

What do you need to confirm?

For security reasons, you need to confirm your online banking access with a TAN at least every 90 days (according to EU Directive PSD2).

Service telephone

0234 611-0

(Monday till Friday, 8 am to 8 pm)

1

Open the app Sparkasse.



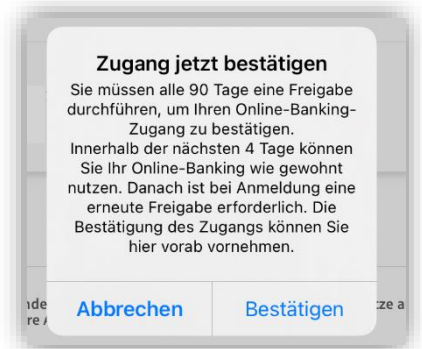
2

If your confirmation is required, the notification “**Confirm access**” pops up.

3

Tap on “**Confirm**”.

In the following, the pushTAN app opens automatically.

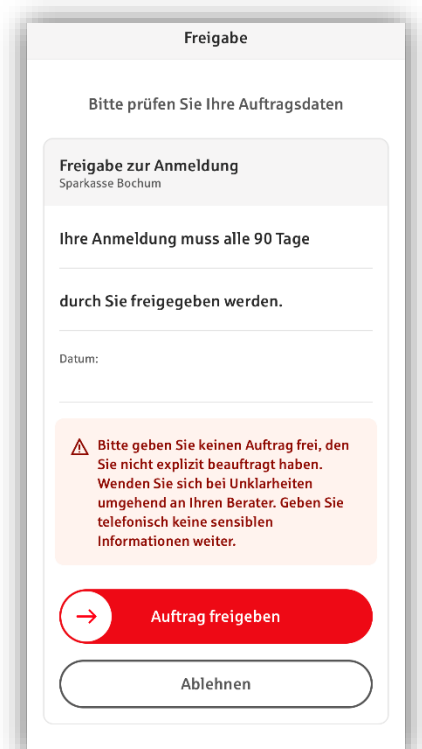


4

Enter the pushTAN app’s password.

5

Authorize the order with a swipe.



6

Your access is confirmed now.

Please repeat the confirmation process every 90 days.