
INSTALLATION

MOBILE BANKING APP

We are providing a mobile banking app for mobile devices, so that we can be right there by your side – anytime, anywhere!

The mobile banking app will basically provide you with the same data as you have in e-banking. Access via the app is password-protected. To enable you to access your accounts and custody accounts anywhere at any time you must activate your access on a one time basis.

1. ACTIVATE ACCESS

To do this, follow the steps below:

1. Activate access and define password
2. Allow transactions
3. Add mobile device

Detailed information on each step can be found in the following sections.

After the activation is completed you can make full use of our mobile banking app.

1.1 ACTIVATE ACCESS AND DEFINE PASSWORD

In order to access your accounts and custody accounts from the mobile banking app, you must activate your e-banking user identification for mobile banking.

Click on the “Manage access and password” button to activate your access and define your personal mobile banking password:

Settings

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					
		<p>Mobile, flexible, autonome - exactement comme votre banque!</p> <p>The banking app of Saanen Bank allows you to access your account and custody account assets, as well as your executed transactions, at any time and wherever you are. You can also execute transactions and find additional important financial information.</p> <p>Further information and instructions on the app can be found here.</p> <p>For the app you require:</p> <ul style="list-style-type: none"> • a device with iOS (iPhone, iPad, iPod touch) or • a device with Android (Android version newer than 2.3.6) (HTC, Samsung, Motorola, etc.) 			
<p>After you have installed the app on your mobile device, please activate it in e-banking to enable you to use all of its features. Carry out the following steps to receive access to your financial data via your mobile device.</p>					
<p>Manage your access and password</p> <p>Activate access and set password.</p>		<p>Access is deactivated</p> <p>Your Contract number: 9580002</p>			
<p>Allow Transactions</p> <p>Do you want to execute transactions or to request data informations only.</p>		<p>Transactions are not permitted. Data informations only.</p>			
<p>Authorise mobile devices</p> <p>Define from which devices access is permitted.</p>		<p>Authorised devices: 0</p>			

Settings

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
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Mobile Banking App

Set access and password

Manage your access to your mobile devices and set your mobile password.

Mobile banking password Deactivated **Activated**

Contract number 95

Enter your current e-banking password

Define your mobile banking password **Repeat your mobile banking password**

Requirements for your mobile banking password:

- at least 6 characters ;
- at least one letter and one digit ;
- Capital/small letters are taken into consideration ;
- do not use your current password

I accept the **mobile terms and conditions of contract** for mobile access

Mobile banking password	Select the "Activated" button to activate your access and define your mobile banking password.
User identification	Indicate your user identification (this applies to the login in e-Banking and also to the login in the mobile banking app)
Enter your current e banking password	Entry of the currently valid e-banking password
Define your mobile banking password	Define your personal mobile banking password yourself. Comply with the requirements for your mobile banking password: <ul style="list-style-type: none"> • at least 6 characters long • must have at least 1 letter and 1 digit • upper and lower case is taken into account • your current e-banking password must not be used for the mobile banking app
Repeat your mobile banking password	Please confirm the defined mobile banking password that has been entered.

Accept the "Terms and Conditions of Use" for the mobile banking app and save your settings.

1.2 ALLOW TRANSACTIONS

Independently define whether you would like to use the mobile banking app to execute transactions or just to request your financial information.

By allowing transactions, you can use the following functions:

- Scan payment slips
- Pay ebills
- Record payments and account transfers
- Remove pending payments
- Place stock market purchases and sales
- Cancel pending orders

Settings

 The mobile password you requested has been registered. It is valid with immediate effect.

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					

Allow Transactions

Define whether you want to execute transactions or to request data information only.

Transactions

do not allow

do allow

Just click on the "Allow transactions" button and then "Continue".

1.3 ACTIVATE MOBILE DEVICE

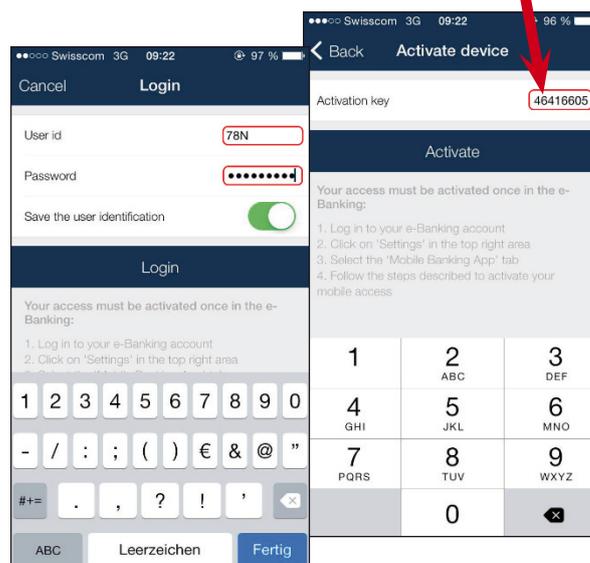
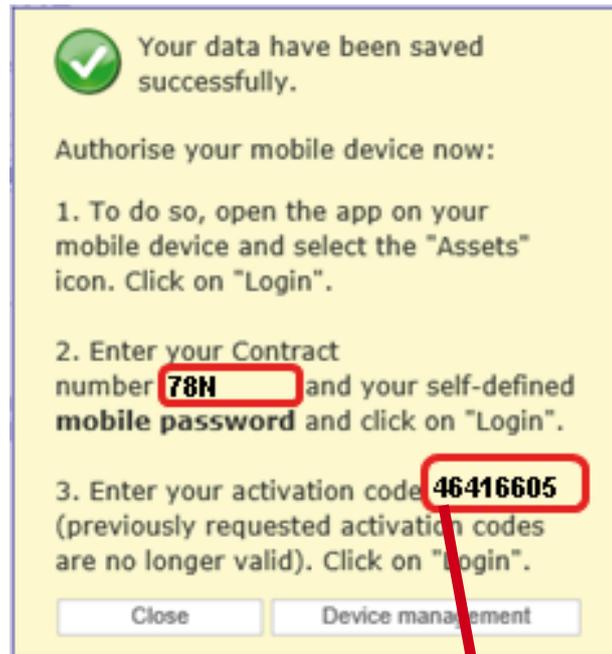
To access the banking services of the mobile banking app you must authorise your mobile device just once for access.

