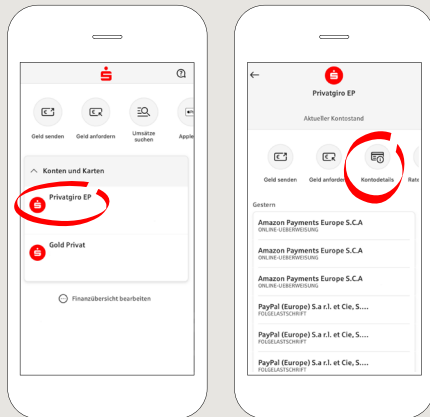


Sparkasse app: Change verification process

www.frankfurter-sparkasse.de/s-app

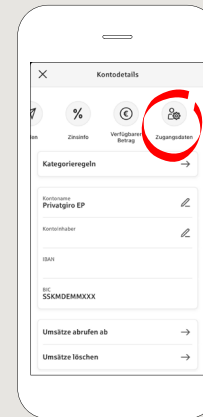
The following description applies to the operating system iOS. For other mobile operating systems, the procedure may differ slightly.

- 1** Start the Sparkasse app with a hint on the app symbol and enter your password. Select an account.

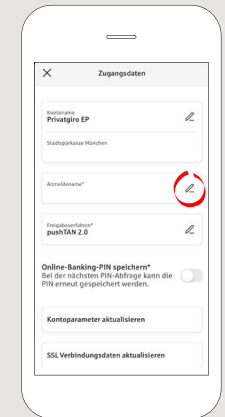


Then tap “Kontodetails”.

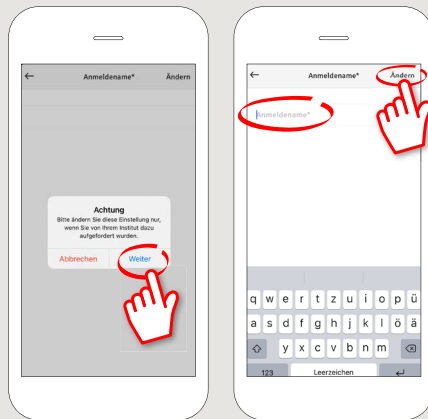
- 2** Select “Zugangsdaten“ at the top right.



- 3** Click on the pencil next to “Anmeldename“ to change the login name.

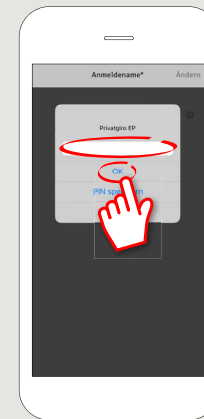


- 4** Select “Weiter“ and change the login name in the next step. Enter the login name for the new procedure that you received by letter from the Sparkasse.



Tip on “Ändern“.

- 4** Enter your PIN to confirm and tip „OK“. Your login name is now changed.



Tip the X in the left upper corner to get back to your Account details.



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 Sparkasse app is available at: www.frankfurter-sparkasse.de/s-app

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
Telephone: 069 2641-1822
online@frankfurter-sparkasse.de