

Online banking

Instructions for Using Your TAN Generator

1 The TAN Generator – Key to Your Data Security

To log into our online banking system and authorize orders you will need a TAN (transaction authorization number). You have chosen a process where you get the required TAN from a TAN generator. The TAN is a six-digit number that will be displayed on the screen of your TAN generator. You will receive an already registered TAN generator that requires no further initiation on your part.

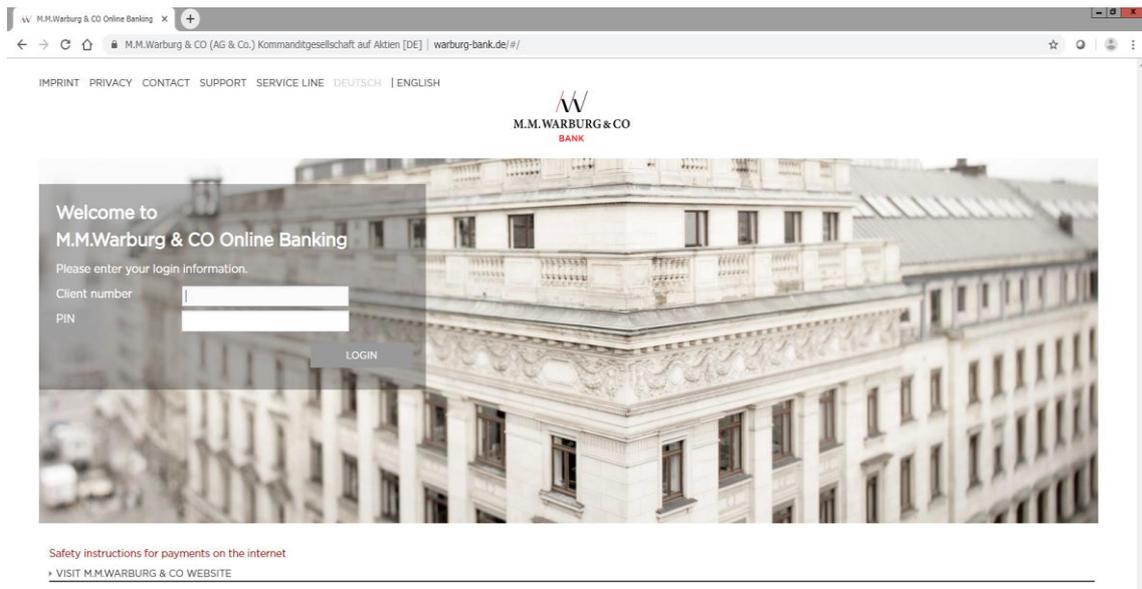
You can access **M.M. Warburg & CO Online banking** via our website

www.mmwarburg.com

by clicking on the menu item **Login Online banking**.

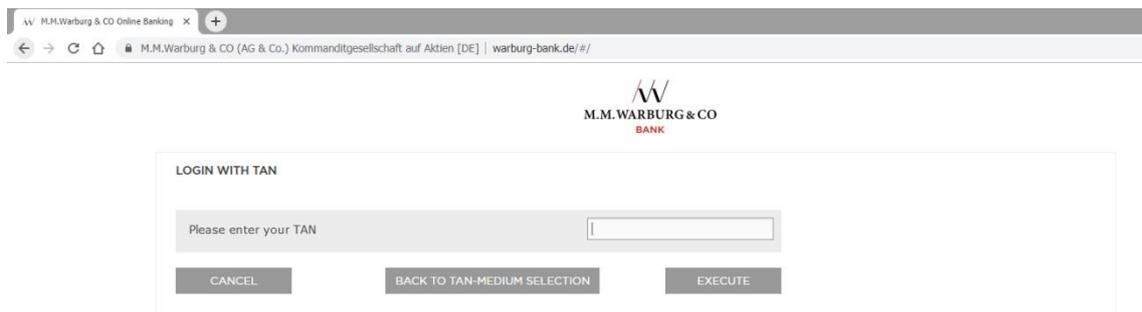
1.1 Login

To log in, you will need to enter your customer number and personal identification number (PIN).



