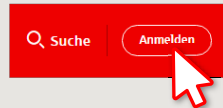


chipTAN: Bank transfers in the internet branch

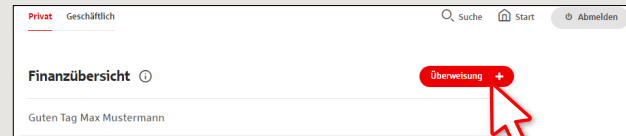
www.frankfurter-sparkasse.de/chiptan

Frankfurter Sparkasse 1822

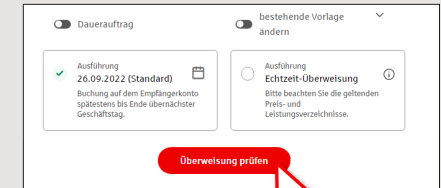
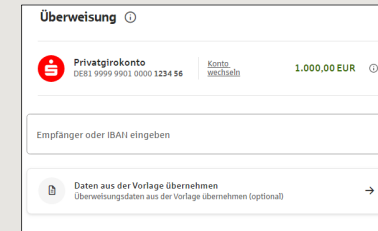
1 Log on to our Website.



2 Click on the red field „Überweisung“. Then choose which of your accounts you want to transfer from.



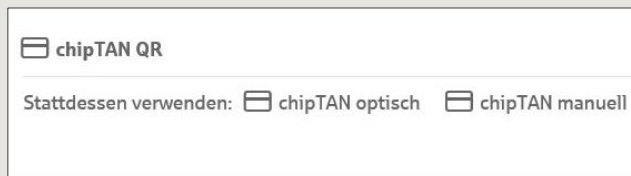
3 Now enter the name of the recipient, their IBAN, the amount and the purpose of payment - like the invoice number if available.



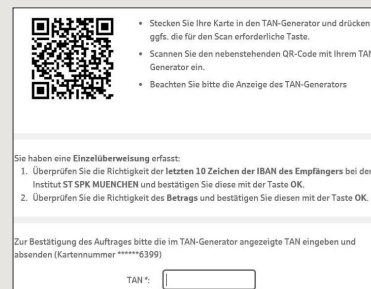
In the lower part you can make further settings. By clicking on „Überweisung prüfen“ the details are summarized again.

4 Now choose the way in which you would like to create the TAN.

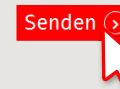
With “chipTAN QR”, a QR code will be displayed to you.
With “chipTAN optisch”, a flickering graphic will be displayed to you.
With “chipTAN manuell”, the TAN will be generated after you enter specific order data.



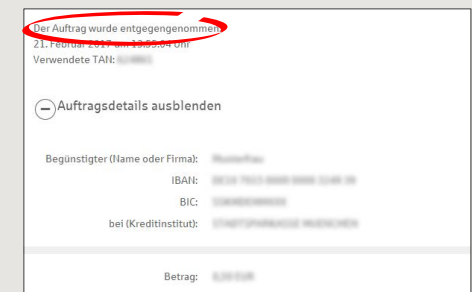
5 Now create a TAN with the TAN generator as described and compare the details in the TAN message with your original documents, e.g. invoice.



If they match, enter the TAN and tap Send („Senden“).



6 Your transfer has been carried out and you receive confirmation.



Tips for step 3: Enter the details directly. Errors can occur when copying. Avoid using umlauts and special characters. Euro and cents are separated with a comma. Avoid using any separator for thousand amounts.

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 chipTAN is available at: 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
Telephone: 069 2641-1822
online@frankfurter-sparkasse.de