

## Online Banking

### Instructions for Using Your Mobile TAN (TAN Transmission By Text Message)

#### 1 Mobile TAN (TAN transmission by text message) – 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 by automated text message to your registered mobile phone number.

As soon as we have registered your mobile phone number, you will receive an access code by automated text message. You can use this code to log into our online banking website.

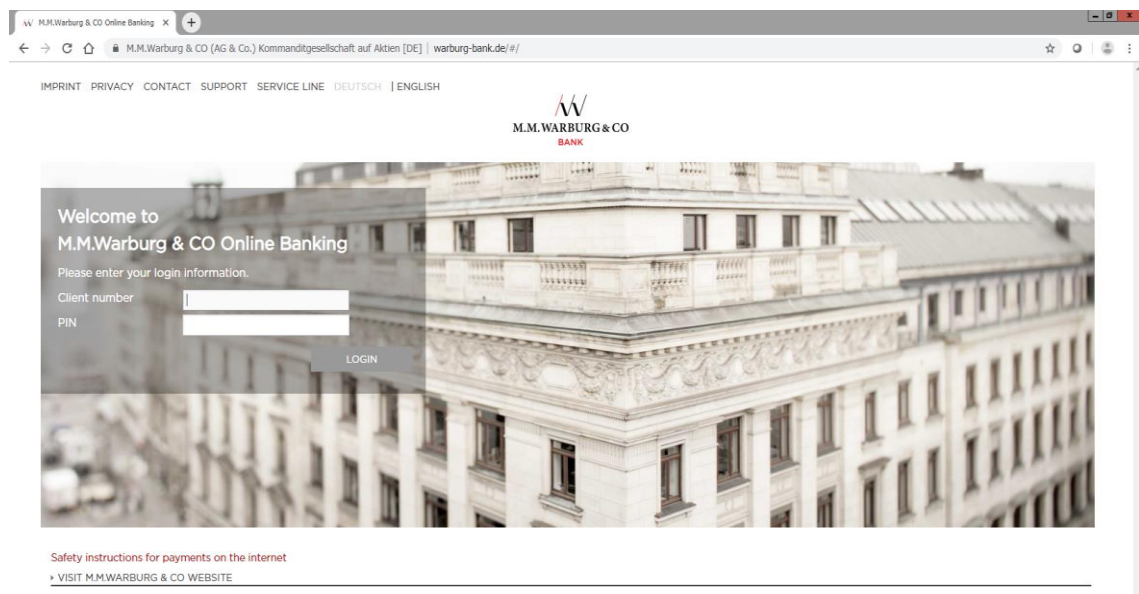
You can access the **M.M.Warburg & CO Online Banking** via our website at

[www.mmwarburg.com](http://www.mmwarburg.com)

by clicking on the menu item **Login Online Banking**. The responsive design optimizes the site display for your mobile device.

#### 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.





**M.M. WARBURG & CO**  
**BANK**

## 1.2 Login and Order Authentications by TAN per text message

You will henceforward receive the TANs necessary for transactions and logging into the M.M.Warburg & CO online banking system by automated text message as needed. The system will automatically detect when you need a TAN.

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

## 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 medium to protect your security. Please contact us immediately should that occur. Upon successful authentication, we will quickly and unbureaucratically unblock your account.

## 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.

## 3 Important Notes

- Please note that the sender of the automated text message for the activation code or TAN is 20120100
- As soon as you have entered a transaction into the online banking system you will receive a TAN by automated text message. Please carefully read the text message and check the recipient data for the transaction.
- If you accidentally mistyped the TAN, you can no longer use it for authenticating the transaction. The system will immediately send you a new TAN by automated text message.

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](mailto: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**