At first login, the system will prompt you to change the PIN you received by mail to a 12-digit PIN of your choice. The new PIN must be a combination of numbers, capital and small letters as well as one of the listed special characters: !"#\$%&'()*+,-.:/;<=>@. Please do not use personal data (e.g. birth date) as your PIN.

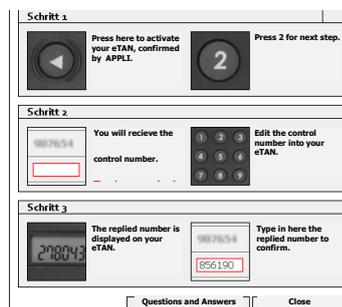
You will then have to authenticate your login into the online banking system by entering a TAN.



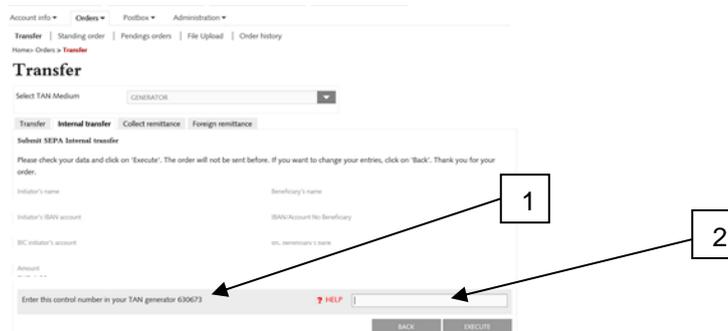
1.2 Login and Order Authentications by TAN Generator

For login to the online banking system and for every order, the system will prompt you to authenticate these actions with a TAN.

To generate a TAN, you have to press the arrow key on the TAN generator to start up the device. When the display reads “APPLI –” press the “2” key. The display will then show six bars.



Enter the control number (1) shown on the online banking screen into the TAN generator. You have 30 seconds to complete this. After entering the control number, the TAN generator will immediately display the TAN. You then enter this TAN into the input field of the online banking screen (2). That completes your authentication. If you receive an error message, please check your data entries.



If you are signed up for various TAN media, you can select the medium of your choice via the TAN media selection field (TAN medium selection).

1.3 Input Error

Should you mistype your customer number or PIN, the authentication screen will notify you of a wrong entry by displaying **Wrong Customer Number or PIN** or, if you mistype the TAN, it will say **Invalid TAN**. In that case, please enter the data again. You may enter wrong data combinations up to three times. Thereafter, the system will block access to your account or block the TAN generator to protect your security. Please contact us immediately should that occur. Upon successful authentication, we will quickly and unbureaucratically unblock your account.

1.4 TAN Generator Service Life

Depending on how much you use the device, your TAN generator should last several years. You will receive a caution notice well before the device expires so you can exchange it for a new one in good time.

2 Logging Out of the Online banking System

The online banking site will generate a session log when you log into the system with your customer number and PIN. The session log also serves to unambiguously identify you during the session. Clicking on the log out field ends the session. That means that any additional action will require you to log in again with your customer number and PIN and authenticate yourself with a new TAN.

You should generally always follow the log out protocol on the online banking site. If you forget to do that, however, the session will automatically end after 5 minutes of idling.

2.1 Important Notes

- Your TAN generator has a durable micro chip, battery, and LCD display. To keep it in good working order, please do not expose the device to high heat or moisture. You as the user cannot change the battery. In case of device failure, please contact us and we will send you a new TAN generator.

Please contact our **Service Hotline** for any online banking questions. You may reach our hotline daily between 6 a.m. and 10 p.m. toll free within Germany at:

0800 72 33 982

Internationally: +49 40 3282 2332

Or by e-mail: service@mmwarburg-service.com

Please read and observe the enclosed security notes and keep our blocking hotline numbers on hand. You will reach our **Blocking Hotline** at:

Within Germany: 0800 588 78 25

Internationally: +49 201 3101 102