In e-banking an activation code is automatically displayed for you:

Settings

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					
		<p>Mobile, flexible, autonome - exactement comme votre banque!</p> <p>The banking app of Saanen Bank allows you to access your account and custody account assets, as well as your executed transactions, at any time and wherever you are. You can also execute transactions and find additional important financial information.</p> <p>Further information and instructions on the app can be found here.</p> <p>For the app you require:</p> <ul style="list-style-type: none"> • a device with iOS (iPhone, iPad, iPod touch) or • a device with Android (Android version newer than 2.3.6) (HTC, Samsung, Motorola, etc.) 			
<p>After you have installed the app on your mobile device, please activate it in e-banking to enable you to use all of its features. Carry out the following steps to receive access to your financial data via your mobile device.</p>					
<p>Manage your access and password</p> <p>Activate access and set password.</p>		<p>✓ Access is activated</p> <p>Your Contract number: 9580002</p>			
<p>Allow Transactions</p> <p>Do you want to execute transactions or to request data informations only.</p>		<p>✓ Transactions sont permises.</p>			
<p>Authorise mobile devices</p> <p>Define from which devices access is permitted.</p>		<p>✗ Authorised devices: 0</p>			

1. Now open the app on your mobile device.
2. Enter your user identification and the mobile banking password defined by you in the app and click on the "Login" button.
3. Enter the activation code indicated in e-banking and click in the mobile banking app on the "Activate" button.



2. CHANGE SETTINGS

You may at any time change the settings that were defined when you activated the app. To do this, simply select the desired function on the “mobile banking app” tab.

2.1 CHANGE SETTINGS FOR THE TRANSACTIONS

✔ The settings have been saved.

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					



Mobile, flexible, autonome - exactement comme votre banque!

The banking app of Saanen Bank allows you to access your account and custody account assets, as well as your executed transactions, at any time and wherever you are. You can also execute transactions and find additional important financial information.

Further information and instructions on the app can be found [here](#).

For the app you require:

- a device with iOS (iPhone, iPad, iPod touch) or
- a device with Android (Android version newer than 2.3.6) (HTC, Samsung, Motorola, etc.)

After you have installed the app on your mobile device, please activate it in e-banking to enable you to use all of its features. Carry out the following steps to receive access to your financial data via your mobile device.

Manage your access and password
 Activate access and set password.

Allow Transactions
 Do you want to execute transactions or to request data informations only.

Authorise mobile devices
 Define from which devices access is permitted.

✔ **Access is activated**
 Your Contract number: 9580002

✘ **Transactions are not permitted. Data informations only.**

✘ **Authorised devices: 0**

Click on the “Allow transactions” button.

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					

Allow Transactions

Define whether you want to execute transactions or to request data information only.

Transactions

do not allow
 do allow

Cancel
Save

Select the desired option, accept the Terms and Conditions of Use for the mobile banking app and save your changes.

By allowing transactions you can use the following functions:

- Scan payment slips
- Pay ebills
- Record payments and account transfers
- Remove pending payments
- Place stock exchange orders
- Cancel pending orders

2.2 MANAGE MOBILE DEVICES

You can manage your mobile devices independently.

You can authorise several devices to use the mobile banking app.

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					
<h3>Activate mobile devices</h3>					
Define the mobile devices you would like to use to access your financial data. You can authorise several devices for access.					
Your authorised mobile devices					
<input type="checkbox"/>	Brand ▲	Type ▲	Activation ▲	Last use ▲	
<input type="checkbox"/>	HTC	HTC One	2015-05-13 13:49:32	2015-05-13 13:49:35	
			Back	Add device	Delete device

The authorisation should be cancelled for devices which are no longer used for mobile banking.

General	E-documents	Change password	Text message / e-mail	Standard account/custody	Payments
Mobile Banking App					
<h3>Activate mobile devices</h3>					
Define the mobile devices you would like to use to access your financial data. You can authorise several devices for access.					
Your authorised mobile devices					
<input checked="" type="checkbox"/>	Brand ▲	Type ▲	Activation ▲	Last use ▲	
<input checked="" type="checkbox"/>	HTC	HTC One	2015-05-13 13:49:32	2015-05-13 13:49:35	
			Back	Add device	Delete device

If you change your phone, for example, you must authorise the new device, again on a one-time basis, for access. You can then cancel the authorisation for the old phone.

3. FREQUENTLY ASKED QUESTIONS

What can I do if my password has been blocked?

In that case please contact our e-banking customer service department and ask them to unblock your access again.

What can I do if I have forgotten my password?

Under the "Manage access and password" function you can independently define a new mobile banking password at any time.

If your access has already been blocked, you must first have it unblocked by our e-banking customer service department. Only then can you change your password.

What can I do if my mobile device has gone missing or been stolen?

To make sure that this mobile device cannot be used for mobile banking you can delete the relevant mobile device in device management.

You also have the option of contacting our e-banking customer service department and having the authorisation for the corresponding mobile device removed.