR code and the Flicker code.

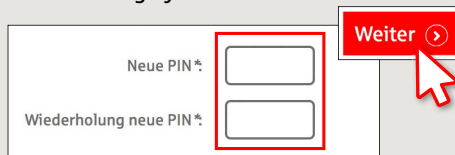


Confirm the „TAN?“ question by tapping on „OK“.

Tap on „Weiter“.



## 3 Please change your PIN now.



A TAN will now be requested to “sign” the PIN change. To do so, please use your TAN generator, insert the card and follow the descriptions on the screen – just like during synchronisation.

## 4 Generate a TAN as described and enter it to confirm.



- The transmission has been completed.
- The start code is shown on the display.
- Check the start code against the start code shown on your PC.
- Confirm the start code with “OK”.
- Enter the displayed TAN and complete by tapping on “Ändern”.

Zur Bestätigung des Auftrages bitte die im TAN-Generator angezeigte TAN eingeben und absenden (Kartenummer ) \*

Es gelten die Bedingungen für den Überweisungsverkehr



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

Central service call number: You can contact us under 069 2641-0 Mon – Fri from 8 am – 8 pm.

Further information about the chipTAN procedure is available at: [www.frankfurter-sparkasse.de/chiptan](http://www.frankfurter-sparkasse.de/chiptan)

YOU CAN ALSO REACH US AT:

Customer Service Center  
Service hours: Mon – Fri from 8 am – 8 pm  
Text chat: [www.frankfurter-sparkasse.de/ksc](http://www.frankfurter-sparkasse.de/ksc)  
Telephone: 069 2641-1822  
[online@frankfurter-sparkasse.de](mailto:online@frankfurter-sparkasse.de)